

Electricity Authority

Service Report and User Guide
May 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	✓	03 June 2025, 03:18	
Maximum number of concurrent users for month		✓	1006	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) DR Cutover of marPreg from MARAKLS3 to MARCHCS1 on May 20th at 03:00</p> <p>2) Deploy of Application Release 25_05 to marPreg on Sunday May 25th at 03:00</p> <p>3) DR Cutover of marPreg from MARCHCS1 to MARAKLS3 on May 27th 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 =99.65%</p> <p>40.7</p> <p>0.35%</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 =99.24</p> <p>0.76%</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	✓	31 May 2025, 21:14	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	✓	03 June 2025, 00:40	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 June 2025, 01:27	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	✓	04 June 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	✓	04 June 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 June 2025, 06:09	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	✓	03 June 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

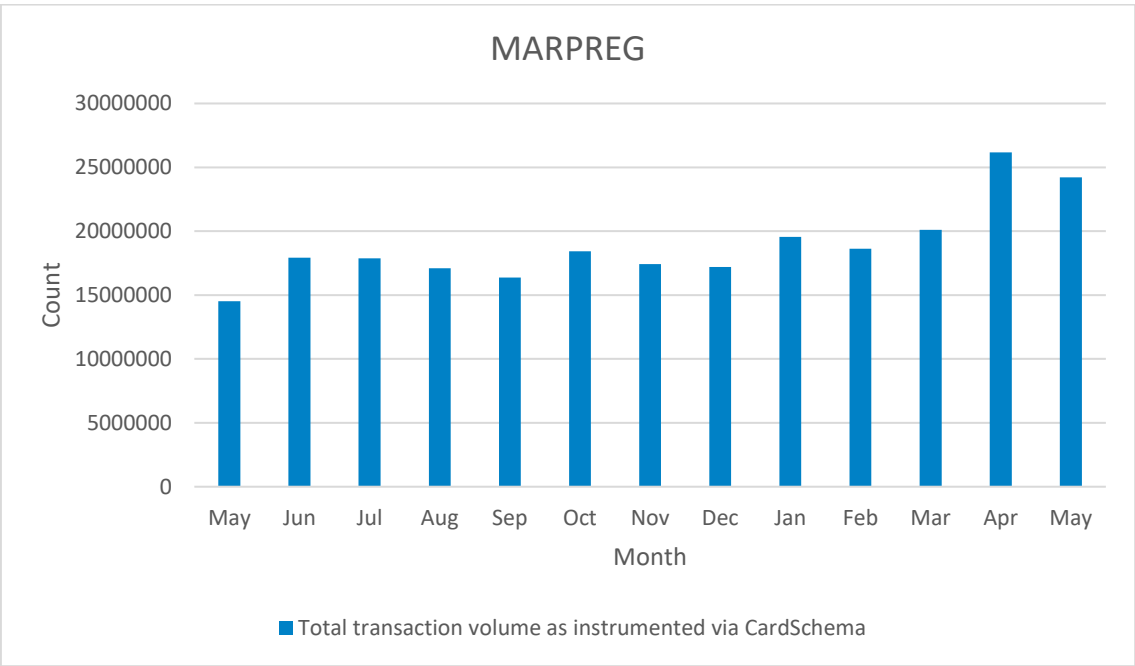
Unscheduled Outages

Day	Ref	Detail	Outage Duration

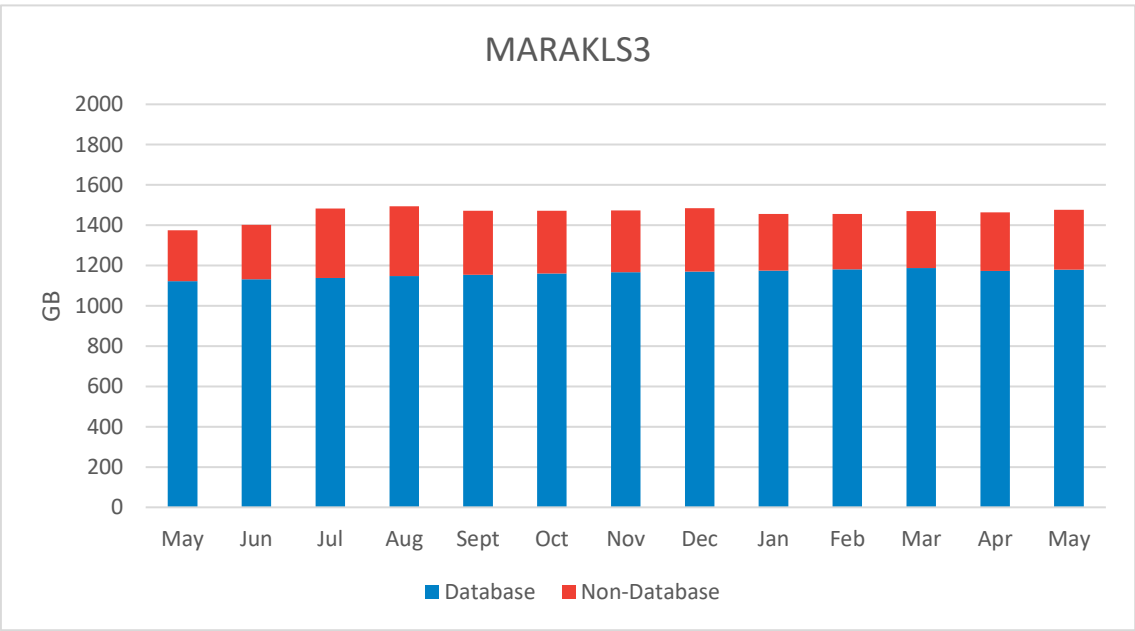
Scheduled Outages

Day	Ref	Detail	Outage Duration	Authorised By
20May25 03:00 – 04:46	1198871	DR SDS Cutover of marPreg from MARKLS3 to MARCHCS1	01:46	Will Goldsmith
25May25 03:00 – 03:30	1205520	Deploy of Application Release 25_05 to marPreg on Sunday May 25 th at 03:00	00:30	Will Goldsmith
27May25 03:00 – 04:54	1198872	DR SDS Cutback of marPreg from MARCHCS1 to MARKLS3	01:54	Will Goldsmith

Instrumented Transactions



Database Size



Electricity Authority Reporting

Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Distributor Maintenance	2850	2850	1.7
Loss Factor Maintenance	7	7	0.7
Metering Maintenance	1355	1355	7.1
NSP Mapping Maintenance	32	32	7.9
Planned ICP Service Interruption	2621	2621	1.6
Report - Audit Compliance	190	190	1114.2
Report - Breach Current	353	353	1.1
Report - Current Details	143	136	512.0
Report - Event Detail	28784	28784	181.2
Report - File Handler Status	3	3	0.1
Report - ICP List	7238	7238	479.4
Report - Loss Factor Codes	174	174	7.2
Report - Metering Installation Information	646	646	1285.3
Report - Missing Metering Data	1	1	381.1
Report - NSP Mappings	98	98	4.0
Report - Switch Breach History	88	88	18.6
Report - Trader By NSP	7	7	4453.4
Report - Trader Default - Allocation Results Report	13	13	0.3
Report - Trader Default - Tender and Mandatory Assignment Report	14	14	0.4
Report - Trader Default General Information	19	19	6.4
Report - Trader Default Market Share	7	7	6545.0

Report	Run	Complete	Average time (seconds)
Report - Trader Default Status Report	70	70	1083.2
Request - Notify Resend	31	31	0.7
Request - Switch Resend	40	40	1.2
Switch AC	396	396	0.3
Switch AN	15458	15458	0.3
Switch AW	2526	2526	0.7
Switch CS	13775	13775	1.2
Switch MN	347	347	2.2
Switch NT	15688	15688	0.5
Switch NW	2416	2416	0.3
Switch RR	555	555	0.2
TDT - ICP Alloc. Exclusion List	50	50	0.3
Trader Default - ICP Reassignment	8	8	5.8
Trader Maintenance	2798	2798	5.4
Totals	98801	98794	101.4
Number of Reports successfully Re-Processed	46		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
96497	96497	96497	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-1544	<p>ICP 0000007339TEA62 (status decommissioned) when appearing in the LIST report is not reporting correctly for. It has one less column than other ICP's.</p> <p>The issue relates to a series of status updates occurring in 2019 where ultimately the ICP was decommissioned, the final decommission appeared to have been the cause however a replication of the updates was unable to produce the same result.</p> <p>The ICP's intermediate reporting data was rebuilt which resolved the issue</p>	Release 25.05
er-1548	<p>A set of trader default exclusions was loaded on the inquiry screen, a file then updated the exclusions and when a download was attempted an exception occurred (as the previously loaded exclusions no longer existed).</p> <p>Screen exception handling brought in line with other screens and the veracity of the table information checked before download initiated. A message is displayed stating data has changed and the screen information must be refreshed before retrying the download</p>	Release 25.05
er-1549	Small transient leak fixed in list report processing	Release 25.05
er-1550	A DER submitted to indicate all energy components had been removed (after the ICP installation type had been updated to Load) is incorrectly rejected.	Release 25.05
er-1405	Refactor initialization of SAS token when a resend is requested	Release 25.05
er-1495	Additional diagnostic logging included to aid help desk investigations	Release 25.05
er-1541	<p>Provide an optional version identifier in the interfaces for DER information. A participant may elect to receive a version identifier in the header (HDR) line for PR-010, PR-030 and NP-030 interfaces when they have also selected to receive DER information. The version identifier appears as an additional field on the HDR line, for example:</p> <p>HDR<standard information>,version=2</p>	Release 25.05

ID	Description	Response
er-1542	<p>Introduction of SSO highlighted an issue with the volume of setup work for participant who manage multiple participants, users want to be able to log on using SSO and use the act as an agent functionality to switch between participants.</p> <p>A bulk act as an agent screen has been introduced, sitting inside the current supervisor screen, which will allow a supervisor to assign and de-assign multiple security resources to multiple logon users in one transaction.</p>	Release 25.05

Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response
er-1544	ICP 0000007339TEA62 (status decommissioned) when appearing in the LIST report is not reporting correctly for. It has one less column than other ICP's.		
	The issue relates to a series of status updates occurring in 2019 where ultimately the ICP was decommissioned, the final decommission appeared to have been the cause however a replication of the updates was unable to produce the same result.		
	The ICP's intermediate reporting data was rebuilt which resolved the issue	High (Priority B)	25.05

Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1546	PR290 trader defaultt market share report duplicate event handling	Medium (Priority C)	Submitted
ER-1547	SSO in admin application	Medium (Priority C)	Submitted
ER-1548	Handle reload of trader default exlcusions on view screen	Low (Priority I)	Closed
ER-1549	Transient leak in list report generation	Low (Priority I)	Closed
ER-1550	DER update being rejected if ICP changes installation type to L	Medium (Priority C)	Closed
ER-1551	Deadlock between DFP3 file processor and browser when securing the locks	Low (Priority I)	Submitted
ER-1552	SFTP reinstatement for EA file uploads	Medium (Priority C)	Testing in Progress
ER-1553	Repair property list for scheduled current details report	Medium (Priority C)	Closed

Application Release

Day	Version	Authorised By
25May25	Deploy of Application Release 25_05 to marPreg	Will Goldsmith

Change Control

Date	Authorised By	Detail
17May25	Will Goldsmith	MS Patches applied to MARCHCS1, CNWCHCS405
20May25	Will Goldsmith	DR SDS Cutover of marPreg from MARKLS3 to MARCHCS1
21May25	Will Goldsmith	MS Patches applied to MARCHCS3
24May25	Will Goldsmith	MS Patches applied to MARAKLS3, CNWAKLS405
27May25	Will Goldsmith	DR SDS Cutback of marPreg from MARCHCS1 to MARKLS3

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.

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.