# Electricity Authority

Service Report and User Guide

August 2025

Prepared by Jade Managed Services

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# Table of Contents

# 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 September 2025, 03:44 | |
| Maximum number of concurrent users for month | | ✅ | 1041 | 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 |
|---|---|---|---|---|
| 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.<br><br>Approved, pre-planned outages do not count against service level targets. | | ✔ | 1) MS Patches applied to MARAKLS3 and CNWAKLS405 on Saturday August 23rd at 03:00<br><br>2) Deploy of Application Release 25_08 to marPreg on Sunday August 24th 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.<br><br>Longest time period in seconds<br><br>Percentage of transactions exceeding 2 seconds | | ✔ | <2 =99.66%<br><br><br>239.87<br><br>0.34% | 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<br><br>Percentage of transactions exceeding 1 second | | ✔ | <1 =99.31<br><br><br>0.69% | Schedule 2 Non-functional requirements 5.2 table 1 |
| Number of password lockout alerts.<br><br>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 |

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| 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 August 2025, 21:12 | 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 September 2025, 02:52 | 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 | ✔ | 04 September 2025, 01:25 | 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 | ✔ | 02 September 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 | ✔ | 02 September 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 | ✔ | 04 September 2025, 06:09 | 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 September 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 |
|---|---|---|---|
| 24Aug25 20:08 – 21:07 | 1225348 | marPreg crash due to Stack Overflow issue | 00:59 |

## Scheduled Outages

| Day | Ref | Detail | Outage Duration | Authorised By |
|---|---|---|---|---|
| 23Aug25 03:00 – 03:40 | 1218769 | MS Patches applied to MARAKLS3, CNWAKLS405 | 00:40 | Simon Procter |
| 24Aug25 03:00 – 03:24 | 1224521 | Deploy of Application Release 25_08 to marPreg | 00:24 | Simon Procter |

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## Instrumented Transactions



**MARPREG**

Count vs Month — Total transaction volume as instrumented via CardSchema

## Database Size



**MARAKLS3**

GB by month — Database, Non-Database
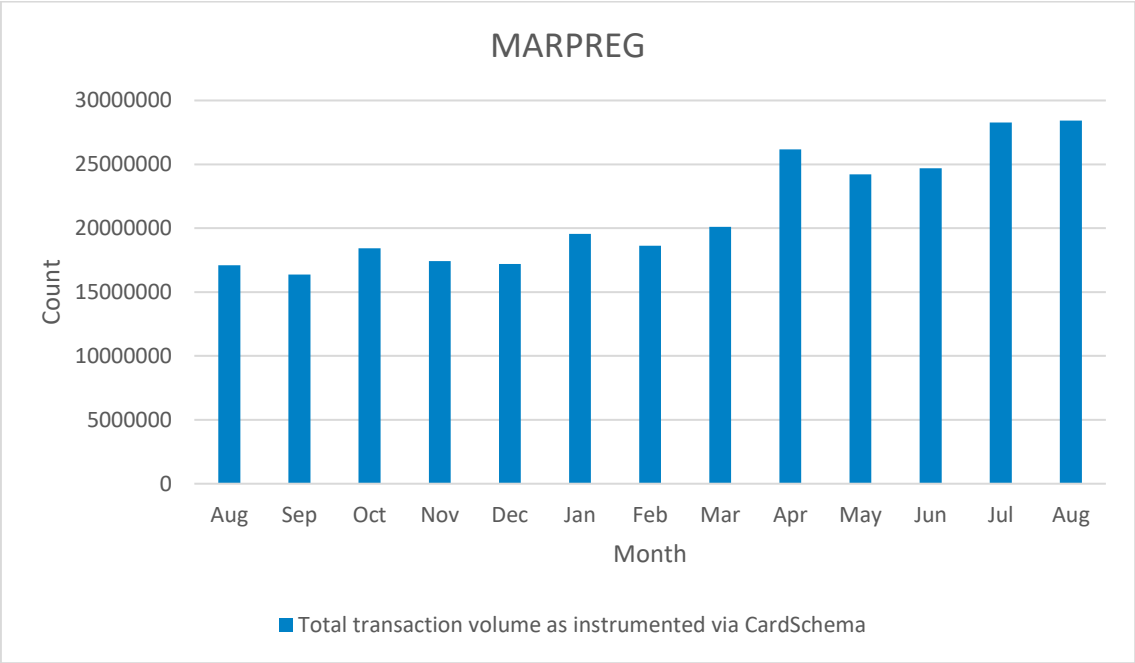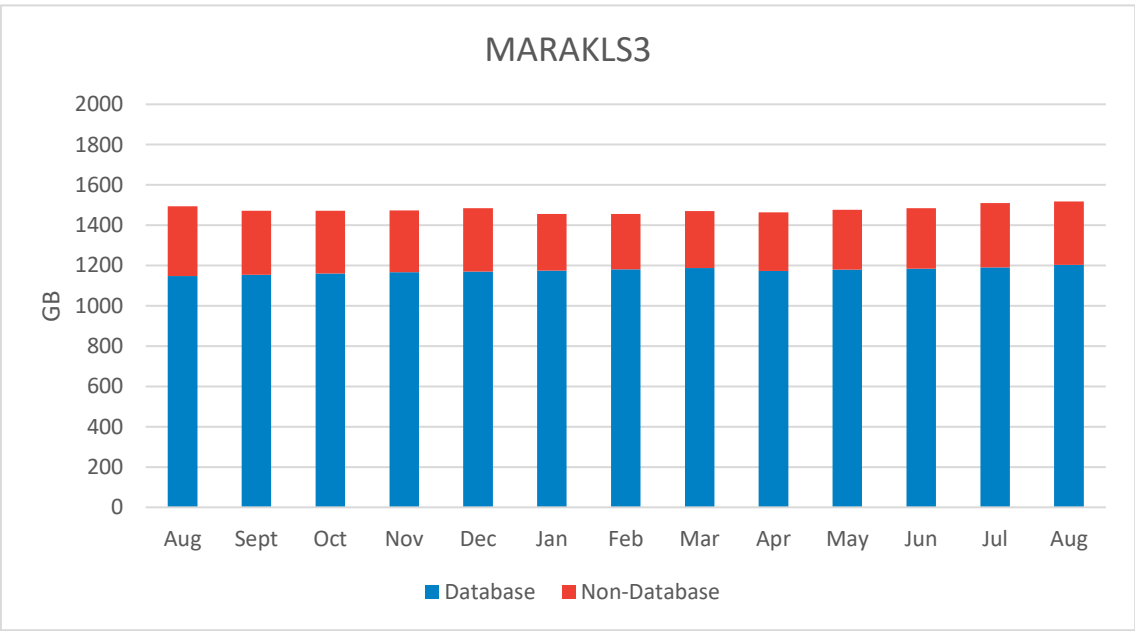
# Electricity Authority Reporting

## Adhoc Reporting Statistics

| Report | Run | Complete | Average time (seconds) |
|---|---|---|---|
| DER Maintenance | 685 | 685 | 0.6 |
| Distributor Maintenance | 3178 | 3178 | 2.1 |
| Metering Maintenance | 1121 | 1121 | 6.6 |
| NSP Mapping Maintenance | 31 | 31 | 7.9 |
| Planned ICP Service Interruption | 2708 | 2708 | 1.5 |
| Report - Audit Compliance | 246 | 246 | 923.1 |
| Report - Breach Current | 368 | 368 | 1.7 |
| Report - Current Details | 136 | 136 | 624.4 |
| Report - Event Detail | 31868 | 31868 | 137.8 |
| Report - File Audits | 1 | 1 | 0.6 |
| Report - File Handler Status | 6 | 6 | 0.2 |
| Report - ICP List | 7489 | 7489 | 449.5 |
| Report - Loss Factor Codes | 171 | 171 | 7.5 |
| Report - Metering Installation Information | 850 | 850 | 1060.1 |
| Report - Missing Metering Data | 1 | 1 | 374.9 |
| Report - NSP Mappings | 111 | 111 | 4.1 |
| Report - Switch Breach History | 134 | 134 | 17.8 |
| Report - Trader By NSP | 1 | 1 | 526.5 |
| Report - Trader Default General Information | 16 | 16 | 5.3 |
| Report - Trader Default Market Share | 4 | 4 | 583.3 |
| Report - Trader Default Status Report | 31 | 31 | 3.0 |

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| Report | Run | Complete | Average time (seconds) |
|---|---|---|---|
| Request - Notify Resend | 32 | 32 | 1.5 |
| Request - Switch Resend | 1 | 1 | 0.2 |
| Switch AC | 446 | 446 | 0.3 |
| Switch AN | 51949 | 51949 | 0.2 |
| Switch AW | 2416 | 2416 | 0.6 |
| Switch CS | 49454 | 49454 | 0.7 |
| Switch MN | 348 | 348 | 2.2 |
| Switch NT | 19346 | 19346 | 0.6 |
| Switch NW | 2573 | 2573 | 0.3 |
| Switch RR | 688 | 688 | 0.3 |
| Trader Default - ICP Reassignment | 1 | 1 | 0.2 |
| Trader Maintenance | 3061 | 3061 | 9.6 |
| Totals | 179471 | 179471 | 50.7 |
| Number of Reports successfully Re-Processed | 26 | | |

## Batch File Statistics

| Total | Complete | Completed by 07:30 | Not completed by 07:30 |
|---|---|---|---|
| 177186 | 177186 | 177176 | 10 |

| Details of Batch File Reports not completed by 07:30 |
|---|
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:29:05  Start: 21/08/2025 03:35:27 End: 21/08/2025 07:51:05  Elapsed: 15337.4 seconds  Processor: DFP1 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:29:14  Start: 21/08/2025 06:51:13 End: 21/08/2025 08:04:35  Elapsed: 4401.2 seconds  Processor: DFP4 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:30:24  Start: 21/08/2025 07:59:40 End: 21/08/2025 11:54:32  Elapsed: 14092.3 seconds  Processor: DFP3 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:31:06  Start: 21/08/2025 08:13:14 End: 21/08/2025 08:24:10  Elapsed: 656.0 seconds  Processor: DFP4 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:31:07  Start: 21/08/2025 08:24:10 End: 21/08/2025 08:41:43  Elapsed: 1052.8 seconds  Processor: DFP4 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:31:08  Start: 21/08/2025 08:41:43 End: 21/08/2025 08:52:03  Elapsed: 619.7 seconds  Processor: DFP4 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:31:09  Start: 21/08/2025 08:52:03 End: 21/08/2025 09:09:27  Elapsed: 1043.5 seconds  Processor: DFP4 |
| Report - Event Detail  Participant: NGCS  Arrival: 20/08/2025 16:31:38  Start: 21/08/2025 09:09:27 End: 21/08/2025 12:55:20  Elapsed: 13553.1 seconds  Processor: DFP4 |
| Report - ICP List  Participant: NGCS  Arrival: 20/08/2025 16:30:18  Start: 21/08/2025 07:51:07  End: 21/08/2025 07:59:40  Elapsed: 513.0 seconds  Processor: DFP3 |
| Report - ICP List  Participant: NGCS  Arrival: 20/08/2025 16:30:58  Start: 21/08/2025 08:04:36  End: 21/08/2025 08:13:14  Elapsed: 517.7 seconds  Processor: DFP4 |

## 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-1579 | Upgrade to Jade platform | 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-1577 | Maint parsers do not detect transposed information (event date) | Medium (Priority C) | Submitted |
| ER-1578 | Update the upgrade agent | Medium (Priority C) | Verification Passed |
| ER-1579 | UAT and production platform upgrade to 22.0.05 | Medium (Priority C) | Closed - Information only |
| ER-1580 | Reversal/replacement of transitional DER events | Medium (Priority C) | In progress |
| ER-1581 | Error 4 in supervisor logon search | Medium (Priority C) | Verification Pending |
| ER-1582 | Prevent empty object return from WebService | Low (Priority I) | Verification Pending |
| ER-1583 | User audit not showing up in Registry Audit search | Medium (Priority C) | In progress |
| ER-1584 | Permit switch reporting to use reschedules dates for current detail and summary requests | Medium (Priority C) | In progress |
| ER-1585 | Malformed file name causing invalid file path | Medium (Priority C) | Closed |
| ER-1586 | Switch reread - relax restriction on RR switch messages for trader default generated switches | Medium (Priority C) | Closed - No action required |
| ER-1587 | Admin app email form 1035 error | Low (Priority I) | Submitted |
| ER-1588 | Error 4 from forgot password link | Medium (Priority C) | Submitted |
| ER-1589 | Object not found on Web supervisor form | Low (Priority I) | In progress |
| ER-1590 | Extract EIEP audits to identify number of medically dependent EIEP files were processed | Low (Priority I) | In progress |
| ER-1591 | Powerco Duplicate Outage Notifications | High (Priority B) | Closed |

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## Application Release

| Day | Version | Authorised By |
|---|---|---|
| 24Aug25 | Deploy of Application Release 25_08 to marPreg | Simon Procter |

## Change Control

| Date | Authorised By | Detail |
|---|---|---|
| 16Aug25 | Simon Procter | MS Patches applied to MARCHCS1, CNWCHCS405 |
| 20Aug25 | Simon Procter | MS Patches applied to MARCHCS3 |
| 23Aug25 | Simon Procter | MS Patches applied to MARAKLS3, CNWAKLS405 |

## Status of Functional Specification

(i.e., a report on the status of the functional specification);
Version 22.44 released to UAT and Prod 27 August 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-1260 | Remove Automated Logon | Released to the dedicated secure test system (marSreg) 01/10/2021<br><br>Release pending to UAT and Production |
| CR-1262 | (Config) Disable iframes Response Headers | Released to the dedicated secure test system (marSreg) 01/10/2021.<br>Release pending to UAT and Production |
| CR-1287 | Trade Default Type 2 Retailers | With Authority for Approval. |

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## 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 29th July 2025

# 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.

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