Electricity Authority

Service Report and User Guide

July 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 1st business day delivered to Authority SFTP directory	✔	01 August 2025, 03:27	
Maximum number of concurrent users for month		✔	881	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%	

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Measurement	Requirement	Result	Result Expanded	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) MS Patches applied to MARAKLS3 and CNWAKLS405 on Saturday July 26th at 03:00 2) Deploy of Application Release 25_07 to marPreg on Sunday July 27th at 03:00	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
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 =99.76% 82.8 0.24%	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 =99.27 0.63%	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%	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 July 2025, 22:11	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 6th 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 6th 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 August 2025, 02:51	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	✔	06 August 2025, 01:59	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	✔	04 August 2025, 00:00	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	✔	04 August 2025, 00:00	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	✔	06 August 2025, 06:56	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	✔	01 August 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
26Jul25 03:00 – 03:52	1212747	MS Patches applied to MARAKLS3, CNWAKLS405	00:52	Simon Procter
27Jul25 03:00 – 03:31	1218963	Deploy of Application Release 25_07 to marPreg	00:31	Simon Procter

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Instrumented Transactions

MARPREG

Total transaction volume as instrumented via CardSchema

Database Size

MARAKLS3
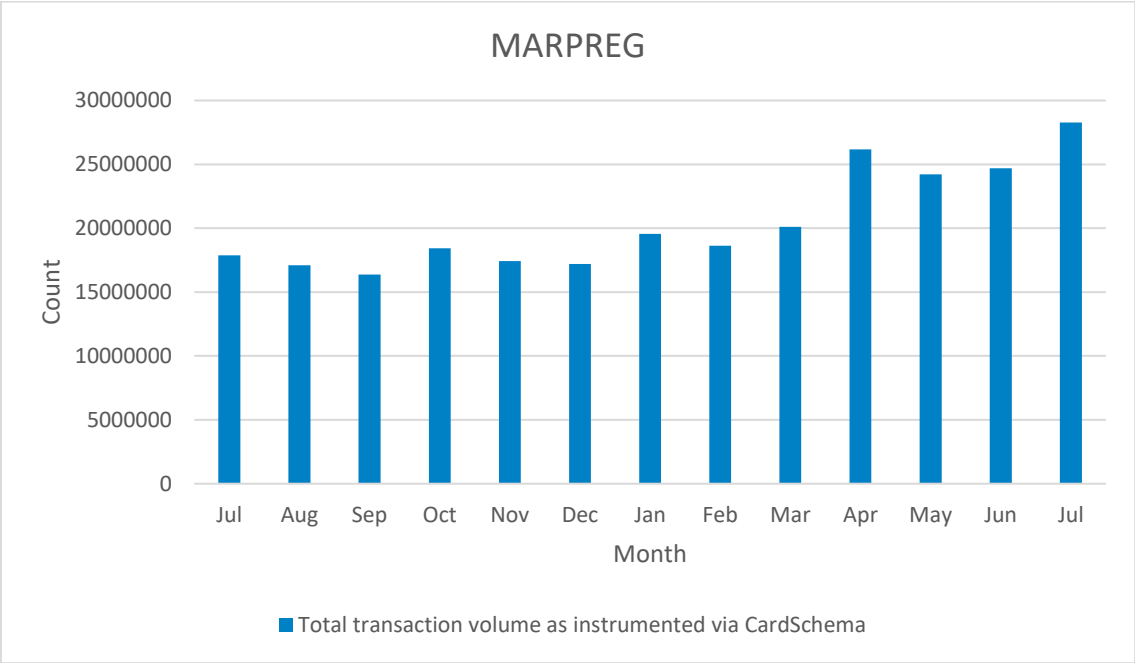
Database   Non-Database
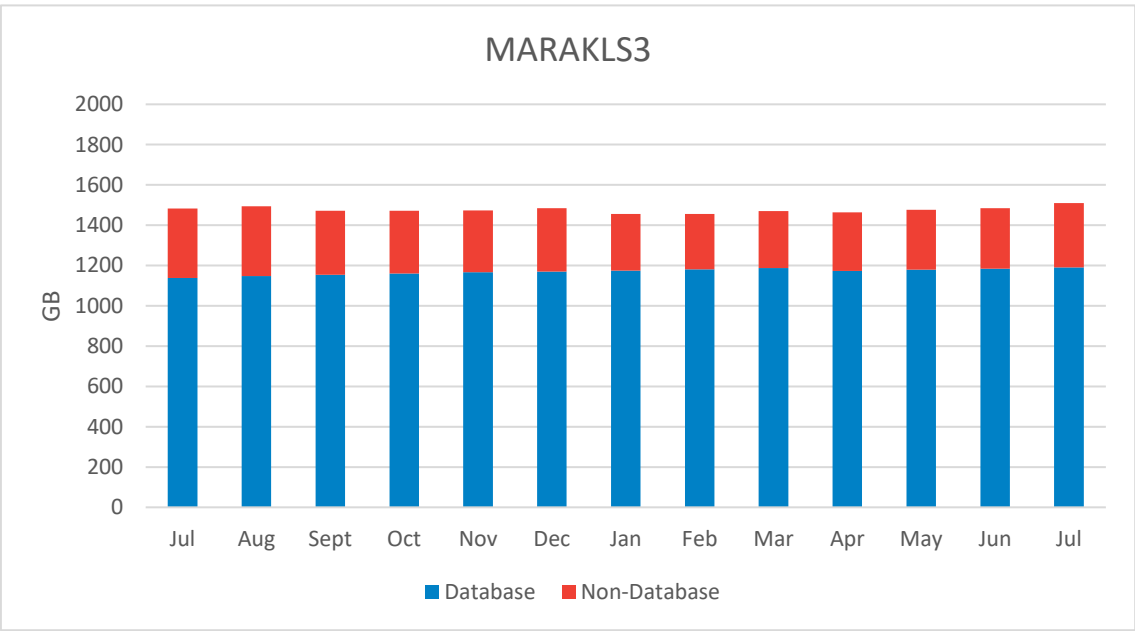
Electricity Authority Reporting

Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Change Network Creation Date	1	1	0.2
DER Maintenance	184	184	1.7
Distributor Maintenance	3111	3111	1.6
Metering Maintenance	1314	1314	7.0
NSP Mapping Maintenance	31	31	8.1
Planned ICP Service Interruption	2823	2823	1.1
Report - Audit Compliance	258	258	1168.2
Report - Breach Current	364	364	1.5
Report - Current Details	129	129	585.9
Report - Event Detail	32166	32166	141.6
Report - File Handler Status	1	1	0.1
Report - ICP List	7191	7191	445.3
Report - Loss Factor Codes	178	178	7.4
Report - Metering Installation Information	819	819	1083.8
Report - Missing Metering Data	8	8	374.5
Report - NSP Mappings	94	94	4.0
Report - Switch Breach History	110	110	19.9
Report - Trader Default General Information	3	3	1.8
Report - Trader Default Status Report	4	4	9.1
Request - Notify Resend	31	31	0.5
Request - Switch Resend	1	1	0.2

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Report	Run	Complete	Average time (seconds)
Switch AC	450	450	0.3
Switch AN	17708	17708	0.3
Switch AW	2736	2736	0.6
Switch CS	15827	15827	1.3
Switch MN	290	290	2.5
Switch NT	21422	21422	0.4
Switch NW	2721	2721	0.3
Switch RR	748	748	0.2
TDT - ICP Alloc. Exclusion List	17	17	0.2
Trader Maintenance	3134	3134	5.6
Totals	113874	113874	79.9
Number of Reports successfully Re-Processed	27		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
111792	111792	111792	0

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

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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 Simon Procter)

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-1546	Multiple concurrent PR-190 reports (creates trader default market share information) should not be run over the same defaulting trader at the same time. The report creates persistent data views and running concurrent reports causes locking errors. Modified to cater for concurrency.	Release 25.07
er_1566	Fix small transient leak of XML objects	Release 25.07
er-1452	Addition of a second trigger parameter for use by AC020Distribtor05 audit report (removing a previous hard coding of the 2nd trigger)	Release 25.07
er-1535	Postproduction release of DER changes to tidy up redundant and unused section of software code	Release 25.07
er-1559	Additional switch breach timer rules catering for reread requests (RR) against switches generated by the Trader Default process (and where the defaulting trader is able to respond as they have been moved out of default)	Release 25.07
er-1565	Relaxation of restriction on submission of switch reread requests against switches generated out of a trader default (where the defaulting trader has reentered the market and is able to respond). Relaxation extended to selected participants and available until 31July inclusive).	Release 25.07

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Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response
	none		

Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1560	Vast number of objects under Registry Audit in development	Medium (Priority C)	In progress
ER-1561	Unicode conversion: Investigate upgrade from ansi to unicode	Medium (Priority C)	Submitted
ER-1562	AC020 report: allow entry of a sheet name overriding the default generated name	Medium (Priority C)	Submitted
ER-1563	AMI Non-Communicating meter query	Medium (Priority C)	Closed
ER-1564	Use configurable report output	Low (Priority I)	Submitted
ER-1565	Switch reread - relax restriction on RR switch messages for trader default generated switches	Medium (Priority C)	Closed
ER-1566	Transient leak of XML objects	Low (Priority I)	Submitted
ER-1567	Object not found in download request	Low (Priority I)	Closed
ER-1568	Updating REST web services	Low (Priority I)	Submitted
ER-1569	Object not found error in Verification Web Service	Medium (Priority C)	Closed
ER-1570	Object not found in view planned service interruption web service	Medium (Priority C)	Closed - No action required
ER-1571	Documentation update - Clarify information required for a DER update rather than a reversal	Medium (Priority C)	Submitted
ER-1572	Fix Automated Unit Testing	Medium (Priority C)	Verification Pending
ER-1573	Missing ICP from switch breach reporting for Pulse energy	Medium (Priority C)	Closed - Information only
ER-1574	File processed, but no ACK file created in Uat	High (Priority B)	In progress

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ID	Description	Severity	Response
ER-1575	Enable the Registry to track expiry dates for externally generated tokens	Low (Priority I)	Submitted
ER-1576	Setup DER Transition Initiator for 01/08/2025	Medium (Priority C)	In progress

Application Release

Day	Version	Authorised By
27Jul25	Deploy of Application Release 25_07 to marPreg	Simon Procter

Change Control

Date	Authorised By	Detail
16Jul25	Simon Procter	MS Patches applied to MARCHCS3
19Jul25	Simon Procter	MS Patches applied to MARCHCS1, CNWCHCS405
26Jul25	Simon Procter	MS Patches applied to MARAKLS3, CNWAKLS405

Status of Functional Specification

(i.e., a report on the status of the functional specification);
Version 22.43 released to UAT and Prod 29 June 2025

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 Identifier	Description	Status
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-1287	Trade Default Type 2 Retailers	With Authority for Approval.

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.