



# Electricity Authority

Service Report and User Guide  
November 2022

Prepared by Jade Operations

**jade**

| business solutions

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## OPERATIONAL ITEMS

### Performance Standards

Measurement	Requirement	Actual	Met	Ref
Number and detail of service Provider Code or agreement breaches and details	Report delivered to Authority detailing breaches		Yes	Schedule 2 Non-functional requirements 5.2 table 1
Disaster recovery and backup obligations			Yes	Schedule 2 Non-functional requirements Section 7 (7.1 and 7.4)
Number and details of participant rule breaches	Report on 1 <sup>st</sup> business day delivered to Authority SFTP directory	01Dec22 at 03:20	Yes	
Maximum number of concurrent users for month		1136	Yes	Schedule 2 Non-functional requirements 2.7
During regular service hours (0730 hours to 1930 hours each day), the provider must ensure that the system is available to participants for no less than 99.9 per cent of the time in any one month. This statistic considers that planned, pre-approved, non-urgent maintenance outages are not included in the calculation of availability		100%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
Outside regular service hours (between 1930 hours and 0730 hours) the provider must ensure that the system is available to participants for no less than 98.0 per cent of the time in any month. This statistic considers that planned outages will not count against availability level targets.		100%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
The Registry must use its best endeavours to provide a service availability of 99.8 per cent or better, with nil or minimal outages.		100%	Yes	

<p>Unless otherwise approved in writing in advance by the Authority (such timely approval not to be unreasonably withheld) there must be no more than two planned outages per month, one of which is reserved for the monthly production release of software. Each planned outage must be at a time to be agreed by the parties and be no more than 2 hours in duration. Any planned outage of more than 2 hours duration must have the prior approval of the Authority, such timely approval not to be unreasonably withheld.</p> <p>Approved, pre-planned outages do not count against service level targets.</p>		<p>1) Scheduled outage for DR Cutover from AKL to CHC 08 Nov</p> <p>2) Scheduled Microsoft Patching and VMTools upgrade to MARAKLS3 Primary and CNWAKLS4 05 Primary Web Server 09 Nov</p> <p>3) Scheduled outage for DR Cutover from CHC to AKL 10 Nov</p> <p>4) Release of Application Deploy 22.11 to marPreg on 27Nov</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.3</p>
<p>Service response time of transactions sampled at regular intervals (every 1–5) minutes as agreed between the Authority and the Provider) during regular service hours for the system at the delineation point of the system to external communications providers</p>			<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>96% of all sampled transactions will have a response time of less than 2 seconds for all the components managed by the system at the delineation point of the Registry network.</p> <p>Longest time period in seconds</p> <p>Percentage of transactions exceeding 2 seconds</p>		<p>&lt;2 =99.81%</p> <p>44</p> <p>0.19%</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>90% will have a response time of less than 1 second for all the components managed by the system at the delineation point of the Registry network</p> <p>Percentage of transactions exceeding 1 second</p>		<p>&lt;1 =99.56</p> <p>0.44%</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>Number of password lockout alerts.</p> <p>Investigation of all repeated lockout alerts required.</p>		<p>0</p>		<p>Schedule 2 Non-functional requirements 25.1 (n)</p>

Help desk available	7:30 to 19:30 hours each business day	100%	Yes	Clause 11.20
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	30Nov22 20:50	Yes	Clause 11 of Schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Clause 11.21
Number of ICP's changing traders	16:00 on the 6 <sup>th</sup> business day of the month		Yes	Clause 11.23
Such other information as may be agreed from time to time between the Registry and the Board	16:00 on the 6 <sup>th</sup> business day of the month		Yes	Clause 11.23
Reports to the clearing manager and systems manager by 16:00 on first business day of the month	16:00 on first business day	01Dec2022 00:21	Yes	Clause 11.24
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the ICP days report	16:00 on 4 <sup>th</sup> business day	06Dec2022 01:35	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the loss factors report	16:00 on 4 <sup>th</sup> business day	02Dec2022 00:00	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the balancing area report	16:00 on 4 <sup>th</sup> business day	02Dec2022 00:00	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4 <sup>th</sup> business day	06Dec2022 05:18	Yes	Clause 11.26
By 16:00 on 1 <sup>st</sup> business day deliver to the market administrator (Authority) a report summarising events that have not been notified to the Registry with specified time frames	16:00 on 1 <sup>st</sup> business day	01Dec2022 00:00	Yes	Clause 11.27
Notifications or change within the Registry to participants affected	Same day		Yes	Clause 11.29
Registry to publish Schedule of loss category code and loss factors	Within one day of notification of change		Yes	Clause 22 of Schedule 11.1
Registry to publish Schedule of mapping between NSP's and balancing areas	Within one business day of notification of change		Yes	Clause 24 of Schedule 11.1
Registry to publish Schedule of all NSP identifiers and supporting information	Within one business day of notification of change		Yes	Clause 30 of Schedule 11.1

## Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Distributor Maintenance	5700	5700	2.2
Loss Factor Maintenance	8	8	0.3
Metering Maintenance	1428	1428	13.0
NSP Mapping Maintenance	29	29	7.0
Report - Audit Compliance	154	154	1251.5
Report - Breach Current	366	366	1.2
Report - Current Details	125	125	521.4
Report - Event Detail	28632	28632	96.8
Report - File Audits	1	1	20.6
Report - ICP List	5537	5537	220.1
Report - Loss Factor Codes	61	61	6.2
Report - Maintenance Breach	181	181	0.2
Report - Metering Installation Information	497	497	1152.9
Report - Missing Metering Data	4	4	376.1
Report - NSP Mappings	97	97	3.8
Report - Switch Breach History	88	88	33.8
Request - Notify Resend	21	21	0.4
Request - Switch Resend	10	10	0.2
Switch AC	791	791	0.3
Switch AN	15382	15382	0.3
Switch AW	2330	2330	0.5
Switch CS	14401	14401	1.3
Switch MN	317	317	2.3
Switch NT	16169	16169	0.3

Switch NW	2638	2638	0.3
Switch RR	1248	1248	0.2
Trader Maintenance	2932	2932	2.8
Totals	99147	99147	49.4
Number of Reports successfully Re-Processed	24		

### Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
97699	97699	97699	0

Details of Batch File Reports not completed by 07:30 Report	

### Provider Code or agreement breach

Date	Number and detail of Provider Code or agreement breaches and details (ref Schedule 2 Non-functional requirements 5.2 table 1)
	N/A



## Other Information

The following reports/files are supplied to the Authority by the 6th business day of each month (unless otherwise specified) to the SFTP server:

- ICP's electrically connected, electrically disconnected, decommissioned and switched by Retailer and NSP
- ICP's electrically connected, electrically disconnected, decommissioned and switched by Retailer
- ICP's electrically connected, electrically disconnected, decommissioned and switched by Distributor
- Report PR-130 as defined in functional specification
- Details of participant rule breaches (supplied on first business day)
- Details of participant switch breaches (supplied on first business day)

## Business Continuity Plan Test

The following annual tests were completed in April 2022 (Jade Tracker #984029 refers);

1. Placing 2 test calls to the people below advising them that this is a test call to confirm contactability in a Business Continuity event

a) Peter Taylor -Commercial Manager - 04 460 8866 or 027 281 7672 (Alternative Nicole Gagnon)

b) Jade BCM Manager.

2. Have a Jade Developer log in from home to confirm connectivity.

## Summary of Incidents

PR190 - report on November monthly EIEP activity crashed as an internal variable holding file size was exceeded. This issue has been resolved as of 22.11\_01, for a December release to all environments.

## Software Related Fixes and Enhancements

ID	Description	Response
ER-1216	Web supervisor form search for users was not selecting the correct user if that user was the last one in the table.	Release 22.11
ER-1217	Developer login access (available in non-production systems) was forcing a password change when one was not necessary	Release 22.11
ER-1223	Usage metrics were not being recorded at participant level, so some measures lacked appropriate granularity	Release 22.11
n/a	CardSchema is the Jade management library for system monitoring and deploy management. Upgraded to latest recommended version 4.1.02	Release 22.11
ER-762	Batch load of loss factor codes maintained single lines only; that is, a loss factor code split over 2 periods needed to be maintained online.  The batch interface has been enhanced and can now maintain codes with split periods.	Release 22.11
ER-1218	Distributor switch run using the administrator application was getting occasional deadlocks.  Locking strategy enhancement extended to this administration application process.	Release 22.11
ER-1225	Automated unit test: the maximum and minimum password length is set using the administration application, a default setting has now been setup and called in the automated test framework. A test for trader default requires a temporary user to be defined and the user setup was failing as the min and max were not set.	Release 22.11

## Data Fixes

Number and details of incidents requiring data fixes.

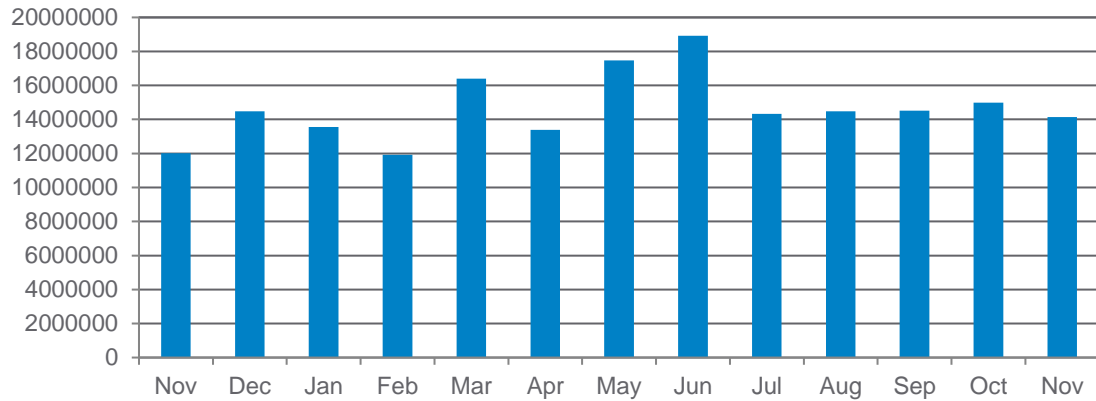
ID	Description	Severity	Response
-	-	-	-

## Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
	Functional Specification – DS-010		
ER-1229	Clarification required in regards to including header details in the format	Medium (Priority C)	Unassigned
ER-1228	Wellington anniversary day for 2023	Medium (Priority C)	Closed
ER-1227	CR1265: ATH Validity at Certification Date	Medium (Priority C)	Testing in Progress
ER-1226	CR1266: Participant raised items omnibus changes	Medium (Priority C)	Verification In Progress
ER-1225	Unit test failure due to minimum/maximum password length not set	Low (Priority I)	Closed
ER-1224	Decommission single file data output for HHR list	Medium (Priority C)	Verification Pending

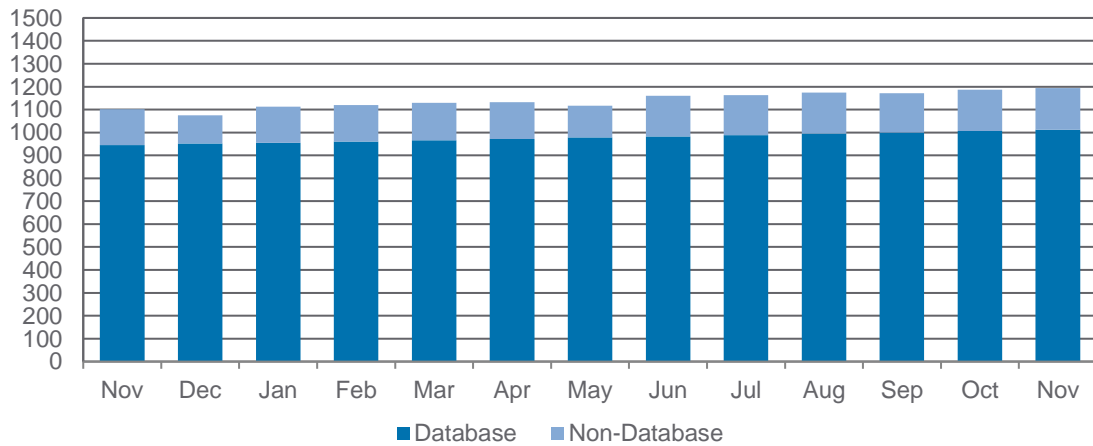
## Database Transactions Production



## Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	14,136,232	14,994,393	-6%

## Database Size Production (GB)



## Database Growth

Class	This Month MB	Last Month MB	Change MB
Database	1,036,935	1,030,149	6,786
Non-database	185,337	184,449	888
<b>Total</b>	<b>1,222,272</b>	<b>1,214,598</b>	<b>7,674</b>

## Service Disruptions (Production)

Scheduled outages are excluded from the calculation of the Availability Percentage.

Performance Measure	
Availability	100%
Number of Scheduled Outages	4
Number of Unscheduled Outages	0
Last Unscheduled Outage	May2021

## Application Release Activities

Day	Detail	Authoriser
27Nov22	Registry Release 22.11 to Production	marcsm

## Other Activities

Day	Detail	Duration hh/mm	Authoriser
08Nov22 03:00 – 04:53	DR test Akl to Chc. This was successful and there were no actions to come out of this testing.	01:53	Nicole Gagnon
09Nov22 03:00 – 03:30	Microsoft Patching and VMTools upgrades to MARAKLS3 and CNWAKLS405	00:30	Nicole Gagnon
10Nov22 03:00 – 05:22	DR test Chc to Akl. This was successful and there were no actions to come out of this testing.	02:22	Nicole Gagnon
27Nov22 03:00 – 03:22	Registry Release 22.11 to Production	00:22	Nicole Gagnon

## Backup Performance Production

The backup requirements were met this month.

Backup Type	Run days	Run Time	Expected Duration hh/mm
Disk	ALL	19:00	01:00
Tape	ALL	01:00	05:00

## Electricity Authority Contact Information

Contact for day-to-day procedures or any unexpected events.

Contact Name / Role	Contact Details
<b>Commercial Manager</b>	Peter Taylor P: 04 460 8866 M: 027 281 7672 E: <a href="mailto:Peter.Taylor@ea.govt.nz">Peter.Taylor@ea.govt.nz</a>

## Automated Fault Escalation Profiles – Priority A Incidents

In the event of a “priority A incident” where the hardware or the application has an unscheduled outage the Electricity Authority has advised that escalation via email or text is not required.

However, if there is an unusually long outage impacting participants, Peter Taylor requires to be contacted.

## Status of Functional Specification

(i.e., a report on the status of the functional specification);

Version 22.37 released to UAT and Production 22<sup>nd</sup> August 2022.

## Status of CR's and SDA's

(i.e., a summary report of the status of all CRs and SDAs);

CR Identifier	Description	Status
CR-1194	NSP mapping codes	Documents with the Authority
CR-1196	Switch Breach Inquiry screen	On hold. Low priority.
CR-1197	EIEP hub access for non-participants	On hold. Authority: pending consultation with interested parties. Aligned with CR-1251
CR-1208	Integrate EIEP 5A into the Registry	In progress. Jade completed the documents. With the Authority for review.
CR-1222	Inquiry only restful web services	On hold. Jade technical solution proposal with the Authority for review.
CR-1229	Send registry files to participant file server	On Hold. Jade has sent questionnaire to the Authority to email to participants.
CR-1251	EIEP Transfer Hub – White Paper	Approved. Development underway.
CR-1256	Trader Default Technical and User documentation	In CR development, not signed off yet. With Authority for review.
CR-1257	Trader Default software changes	In CR development, not signed off yet. With Authority for review.
CR-1260	Remove Automated Logon	Released to the dedicated secure test system (marSreg) 01/10/2021 Release pending to UAT and Production
CR-1262	(Config) Disable iframes Response Headers	Released to the dedicated secure test system (marSreg) 01/10/2021 Release pending to UAT and Production
CR-1265	ATH Validity at Certification Date	Approved. Development complete. Testing in progress.

CR-1266	Omnibus Participant Raised Items	Approved. Development complete. Verification in progress.
CR-1267	Single Sign-on (SSO)	Documents with the Authority
CR-1269	Outage Communications	Documents with the Authority



## Design Consultation

This is outside the normal CRs and pertains more to design work required by market design.

### Design consultation chargeable hours

Resource	Hours this month	Hours to date – since 01 May 2017
ACCES (MD-1212) – Project Management/Architect/Consultant/Designer	0.0	90.50
Prohibit Saves and Winbacks (MD-1233) – Project Management/Architect/Consultant/Designer	0.0	26.25
<b>Total</b>	0.0	116.75

## Provider initiated Audits

(i.e., essentially the annual audits. Also, any other audit (relevant to the registry) Jade has initiated. Does not include CRs).

- An audit was carried out by Grant Thornton New Zealand Ltd in March 2022.

## Breaches

There were no breaches reported this month.

## Code Changes to be considered

(i.e., events that may highlight an area where a change to the Code may need to be considered);

## User Group Meetings

(i.e., a summary of any user group meetings held and the items discussed);

The most recent user group meeting was on 12 November 2020.

## AGREED PROCEDURES

### Change Control

All significant changes will be notified to the Electricity Authority, and a Tracker work request will be created to record authorisation, schedule, and implementation detail.

Change requests must be approved within 1 month of the request being submitted.

In exceptional circumstances, for example where Jade Care consider server integrity to be under significant and immediate threat, changes may be applied with little or no notice.

### Application Release Authorisation

Releases are automated through the Jade Care toolset. Submission and authorisation are separate functions, and the authorisation facility may be extended to the Electricity Authority or may be applied by the Client Service Manager where the Electricity Authority chooses not to use this facility.

### Application Restarts

Requests for restart of applications or servers must be made in writing. In exceptional circumstances, and where the requestor is known to Jade Care staff, a verbal request may be sufficient, provided it is confirmed in writing shortly after the request is made.

### Hardware Fault Reporting

SNMP traps will be enabled for all servers. Traps will result in alerts being raised at Jade Care and Tracker incident records being created. Automated escalation can be applied to these calls to alert the Electricity Authority and third parties to the event.

Arrangements may be put in place to allow Jade Care to contact hardware service organisations directly in the event of hardware issues. Contact and call identification details will be required as a prerequisite to implementation.

### Anti-Virus Product

Anti-virus product is installed on all managed servers. Engine and pattern updates are applied on receipt, and full scans are run weekly.

### Recovery Procedures

#### Application Recovery

The environments are set up to perform automatic application recovery in the event of a server undergoing a non-scheduled restart.

If there is a physical failure on the hardware where the VM is hosted on, the VM will be moved to a different physical VMware host. In the event of a catastrophic site failure, an SDS takeover will occur to the DR site upon approval by the Electricity Authority.

## Server Recovery

Server recovery should never take place unless agreed by the Electricity Authority, Jade Care and hardware service representatives.

If a server operating system needs to be rebuilt, Central Systems will assist the onsite technician in rebuilding the server configuration and operating system to a state where Jade Care access is restored. Recovery of the full configuration, the applications and other third party software will be undertaken by Jade Care.

## Server Integrity

The Electricity Authority servers are configured and maintained to Jade Care standards. This configuration is critical to the operation of the process automation and monitoring software.

It is essential that all changes to the server or application software is either performed by, or with the fore-knowledge and agreement, of Jade Care.

## Reporting

### Systems Management Report

This systems management report is to be provided by email to customer staff as advised. The target date for delivery is the 10th business day of the month following the calendar month to which the report relates.

### Incident Reports

An incident report will be prepared for each unscheduled outage and will be emailed to customer staff as advised from time to time within 3 working days of any outage. These reports relate only to those items managed by Jade Care; e.g. network issues and hardware failures will not be subject to a report.

### Jade Care Recommendations

Where Jade Care has recommendations for changes to hardware or the operating environment, these recommendations will be submitted to the Electricity Authority management. Implementation of such recommendations will be formalised through the change control process and documented through the systems management report in summary form.

## Software Licences and Media Storage

All software media and licences must be kept in secured storage in reasonable proximity to the servers.

## Personnel and Contact Details

The Electricity Authority must advise Jade Care of changes in personnel and contacts details where individuals are named as direct contacts. Fault escalations are pre-defined and automated to individual email addresses and SMS capable devices. Leave coverage and personnel changes must be advised for these functions to be effective.