



THE ELECTRICITY COMMISSION

REGISTRY REPORT

JULY 2009



PREPARED BY: JADE SOFTWARE  
CORPORATION

10 AUGUST 2009

Jade Software Corporation Limited cannot accept any financial or other responsibilities that may be the result of your use of this information or software material, including direct, indirect, special or consequential damages, or loss of profits. There are no warranties extended or granted by this document or software material.

You should be very careful to ensure that the use of this software material and/or information complies with the laws, rules, and regulations of the jurisdictions with respect to which it is used. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Jade Software Corporation Limited.

The information contained herein is subject to change without notice. Revisions may be issued to advise of such changes and/or additions.

Copyright © 2009 Jade Software Corporation Limited.

All rights reserved.

JADE is a trademark of Jade Software Corporation Limited. All trade names referenced are the service mark, trademark, or registered trademark of the respective manufacturer.



## CONTENTS

1	PERFORMANCE STANDARDS.....	4
2	OTHER INFORMATION .....	8
3	SOFTWARE RELATED FIXES.....	9
4	DATA FIXES .....	10
5	SCHEDULE OF FAULTS RAISED.....	11

# 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 <sup>st</sup> business day delivered to EC FTP directory	03/08/2009 at 01:01	Yes	
Maximum number of concurrent users for month		149	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.		99.67%	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		97.11%	No	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.		98.39%	No	Operational Requirements 4.1 c
There must be no more than four unplanned outages in any one month		1	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		2 x Application Deploys	No	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	18:50	Yes	



MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
Discrepancy reports received from Participants	16:00 hours on the 13 <sup>th</sup> 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 <sup>th</sup> business day of the month	2,137,077	Yes	Part E rule 23.1
Number of customers changing retailers	16:00 on the 6 <sup>th</sup> 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 <sup>th</sup> 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	03/08/2009 at 00:26	Yes	Rules and Regulations Part E 24.1
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	05/08/2009 at 01:42	Yes	Rules and Regulations Part E 24.2.1
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	04/08/2009 at 00:05	Yes	Rules and Regulations Part E 24.2.2
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	06/08/2009 at 00:05	Yes	Rules and Regulations Part E 24.2.3
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	05/08/2009 at 06:38	Yes	Rules and Regulations Part E 24.2.4



MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
By 16:00 on 1 <sup>st</sup> 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 <sup>st</sup> business day	03/08/2009 at 00:05	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 6<sup>th</sup> 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	84,361,080
ICP's changed	71,173
Customers Switched	24,593
ICP's de-energised	205
New ICP's added	2,278
ICP's decommissioned	1009
ICP histories changed	271
NSP's	336

### SUMMARY OF INCIDENTS

DATE	TIME	DETAIL
20Jul09	21:00 - 08:43	Scheduled deploy for Release 6.1.15 failed due to "human error". The system had to be restored back to the pre-deploy state which delayed the availability of the Production system to users to 08:43am.

### 3 SOFTWARE RELATED FIXES

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

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1410	NC notification not sent	C	Manually patched to production 31/7/2009
Par1400	Web navigation problems	C	Manually patched to production 21/7/2009
Par1398	Consumption being reported for non-active ICPs	C	Patched in release 6.1.15 (released 20/7/2009)
Par1391	ICPStats do not correspond to the number of switches reported in the month	C	Patched in release 6.1.15 (released 20/7/2009) - previously manually patched as part of 6.1.14
Par1383	Handling of current user to be contained on a web controller instead of per form	C	Patched in release 6.1.15 (released 20/7/2009)
Par1388	Web logon page inconsistencies	C	Patched in release 6.1.15 (released 20/7/2009)

## DATA FIXES

Number and details of incidents requiring data fixes.

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1410	NC notification not sent	C	Manually patched to production 31/7/2009
Par1402	NT file not received	C	Patched in release 6.1.16 (due for release 16/8/2009)
Par1398	Consumption being reported for non-active ICPs	C	Patched in release 6.1.15 (released 20/7/2009)

## 5 SCHEDULE OF FAULTS RAISED

A summary of faults raised during the month.

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1410	NC notification not sent	C	Manually patched to production 31/7/2009 Patched in release 6.1.16 (due for release 16/8/2009)
Par1404	Wording change to front page	C	Patched in release 6.1.16 (due for release 16/8/2009)
Par1403	Change to Registry Audit search so that invalid password logon attempts are recorded	C	Patched in release 6.1.16 (due for release 16/8/2009)
Par1402	NT file not received	C	Patched in release 6.1.16 (due for release 16/8/2009)
Par1400	Web navigation problems	C	Manually patched to production 21/7/2009 Patched in release 6.1.16 (due for release 16/8/2009)
Par1399	Padding of negative average daily consumption amounts	C	Patched in release 6.1.16 (due for release 16/8/2009)
Par1398	Consumption being reported for non-active ICPS	C	Patched in release 6.1.15 (released 20/7/2009)