Electricity Authority

Service Report and User Guide

March 2024

Prepared by Jade Operations

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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 1st business day delivered to Authority SFTP directory	02 April 2024 at 03:28	Yes	
Maximum number of concurrent users for month		1693	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	

Measurement	Requirement	Actual	Met	Ref
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. Approved, pre-planned outages do not count against service level targets.		1) Deploy of Application Patch 23_11 to marPreg on March 17th 2024 at 03:00	Yes	Schedule 2 Non-functional requirements 5.3
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			Yes	Schedule 2 Non-functional requirements 5.2 table 1
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. Longest time period in seconds Percentage of transactions exceeding 2 seconds		<2 =99.70% 65.73 0.30%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
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 Percentage of transactions exceeding 1 second		<1 =99.30 0.70%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
Number of password lockout alerts. Investigation of all repeated lockout alerts required.		0		Schedule 2 Non-functional requirements 25.1 (n)
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	31 March 2024, 21:34	Yes	Clause 11 of Schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Clause 11.21

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Measurement	Requirement	Actual	Met	Ref
Number of ICP's changing traders	16:00 on the 6th 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 6th 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	02 April 2024 00:35	Yes	Clause 11.24
By 16:00 on 4th business day deliver to the reconciliation manager the ICP days report	16:00 on 4th business day	05 April 2024 01:47	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the loss factors report	16:00 on 4th business day	03 April 2024 00:00	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the balancing area report	16:00 on 4th business day	03 April 2024 00:00	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4th business day	05 April 2024 07:13	Yes	Clause 11.26
By 16:00 on 1st 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 1st business day	02 April 2024 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)
Change Network Creation Date	2	2	0.5
Distributor Maintenance	2814	2814	8.7
Metering Maintenance	1771	1771	5.0
NSP Mapping Maintenance	31	31	7.1
Planned ICP Service Interruption	347	347	1.6
Report - Audit Compliance	170	170	1161.1
Report - Breach Current	334	334	1.1
Report - Current Details	104	104	692.8
Report - Event Detail	29532	29532	111.3
Report - File Audits	2	2	1.2
Report - ICP List	5570	5570	314.2
Report - Loss Factor Codes	121	121	7.4
Report - Maintenance Breach	186	186	0.2
Report - Metering Installation Information	552	552	1509.1
Report - NSP Mappings	132	132	4.5
Report - Switch Breach History	79	79	23.6
Request - Notify Resend	31	31	0.9
Request - Switch Resend	9	9	11.2
Switch AC	670	670	0.3
Switch AN	13924	13924	0.3
Switch AW	2566	2566	0.6
Switch CS	12161	12161	1.5
Switch MN	290	290	2.8
Switch NT	17827	17827	0.3

Report	Run	Complete	Average time (seconds)
Switch NW	2307	2307	0.3
Switch RR	980	980	0.2
Trader Maintenance	3096	3096	4.4
Totals	95608	95608	65.1
Number of Reports successfully Re-Processed	*15*		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
93936	93936	93936	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)

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 2023 (Jade Tracker #1047365 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 Will Goldsmith)

b) Jade BCM Manager.

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

Summary of Incidents

There were no incidents.

Software Related Fixes and Enhancements

ID	Description	Response
ER-1348	ICP Trade notification records are generating incorrectly where their associated NSP Mapping has been end dated	Release 23.11
ER-1346	Error 861 being raised when a value is provided in a field that is reserved or future used (currently it should not be validated or used)	Complete
ER-1344	Deadlock handling enhancement	
ER-1340	Occasionally ack files not being received by submitting participant	Complete
ER-1331	Caching issue on screen when viewing planned outage interruption records that have been removed/replaced	Complete
	Documentation Updates Enhancements	Complete
CR-1222 (ER-1262)	Registry REST (RPC) services including sub tasks: • ER-1277 interface configuration model and admin application changes • ER-1263 build REST framework • ER-1264 authentication changes via APIM • ER-1265 conversion of existing SOAP to Rest(/RPC) • ER-1319 addition of region in address response (identified in end-to-end testing)	Complete

ID	Description	Response
CR-1267 (ER-1306)	Single sign on including sub tasks: • ER-1307 APIs for user and group maintenance (SCIM) • ER-1309 model SSOUser classes • ER-1310 APIs for populating query SCIM requests • ER-1311 model SSO security group classes • ER-1312 single sign on process from registry logon • ER-1313 auto create of default security groups • ER-1317 allow templating from existing security groups • ER-1321 disable controls for users logged on via SSO • ER-1323 additional admin app access to SSO user maintenance • ER-1328 sync SCIM updates to UAT • ER-1339 Provide supervisor functions as an assignable resource for SSO • ER-1341 SSO Users cannot request a password reset, identified in end-to-end testing • ER-1342 Changes because of how AzureAD handles SCIM interface for SSO, identified in end-to-end testing • ER-1337 SSO emails addresses must be maintained in the registry in lower case	Complete
ER-1338	Admin application: helpdesk able to auto build all static and mondayised NZ holidays	Complete
ER-1327	Platform upgrade now allows string arrays to contain a maximum string length of 15999 characters. Update string array calls to take advantage of the previous limit being removed	Complete
ER-1336	Request from operations to change heart beat frequency health check to 30 seconds	Complete
ER-1335	Admin application default holiday maintenance screen to descending order	Complete
ER-1329	EIEP5A post 1st April mandatory use of the Registry, additional configuration settings	Complete
ER-1316	Additional logging when a web session is removed.	Complete

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
ER-1352	EIEP5A: files with invalid format should be rejected at the outer point and not be processed to the DB	Medium (Priority C)	In progress
ER-1351	EIEP file transfer: log messages on not finding files	High (Priority B)	Verification Passed
ER-1350	Possible bug in PR-030 extract or website event history display	High (Priority B)	No Problem Identified
ER-1349	WR breach timer seems to have gone against wrong participant for a HH trader switch	Medium (Priority C)	In progress
ER-1348	NSP Trading detail not showing on the Reconciliation screen	High (Priority B)	In progress
ER-1347	session fixation on browser logon	High (Priority B)	Completed

![jade logo]

Database Transactions Production
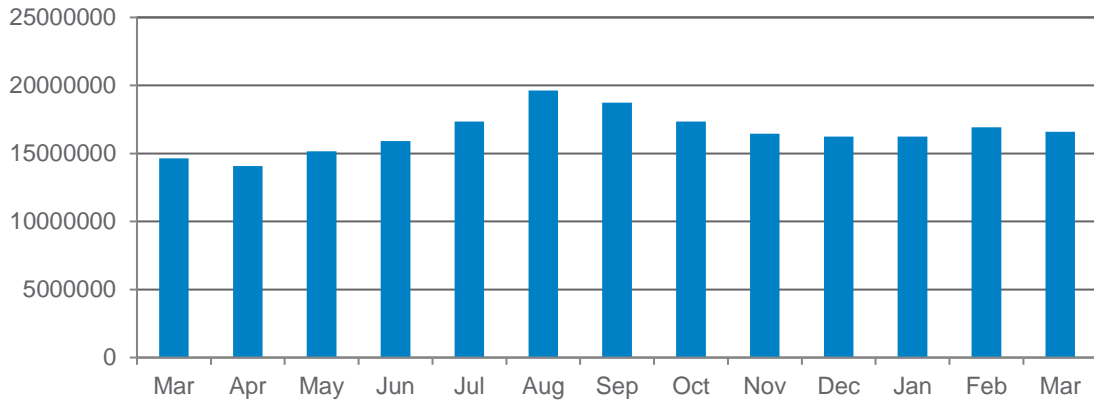
Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	16,542,477	16,926,361	-2%

Database Size Production (GB)
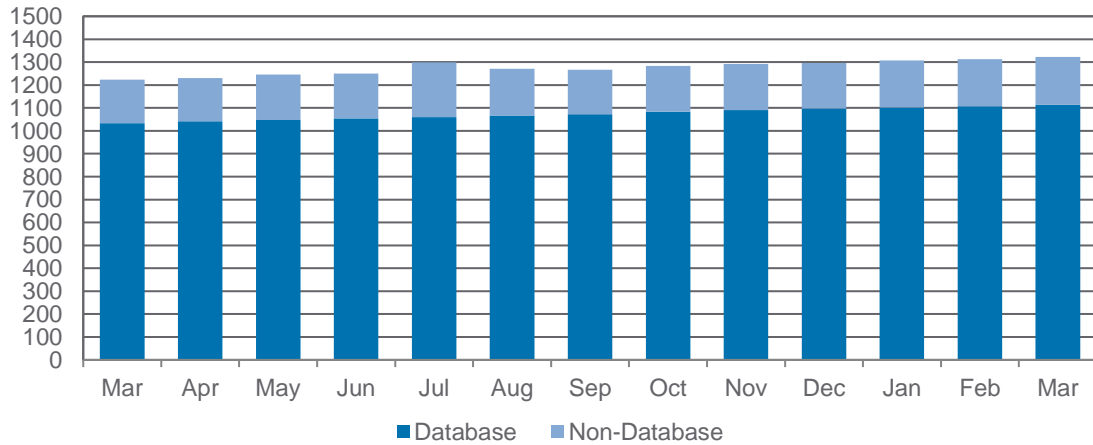
Database Growth

Class	This Month MB	Last Month MB	Change MB
Database	1,140,975	1,134,158	6,817
Non-database	212,997	209,527	3,470
Total	**1,353,972**	**1,343,685**	**10,287**

Service Disruptions (Production)

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

Performance Measure	
Availability	100%
Number of Scheduled Outages	1
Number of Unscheduled Outages	0
Last Unscheduled Outage	November 2023

Application Release Activities

Day	Detail	Authoriser
17Mar24 03:00 – 03:53	Deploy of 23.11 to marPreg	Will Goldsmith

Other Activities

Day	Detail	Duration hh/mm	Authoriser
30Mar24	MS Patching of MARCHCS3	00:18	Will Goldsmith

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

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Electricity Authority Contact Information

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

Contact Name / Role	Contact Details
Commercial Manager	Peter Taylor P: 04 460 8866 M: 027 281 7672 E: Peter.Taylor@ea.govt.nz

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 22.40 released to UAT and Prod 07 February 2024

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-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-1222	Inquiry only restful web services	Released to Production. Functionality availability to be confirmed by the Authority.
CR-1251	EIEP Transfer Hub – White Paper	On hold. Low Priority.
CR-1256	Trader Default Technical and User documentation	On hold. In CR development, not signed off yet. With Authority for review.
CR-1257	Trader Default software changes	On hold. 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-1267	Single Sign-on (SSO)	Released to Production. Functionality availability to be confirmed by 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
Total	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 2023.

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 20 December 2022.

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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.