



THE ELECTRICITY COMMISSION

REGISTRY REPORT

AUGUST 2009



PREPARED BY: JADE SOFTWARE
CORPORATION

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1 PERFORMANCE STANDARDS

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
Number and detail of service provider rule or agreement breaches and details	Report delivered to EC detailing breaches	0	Yes	
Disaster recovery and backup obligations as set out in section 5 of operational requirements			Yes	Section 5 Operational Requirements
Number and details of participant rule breaches	Report on 1 st business day delivered to EC FTP directory	01/09/2009 at 02:27	Yes	
Maximum number of concurrent users for month		154	Yes	
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 99.5 per cent of the time in any one month.		100.00%	Yes	Operational Requirements 4.1 a
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		99.76%	Yes	Operational Requirements 4.1 b
The Registry must use its best endeavours to provide a service availability of 99.8 per cent or better, with nil or minimal outages.		99.88%	Yes	Operational Requirements 4.1 c
There must be no more than four unplanned outages in any one month		0	Yes	Operational Requirements 4.1 d



MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
There must be no more than one planned outage, undertaken only with prior approval from the Commission, per month. Planned outages must be for no more than 2 hours' duration and must be undertaken outside regular service hours. Planned outages do not include necessary daily housekeeping and can be excluded from the calculation of availability		1 x Application Deploy	Yes	Operational Requirements 4.1 e
The Registry must measure service response time at regular intervals (every 1–5 minutes as agreed between the Commission and the provider) during the regular service hours			Yes	Operational Requirements 4.2 a
Response time will be measured by the provider executing a representative sample of simulated transactions from another host system, external to the Registry ISP, on the production system. The types of transaction to be used and the frequency of sampling will be agreed with the Commission			Yes	Operational Requirements 4.2 b
Service response time will be measured from the point at which a user transaction is executed to the point at which a valid response is received at the point the transaction originated			Yes	Operational Requirements 4.2 c
Ninety-five per cent of all sampled transactions will have a response time of less than 2 seconds and 80 per cent 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			Yes	Operational Requirements 4.2 d
Help desk available	7:30 to 19:30 hours each business day	100%	Yes	
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	06:05	Yes	



MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
Discrepancy reports received from Participants	16:00 hours on the 13 th business day of the month	No longer reported	N/A	Part E rule 19.2
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Part E Rule 22.1
Number of ICP's on the Registry [*1]	16:00 on the 6 th business day of the month	2,139,254	Yes	Part E rule 23.1
Number of customers changing retailers	16:00 on the 6 th business day of the month	(See "Other Information [*3]")	Yes	Part E rule 23.2
Such other information as may be agreed from time to time between the registry and the Board [*3]	16:00 on the 6 th business day of the month		Yes	Part E rule 23.3
Reports to the clearing manager and systems manager by 16:00 on first business day of the month	16:00 on first business day	01/09/2009 at 05:16	Yes	Rules and Regulations Part E 24.1
By 16:00 on 4 th business day deliver to the reconciliation manager the ICP days report	16:00 on 4 th business day	03/09/2009 at 00:59	Yes	Rules and Regulations Part E 24.2.1
By 16:00 on 4 th business day deliver to the reconciliation manager the loss factors report	16:00 on 4 th business day	02/09/2009 at 00:05	Yes	Rules and Regulations Part E 24.2.2
By 16:00 on 4 th business day deliver to the reconciliation manager the balancing area report	16:00 on 4 th business day	04/09/2009 at 00:05	Yes	Rules and Regulations Part E 24.2.3
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	03/09/2009 at 04:15	Yes	Rules and Regulations Part E 24.2.4



MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
By 16:00 on 1 st business day deliver to the market administrator (EC) a report summarising event that have not been notified to the registry with specified time frames [*3]	16:00 on 1 st business day	01/09/2009 at 01:25	Yes	Rules and Regulations Part E 24.3
Copies of reports provided	Within 4 hours of request during business hours		Yes	Rules and Regulations Part E 25
Notifications or change within the registry to participants effected	Same day		Yes	Rules and Regulations Part E 26
Registry to publish schedule of loss category code and loss factors	Within one day of notification of change		Yes	Part E Schedule E1 rule 5.5
Registry to publish schedule of mapping between NSP's and balancing areas	Within 1 business day of notification of change		Yes	Part E Schedule E1 rule 7.3
Registry to publish schedule of all NSP identifiers and supporting information	Within 3 business days of notification of change		Yes	Part E Schedule E1 rule 8.3

[1*] & [2*] – these are available on-line to be viewed and/or downloaded by any participant

2 OTHER INFORMATION

The following reports/files are supplied to the EC by the 6th working day of each month (unless otherwise specified):

- ICP's energized, de-energized, decommissioned and switched by Retailer and NSP
- ICP's energized, de-energized, decommissioned and switched by Retailer
- ICP's energized, de-energized, decommissioned and switched by Retailer and NSP
- 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*)

Other information:

CATEGORY	TOTAL
ICP Inquiries	92,615,610
ICP's changed	75,178
Customers Switched	22,441
ICP's de-energised	316
New ICP's added	2,177
ICP's decommissioned	763
ICP histories changed	286
NSP's	336

SUMMARY OF INCIDENTS

DATE	TIME	DETAIL

3 SOFTWARE RELATED FIXES

Number and details of actions carried out to correct software related problems.

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1419	Debug messaging turned on in IE causes script error on address search page	C	Patched in release 6.1.16 (released 16/8/2009)
Par1414	Current Switch Breach report initiation on thin client	C	Patched in release 6.1.16 (released 16/8/2009)
Par1410	NC notification not sent	C	Patched in release 6.1.16 (released 16/8/2009). Previously manually patched to production 31/7/2009
Par1404	Wording change to front page	C	Patched in release 6.1.16 (released 16/8/2009)
Par1403	Change to Registry Audit search so that invalid password logon attempts are recorded		Patched in release 6.1.16 (released 16/8/2009)
Par1402	NT file not received	C	Patched in release 6.1.16 (released 16/8/2009)
Par1400	Web navigation problems	C	Patched in release 6.1.16 (released 16/8/2009). Previously manually patched to production 21/7/2009
Par1399	Padding of negative average daily consumption amounts	C	Patched in release 6.1.16 (released 16/8/2009)



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DATA FIXES

Number and details of incidents requiring data fixes.

ID	DESCRIPTION	SEVERITY	RESPONSE

5 SCHEDULE OF FAULTS RAISED

A summary of faults raised during the month.

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1419	Debug messaging turned on in IE causes script error on address search page	C	Patched in release 6.1.16 (released 16/8/2009)
Par1414	Current Switch Breach report initiation on thin client	C	Patched in release 6.1.16 (released 16/8/2009)