



# Market Operations

## Monthly Service Provider Report

This report details monthly information in relation to the Wholesale Information & Trading System (WITS), clearing manager, and reconciliation manager functions performed by NZX under contract to the Electricity Authority (Authority).

November 2025

Created: 01 December 2025



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# 1. Introduction

## 1.1 Purpose

This report details monthly information in relation to the Wholesale Information & Trading System (WITS), clearing manager, reconciliation manager and performed by NZX under contract to the Electricity Authority (Authority).

This report contains core reporting requirements in compliance with Clauses 3.13 and 3.14 of the Electricity Participation Code 2010 and relevant Market Operator Service Provider (MOSP) agreements.

## 1.2 Contact Details

The following is a list of contact details for further information or questions pertaining to this report:

### Service Operations

**Tim Chadwick**

Head of Energy Operations

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## **2. Compliance**

### **2.1 Compliance with Regulations and Code**

For this month, to the best of our knowledge, the Clearing Manager, the Reconciliation Manager and WITS Service Provider fully complied with the Code and regulations.

### **2.2 Operation of the Regulations and Code**

For this month, the NZX service providers have not identified any areas of the Code that require addressing.

### **2.3 Compliance with MOSP Agreements**

To the best of our knowledge, all provisions of the WITS Manager and Reconciliation Manager MOSP agreements have been adhered to during the reporting month.

On 12 November 2025, the Clearing Manager experienced a contractual breach regarding the timely submission of grid constrained amounts information to Transpower. Specifically, the obligation to transmit this data by business day 8 at 9:00 am was not met due to a system issue within the Clearing Manager's operations. The system was unable to process certain data, which led to this delay.

To address the immediate problem, a temporary solution was implemented. The affected data was isolated and removed, allowing the Clearing Manager to process the remaining information successfully and transmit the grid constrained amounts to Transpower.

This contractual breach was promptly self-reported to the Authority. In response, a thorough investigation and analysis of the underlying issue commenced to prevent recurrence in future invoice periods. After rigorous analysis and comprehensive testing, an effective fix was applied to the Clearing Manager's system. As a result, there were no further issues for the November invoice period.

## 3. Service Level Reporting

### 3.1 WITS service levels against target

Measure	Target	Achieved this month
WITS availability	>99.72%	99.99%
WITS file upload availability	>99.72%	99.99%
Average time to publish NRSS & PRSS	<1 minute	5 sec
Average time to publish NRSL & PRSL	<7 minutes	29 sec

### 3.2 Clearing manager service levels

#### 3.2.1 Clearing manager service levels against targets

Measure	Target	Achieved this month
No. of wash-up notifications published later than the 5th business day of the month	Zero	0 late publications
No. of hedge settlement agreement amounts published later than the 5th business day of the month	Zero	0 late publications
No. of constrained amounts sent to system operator later than 09:00 hrs on 8th business day of the month	Zero	1 late notification
Availability achieved during the month	> 99.5%	99.99%

#### 3.2.2 Clearing manager service level reporting

Measure	Metric	Achieved this month
Number of publication targets missed	No.	1
Number of invoice revisions during the month	No.	0
Date of issue of last invoice during the month	Date	13/11/2025
Number of unplanned outages during the month	No.	0
Number of planned outages during the month	No.	0
Availability achieved during the month	% attained	99.99%
Number of prudential defaults during the month	No	1
Scaling applied to generator payments	% attained	0%
Number of data files provided to the Authority	No.	26 constrained amount files. 20 daily prudential summaries.

### 3.3 Reconciliation manager service performance

#### 3.3.1 Reconciliation manager service levels against targets

Measure	Target	Achieved this month
Availability between business days 1 and 4, and 9 and 13	99.8%	100%
Availability for other times of the month	99.5%	99.98%

\* See section 2.3 for details if any breach

### 3.3.2 Reconciliation manager service level reporting

Measure	Metric	Achieved this month
Number of days late for publication of reconciliation information	0 Days	0 day
System availability between business days 4, 7, 9 and 13 for the month	% attained	100%
System availability outside business days 4, 7, 9 and 13 for the month	% attained	99.98%
Number of volumes disputes resolved in the month	No.	0
Number of requests to re-run reconciliation as a result of an invoice dispute	No.	0
Setup of approved profiles within 1 business day of receiving a notification from the Authority	% attained	100%
Total outages:		
- Planned	No.	0
- Unplanned	No.	0

## 4. Systems Update

### 4.1 Functional specification status

System	Latest revision	Approved by the Authority**
WITS	16.0	●
Clearing manager	32.0	●
Reconciliation manager	15.1	●

\*\*For this table, and for the remaining tables in this report, ● indicates yes and ● indicates no.

## 4.2 Backup requirements

System	Daily data backup requirement met <sup>1</sup>	Weekly data backup requirement met <sup>2</sup>	Reason for requirement not being met
WITS	●	●	N/A
Clearing manager	●	●	N/A
Reconciliation manager	●	●	N/A

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<sup>1</sup> Backup copies of all data and processed data must be taken at least daily and stored in a secure offsite location. Likewise, copies of the latest version of the software must also be kept offsite.

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<sup>2</sup> At least weekly, a backup copy of the data, processed data and software must be delivered and stored at an offsite location at least 100km from the premises used to provide the regular services.

### 4.3 Disaster recovery

Date	Service	Application/Scope	Status
16 Mar – 29 Apr 2021	Clearing Manager	Disaster Recovery	Complete
16 Mar – 29 Apr 2021	Pricing Manager	Disaster Recovery	Complete
16 Mar – 29 Apr 2021	WITS	Disaster Recovery	Complete
16 Mar – 4 May 2021	Reconciliation Manager	Disaster Recovery	Complete
16 Oct – 16 Nov 2021	Clearing Manager	Disaster Recovery	Complete
16 Oct – 16 Nov 2021	Pricing Manager	Disaster Recovery	Complete
16 Oct – 16 Nov 2021	WITS	Disaster Recovery	Complete
16 Oct – 16 Nov 2021	Reconciliation Manager	Disaster Recovery	Complete
17 May – 31 May 2022	Clearing Manager	Disaster Recovery	Complete
17 May – 31 May 2022	Pricing Manager	Disaster Recovery	Complete
17 May – 31 May 2022	WITS	Disaster Recovery	Complete
17 May – 31 May 2022	Reconciliation Manager	Disaster Recovery	Complete
7 Nov – 14 Nov 2022	Clearing Manager	Disaster Recovery	Complete
7 Nov – 14 Nov 2022	WITS	Disaster Recovery	Complete
7 Nov – 14 Nov 2022	Reconciliation Manager	Disaster Recovery	Complete
23 May – 29 May 2023	Clearing Manager	Disaster Recovery	Complete
23 May – 29 May 2023	WITS	Disaster Recovery	Complete
23 May – 29 May 2023	Reconciliation Manager	Disaster Recovery	Complete
14 Nov – 21 Nov 2023	Clearing Manager	Disaster Recovery	Complete
14 Nov – 21 Nov 2023	WITS	Disaster Recovery	Complete
14 Nov – 21 Nov 2023	Reconciliation Manager	Disaster Recovery	Complete
10 Oct – 22 Oct 2024	Clearing Manager	Disaster Recovery	Complete
10 Oct – 22 Oct 2024	WITS	Disaster Recovery	Complete
10 Oct – 22 Oct 2024	Reconciliation Manager	Disaster Recovery	Complete
10 April – 29 April 2025	Clearing Manager	Disaster Recovery	Complete
10 April – 29 April 2025	WITS	Disaster Recovery	Complete
10 April – 29 April 2025	Reconciliation Manager	Disaster Recovery	Complete
14 Oct – 17 Nov 2025	Clearing Manager	Disaster Recovery	Complete
14 Oct – 17 Nov 2025	WITS	Disaster Recovery	Complete
14 Oct – 17 Nov 2025	Reconciliation Manager	Disaster Recovery	Complete

### 4.4 Developer access to production systems

*This is a separately reported metric*



## 5. Incidents

### 5.1 WITS incident - fault response and resolution times

Priority	Measure	Standard	Achieved this month	Incident Ref #
1	Respond within 15 minutes of receipt of a support request	100%	100%	0
	Work around or resolve within 6 hours	100%	100%	0
	Work around resolved within 20 business days	100%	100%	0
2	Respond within 2 hours of receipt of a support request	100%	100%	0
	Work around or emergency fix within 1 business day	100%	100%	0
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	113914 113880
	Resolve within 40 business days	100%	100%	113914 113880
4	Acknowledgment of downgrade of severity to level 4 within 1 business day of downgrade	100%	100%	0
	Resolve at the next convenient opportunity as agreed with the Authority	100%	100%	0

### 5.2 Clearing manager incident – fault response and resolution times

Priority	Measure	Standard	Achieved this month	Incident Ref #
1	Respond within 15 minutes of receipt of a support request, received between 07:30 hrs to 19:30 hrs on a business day	100%	100%	0
	Work around or resolve within 6 hours	100%	100%	0
	Work around resolved within 20 business days	100%	100%	0
2	Respond within 2 hours of receipt of a support request, received between 07:30 hrs to 19:30 hrs on a business day	100%	100%	0
	Work around or emergency fix within 1 business day	100%	100%	0
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	113873 113804 113663 113630 113628 113601 113528 113511 113509 113483 113481 113369 113312 113249
	Resolve within 40 business days	100%	100%	113873 113804 113663 113630 113628 113601 113528 113511

				113509 113483 113481 113369 113312 113249
4	Acknowledgment of downgrade of severity to level 4 within 1 business day of downgrade	100%	100%	113949
	Resolve at the next convenient opportunity as agreed with the Authority	100%	100%	113949

### 5.3 Reconciliation manager incident – Fault response and resolution times

Priority	Measure	Standard	Achieved this month	Incident Ref #
1	Respond within 15 minutes of receipt of a support request, received between 07:30 hrs to 19:30 hrs on a business day	100%	100%	0
	Work around or resolve within 6 hours	100%	100%	0
	Work around resolved within 20 business days	100%	100%	0
2	Respond within 2 hours of receipt of a support request, received between 07:30 hrs to 19:30 hrs on a business day	100%	100%	0
	Work around or emergency fix within 1 business day	100%	100%	0
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	114008 113875 113859 113780 113739 113526 113458
	Resolve within 40 business days	100%	100%	114008 113875 113859 113780 113739 113526 113458
4	Acknowledgment of downgrade of severity to level 4 within 1 business day of downgrade	100%	100%	0
	Resolve at the next convenient opportunity as agreed with the Authority	100%	100%	0



## 6. Stakeholders

### 6.1 User group meetings

Role	Date	Status
Reconciliation manger and clearing manager	24 April 2024 (Wellington)	Complete
WITS and pricing manager	12 October 2016 (Wellington)	Complete
All roles	23 May 2017 (Auckland)	Complete
All roles	23 November 2017 (Wellington)	Complete
WITS	27 June 2018 (Auckland)	Complete
Combined	8 November 2018 (Wellington)	Complete
Clearing	November 2019 (Wellington)	Complete
WITS	8 December 2020 (Remote)	Complete
Clearing	24 July 2023 (Auckland)	Complete
Reconciliation	24 April 2024 (Wellington)	Complete
Reconciliation	23 October 2025 (Wellington)	Complete

### 6.2 Stakeholder meetings

Date	Participant	Status
04/11/2025	Flounder Trading	Complete
05/11/2025	Aotea Energy	Complete
13/11/2025	Contact Energy	Complete
24/11/2025	Northpower Limited	Complete
26/11/2025	Contact Energy	Complete

## 7. Clearing and Settlement Market Summary

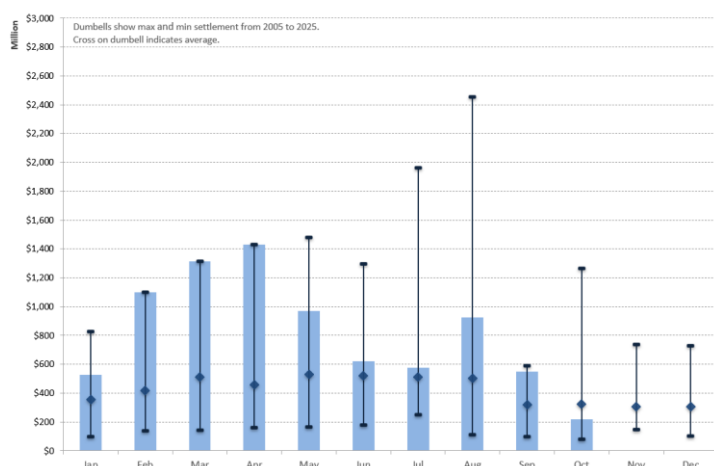
### Settlement Data

	Amount
Settlement month	October 2025
Settlement date	20 November 2025
Amounts owed from payers	\$219,504,120.94
Amounts owed to payees	\$197,409,027.82
Loss and constraint excess (LCE) [inclusive of residual and washup LCE] *GST component removed	\$21,381,567.67
Payer volumes	3,526,695.07 MWh
Payee volumes	3,654,965.98 MWh

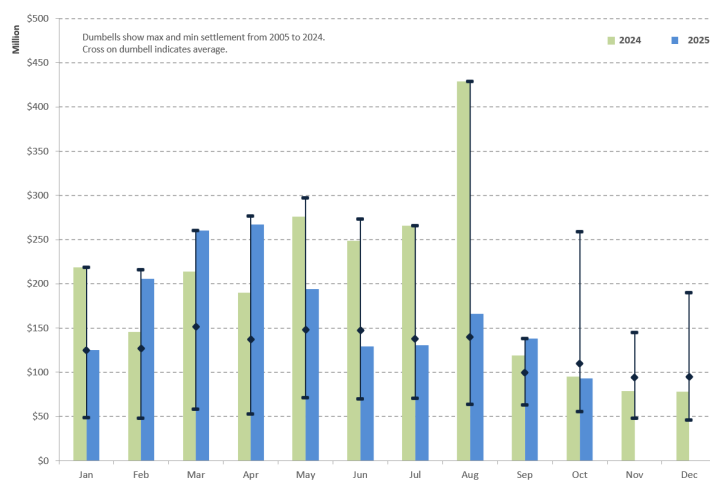
### Prudential Data

	Amount
As at date	30 November 2025
Total security held	\$526,655,911.01
Total assessed exposure	\$198,155,017.32
No. of security increases	38
No. of security reductions	12
Settlements made from prudential	13

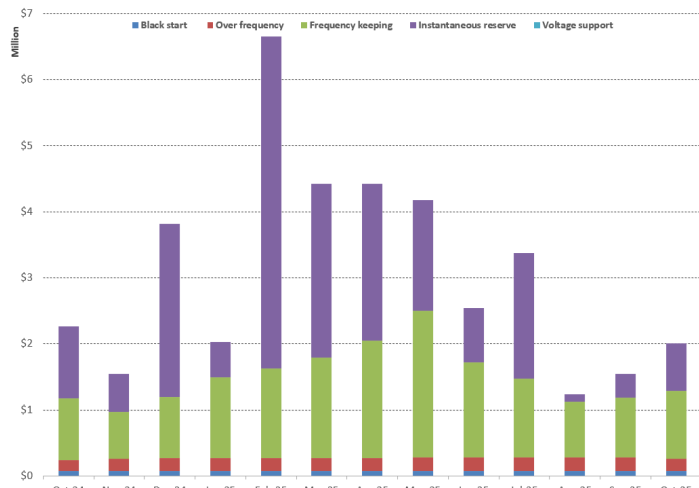
### 2025 Payer Amounts Owed Relative to Previous Years



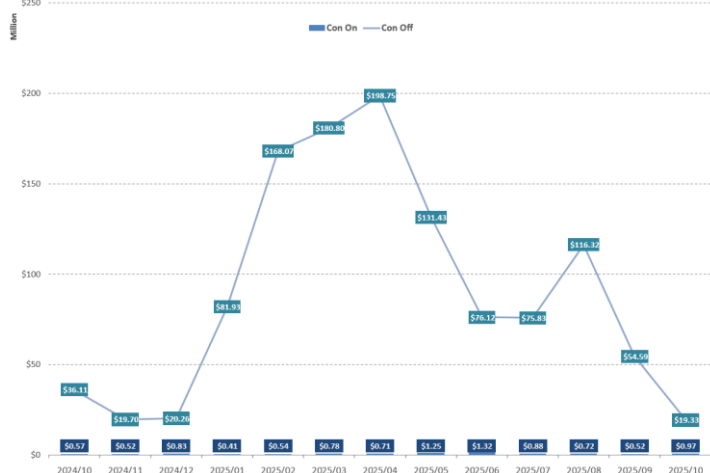
### 2024 – 2025 Amounts Payable



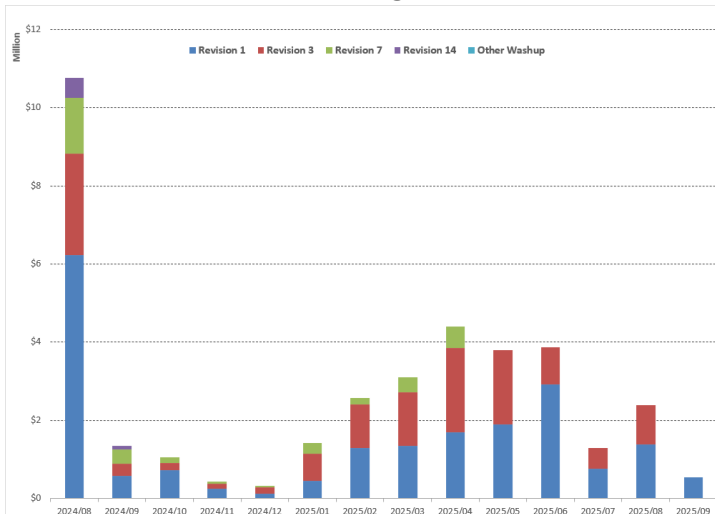
### 13 Month Rolling Total Ancillary Service Amounts



### 13 Month Rolling Total Constrained Amounts



### 14 Month Rolling Washups\*



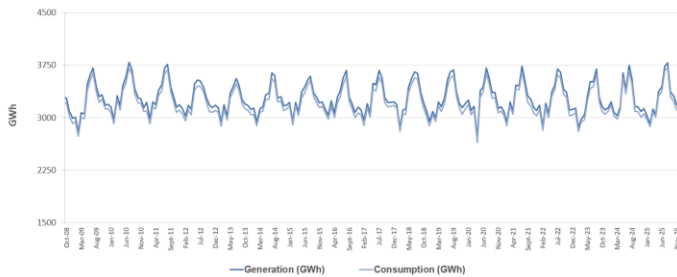
### Washup Totals

October 2025 Washups	Values \$
Revision 1	\$20,199,406.08
Revision 3	\$13,066,059.14
Revision 7	\$3,448,514.52
Revision 14	\$587,812.37
Other Washup	-
<b>Total</b>	<b>\$37,301,792.13</b>

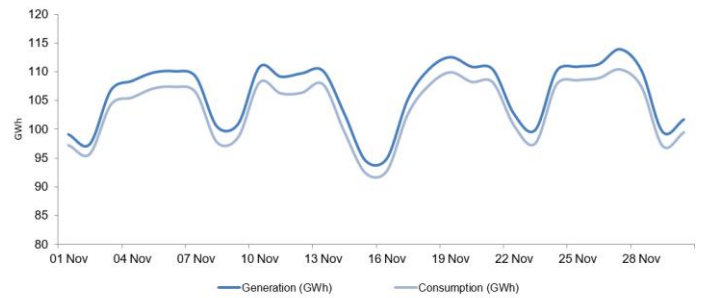
\*These charts show total wash-ups due to the clearing manager by billing period and by wash-up revision month and inclusive of GST.

## 8. Reconciliation Market Summary

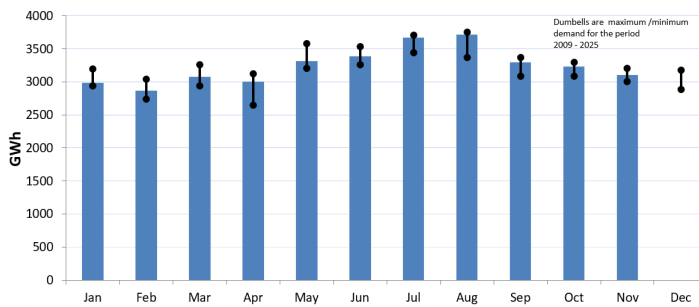
**Monthly Electricity Volumes**



**New Zealand Electricity Volumes Traded – Continuous Series**



**2025 New Zealand Monthly Demand Relative to Previous Years**



**2025 New Zealand Monthly Generation Relative to Previous Years**

