

Electricity Authority

Service Report and User Guide April 2025

Prepared by Jade Managed Services

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Service Report

Current Service Status

SLA Achievement

| Measurement | Requirement | Result | Result Expanded | Ref |
|--|--|--------|--------------------|--|
| Number and detail of service Provider Code or agreement breaches and details | Report delivered to Authority detailing breaches | ✓ | | Schedule 2 Non-functional requirements 5.2 table 1 |
| Disaster recovery and backup obligations | | ✓ | | Schedule 2 Non-functional requirements Section 7 (7.1 and 7.4) |
| Number and details of participant rule breaches | Report on 1 st business day delivered to Authority SFTP directory | ✓ | 01 May 2025, 03:20 | |
| Maximum number of concurrent users for month | | ✓ | 901 | 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% | 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% | 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% | |

| Measurement | Requirement | Result | Result Expanded | Ref |
|---|---------------------------------------|--------|--|--|
| <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) Deploy of Application Release 25_02_01 to marPreg on Sunday April 13th at 03:00</p> <p>2) Deploy of MS Patches to MARAKLS3 on Saturday April 26th at 03:00</p> | 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 | | ✓ | | Schedule 2 Non-functional requirements 5.2 table 1 |
| <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><2 =99.80%</p> <p>50.5</p> <p>0.20%</p> | Schedule 2 Non-functional requirements 5.2 table 1 |
| <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><1 =99.49</p> <p>0.51%</p> | Schedule 2 Non-functional requirements 5.2 table 1 |
| <p>Number of password lockout alerts.</p> <p>Investigation of all repeated lockout alerts required.</p> | | ✓ | 0 | Schedule 2 Non-functional requirements 25.1 (n) |
| Help desk available | 7:30 to 19:30 hours each business day | ✓ | 100% | Clause 11.20 |

| Measurement | Requirement | Result | Result Expanded | Ref |
|---|--|--------|----------------------|----------------------------|
| Registry reports to participants day 1 09:00 | 09:00 hours on the first business day of the month | ✓ | 30 April 2025, 21:36 | Clause 11 of Schedule 11.1 |
| Issuing of confirmation notices within 4 hours of receipt of information provided | | ✓ | | Clause 11.21 |
| Number of ICP's changing traders | 16:00 on the 6 th business day of the month | ✓ | | 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 th business day of the month | ✓ | | 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 | ✓ | 01 May 2025, 00:27 | Clause 11.24 |
| By 16:00 on 4 th business day deliver to the reconciliation manager the ICP days report | 16:00 on 4 th business day | ✓ | 06 May 2025, 01:23 | Clause 11.26 |
| By 16:00 on 4 th business day deliver to the reconciliation manager the loss factors report | 16:00 on 4 th business day | ✓ | 02 May 2025, 00:00 | Clause 11.26 |
| By 16:00 on 4 th business day deliver to the reconciliation manager the balancing area report | 16:00 on 4 th business day | ✓ | 02 May 2025, 00:00 | Clause 11.26 |
| By 16:00 on 4 th business day deliver to the reconciliation manager the half hour identifiers report | 16:00 on 4 th business day | ✓ | 06 May 2025, 05:52 | Clause 11.26 |
| By 16:00 on 1 st 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 st business day | ✓ | 01 May 2025, 00:01 | Clause 11.27 |
| Notifications or change within the Registry to participants affected | Same day | ✓ | | Clause 11.29 |

Data Safety and Resilience

Backup Operations

| Backup Type | Run days | Start Time | Expected Duration | Failed this Period |
|-------------|----------|------------|-------------------|--------------------|
| Disk | ALL | 19:00 | 01:00 | 0 |
| Tape | ALL | 01:00 | 05:00 | 0 |

Production System Performance

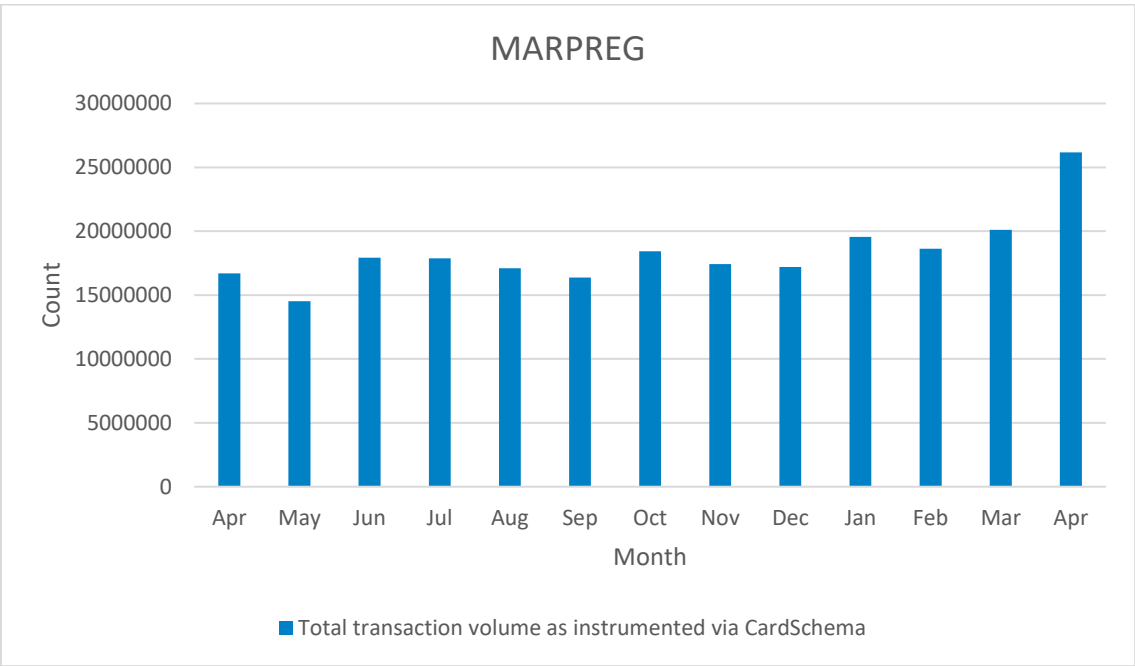
Unscheduled Outages

| Day | Ref | Detail | Outage Duration |
|-----|-----|--------|-----------------|
| | | | |

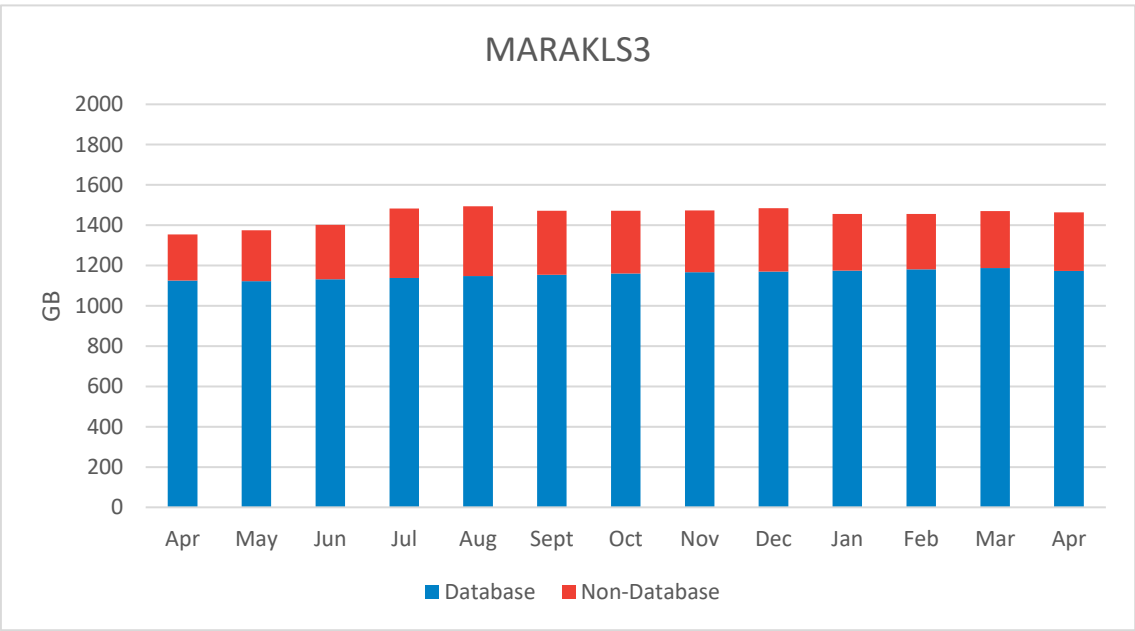
Scheduled Outages

| Day | Ref | Detail | Outage Duration | Authorised By |
|--------------------------|---------|---------------------------------------|-----------------|----------------|
| 13Apr25 03:00 – 04:06 | 1194778 | Deploy of 25_02_01 to marPreg | 01:06 | Will Goldsmith |
| 26Apr25 03:00 – 03:33 | 1191621 | Microsoft Patches applied to MARAKLS3 | 00:33 | Will Goldsmith |

Instrumented Transactions



Database Size



Electricity Authority Reporting

Adhoc Reporting Statistics

| Report | Run | Complete | Average time (seconds) |
|---|-------|----------|------------------------|
| Change Network Creation Date | 1 | 1 | 0.8 |
| Distributor Maintenance | 2767 | 2767 | 4.7 |
| Metering Maintenance | 1536 | 1536 | 5.6 |
| NSP Mapping Maintenance | 30 | 30 | 10.2 |
| Planned ICP Service Interruption | 2096 | 2096 | 1.6 |
| Report - Audit Compliance | 182 | 182 | 885.0 |
| Report - Breach Current | 325 | 325 | 1.0 |
| Report - Current Details | 148 | 148 | 450.7 |
| Report - Event Detail | 26959 | 26959 | 180.0 |
| Report - File Handler Status | 12 | 12 | 0.1 |
| Report - ICP List | 7079 | 7079 | 418.6 |
| Report - Loss Factor Codes | 165 | 165 | 7.0 |
| Report - Metering Installation Information | 665 | 665 | 1109.5 |
| Report - NSP Mappings | 93 | 93 | 3.8 |
| Report - Switch Breach History | 79 | 79 | 16.0 |
| Report - Trader Default General Information | 10 | 10 | 7.3 |
| Report - Trader Default Status Report | 50 | 50 | 10.6 |
| Request - Notify Resend | 30 | 30 | 0.8 |
| Request - Switch Resend | 36 | 36 | 1.7 |
| Switch AC | 371 | 371 | 0.3 |
| Switch AN | 14600 | 14600 | 0.2 |

| Report | Run | Complete | Average time (seconds) |
|---|-------|----------|------------------------|
| Switch AW | 2247 | 2247 | 0.6 |
| Switch CS | 11936 | 11936 | 1.2 |
| Switch MN | 499 | 499 | 1.0 |
| Switch NT | 14855 | 14855 | 0.4 |
| Switch NW | 1938 | 1938 | 0.4 |
| Switch RR | 499 | 499 | 0.2 |
| Trader Maintenance | 2816 | 2816 | 3.2 |
| Totals | 92024 | 92024 | 96.1 |
| Number of Reports successfully Re-Processed | 15 | | |

Batch File Statistics

| Total | Complete | Completed by 07:30 | Not completed by 07:30 |
|-------|----------|--------------------|------------------------|
| 89890 | 89890 | 89890 | 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 2025 (Jade Tracker #1195546 refers);

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

a) Peter Taylor - Commercial Manager - 04 460 8866 or 027 281 7672 (Alternative is 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-1533 | SSO users have additional resources included in group when auto generated (no security implications, parsers filter out incorrect update attempts) | Release 25.02_01 |
| ER-1518 | GPS fields are too small for real data type conversion causing exception on soap query | Release 25.02_01 |
| ER-1528 | AC020Distributor20 reports a false positive, picking the incorrect audit after event replacement then historical reversal occurs | Release 25.02_01 |

CR-1282 Distributed Generation Distributed Energy
Resources including the following tickets:

| | | |
|---------|---|------------------|
| CR-1282 | <ul style="list-style-type: none"> • ER-1462 CR-1282: Model changes \major\ • ER-1463 CR-1282: Operational/upgrade agent • ER-1464 CR-1282: Browser interface summary screen • ER-1465 CR-1282: Browser interface ICP attributes and ICP history screens • ER-1466 CR-1282: Browser interface DER\DG\ update screen • ER-1467 CR-1282: Batch interfaces - processing changes to support DG properties until end of grace period • ER-1468 CR-1282: \New\ Distributed Generation maintenance parsers • ER-1469 CR-1282: SOAP ICP Details inquiry only web service • ER-1470 CR-1282: SOAP ICP Events inquiry web service • ER-1471 CR-1282: REST ICP Details inquiry only web service • ER-1472 CR-1282: REST ICP Events inquiry only web service | |
| | <ul style="list-style-type: none"> • ER-1473 CR-1282: REST CRUD \POST\ service to maintain DG information • ER-1474 CR-1282: Reporting AC-020 • ER-1475 CR-1282: Reporting PR-010 • ER-1476 CR-1282: Reporting PR-015 \online submission report\ • ER-1477 CR-1282: Reporting PR-030 • ER-1478 CR-1282: Reporting PR-035 • ER-1479 CR-1282: Reporting PR-110 • ER-1480 CR-1282: Reporting PR-380 \new\ • ER-1481 CR-1282: Notifications notify of event change \NP-030\ • ER-1482 CR-1282: Notifications NP-070 overnight batch • ER-1483 CR-1282: Notifications NP-070 \REST\ Web Services • ER-1484 CR-1282: Configure CRUD REST API • ER-1486 CR-1282: Registry help desk documentation • ER-1487 CR-1282: Network event virtual generation type • ER-1504 CR-1282: Distributor change initial creation date • ER-1505 Current Details CR-1282: clean property array parameter | Release 25.02_01 |
| | | |

| ID | Description | Response |
|---------|---|------------------|
| | <ul style="list-style-type: none"> ER-1510 PR-030 and PR-010 include transition tagname property ER-1511 CR-1282: validation not allowing complete removal of DG ER-1512 Correct the name plate storage data dictionary name ER-1513 Update button enabled on ICP Attributes screen if arriving from ICP Events screen ER-1514 CR-1282: inconsistent attribute screen behavior ER-1515 CR-1282: PR030 missing new field from network event ER-1516 CR-1282: check for valid ICP required in attributes form before displaying tables ER-1517 CR-1282: DER Maint screen handling, not using entered event date ER-1518 CR-1282: gps fields too small for real to string conversion ER-1520 CR-1282: Provide interface activations for PR010, PR030, and notification processing ER-1525 CR-1282: do not display the version of the interface on supervisor screen ER-1526 CR-1282: allow admin app to maintain DER interface activation dates ER-1527 CR1282: Bug identified in user testing - PR-030 in the new DG event update ER-1529 CR-1282: automatic assignment of DER maint for users with current distributor maintenance ER-1530 CR-1282: missing tag name in soap icpEvent_v3 ER-1531 CR-1282: web service icp_detailsv2 network event missing max permitted generation capacity ER-1532 CR-1282: distributor id not showing in the PR030 fields ER-1534 CR-1282: additional field required on inverter \((Maximum charge rate kW \((V2G only)\))\) | |
| ER-1524 | New email group added to upgrade agent | Release 25.02_01 |

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-1545 | Version information in interface header | Medium (Priority C) | Submitted |
| ER-1544 | LIS report not reporting all fields for ICP | High (Priority B) | Verification Pending |
| ER-1542 | Streamline setup method between SSO users and acting as agents | Medium (Priority C) | Submitted |
| ER-1541 | Provide an optional version identifier in the interfaces for DER information | Medium (Priority C) | In progress |
| ER-1540 | PR-110 does not allow input of multiple event types | Low (Priority I) | Submitted |
| ER-1539 | NP030 format being affected by DER changes | Medium (Priority C) | Closed |
| ER-1538 | Reversal of a distributor switch | Medium (Priority C) | Submitted |
| ER-1537 | icpEvents_v2 soap response including additional network field | Medium (Priority C) | Closed |
| ER-1536 | MN notifications not being sent to the old MEP | Medium (Priority C) | Submitted |
| ER-1535 | CR1282: ICPHistDER::vDistId code cleanup | Medium (Priority C) | Submitted |
| ER-1534 | CR-1282: additional field required on inverter (Maximum charge rate kW (V2G only)) | Medium (Priority C) | Closed |
| ER-1533 | Security groups containing resources invalid for user role | Medium (Priority C) | Closed |

Application Release

| Day | Version | Authorised By |
|---------|---|----------------|
| 13Apr25 | Deploy of Application Release 25_02_01 to marPreg | Will Goldsmith |

Change Control

| Date | Authorised By | Detail |
|---------|----------------|--|
| 19Apr25 | Will Goldsmith | MS Patches applied to MARCHCS1, CNWCHCS405 |
| 26Apr25 | Will Goldsmith | MS Patches applied to MARAKLS3, CNWAKLS405 |

Status of Functional Specification

(i.e., a report on the status of the functional specification);
Version 22.42 released to UAT and Prod 20 December 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-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 |

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.

User Guide

Contacts and Escalation

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.

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.

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.

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 services 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.