



Market Operations

Monthly Service Provider Report

This report details monthly information in relation to the wholesale information & trading system, clearing manager, pricing manager and reconciliation manager functions performed by NZX under contract to the Electricity Authority.

May 2016



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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, pricing manager and reconciliation manager functions performed by NZX under contract to the Electricity 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:

WITS Market Information System

Henry Collingridge	+64 4 498 0041
Systems Delivery Manager, Energy	

Service Operations

Steve Torrens	+64 4 471 4394
Energy Operations Manager	

2. Compliance

2.1 Compliance with Regulations and Code

For this month, to the best of our knowledge the WITS, reconciliation manager, clearing manager and pricing manager service providers 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

All provisions of the WITS, reconciliation manager, clearing manager and pricing manager MOSP agreements have been adhered to during the reporting month.

3. Service level reporting

3.1 WITS service levels against target

Measure	Standard	Achieved this month
WITS availability	>99.72%	100% attained
WITS file upload availability	>99.72%	100% attained
Average time to publish NRSS & PRSS	<1 minute	44.5 Sec
Average time to publish NRSL & PRSL	<7 minutes	1.33 Actual minutes
Average time to publish provisional/interim/final prices	<1.5 minutes	4.5 Sec

3.2 Clearing manager service levels

3.2.1 Clearing manager service levels against targets

Measure	Standard	Achieved this month
No. of wash-up notifications published later than the 5th business day of the month	Zero	Zero
No. of hedge settlement agreement amounts published later than the 5th business day of the month	Zero	Zero
No of constrained amounts sent to system operator later than 9am on 8th business day of the month	Zero	Zero
Availability achieved during the month	> 99.5%	100%

3.2.2 Clearing manager service level reporting

Measure	Metric	Achieved this month
Number of publication targets missed	No.	0
Number of invoice revisions during the month	No.	0
Date of issue of last invoice during the month	Date	12 May 2016
Number of unplanned outages during the month	No.	0
Number of planned outages during the month	No.	1
Availability achieved during the month	% attained	100%
Number of prudential defaults during the month	No.	3
Scaling applied to generator payments	% attained	0
Number of data files provided to the authority	No.	19 constrained amount files 4 weekly prudential

		summaries
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3.3 Pricing manager service levels

3.3.1 Pricing manager service levels against targets

Measure	Metric	Achieved this month
Interim prices published by 09:20 am, provided there is no provisional price situation, and the input information has been received by 07:30 am	No more than one late publication in a rolling three month period	100%
On a weekday, provisional prices published before 10:20 am, provided the input information has been received by 07:30 am	No more than one late publication in a rolling three month period	100%
On a weekend day, provisional prices published before 09:20 am, provided the input information has been received by 07:30 am	No more than one late publication in a rolling three month period	100%
A price that has been published as provisional will be republished as interim on the same day that a revised data notice is received, provided that a notice is received before 3:00 pm.	No more than one late publication in a rolling three month period	100%
No. of price processing errors in a calendar month	Zero	0
Average time to recommend to the Authority a resolution to a pricing error claim over a rolling 12 month period (from 1 May 2016).	Two business days over a rolling 12 month period.	0
Months since last disaster recovery test for standalone SPD	no more than six months	100%
Months since last test of back-up pricing at Transpower	no more than six months	100%
No. of unplanned system outages	Zero	0
Planned outages coordinated with the system operator	Yes	Yes
No breaches of the incident response levels contained in Section 7 of this report	Zero	100%
Pricing case files and pricing case file status sent to Authority on time (as specified in 9.2 of the MOSP agreement)	Yes	Yes

3.3.2 Pricing manager service level reporting

Measure	Metric	Achieved this month
Number of interim or final prices published late in current reporting month	No	0
Number of interim or final prices published late in last twelve months	No	0
Average time to recommend to the Authority, a resolution to a price error claim	Days	0
Number of price error claims received	No	0
Disaster recovery and backup obligations	Achieved	Achieved
Total outages: - Planned - Planned without system operator coordination - Unplanned	No. planned No. planned without system operator coordination No. unplanned	0 0 0
Number of data files provided to the Authority late	No.	0

3.4 Reconciliation manager service performance

3.4.1 Reconciliation manager service levels against targets

Measure	Standard	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%	100%

3.4.2 Reconciliation manager service level reporting





Measure	Metric	Achieved this month
Number of days late for publication of reconciliation information	0 Days	100%
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	100%
Number of volumes disputes resolved in the month	No.	100%
Number of requests to re-run reconciliation as a result of an invoice dispute	No.	1 dispute, 4 washups
Setup of approved profiles within 1 business day of receiving a notification from the Authority	% attained	100% (none)



Total outages: - Planned - Unplanned	No. No.	Planned – 4hrs Unplanned – 0hrs
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4. Systems update

4.1 Functional specification status

System	Latest revision	Approved by authority**
WITS	4.7	
Clearing manager	20.1	
Pricing manager	4.2	
Reconciliation manager	9.23	

* **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 meet ¹	Weekly data backup requirement meet ²	Reason for requirement not being met
WITS			n/a
Clearing manager			n/a
Pricing manager			n/a
Reconciliation manager			n/a

4.3 Disaster recovery and BCP testing

Date	Service	Application/Scope	Status
24 May 2016	All services	BCP facilitated exercise	Complete
3 - 17 May 2016	Reconciliation manager	Disaster Recovery	Complete

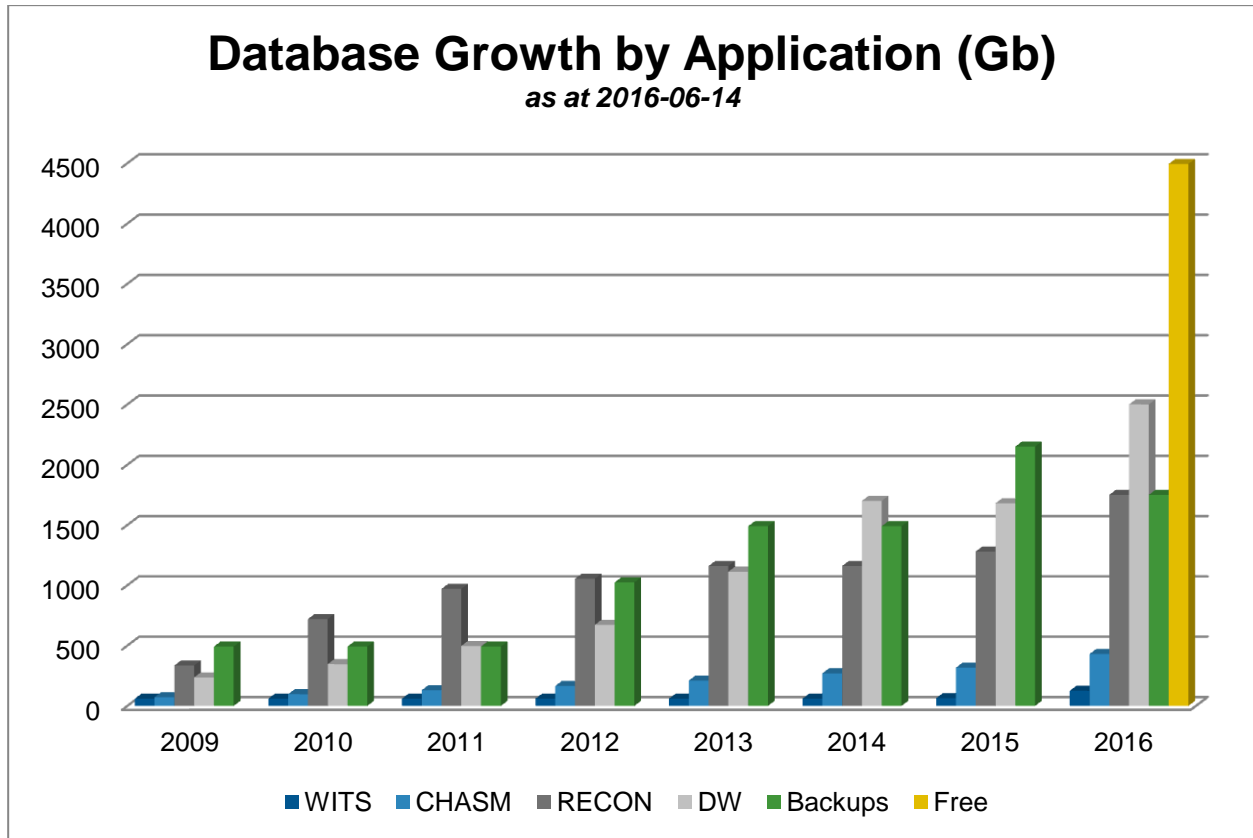
¹ Backup copies of all data and processed data must be taken at least daily and stored in a secure offsite location. Likewise, copies of the latest version of the software must also be kept offsite.

² 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.

Date	Service	Application/Scope	Status
3 - 17 May 2016	Clearing manager	Disaster Recovery	Complete
3 - 17 May 2016	Pricing manager	Disaster Recovery	Complete
3 - 17 May 2016	WITS	Disaster Recovery	Complete
2 - 15 Nov 2016	Reconciliation manager	Disaster Recovery	Planned
2 - 15 Nov 2016	Clearing manager	Disaster Recovery	Planned
2 - 15 Nov 2016	Pricing manager	Disaster Recovery	Planned
2 - 15 Nov 2016	WITS	Disaster Recovery	Planned



5. System capacity



Note: (Free space shown from 2016 only)

6. Incidents

6.1 WITS incident - fault response and resolution times

Priority	Measure	Standard	Achieved this month	No. of incidents
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%	0
	Resolve within 40 business days	100%	100%	0
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

6.2 Clearing manager incident – fault response and resolution times

Priority	Measure	Standard	Achieved this month	No. of incidents
1	Respond within 15 minutes of receipt of a support request, received between 07.30am to 19.30pm 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 07.30am to 19.30pm on a business day	100%	100%	0
	Work around or emergency fix within 1 business day	100%	100%	
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	0
	Resolve within 40 business days	100%	100%	0
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

6.3 Pricing incident - fault response and resolution times

Priority	Measure	Standard	Achieved this month	No. of incidents
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%	
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	0
	Resolve within 40 business days	100%	100%	0
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

6.4 Reconciliation manager incident - response and resolution times

Priority	Measure	Standard	Achieved this month	No. of incidents
1	Respond within 15 minutes of receipt of a support request, received between 07.30am to 19.30pm 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 07.30am to 19.30pm on a business day	100%	100%	0
	Work around or emergency fix within 1 business day	100%	100%	
	Resolve within 20 business days	100%	100%	0
3	Respond within 1 business day	100%	100%	0
	Resolve within 40 business days	100%	100%	0
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

7. Stakeholders

7.1 User group meetings

System	Date	Status
	There were no user group meetings in May	

7.2 Stakeholder meetings

Participant	Date	Status
HNET	June 2016	Planned
PUNZ	June 2016	Planned

8. Clearing and Settlement Market Summary

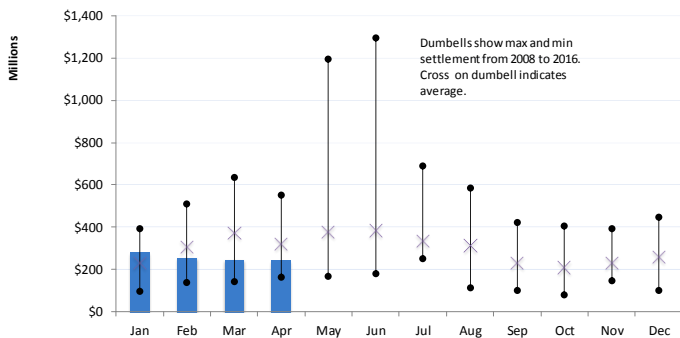
Settlement Data

	Amount
Settlement month	April 2016
Settlement date	20 May 2016
Amounts owed from payers	\$253,929,138.64
Amounts owed to payees	\$248,852,637.65
Loss and constraint excess	\$6,555,645.62
Payer volumes	3,300,348.05 MWh
Payee volumes	3,187,928.04 MWh

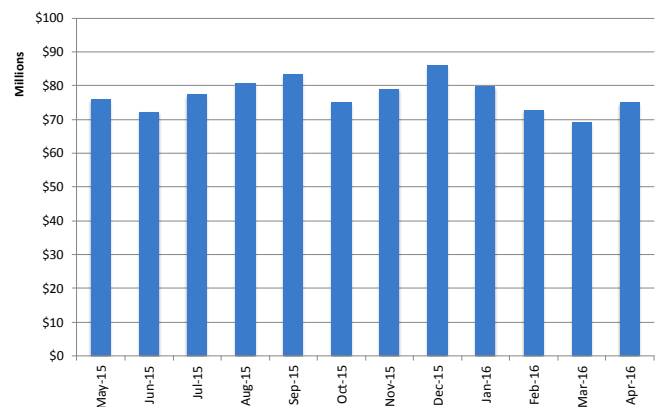
Prudential Data

	Amount
As at date	31 May 2016
Total security held	\$241,032,850.43
Total assessed exposure	\$88,681,588.38
No. of security increases	14
No. of security reductions	0
Settlements made from prudential	5

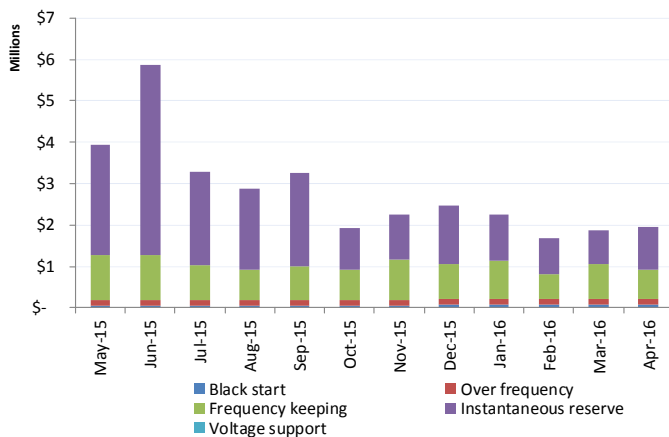
2016 Payer Amounts Owed Relative to Previous Years



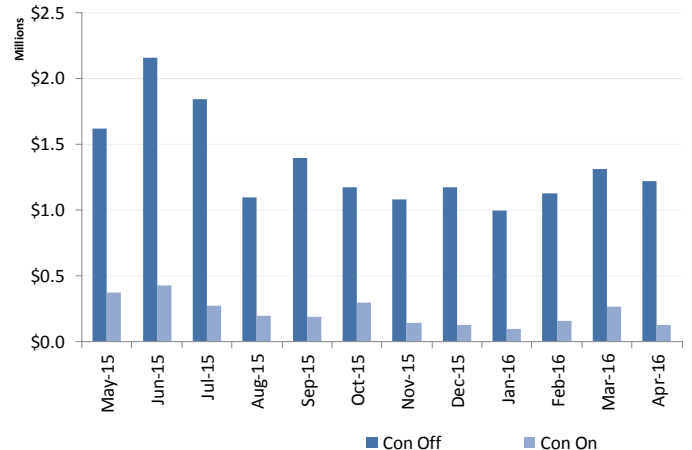
2016 Amounts Payable since Net Settlement Introduced

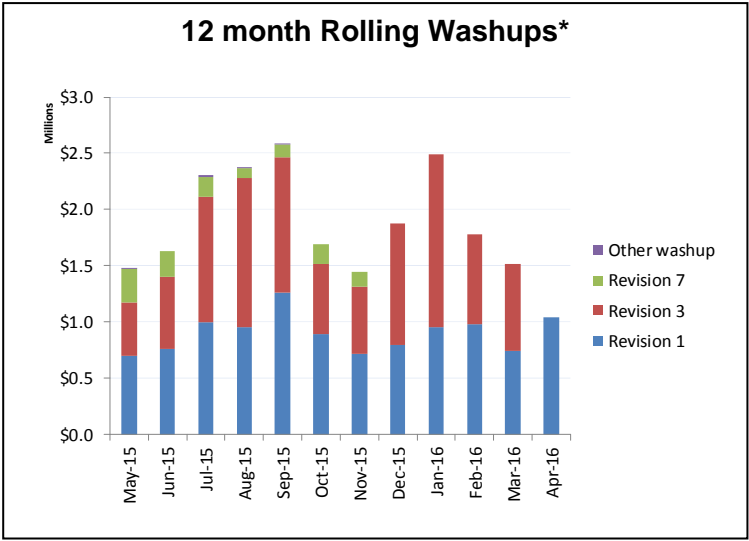


12 month Rolling Total Ancillary Service Amounts



12 month Rolling Total Constrained Amounts





This chart shows total wash-ups due to the clearing manager by billing period and by wash-up revision month

Must Run Dispatch Auction	
Amount	
Month	May 2016
Cleared day auction prices	\$0.01 for all days
Cleared night auction prices	\$0.01 for all days
No. of revised bids	4

9. Pricing Market Summary

Pricing Statistics

	Amount
Month	May 2016
No. of solves	58
No. of solves not published	12
No. of solves published as provisional	15
No. of solves published as final	31
No. of pricing error claims	0

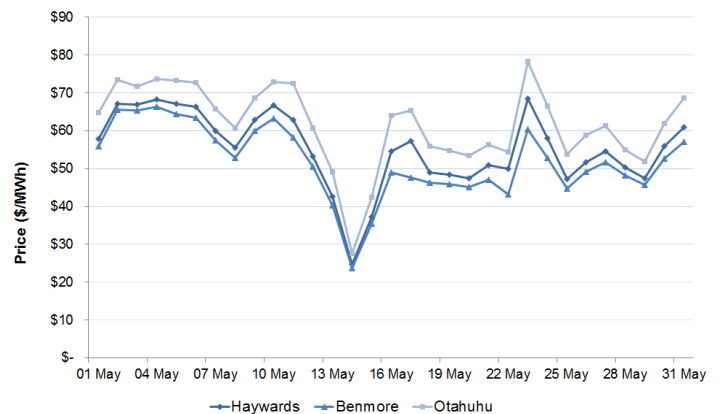
Provisional Price Situations

	Amount
Month	May 2016
No. of infeasibility situations	19
No. of metering situations	12
No. of high spring washer price situations	0
No. of SCADA Situations	0

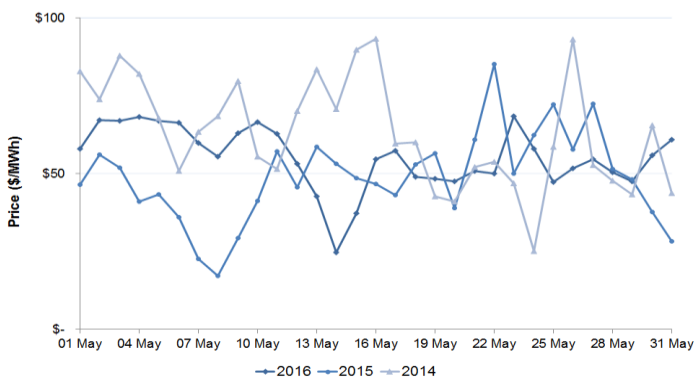
Pricing Publication Times

	Amount
1st solve published same day before 9:22	08
2nd solve published same day before 12:00	14
2nd solve published same day before 17:00	2
2nd solve published interim 1st business day following weekend or weekday provisional	7
Interim solve publication delayed more than one business day	0

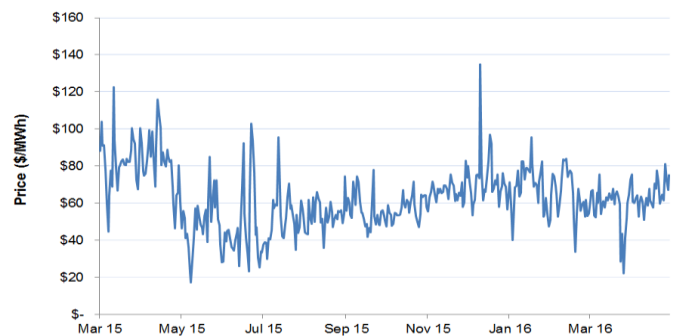
Daily Average



Daily Average Haywards Price Comparison

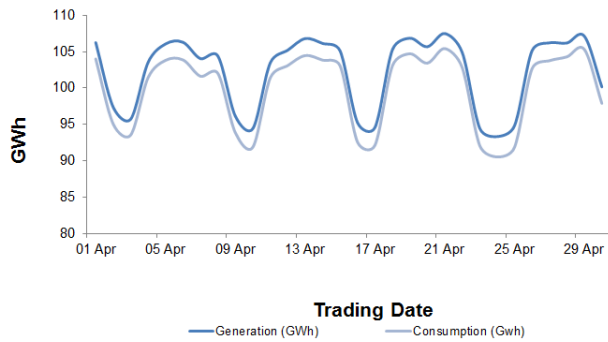


Haywards 13 Month Daily Average Price Comparison

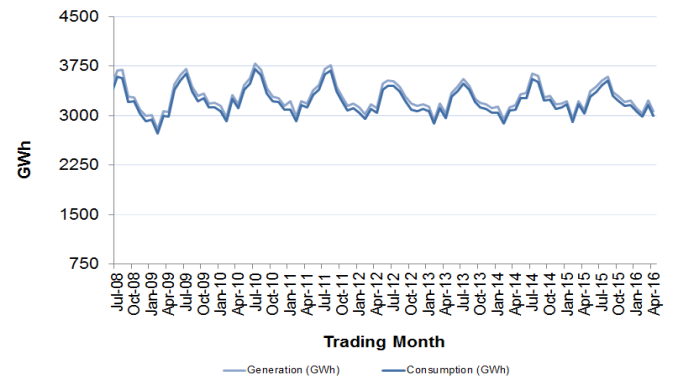


10. Reconciliation Market Summary

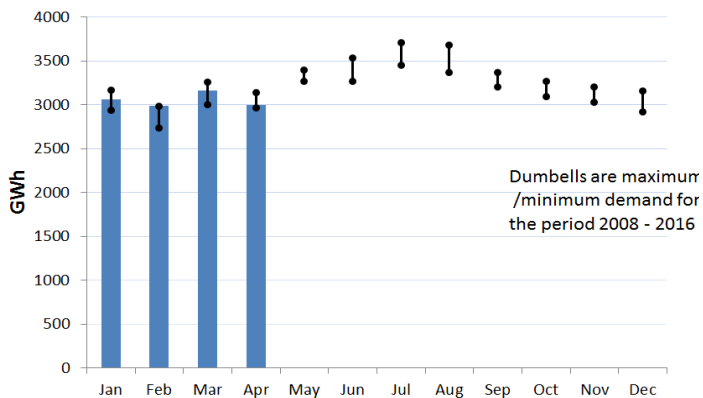
Monthly Electricity Volumes



New Zealand Electricity Volumes Traded – Continuous Series



2016 New Zealand Monthly Demand Relative to Previous Years



2016 New Zealand Monthly Generation Relative to Previous Years

