



Electricity Authority

Service Report and User Guide September 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 October 2025, 03:22	
Maximum number of concurrent users for month		✓	933	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. Approved, pre-planned outages do not count against service level targets.		✓	1) MS Patches applied to MARAKLS3 and CNWAKLS405 on Saturday September 27th at 03:00 2) Deploy of Application Release 25_09 to marPreg on Sunday September 28th 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 =99.61% 137.68 0.39%	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 =98.93 1.07%	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	✓	30 September 2025, 21:30	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 October 2025, 00:28	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 October 2025, 01:51	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 October 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 October 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 October 2025, 06:15	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 October 2025, 00:00	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

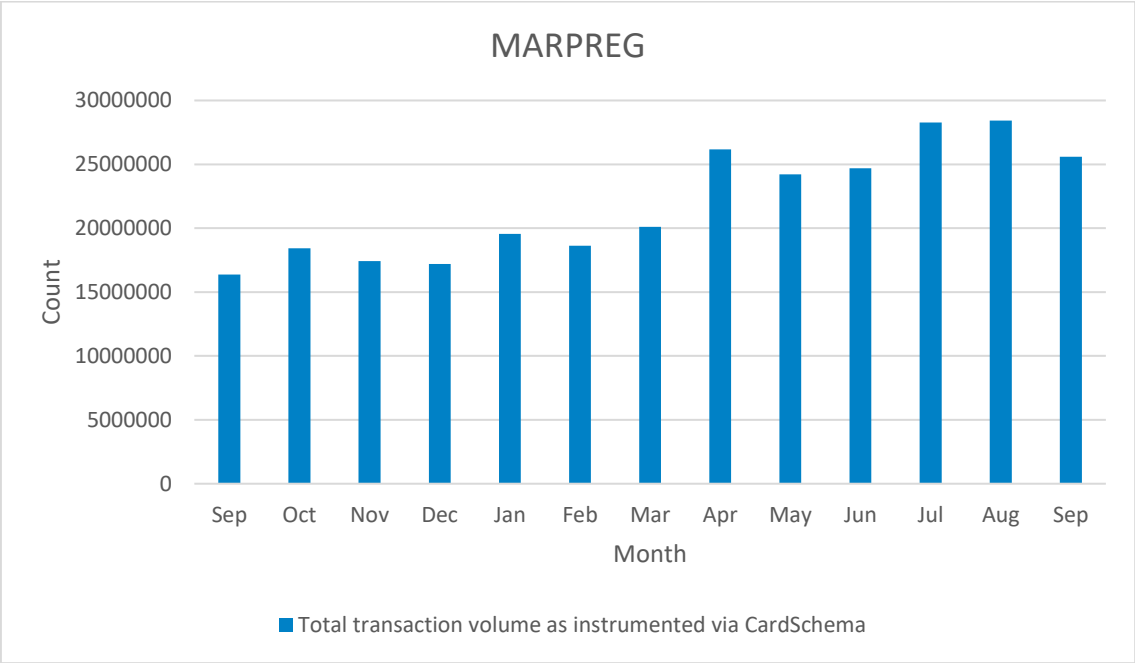
Unscheduled Outages

Day	Ref	Detail	Outage Duration

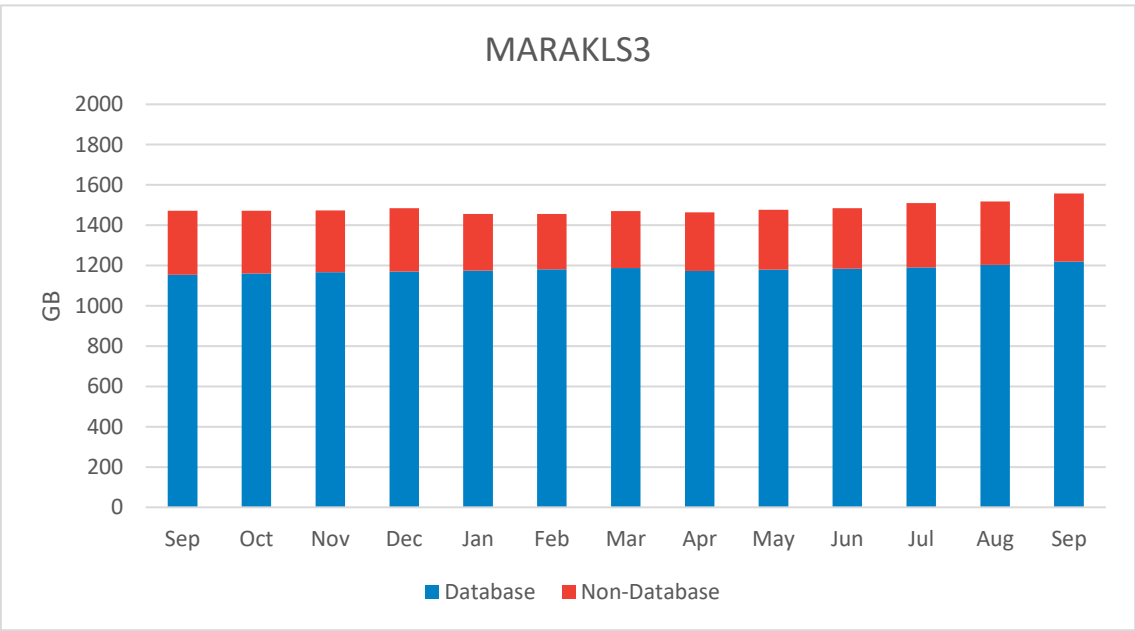
Scheduled Outages

Day	Ref	Detail	Outage Duration	Authorised By
27Sep25 03:45 – 03:51	1224977	MS Patches applied to MARAKLS3, CNWAKLS405	00:06	Simon Procter
28Sep25 03:04 – 03:39	1231794	Deploy of Application Release 25_09 to marPreg	00:25	Simon Procter

Instrumented Transactions



Database Size



Electricity Authority Reporting

Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Change Network Creation Date	2	2	0.3
DER Maintenance	670	670	0.2
Distributor Maintenance	3541	3541	1.5
Metering Maintenance	1230	1230	6.7
NSP Mapping Maintenance	30	30	8.0
Planned ICP Service Interruption	2580	2580	1.6
Report - Audit Compliance	285	285	1259.7
Report - Breach Current	383	383	1.1
Report - Current Details	80	80	1004.2
Report - Event Detail	30622	30622	181.4
Report - File Audits	1	1	52.8
Report - File Handler Status	46	46	0.1
Report - ICP List	8311	8311	399.9
Report - Loss Factor Codes	170	170	7.8
Report - Metering Installation Information	880	880	988.9
Report - NSP Mappings	99	99	4.1
Report - Switch Breach History	116	116	19.0
Report - Trader By NSP	2	2	1638.2
Report - Trader Default General Information	6	6	3.0
Report - Trader Default Market Share	1	1	1592.9
Report - Trader Default Status Report	5	5	4.6

Report	Run	Complete	Average time (seconds)
Request - Notify Resend	30	30	0.5
Request - Switch Resend	2	2	0.9
Switch AC	506	506	0.3
Switch AN	13881	13881	0.3
Switch AW	2379	2379	0.6
Switch CS	12122	12122	1.4
Switch MN	728	728	2.8
Switch NT	18027	18027	0.4
Switch NW	2238	2238	0.3
Switch RR	654	654	0.2
Trader Maintenance	3020	3020	6.6
Totals	102647	102647	100.0
Number of Reports successfully Re-Processed	23		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
100415	100415	100415	0

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-1567	Not found error generated when a planned outage was being downloaded online as the outage had been changed by a background process. Exception handler installed to handle this nicely	Release 25.09
Er-1569	"Not found" error from UAT EA_Verfication web service. Potentially an issue in production though no error actually recorded in the production environment.	Release 25.09
Er-1581	Invalid object error reported from supervisor screen. Root cause is Registry help desk removing old user ids (at the request of a participant).	Release 25.09
Er-1585	Planned outage reports from a distributor PLINT update use the planned outage identifier as part of the output name. A distributor included slash characters in the outage Id (for example "myOutage/12345" which caused the resulting file name(s) to have the appearance of a folder path. Ensure where this occurs the file path is replaced with an underscore. Note: this ticket was applied as a patch in August, this is the formal release of the change.	Release 25.09
Er-1595	AC020::AC020Distributor02 compliance output incorrectly reporting a compliance breach. The prior event in force at the time of an update was inconsistently being identified depending on the sequence of updates occurring at later times.	Release 25.09
08/06/2025	AC020: help desk admin application setting to pre-define a sheet name rather than have it derived from the rule description which can make the purpose of the sheet unclear. Preferred sheet names have been supplied and will be updated after the release via the admin application.	Release 25.09
31/07/2025	Allow the Registry to track expiry dates for externally generated tokens so the help desk can take early action to notify participants and setup a replacement token (note: tokens themselves are not stored in the Registry, just their expiry date)	Release 25.09
12/08/2025	Registry upgrade agent modified to cater for new default profile code	Release 25.09
13/08/2025	SOAP web service may return an empty network event object if an event date is provided that pre-dates the existence of an ICP. No issue will result in having an empty object returned but this change ensures a cleaner interface. This was observed in automated testing only	Release 25.09

Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response
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Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1627	TD-020: verify no changes required, potential update to automated tests	Medium (Priority C)	Closed
ER-1626	TD-100: create switch template files	Medium (Priority C)	In progress
ER-1625	TD-010: complete switch activity	Medium (Priority C)	Verification Pending
ER-1624	Admin App: trader default processing form	Medium (Priority C)	In progress
ER-1623	PR-290: Market Share Report	Medium (Priority C)	Submitted
ER-1622	Fix lock ordering on maintenance parsers	Low (Priority I)	Submitted
ER-1621	Participant::isDefaultingTrader identifying a trader in default in trader role	Medium (Priority C)	Submitted
ER-1620	Test ticket for new automation	Low (Priority I)	Closed - No action required
ER-1619	UpgradeAgent: additions and modifications (general)	Medium (Priority C)	Submitted
ER-1618	APIM: configuration of new swagger (Paul's team)	Medium (Priority C)	Submitted
ER-1617	PR-390: Report ICPs loaded against a type-2 retailer	Medium (Priority C)	Submitted
ER-1616	PR-310: Specify either type-2 retailer (or Trader)	Medium (Priority C)	In progress
ER-1615	PR-300: Specify either type-2 retailer (or Trader)	Medium (Priority C)	In progress
ER-1614	REST: (NEW) POST/DEL ICP for a default and role	Medium (Priority C)	Submitted
ER-1613	REST: (NEW) GET ICP for a default and role	Medium (Priority C)	Submitted
ER-1612	Migration: migrate existing defaults to new role based structure	Medium (Priority C)	Submitted
ER-1611	Admin App: setting default date at role level (extending current table)	Medium (Priority C)	Verification Pending

ID	Description	Severity	Response
ER-1610	Browser: (NEW) view and maintain the list of type 2 retailer ICPs	Medium (Priority C)	Submitted
ER-1609	Browser: summary screen message indicating ICP is in default with type-2 retailer	Medium (Priority C)	Submitted
ER-1608	RW-020: On successful switch withdrawal (completed switch) remove ICP from type-2 retailers list of ICPs	Medium (Priority C)	Submitted
ER-1607	RS-050: On successful switch, remove ICP from type-2 retailers list of ICPs	Medium (Priority C)	Submitted
ER-1606	TD-110: (NEW) maintain type-2 retailer ICPs	Medium (Priority C)	Verification Pending
ER-1605	TD-090: Do not allow re-assignment of type-2 retailer ICP to the ICPs current Trader	Medium (Priority C)	In progress
ER-1604	TD-080: Switch ICPs from type-2 retailers list of ICPs, then remove the ICP from the list	Medium (Priority C)	In progress
ER-1603	TD-070: Do not allow allocation of type-2 retailer ICP to the ICPs current Trader	Medium (Priority C)	Submitted
ER-1602	TD-060: permit entry of type 2 retailer	Medium (Priority C)	Submitted
ER-1601	TD-040: permit entry of type 2 retailer	Medium (Priority C)	In progress
ER-1600	TD-030: create tender blocks using role based rules	Medium (Priority C)	Verification Pending
ER-1599	Define model changes	Medium (Priority C)	In progress
ER-1598	CR-1287: type-2 retailer trader default	Medium (Priority C)	Submitted
ER-1597	There appears to be no Network or DER update validation on inactive fuel types	Medium (Priority C)	Closed
ER-1596	Blank DER format activation date is being treated as active	Medium (Priority C)	Submitted
ER-1595	AC-020 incorrectly reporting on initial energisation date	High (Priority B)	Closed
ER-1592	Make auto test builder dev ready	Medium (Priority C)	In progress

Application Release

Day	Version	Authorised By
28Sep25	Deploy of Application Release 25_09 to marPreg	Simon Procter

Change Control

Date	Authorised By	Detail
12Sep25	Simon Procter	MS Patches applied to MARCHCS3
20Sep25	Simon Procter	MS Patches applied to MARCHCS1, CNWCHCS405
27Sep25	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 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	Approved. Development in progress.

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
	0.0	0.0
Total	0.0	0.0

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 2025.

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.