



Market Operations

Monthly Service Provider Report

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 (Authority).

April 2017



CONTENTS

1. Introduction.....	3
2. Compliance.....	4
3. Service Level Reporting.....	5
4. Systems Update	9
5. System Capacity.....	11
6. Incidents	12
7. Stakeholders.....	14
8. Clearing and Settlement Market Summary	15
9. Pricing Market Summary	17
10. Reconciliation Market Summary	18



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 (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:

IT Operations

Keith Van Niekerk	+64 4 471 4398
Head of Energy IT	

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 and clearing manager service providers fully complied with the Code and regulations.

There was one breach of the Code by the pricing manager. The pricing manager is required to publish demand half-hour metering information for the previous trading day by 1000 hours. On the 13 April 2017 the pricing manager uploaded demand half-hour metering information for trading date 12 April 2017 at 1205 hours. This was an analyst error.

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	Target	Achieved this month
WITS availability	>99.72%	100%
WITS file upload availability	>99.72%	100%
Average time to publish NRSS & PRSS	<1 minute	29.0 sec
Average time to publish NRSL & PRSL	<7 minutes	1 min 18 sec
Average time to publish provisional/interim/final prices	<1.5 minutes	12.5 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	0 late notifications
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	13/04/2017
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.	0
Scaling applied to generator payments	% attained	0%
Number of data files provided to the Authority	No.	18 constrained amount files; 4 weekly prudential summaries.

3.3 Pricing manager service levels

3.3.1 Pricing manager service levels against targets

Measure	Target	Achieved this month
Interim prices published by 09:20 hrs, provided there is no provisional price situation, and the input information has been received by 07:30 hrs	No more than one late publication in a rolling three month period	0 late publications
On a weekday, provisional prices published before 10:20 hrs, provided the input information has been received by 07:30 hrs	No more than one late publication in a rolling three month period	0 late publications
On a weekend day, provisional prices published before 09:20 hrs, provided the input information has been received by 07:30 hrs	No more than one late publication in a rolling three month period	0 late publications
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 03:00 hrs	No more than one late publication in a rolling three month period	0 late publications
No. of price processing errors in a calendar month	Zero	0 price processing errors
Average time to recommend to the Authority a resolution to a pricing error claim over a rolling 12 month period (from 1 November 2016)	Two business days over a rolling 12 month period (in the event of price processing errors)	4.3 (includes SO response time)
Months since last disaster recovery test for standalone Scheduling, Pricing and Dispatch (SPD)	No more than six months	0 months (DR test in Apr 2017)
Months since last test of back-up pricing at Transpower	No more than six months	3 month (back up pricing at TP Jan 3)
No. of unplanned system outages	Zero	0 unplanned system outages
Planned outages coordinated with the system operator	Yes (in the event of an unplanned outage)	1
No. breaches of the incident response levels contained in Section 6 of this report	Zero	0 breaches
Pricing case files and pricing case file status sent to the 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.	3
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	4.3
Number of price error claims received	No.	0
Disaster recovery and backup obligations	Achieved	Achieved
Total outages:		
- Planned	No. planned	1
- Planned without system operator coordination	No. planned without system operator coordination	0
- Unplanned	No. unplanned	0
Number of data files provided to the Authority late	No.	See above

3.4 Reconciliation manager service performance

3.4.1 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%	97.8%

3.4.2 Reconciliation manager service level reporting





Measure	Metric	Achieved this month
Number of days late for publication of reconciliation information	0 Days	0 days
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	97.8%
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 Request



Measure	Metric	Achieved this month
Setup of approved profiles within 1 business day of receiving a notification from the Authority	% attained	100% (none)
Total outages:		
- Planned	No.	4 hours
- Unplanned	No.	12 hours











4. Systems Update

4.1 Functional specification status

System	Latest revision	Approved by the Authority**
WITS	4.9	
Clearing manager	20.7	
Pricing manager	4.3	
Reconciliation manager	9.27	

**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
12 Sep 2016	All services	BCP functional test	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.

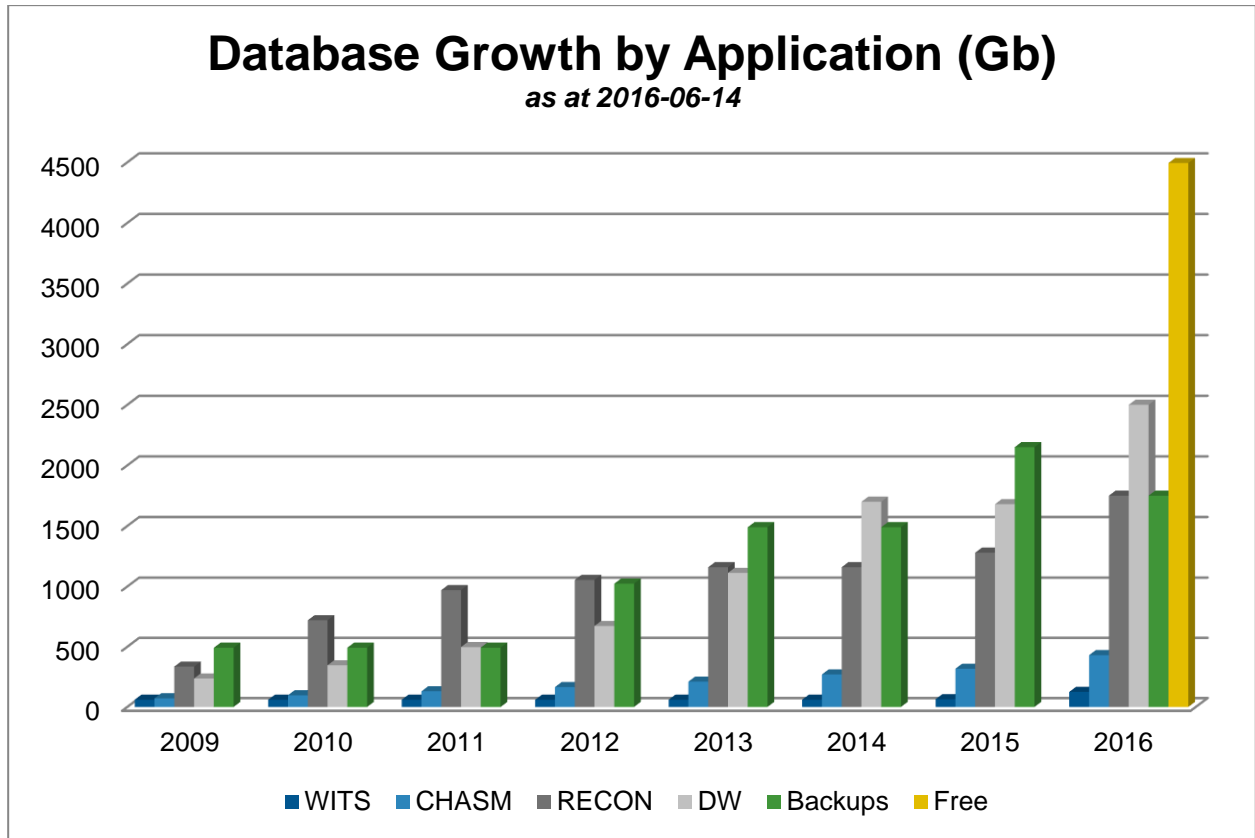
Date	Service	Application/Scope	Status
3 - 17 May 2016	Reconciliation manager	Disaster Recovery	Complete
3 - 17 May 2016	Clearing manager	Disaster Recovery	Complete
3 - 17 May 2016	Pricing manager	Disaster Recovery	Complete
3 - 17 May 2016	WITS	Disaster Recovery	Complete
14 - 28 Sep 2016	Reconciliation manager	Disaster Recovery	Complete
14 - 28 Sep 2016	Clearing manager	Disaster Recovery	Complete
14 - 28 Sep 2016	Pricing manager	Disaster Recovery	Complete
14 - 28 Sep 2016	WITS	Disaster Recovery	Complete
19 Apr – 3 May 2017	Reconciliation manager	Disaster Recovery	Complete
19 Apr – 3 May 2017	Clearing manager	Disaster Recovery	Complete
19 Apr – 3 May 2017	Pricing manager	Disaster Recovery	Complete
19 Apr – 3 May 2017	WITS	Disaster Recovery	Complete

4.4 Developer access to production systems

Reporting system for this metric are in development



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 07:30 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%	1
	Work around or emergency fix within 1 business day	100%	100%	1
	Resolve within 20 business days	100%	100%	1
3	Respond within 1 business day	100%	100%	4
	Resolve within 40 business days	100%	100%	4
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%	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

6.4 Reconciliation 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 07:30 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%	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

Role	Date	Status
Reconciliation manger and clearing manager	10 August 2016	Complete
WITS and pricing manager	12 October 2016	Complete
All roles	23 May	Planned

7.2 Stakeholder meetings

Participant	Date	Status
11/4/17	MERI	Complete
26/4/17	KEAE	Complete
27/4/17	EECO	Complete

8. Clearing and Settlement Market Summary

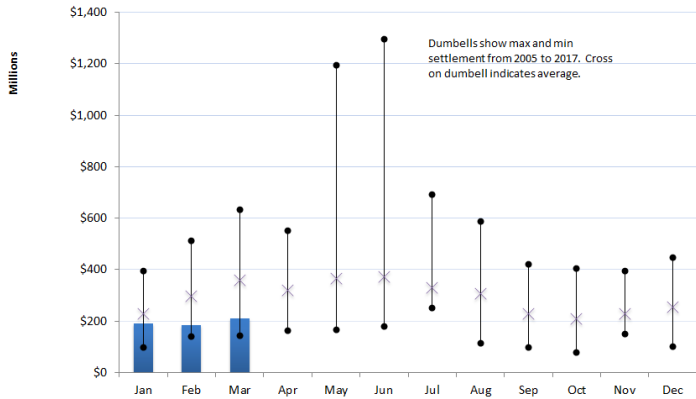
Settlement Data

Amount	
Settlement month	March 2017
Settlement date	20 April 2017
Amounts owed from payers	\$212,376,479.16
Amounts owed to payees	\$206,676,911.15
Loss and constraint excess	\$4,006,641.73
Payer volumes	3,322,782 MWh
Payee volumes	3,430,473 MWh

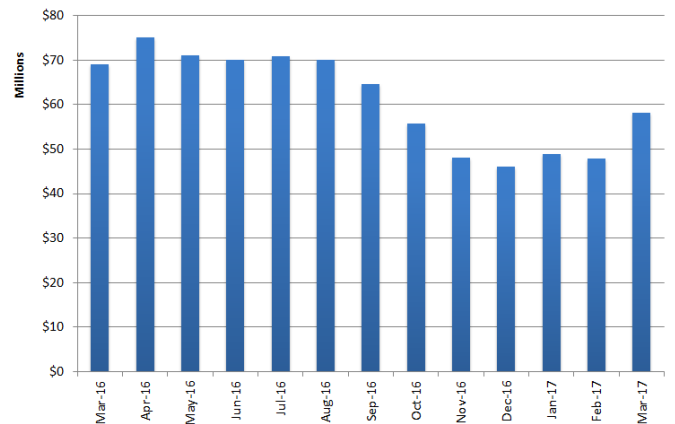
Prudential Data

Amount	
As at date	28 April 2017
Total security held	\$253,116,594.63
Total assessed exposure	\$56,925,658.81
No. of security increases	33
No. of security reductions	3
Settlements made from prudential	5

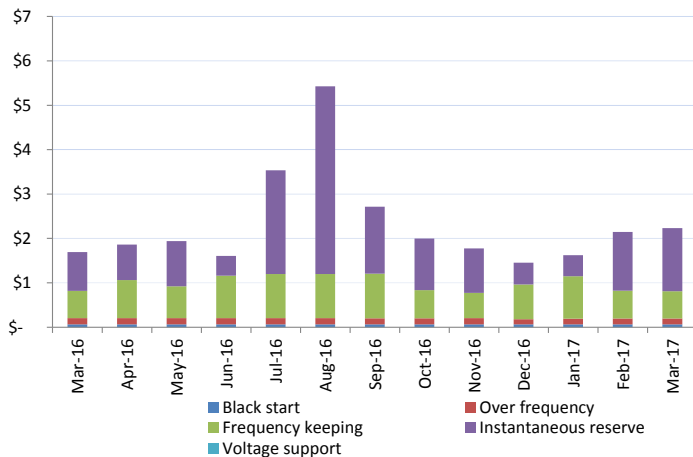
2017 Payer Amounts Owed Relative to Previous Years



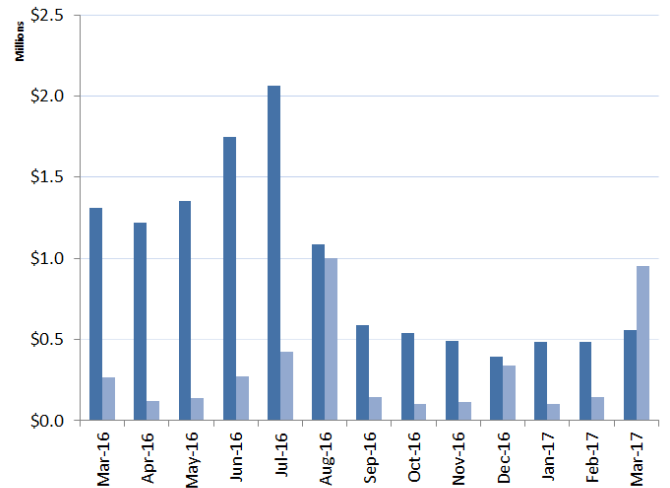
2017 Amounts Payable since Net Settlement Introduced



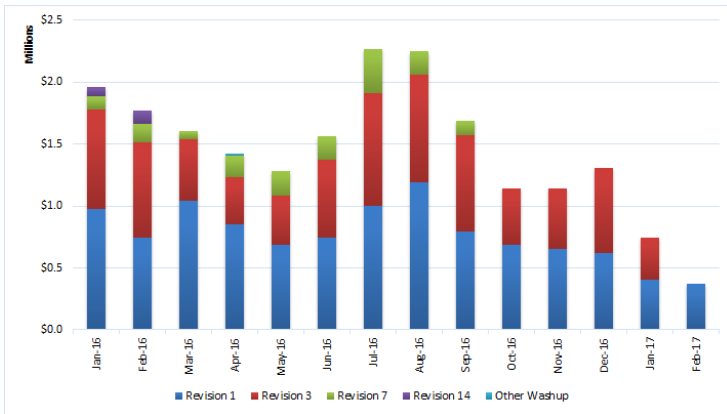
13 Month Rolling Total Ancillary Service Amounts



13 Month Rolling Total Constrained Amounts



14 Month Rolling Washups*



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	April 2017
Cleared day auction prices	\$0.01 for all days
Cleared night auction prices	\$0.01 for all days
No. of revised bids	3

Washup Totals

March 2017 Washups	Value \$
Revision 1	\$630,026
Revision 3	\$696,691
Revision 7	\$305,613
Revision 14	\$83,591
Other	\$21,364
Total	\$1,737,285

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

9. Pricing Market Summary

Pricing Statistics

	Amount
Month	April 2017
No. of solves	46
No. of solves not published	5
No. of solves published as provisional	11
No. of solves published as final	30
No. of pricing error claims	0

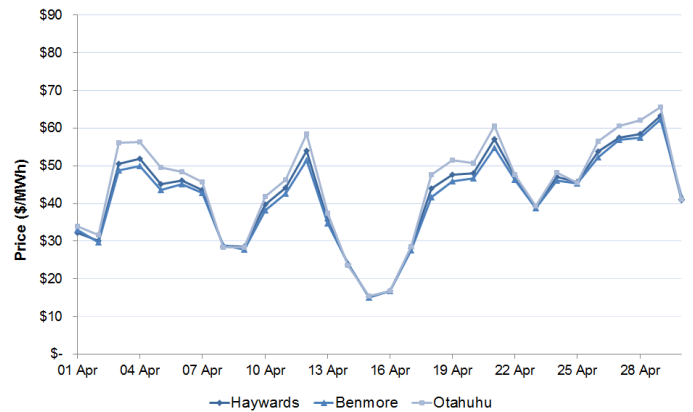
Provisional Price Situations

	Amount
Month	March 2017
No. of infeasibility situations	11
No. of metering situations	7
No. of high spring washer price situations	0
No. of SCADA Situations	0

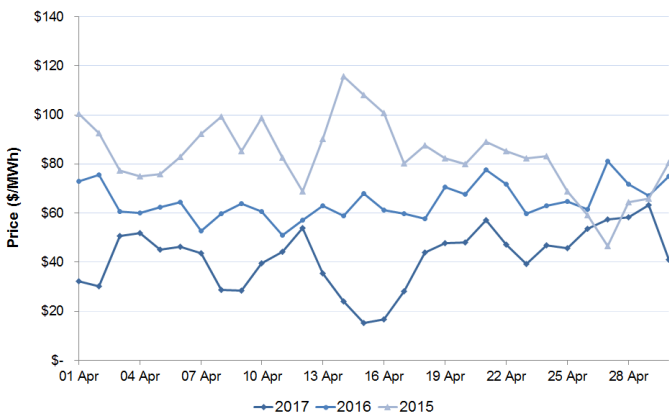
Pricing Publication Times

	Amount
1st solve published same day before 9:22	15
2nd solve published same day before 12:00	4
2nd solve published same day before 17:00	1
2nd solve published interim 1st business day following weekend or weekday provisional	8
Interim solve publication delayed more than one business day	1

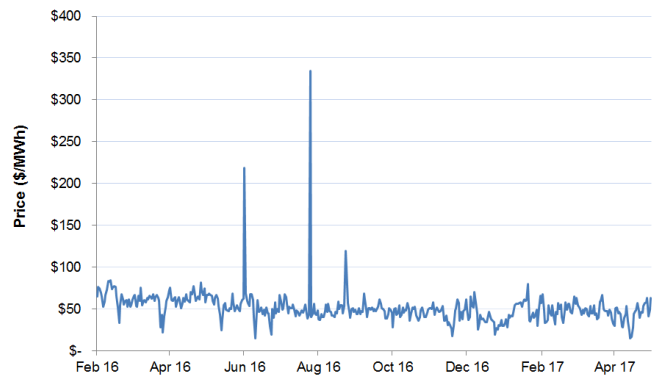
Daily Average



Daily Average Haywards Price Comparison



Haywards 13 Month Daily Average Price Comparison



10. Reconciliation Market Summary

