



# Electricity Authority

Service Report and User Guide

February 2026

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 <sup>st</sup> business day delivered to Authority SFTP directory	✓	02 March 2026, 03:17:53	
Maximum number of concurrent users for month		✓	1223	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.		✓	99.68%	

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) Deploy of Release 26_02 to marPreg on Sunday February 22<sup>nd</sup> at 21:00</p> <p>2) MS Patches applied to MARAKLS3, CNWAKLS405 on Saturday February 28<sup>th</sup> 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>&lt;2 =99.66%</p> <p>168.29</p> <p>0.01%</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>&lt;1 =99.7</p> <p>0.03%</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	✓	28 February 2026, 21:37:07	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 <sup>th</sup> 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 <sup>th</sup> 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	✓	02 March 2026, 00:33:16	Clause 11.24
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the ICP days report	16:00 on 4 <sup>th</sup> business day	✓	05 March 2026, 01:27:48	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the loss factors report	16:00 on 4 <sup>th</sup> business day	✓	03 March 2026, 00:00:09	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the balancing area report	16:00 on 4 <sup>th</sup> business day	✓	03 March 2026, 00:00:14	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4 <sup>th</sup> business day	✓	05 March 2026, 06:08:28	Clause 11.26
By 16:00 on 1 <sup>st</sup> 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 <sup>st</sup> business day	✓	02 March 2026, 00:00:38	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

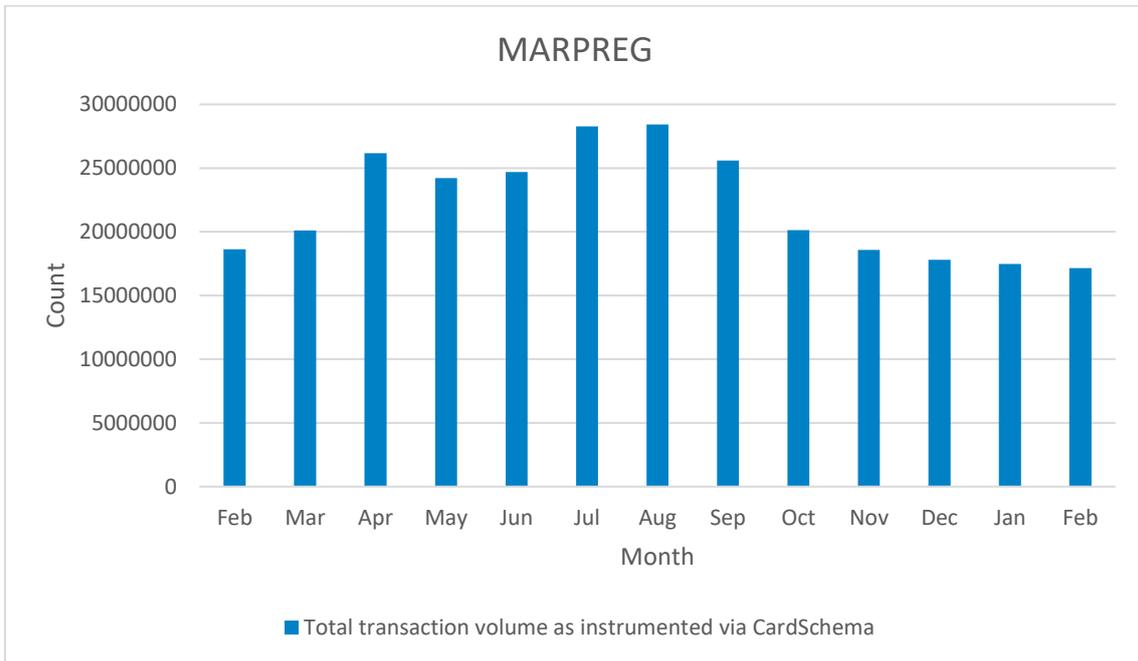
### Unscheduled Outages

Day	Ref	Detail	Outage Duration
22Mar26 02:30 – 03:30	1259622	Firewall issues in AKL Datacentre	00:50

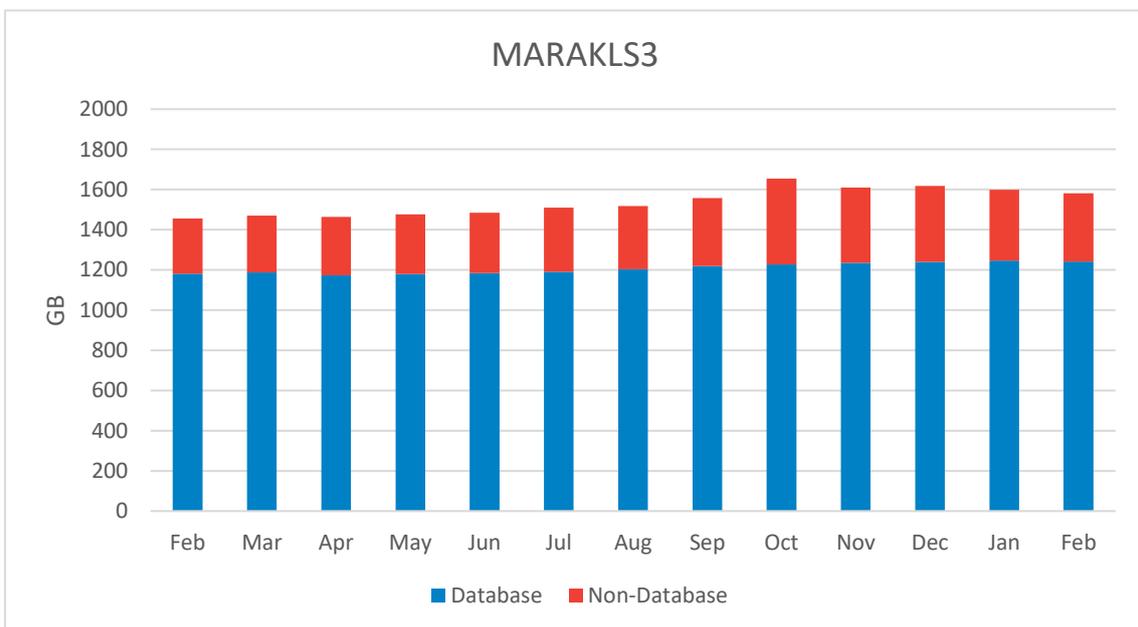
### Scheduled Outages

Day	Ref	Detail	Outage Duration	Authorised By
22Feb26 21:00 – 22:48	1263436	Deploy of Release 26_02 to marPreg	01:47	Simon Procter
28Feb26 03:00 – 03:22	1255831	MS Patches applied to MARAKLS3, CNWAKLS405	00:22	Simon Procter

## Instrumented Transactions



## Database Size



# Electricity Authority Reporting

## Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
DER Maintenance	978	978	0.9
Distributor Maintenance	3694	3694	0.9
Loss Factor Maintenance	9	9	0.6
Metering Maintenance	995	995	6.7
NSP Mapping Maintenance	28	28	22.0
Planned ICP Service Interruption	2717	2717	1.8
Report - Audit Compliance	233	233	899.8
Report - Breach Current	316	316	0.9
Report - Current Details	84	84	899.8
Report - Event Detail	31227	31227	130.6
Report - ICP List	6591	9591	451.0
Report - Loss Factor Codes	170	170	7.9
Report - Metering Installation Information	780	780	1013.5
Report – Missing Metering Data	2	2	390.6
Report - NSP Mappings	86	86	4.1
Report - Switch Breach History	89	89	14.1
Request - Notify Resend	38	38	1.1
Request - Switch Resend	3	3	0.3
Switch AC	360	360	0.3
Switch AN	16626	16626	0.2
Switch AW	1950	1950	0.7
Switch CS	15498	15498	1.0

Report	Run	Complete	Average time (seconds)
Switch MN	244	244	1.4
Switch NT	17420	17420	0.4
Switch NW	2141	2141	0.3
Switch RR	555	555	0.2
Trader Maintenance	2977	2977	3.3
Totals	105,811	105,811	77.4
Number of Reports successfully Re-Processed	15		

### Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
103722	103722	103722	0

Details of Batch File Reports not completed by 07:30

### 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-1587	A string too long error is generated in the registry help desk application when refreshing pending emails screen. The default call from the parent class is reimplemented to avoid the error (and restriction on permitted property length)	
Er-1644	Duplicate PLI planned outage files submitted and processed simultaneously of separate queues, one should have been rejected as the planned outage had been created on the other queue. Caused an exception message. No data issues, restart of failed report correctly rejected the duplicate update however standard processing should have rejected the 2nd file in the first place	
Er-1580	Restriction on inserting a DER event prior to the event created as part of transition is no longer enforced	

Er-1598

- Trader default recorded at role level allowing a default to be processed including
- er-1598 CR-1287: type-2 retailer trader default
  - er-1599 Define model changes
  - er-1600 TD-030: create tender blocks using role-based rules
    - er-1601 TD-040: permit entry of type 2 retailer
    - er-1602 TD-060: permit entry of type 2 retailer
  - er-1603 TD-070: Do not allow allocation of type-2 retailer ICP to the ICPs current Trader
  - er-1604 TD-080: Switch ICPs from type-2 retailers list of ICPs
    - er-1605 TD-090: type-2 retailer re-assignment
    - er-1606 TD-110: (NEW) maintain type-2 retailer ICPs
  - er-1607 RS-050: On successful switch, remove ICP from type-2 retailers list of ICPs
    - er-1608 RW-020: On successful switch withdrawal (completed switch) remove ICP from type-2 retailers list of ICPs
  - er-1609 Browser: summary screen message indicating ICP is in default with type-2 retailer
  - er-1610 Browser: (NEW) view and maintain the list of type 2 retailer ICPs
    - er-1611 Admin App: setting default date at role level (extending current table)
  - er-1612 Migration: migrate existing defaults to new role-based structure
    - er-1613 REST: (NEW) GET ICP for a default and role
    - er-1614 REST: (NEW) POST/DEL ICP for a default and role
  - er-1615 PR-300: Specify either type-2 retailer (or Trader)
  - er-1616 PR-310: Specify either type-2 retailer (or Trader)
    - er-1617 PR-390: Report ICPs loaded against a type-2 retailer
  - er-1618 APIM: configuration of new swagger (Paul's team)
    - er-1619 Upgrade Agent: additions and modifications (general)
  - er-1621 generic identifying a trader in default in trader role
    - er-1623 PR-290: Market Share Report
    - er-1624 Admin App: trader default processing form
      - er-1625 TD-010: complete switch activity
      - er-1626 TD-100: create switch template files
        - er-1627 TD-020: role level appreciation
      - er-1631 PR270: Trader by NSP in retailer default
        - er-1633 TD-050: report tender blocks
      - er-1636 PR-250: Retailer default general information
      - er-1640 PR260: changes to tender bids at role level
    - er-1641 RS-010: reference record of default to identify if trader is in default

ID	Description	Response
	<ul style="list-style-type: none"> <li>• er-1642 Notice of type-2 ICPs loaded and trader not in default</li> <li>• er-1647 Type-2 default cannot allocate to ICPs current trader, when clashes occur introduce substitution and swap allocations to ensure as many ICP's as possible are allocated</li> <li>• er-1648 PR390 additional validation to ensure if non-defaulting trader ID is provided in first parameter does not result in report failure (an error code is instead returned)</li> </ul>	
Er-1632	<p>Event detail requests from an Auditor filter audit records based only on updates submitted by the participant they are auditing whereas a participants visibility extends to audits created by other participants on ICPs with which there is a shared responsibility. This restriction was applied in a 2017 change request but is not considered incorrect as an auditor should see the same information as if the report were requested by the participant themselves</p>	
Er-1646	Enhancement to deadlock handler	

## 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-1648	PR390 exception if trader does not have a default (UAT issue only)	Medium (Priority C)	Closed
ER-1649	Missing user reference on manual submit for reports PR090, 120, 160, 270	Medium (Priority C)	Verification Pending
ER-1650	Annual reports do not run when a reset is requested on the admin app	Medium (Priority C)	Verification Pending
ER-1651	For UAT refresh provide NETA with a default subscription key for REST web services	Medium (Priority C)	In progress

## Application Release

Day	Version	Authorised By
28Feb26	Deploy of 26_02 to marPreg	Simon Procter

## Change Control

Date	Authorised By	Detail
19Feb26	Simon Procter	MS Patches applied to MARCHCS3
21Feb26	Simon Procter	MS Patches applied to MARCHCS1, CNWCHCS405
28Feb26	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

## 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
<b>Total</b>	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 29<sup>th</sup> 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.

### Database Refreshes

This process applies when the Electricity Authority require a 'refresh', or copy, of data from one system to another (typically from Production to Test, often performed before an upgrade).

All refresh requests should be made by email or direct Tracker to Jade Care Central Systems ([cssystem@jadeworld.com](mailto:cssystem@jadeworld.com)) and with a copy to the CSM contact. If urgent, please follow up with a phone call to Central Systems.

Unless otherwise stated the refresh will use the most recent backup of the source system. I.e., The production backup occurs at 19:00. If a refresh request is made at 21:00 it will use the 19:00 backup from the previous day, as this is the most recent backup available. If you require the most up to date data please either schedule refreshes to occur shortly after the production backup or request an ad-hoc backup as part of the refresh request.

Following a successful database refresh from Production, database masking will take place to ensure the client data remains secure.

**NB** Where the source system has automated or scheduled functions embedded in the system, care must be taken to ensure these settings are adjusted in the target system before the target system is started to avoid processes in test corrupting production data or interacting with external systems.

The following minimum information should be provided:

- Start Date/Time
- Time Zone (if no time zone specified local server time will be assumed)
- Latest completion date/time
- Action to take if Refresh completion time is not met
- Source (from) Environment
- Target (To) Environment
- Whether an ad-hoc backup of the target environment is required before the refresh?
- List of Contacts to notify by email on completion
- Applications to be started in the target environment after the refresh completes

## 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.