

ELECTRICITY REGULATORY INFORMATION REQUIREMENTS - DISTRIBUTION

Electricity Industry Guideline No. 1 (G1/11)

September 2013



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The Essential Services Commission of South Australia is the independent economic regulator of the electricity, gas, ports, rail and water industries in South Australia. The Commission's primary objective is the *protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services*. For more information, please visit www.escosa.sa.gov.au.

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PART A – GENERAL PRINCIPLES

1 INTRODUCTION

1.1 *Role of the Guideline*

- 1.1.1 This Guideline provides for the collection, allocation and recording of business data by **SA Power Networks** and covers a range of information requirements specified by the **Commission** in respect of **SA Power Networks'** operational performance.
- 1.1.2 This Guideline is divided into two Parts:
 - (a) Part A sets out general principles of preparation that apply to all information provided by **SA Power Networks** to the **Commission** under this Guideline; and
 - (b) Part B sets out specific requirements in relation to operational performance information provided by **SA Power Networks**.
- 1.1.3 The legislative and regulatory frameworks for the electricity supply industry prescribe the objectives and functions of the **Commission**. These are summarised in the **ESC Act** and the **Electricity Act**. This Guideline has been prepared to assist the **Commission** in achieving those objectives and functions.
- 1.1.4 This Guideline is a minimum requirement and the obligation of **SA Power Networks** to comply with this Guideline is additional to, and does not derogate from, any obligation imposed under any other law applying to **SA Power Networks'** business.

1.2 *Code and licence obligations*

- 2.1.1. Clause 15.1 of the **Distribution Licence** provides that **SA Power Networks** must from time to time, provide to the **Commission**, in the manner and form determined by the **Commission**:
 - (a) details of **SA Power Networks'** financial, technical and other capacity to continue its operations authorised by this licence; and
 - (b) such other information as the **Commission** may require.
- 1.2.2 Clause 12.1 of the **Distribution Licence** requires **SA Power Networks**, in a manner and form approved by the **Commission**, to keep the electricity business authorised by the **Distribution Licence**, and the accounts for that business, separate from any other business operated by **SA Power Networks** or any other person.
- 1.2.3 Clause 1.1.6 of the **Electricity Distribution Code** requires **SA Power Networks** to report to the **Commission** by 31 August each year, on matters relating to service standards during the 12 month period ending 30 June of that year. **SA Power Networks** must report on:

- (a) its compliance with the service standards set out in clause 1.1 of the **Electricity Distribution Code**;
- (b) the amount of rebates paid or credited to customers as a result of **SA Power Networks'** failure to meet service standards set out in the **Electricity Distribution Code**;
- (c) an explanation of the reason for any non-compliance;
- (d) a report on how **SA Power Networks** will improve its performance so as to meet the service standards set out in clause 1.1 of the **Electricity Distribution Code**.

1.3 *Definitions and interpretation*

1.3.1 In this Guideline:

- (a) words and phrases presented in a bold italic font such as this, are defined in the attached glossary for the purposes of interpreting this Guideline;
- (b) a reference to this Guideline includes and schedule, annexures and attachments;
- (c) words importing the singular include the plural and vice versa;
- (d) any heading, index or table of contents is for convenience only and does not affect the construction or interpretation of this Guideline;
- (e) a reference to any legislation or regulatory instrument includes:
 - (i) all regulations, orders or instruments issued under the legislation or regulatory instrument; and
 - (ii) any modification, consolidation, amendment, re-enactment, replacement or codification of such legislation or regulatory instrument;
- (f) a reference to ***SA Power Networks*** includes, without limitation, ***SA Power Networks'*** administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (g) where an act is required to be done pursuant to this Guideline by a stipulated day which is not a ***business day***, the act must be done on the following ***business day***.

2.1.1. This Guideline provides definitions consistent with those given in the **Electricity Act, ESC Act, Electricity Distribution Determination** and the **industry codes**. Where words and phrases are not defined in the glossary, they will have the meaning given to them by the **Electricity Act, ESC Act, Electricity Distribution Determination, industry codes** or any other relevant legislative or regulatory document.

- 1.3.2 Explanations in this Guideline about why certain information is required are for guidance only.
- 2.1.1. This Guideline does not limit in any way the **Commission's** objectives, functions or powers.

1.4 Confidentiality

- 2.1.1. The confidentiality provisions set out in Part 5 of the **ESC Act** ("Collection and Use of Information") will apply to any information collected by the **Commission** in accordance with this Guideline.

1.5 Processes for revision

- 1.5.1 The **Commission** may, at its absolute discretion, amend and expand this Guideline from time to time where it is necessary to meet the needs of **SA Power Networks**, other stakeholders or the **Commission**.
- 1.5.2 Before making any material amendments to the information requirements contained in this Guideline, the **Commission** will undertake appropriate consultation with **SA Power Networks** and other stakeholders as necessary in accordance with the **Commission's** Charter of Consultation and Regulatory Practice. If the amendments are of a routine nature, or required by law, the **Commission** may modify this Guideline without consultation.
- 1.5.3 For all amendments to this Guideline, a commencement date will be nominated on the Amendment Record located on the inside front page of this Guideline. The **Commission** will generally give **SA Power Networks** not less than 45 days prior notice of the commencement of any significant amendments to this Guideline.

1.6 Input from interested parties

- 2.1.1. The **Commission** welcomes comments, discussion, or suggestions for amendments to this Guideline, from any interested party. Any contribution should be addressed to:

Essential Services Commission of South Australia
GPO Box 2605
Adelaide SA 5001
Facsimile: (08) 8463-4449
E-mail: escosa@escosa.sa.gov.au

2 GENERAL PRINCIPLES OF PREPARATION

2.1 *Information provided must be verifiable*

Regulatory Reporting Statements shall report the substance of transactions and events required by this Guideline.

- 2.1.1 **SA Power Networks** must maintain accounting and reporting arrangements which:
 - (a) enable separate **Regulatory Reporting Statements** to be prepared; and
 - (b) enable information provided in the **Regulatory Reporting Statements** to be verified.
- 2.1.2 Information in **Regulatory Reporting Statements** must be presented in the most understandable manner, without sacrificing relevance or reliability.

2.2 *Materiality*

- 2.2.1 The **Commission** will apply the following standard of materiality:
 - (a) an item is **material** if its omission, misstatement or non-disclosure has the potential to prejudice the understanding of the **Regulatory Reporting Statements**;
 - (b) the materiality of an individual item, or aggregate of items, will depend upon both the size and nature of the omission, misstatement or non-disclosure having regard to the particular circumstances;
 - (c) the assessment of materiality shall consider qualitative as well as quantitative factors;
 - (d) qualitative factors which impact on the materiality of an item, including:
 - (i) the significance of an item to the **Commission** or **SA Power Networks**;
 - (ii) the pervasiveness of a misstatement; and
 - (iii) the effect of misstatement on the **Regulatory Reporting Statements** as a whole.

3 GLOSSARY

Adelaide Business Area	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
Appointment	means a personal meeting with a customer at a time agreed with the customer.
Barossa/Mid-North & Yorke Peninsula/Riverland/Murrayland area	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
Business day	has the meaning given to that term in the National Energy Retail Law .
Commission	has the meaning given to that term in the ESC Act .
Complaint	means an expression of dissatisfaction with a product or service offered or provided by SA Power Networks .
Distribution Licence	means a licence to operate a distribution network issued under Part 3 of the Electricity Act .
Distribution Services	has the meaning given to that term in the Electricity Distribution Determination .
Distribution Use of System	has the meaning given to that term in the National Electricity Rules .
Eastern Hills/Fleurieu Peninsula area	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
Electricity Distribution Code	means the Industry Code of that name issued by the Commission under the ESC Act .
Electricity Act	means the Electricity Act 1996 (SA).
Electricity Distribution Determination	means any applicable determination made by the AER in accordance with the National Electricity Law and the National Electricity Rules in force from time to time and includes any instruments made under or in connection with that determination.
Electricity Metering Code	means the Industry Code of that name made by the Commission under the ESC Act .
Emergency	has the meaning given to that term in the Electricity Distribution Code .
ESC Act	means the Essential Services Commission Act 2002 (SA).
SA Power Networks	means SA Power Networks (ABN 13 332 330 749) a partnership of: Spark Infrastructure (No. 1) Pty Ltd (ABN 54 091 142 380), Spark Infrastructure (No. 2) Pty Ltd (ABN 19 091 143 038), Spark Infrastructure (No. 3) Pty Ltd (ABN 50 091 142 362), CKI Utilities Development Ltd (ABN 65 090 718 880) and PAL Utilities Development Ltd (ABN 82 090 718 951) and includes any wholly owned subsidiary of any of the partners that provides distribution services for or on behalf of the partners.
Feeder	means an electricity conductor and associated equipment that the distributor uses to distribute electricity.

Guaranteed Service Levels	has the meaning given for standards to be achieved by SA Power Networks , in clause 1.1 of the Electricity Distribution Code .
Industry Code	means an industry code made by the Commission under section 28 of the ESC Act .
Industry Ombudsman	means the Ombudsman appointed under the scheme approved by the Commission in accordance with the Distribution Licence
Interruptions	has the meaning given to that term in the Electricity Distribution Code .
Kangaroo Island	means the region defined in Schedule 1 of the Electricity Distribution Code .
Major Metropolitan Areas	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
Material and Materiality	have the meaning set out at clause 2.2.
Metropolitan area	has the meaning given to that term in the Electricity Distribution Code .
National Electricity Law	means the National Electricity Law referred to in the National Electricity (South Australia) Act 1996 (SA).
National Electricity Rules	has the meaning given to that term in the National Electricity Law
Outage Management System	means a system that includes the management of outages, the capture and reporting of outage information and the capture and reporting of Guaranteed Service Level data.
Planned Interruptions	has the meaning given for standards to be achieved by SA Power Networks , as specified in clause 1.1.3.2 of the Electricity Distribution Code .
Regulatory Reporting Statements	means any regulatory reports prepared by SA Power Networks and submitted to the Commission in accordance with this Guideline
Regulatory Year	means a period of twelve months ending on 30 June.
Responsibility Statement	means a statement evidencing responsibility for the information provided to the Commission under this Guideline to be signed and dated by: <ul style="list-style-type: none"> (a) the Chief Executive Officer or other officer of SA Power Networks approved by the Commission; (b) a person holding an equivalent position to Chief Executive Office of SA Power Networks; (c) a person to whom the Board has formally delegated the exercise of the powers and functions of SA Power Networks who is at a level equivalent to that held by a Chief Executive Officer; or (d) the person acting as Chief Executive Officer or equivalent position during an absence of the substantive officer holder.
South East	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .

Street light fault	means an occasion on which a street light has gone out as a result of a fault in the luminaire, which includes (without limitation) the globe, PE cell and wiring to the luminaire terminal block.
Supply address	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
System Average Interruption Duration Index (SAIDI)	means the total duration of customer supply interruptions divided by total number of customers.
System Average Interruption Frequency Index (SAIFI)	means the total number of customer supply interruptions divided by total number of customers
Telephone call	means a call made to any of SA Power Networks' telephone numbers identified in SA Power Networks' approved customer enquiries and complaints procedures
Time to Provide Written Explanation for Interruptions	has the meaning given for standards to be achieved by SA Power Networks , under clause 1.1 of the Electricity Distribution Code .
Time to Respond to Telephone Calls	has the meaning given for standards to be achieved by SA Power Networks , under clause 1.1 of the Electricity Distribution Code .
Time to Respond to Written Enquiries	has the meaning given for standards to be achieved by SA Power Networks , under clause 1.2 of the Electricity Distribution Code .
Upper North/Eyre Peninsula	has the meaning given to that term in Schedule 1 of the Electricity Distribution Code .
Written Enquiries	means all enquiries and complaints received by SA Power Networks via mail, facsimile or e-mail from customers (including representatives of customers).

PART B – OPERATIONAL PERFORMANCE

4 INFORMATION REQUIREMENTS

4.1 Introduction

4.1.1 This section sets out:

- (a) the **Commission's** requirements for non-financial performance monitoring information; and
- (a) requirements necessary to put into effect the principles set out earlier in this Guideline.

4.1.2 The general purpose of this information is to assist the **Commission** to:

- (a) monitor and enforce compliance with and promote improvement in, standards and conditions of service and supply under the **Electricity Distribution Code** and the **Electricity Act**; and
- (b) promote the achievement of the **Commission's** objectives as specified in the **ESC Act**.

4.2 Use of Proformas to report information

4.2.1 The proformas at Chapter 5 should be read in conjunction with this Part of the Guideline. The proformas:

- (a) specify how information is to be reported to the **Commission**; and
- (b) categorise recurring information requirements separately from the non-recurring requirements.

4.2.2 For ad hoc information, the **Commission** will provide **SA Power Networks** with a request for information setting out:

- (a) its information requirements;
- (b) the scope of any quality assurance that may be required; and
- (c) the time by which the information is to be provided.

4.3 Principles of Preparation

4.3.1 The principles set out in Chapter 2 should be followed to prepare and report information under this Part of the Guideline.

4.4 Statistical Information

4.4.1 The **Commission** may require statistical information to be reported on a recurring basis by **SA Power Networks** for benchmarking purposes.

4.5 Additional Performance Measures

4.5.1 The **Commission** may require additional performance measures to be reported by **SA Power Networks**. The **Commission** anticipates that many of these will be of a recurring nature.

- 4.5.2 The **Commission** may, from time to time, make changes to the proformas in Chapter 5 to ensure that information gathered is relevant to changing regulatory requirements and for national consistency purposes. The **Commission** will undertake appropriate consultation with **SA Power Networks** and other stakeholders as appropriate before making any material amendment to its information requirements.

4.6 Code Requirements to Report Standards of Service

- 4.6.1 Clause 1.1.6 of the **Electricity Distribution Code** requires **SA Power Networks** to provide the **Commission** with annual reports (by 31 August each year) of:

- (a) Customer Service Measures:
- (i) **Time to Respond to Telephone Calls**: expressed as the percentage of calls answered within 30 seconds;
 - (ii) **Time to Respond to Written Enquiries**: expressed as percentage of enquiries responded to within 5 **business days**;
 - (iii) **Guaranteed Service Levels** for Appointments, new connections, street light repairs, and supply **interruptions** in accordance the **Electricity Distribution Code**).
- (b) Reliability Measures:
- (i) **System Average Interruption Duration Index (SAIDI)** for **Adelaide Business Area, Major Metropolitan Areas, Barossa/Mid-North & Yorke Peninsula/Riverland/Murrayland, Eastern Hills Fleurieu Peninsula, Upper North & Eyre Peninsula, South East** and **Kangaroo Island**: this represents the minutes each customer is without supply for the year when averaged over all customers on the network (or defined part of the distribution network); and
 - (ii) **System Average Interruption Frequency Index (SAIFI)** for **Adelaide Business Area, Major Metropolitan Areas, Barossa/Mid-North & Yorke Peninsula/Riverland/Murrayland, Eastern Hills Fleurieu Peninsula, Upper North & Eyre Peninsula, South East** and **Kangaroo Island**: this represents the number of supply **interruptions** each customer experiences for the year when averaged over all the customers on the network (or defined part of the distribution network).

4.7 Timing of Reports

- 4.7.1 Recurring information is to be provided by **SA Power Networks** at least annually, in accordance with the timing indicated by clause 1.1.6 of the **Electricity Distribution Code**.

- 4.7.2 In addition, the **Commission** may request information to be reported on a more frequent basis, at intervals to be determined in consultation with **SA Power Networks** (quarterly, for example). This may be required to facilitate more timely and current performance monitoring by the **Commission**. The proformas set out at Chapter 5 provide guidance on the timing of such additional reports.
- 4.7.3 Where the **Commission** has requested information on a recurring basis, **SA Power Networks** must submit it no later than one calendar month from the end of the period for which the information has been collected. In the case of information requested annually, **SA Power Networks** must submit it not later than two calendar months from the end of the period for which the information has been collected.

4.8 Quality Assurance

- 4.8.1 **SA Power Networks** will be required to provide a **Responsibility Statement** evidencing responsibility for information provided to the **Commission**, which is signed and dated by the Chief Executive Officer (or other officer approved by the Commission). The **Commission** will set the scope of the **Responsibility Statement** in the proforma in Chapter 5.
- 4.8.2 Where the **Commission** requires independent assurance, on any information submitted under Part B, the **Commission** will specify to **SA Power Networks** the required scope of independent assurance and the time by which that assurance is to be provided.
- 4.8.3 Where independent assurance is required, **SA Power Networks** must submit an **Agreed-upon Procedures Report**, unless the **Commission** notifies **SA Power Networks** in writing of a requirement for another form of assurance.
- 4.8.4 Independent assurance that is to be obtained by the **Commission** under this Part of the Guideline should be consistent with the requirements, where relevant, of Energy Industry Guideline No. 4, "Compliance Systems and Reporting".

4.9 Information Requirements of the Technical Regulator

- 4.9.1 The **Technical Regulator** also requires certain recurrent information in order to fulfil its objectives and functions.
- 4.9.2 For example, Regulation 73 of the Electricity (General) Regulations 2012 requires SA Power Networks to lodge with the **Technical Regulator**, within 21 **business days** after the end of each month, a report concerning unplanned interruptions which occurred during the month. Regulation 73 also places certain annual reporting obligations on **SA Power Networks**. It is important that **SA Power Networks** comply with the requirements of Regulation 73.

- 4.9.3 This Guideline is additional to, and does not replace, those requirements. However, in preparing this Guideline and the proformas set out in Chapter 5, the **Commission** is seeking to co-ordinate reporting processes and minimise any overlap between the reporting requirements of the **Commission** and those of the **Technical Regulator**.

5 OPERATIONAL REPORTING REQUIREMENTS

Proformas for recurring reporting requirements

Proforma Reference	Performance Measure
<u>Customer Service</u>	
OP 1.1	<i>Time to respond to telephone calls</i>
OP 1.2	<i>Time to respond to written enquiries</i>
<u>Reliability of Supply</u>	
OP 2.1	<i>System Average Interruption Duration Index (SAIDI)</i>
OP 2.2	<i>SAIDI</i> attributable to transmission and generation outages
OP 2.3	<i>System Average Interruption Frequency Index (SAIFI)</i>
OP 2.4	Severe Weather Events
OP 2.5	Low reliability distribution feeders
OP 2.6	Cause of <i>Interruptions</i>
OP 2.7	Major <i>Interruptions</i>
<u>Quality of Supply</u>	
OP 3.1	Quality of Supply
OP 3.2	Quality of Supply (Voltage Variations)
<u>General Service Levels</u>	
OP 4.1	GSL: Timeliness of <i>appointments</i>
OP 4.2	GSL: Promptness of connection
OP 4.3	GSL: Timeliness of street light repairs – Adelaide business, Adelaide metropolitan, and major regional areas
OP 4.4	GSL: Timeliness of street light repairs – Country areas
OP 4.5	GSL: Frequency of Supply Interruptions
OP 4.6	GSL: Duration of Interruptions
<u>Requirements of the Technical Regulator</u>	
OP 5.1	Annual Return to Technical Regulator
<u>Statistical</u>	
OP 6.1	Statistical Information
<u>Embedded Generation</u>	
OP 7.1	Embedded Generation
<u>Responsibility Statement</u>	
OP 8.1	<i>Responsibility Statement</i>
NB: Words and phrases presented in the proformas in bold italics <i>like this</i> are phrases that have been defined to have a specific meaning. The Glossary to this Guideline provides the corresponding definitions.	

OPERATIONAL INFORMATION REQUIREMENTS – CHECKLIST

(The Responsibility Statement¹ is to be signed in accordance with clause 4.8.)

Recurring Information Requirements²

Proforma Reference	Frequency	Nature and scope of any independent assurance
OP 1.1	Quarterly	
OP 1.2	Quarterly	
OP 2.1	Quarterly	
OP 2.2	Quarterly	
OP 2.3	Quarterly	
OP 2.4	Quarterly	
OP 2.5	Annually	
OP 2.6	Quarterly	
OP 2.7	Quarterly	
Op 3.1	Quarterly	
OP 3.2	Annually	
OP 4.1	Quarterly	
OP 4.2	Quarterly	
OP 4.3	Quarterly	
OP 4.4	Quarterly	
OP 4.5	Annually	
OP 4.6	Quarterly	
OP 5.1	Annually	
OP 6.1	Quarterly	
OP 7.1	Annually	
OP 8.1	Quarterly	

¹ A form for the Responsibility Statement is at OP 8.1.

Proforma OP 1.1 – Time to *respond* to telephone calls

Period Ending:

(Electricity Distribution Code – clause 1.1.2)

	Quarter				Year to Date
	Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
Total number of telephone calls received ³ by SA Power Networks					
Number of telephone calls answered within 30 seconds ⁴ by SA Power Networks					
Percentage of telephone calls answered within 30 seconds ⁵ by SA Power Networks					
Average waiting time before a telephone call is answered ⁶ by SA Power Networks					
Total number of telephone calls abandoned					
Percentage of telephone calls abandoned ⁷					

³ Total number of telephone calls received means the total number of telephone calls made by customers located in South Australia to any of **SA Power Networks'** telephone numbers identified in **SA Power Networks'** customer enquiries and complaints procedures approved by the **Commission**. This total is to include the number of any abandoned calls. The total should also include any calls requiring redirection to another entity.

⁴ Number of **telephone calls** answered within 30 seconds means the proportion as an absolute number of the 'total number of **telephone calls** received' that were answered within 30 seconds. This number is to exclude the number of calls abandoned after 30 seconds, but can include any calls abandoned within 30 seconds (on the basis that any calls abandoned within 30 seconds has not allowed sufficient time for **SA Power Networks** to meet its service standard, but that these calls will be included in the 'total number of **telephone calls** received').

⁵ Percentage of **telephone calls** answered within 30 seconds means the 'number of **telephone calls** answered within 30 seconds' as a percentage of the 'total number of **telephone calls** received'.

⁶ Average waiting time before a **telephone call** is answered means the total time waited by callers before their **telephone call** was answered divided by the number of calls answered. Where an IVR system operates, it is not appropriate to regard the call as being answered as soon as the IVR system accepts the call unless the customer has selected an automated response option and does not seek to talk to an operator (note: a call is not considered to be answered by being placed in an automated queue). Where a caller to an IVR system is seeking to talk to an operator, then monitoring of the call waiting time should commence when the caller selects the relevant operator option and cover the resulting time up and until an operator picks up the call, to deal with the caller's issue. For non-IVR systems, the monitoring time should commence when the call is received by the switchboard and cover the time until the operator picked up the call (and is able to deal with the customers inquiry rather than place the customer back in a queue), including any time spent in a queue.

⁷ Percentage of **telephone calls** abandoned means that percentage of the 'total number of **telephone calls** received' where the caller hung up before the call was answered. Abandoned calls include those calls that were abandoned prior to 30 seconds.

Proforma OP 1.2 – Time to respond to written enquiries

(Electricity Distribution Code – clause 1.1.2)

	Quarter				Year to Date
	Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
Total number of written enquiries ⁸ received by SA Power Networks					
Number of written enquiries answered within five (5) business days by SA Power Networks					
Percentage of written enquiries answered within five (5) business days by SA Power Networks					

⁸ A **written enquiry** is an enquiry by e-mail, fax or letter from a customer to a distributor, via nominated enquiry channels, requesting information from the distributor or making a complaint about an action of the distributor. A response to such an enquiry includes direct or telephone contact or written response in which the distributor either answers the enquiry or acknowledges receipt of the enquiry and indicates the process and timetable to be followed in dealing with the enquiry.

Proforma OP 2.1 – System Average Interruption Duration Index (SAIDI)⁹

SAIDI Region	Month												Year to Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Adelaide Business Area													
Major Metropolitan Areas													
Barossa/Mid-North & Yorke Peninsula/Riverland/Murraylands													
Eastern Hills/Fleurieu Peninsula													
Upper North & Eyre Peninsula													
South East													
Kangaroo Island													
Total													

Proforma OP 2.2 – State-wide SAIDI attributable to transmission and generation outages

	Quarter				Year to Date
	Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
<i>SAIDI</i> (as reported in OP 2.1)					
<i>SAIDI</i> attributable to transmission system outages					
<i>SAIDI</i> attributable to generation outages					
Total					

⁹ These data refer only to unplanned outages in accordance with clause 1.2.3.1 of the Electricity Distribution Code.

Proforma OP 2.3 – System Average Interruption Frequency Index (SAIFI)¹⁰

SAIFI Region	Month												Year to Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Adelaide Business Area													
Major Metropolitan Areas													
Barossa/Mid-North & Yorke Peninsula/Riverland/Murraylands													
Eastern Hills/Fleurieu Peninsula													
Upper North & Eyre Peninsula													
South East													
Kangaroo Island													
Total													

¹⁰ These data refer only to unplanned outages in accordance with clause 1.1.3 of the **Electricity Distribution Code**.

Proforma OP 2.4 – Severe Weather Events ¹¹

Quarter ending:

Adelaide Business Area

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event ¹² :		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

¹¹ A Severe Weather Event is defined as a weather related event where the contribution to regional SAIDI was the greater of three (3) minutes, or three (3) per cent of the Regional SAIDI standard in clause 1.2.3.1 of the **Electricity Distribution Code**.

¹² As reported in Proforma OP 4.6 – GSL: Duration of Supply Interruptions in this document.

Proforma OP 2.4 – Severe Weather Events

Quarter ending:

Major Metropolitan Areas

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.4 – Severe Weather Events

Quarter ending:

Barossa/Mid North & Yorke Peninsula/Riverland/Murraylands (Central)

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.4 – Severe Weather Events

Quarter ending:

Upper North & Eyre Peninsula

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.4 – Severe Weather Events

Quarter ending: _____

South-East

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.4 – Severe Weather Events

Quarter ending:

Upper North & Eyre Peninsula

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.4 – Severe Weather Events

Quarter ending: _____

Kangaroo Island

Jan-Mar Quarter		Apr-Jun Quarter		Jul-Sept Quarter		Oct-Dec Quarter	
Date(s)		Date(s)		Date(s)		Date(s)	
Location(s)		Location(s)		Location(s)		Location(s)	
SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event		SAIDI (min) per event	
Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:		Description of each Severe Weather Event:	
Description of each Duration of Supply Interruptions GSL Event		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:		Description of each Duration of Supply Interruptions GSL Event:	

Proforma OP 2.5 – Low reliability distribution feeders

Region:

Regional Threshold Multiplier: **t.b.c**

Threshold: **t.b.c** minutes

Feeder ID	Feeder Name	Locality	Customers	SAIDI	SAIFI	Action taken and/or other comment on feeder performance

Proforma OP 2.6 – Cause of Interruptions

	Quarters			
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
Percentage contribution of weather to state-wide SAIDI				
Percentage contribution of distribution equipment failure to state-wide SAIDI				
Percentage contribution of planned interruptions to state-wide SAIDI				
Percentage contribution of operational factors to state-wide SAIDI				
Percentage contribution of a third party to state-wide SAIDI				
Percentage contribution of unknown cause to state-wide SAIDI				
Percentage contribution of other causes to state-wide SAIDI				

Period Ending:

Proforma OP 2.7 – Major Interruptions (Technical Regulator requirements)

Quarter ending:

Major Interruption ¹³			No of Customers affected	Time to restore customers		Feeder Name	Remedy
Date	Time	Cause		All	Majority		

¹³ For the purposes of OP 2.7, a Major Interruption uses the definition used in Regulation 31D of the Electricity (General) Regulations 1997 for an unplanned interruption. In Regulation 31D, an unplanned interruption is an interruption to the supply of electricity that:

- (1) affected the supply of electricity to customers such that the aggregate of the periods for which the customers’ supply was affected exceeded 120,000 minutes; or
- (2) affected for 30 minutes or more the supply of electricity to one or more customers with a demand of greater than 1 MVA.

Proforma OP 3.1 – Quality of Supply

(Distribution Code – Clause 1.1.5)	Quarter				Total
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
No. of Customer Complaints					
Customers not advised of results within 20 business days					
No. of Customers requiring changes to network supply arrangements					
No. of Customers requiring changes to network supply arrangements, not completed within 60 business days					

Proforma OP 3.2 – Quality of Supply (Voltage Variations) Year ending:

(Distribution Code – Clause 1.1.5.1)

Measured Steady State Voltage Customers Complaints above AS 600038 limit of 253 Volts	Number
254 Volts	
255 Volts	
256 Volts	
257 Volts	
258 Volts	
259 Volts	
260 Volts	
Above 260 Volts	
Measured Steady State Voltage Customers Complaints below AS 600038 limit of 216 Volts	Number
215 Volts	
214 Volts	
213 Volts	
212 Volts	
211 Volts	
210 Volts	
209 Volts	
208 Volts	
207 Volts	
206 Volts	
205 Volts	
204 Volts	
203 Volts	
202 Volts	
201 Volts	
200 Volts	
Below 200 Volts	
Customer Compensation Payments for Voltage Variation	
Number of Payments	
Total paid (\$)	\$
Minimum amount paid (\$)	\$
Maximum amount paid (\$)	\$

Proforma OP 4.1 – GSL: Timeliness of appointments

(Distribution Code clause 1.1.4)

	Quarter				Year to Date
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Total number of appointments					
Total number of appointments with customers (or representatives of customers) where a representative of SA Power Networks is more than 15 minutes late (excluding lateness due to circumstances beyond the reasonable control of SA Power Networks)					
Amounts paid to customers for a representative of SA Power Networks being more than 15 minutes late for any appointments (excluding lateness due to circumstances beyond the reasonable control of SA Power Networks)					

Proforma OP 4.2 – GSL: Promptness of connection

(Distribution Code clause 1.1.4)

	Quarter				Year to Date
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Total number of new supply addresses connected					
Total number of supply addresses not connected by SA Power Networks on a date agreed with the customer, or where no date has been agreed with the customer, within 6 business days after meeting necessary pre-conditions					
Amounts paid to customers for failure by SA Power Networks to connect new supply address by a date agreed with the customer, or where no date has been agreed with the customer, within 6 business days					

Proforma OP 4.3 – GSL: Timeliness of street light repairs Period Ending:

Adelaide Business Area, Adelaide Metropolitan Area and Major Regional Areas¹⁴

(Distribution Code clause 1.1.4)

Adelaide Business Area, Adelaide Metropolitan Area and Major Regional Areas	Quarter				Year to Date
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Total number of street lights for which SA Power Networks is responsible					
Total number of street light faults reported for which SA Power Networks is responsible					
Number of street light faults not repaired within 5 business days from the date at which fault came to SA Power Networks' attention					
Average number of business days to repair street light faults from the date at which the fault came to SA Power Networks' attention					
Amounts paid to customers for failure by SA Power Networks to effect repairs within 5 business days					

¹⁴ Adelaide Business Area, Adelaide Metropolitan Area and Major Regional Areas include the Adelaide metropolitan and CBD area, Whyalla, Mount Gambier, Mount Barker, Gawler, Stirling, Murray Bridge, Port Augusta, Willunga, Port Pirie and Port Lincoln.

Proforma OP 4.4 – GSL: Timeliness of street light repairs – Country Areas

Period Ending:

(Distribution Code clause 1.1.4)

Country Areas	Quarter				Year to Date
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Total number of street lights for which SA Power Networks is responsible					
Total number of street light faults reported for which SA Power Networks is responsible					
Number of street light faults not repaired within 10 business days from the date at which fault came to SA Power Networks' attention					
Average number of business days to repair street light faults from the date at which the fault came to SA Power Networks' attention					
Amounts paid to customers for failure by SA Power Networks to effect repairs within 10 business days					

Proforma OP 4.5 – GSL: Frequency of Supply Interruptions

Year ending:.....

(Distribution Code clause 1.1.4)

	Number of Interruptions per annum (frequency)		
	Greater than 9 but less than or equal to 12 interruptions	Greater than 12 but less than or equal to 15 interruptions	Greater than 15 interruptions
Number of customers whose frequency of supply interruptions exceeds the threshold amount			
Amounts paid to customers by SA Power Networks for frequency of supply interruptions exceeding the threshold amount (\$)	\$	\$	\$

Proforma OP 4.6 – GSL: Duration of Supply Interruptions

(Distribution Code clause 1.1.4)

	Quarter				Year to Date
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Number of customers who experienced a supply interruption greater than 12 hours but less than or equal to 15 hours					
Amounts paid to customers by SA Power Networks for duration of supply interruptions greater than 12 hours but less than or equal to 15 hours	\$	\$	\$	\$	\$
Number of customers who experienced a supply interruption greater than 15 hours but less than or equal to 18 hours					
Amounts paid to customers by SA Power Networks for duration of supply interruptions greater than 15 hours but less than or equal to 18 hours	\$	\$	\$	\$	\$
Number of customers who experienced a supply interruption greater than 18 hours but less than or equal to 24 hours					
Amounts paid to customers by SA Power Networks for duration of supply interruptions greater than 18 hours but less than or equal to 24 hours	\$	\$	\$	\$	\$
Number of customers who experienced a supply interruption greater than 24 hours					
Amounts paid to customers by SA Power Networks for duration of supply interruptions greater than 24 hours	\$	\$	\$	\$	\$
Total amounts paid to customers by SA Power Networks for duration of supply interruptions exceeding the threshold amount	\$	\$	\$	\$	\$

Proforma OP 5.1 – Annual Return to Technical Regulator

(Regulation 73), Electricity (General) Regulations 2012)

Year ending:

STATISTICAL	
Infrastructure maintenance, repair and replacement costs for previous financial year (\$)	
Forecast infrastructure maintenance, repair and replacement costs for next financial year (\$)	
Distribution and Sub-Transmission utilisation factors (%)	
SAFETY	
General description of infrastructure (Reg 73)	
Annual cumulative numbers of lost time accidents involving SA Power Networks personnel (including contractors)	
Annual cumulative numbers of near misses involving SA Power Networks personnel (including contractors)	
Number of in progress hazard logs	
Hazard logs greater than 30 days old	
Actual workplace inspections carried out per annual inspections planned	
Number of shock reports, damage claims and fire starts per 1,000 km of mains	
Number of switching incidents (includes incidents that caused injury or potentially could have caused injury, resulted in unintended loss of supply or caused damage or potentially could have caused damage to infrastructure)	
Number of completed emergency plan exercises	
TECHNICAL	
% meters within tolerance (per planned sample)	
GENERAL	
Number of requests for underground locations	
Number of revenue metering investigations carried out	
Audited compliance against internal vegetation clearance procedures and vegetation clearance agreements	
Number of network access permits requested and number of network access permits issued	

Proforma OP 6.1 – Statistical Information

Quarterly

Customer Numbers (at the end of the quarter)		Quarters			
		Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
	Low Voltage – Residential				
	Low Voltage – Controlled Load				
	Low Voltage – Business				
	Low Voltage – Other				
	11 kV				
	33 kV				
	66 kV				
		Quarters			
		Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
Energy delivered to Distributor – MWh (at the end of the quarter)					
		Quarters			
		Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
Energy distributed to customers – MWh (at the end of the quarter)					
		Quarters			
		Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
Energy Sales Accrued but Unbilled (at the end of the quarter)					

PART B OPERATIONAL PERFORMANCE

Circuit Length – km (at the end of each six month period)		Six Month Period	
		Jul- Dec	Jan -Jun
Overhead			
	66 kV		
	33 kV		
	19 kV (SWER)		
	11 kV (includes 7.6 kV)		
	Low Voltage		
Under Ground:			
	66 kV		
	33 kV		
	19 kV (SWER)		
	11 kV (includes 7.6 kV)		
	Low Voltage		
Total Overhead and Underground			

Customer Complaints (Electricity Distribution Code, Clause)	Quarters			
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun
Type of Complaint	Number of Complaints			
Reliability of Supply				
Quality of supply (as per OP 3.1)				
Total number of customer complaints received by SA Power Networks				
Number of customer complaints against SA Power Networks received by the Industry Ombudsman				

Proforma OP 7.1 – Embedded Generation

Year ending:

Total number of embedded generation units (connected to SA Power Networks' distribution system in SA ¹⁵ by type e.g. Photo Voltaic, Diesel, Wind, Gas)		Total capacity of each type (MW)	Total electricity (MWh) exported into the distribution system by these embedded generators (in SA at a connection point with a metering installation ¹⁶ for which SA Power Networks is the responsible person)
Number	Type		

¹⁵ Of which **SA Power Networks** is aware or has a connection agreement with.

¹⁶ Metering installations suitable for measuring exported power.

Proforma OP 8.1 – Responsibility Statement

In my opinion, the information contained in the attached Regulatory Report set out on pages [x] to [y] has been prepared in accordance with the requirements of Electricity Industry Guideline No. 1 (issued by the Essential Services Commission of South Australia, dated [version date]), so as to fairly and accurately present:

- ▲ [the operational results of **SA Power Networks** for the period ended [period end];]
- ▲ [information concerning operational performance as required by the Distribution Code at [period end],]
- ▲ [information concerning plans to improve performance so as to meet the service standards set out in the Distribution Code;]
- ▲ [statistical information to assist the Essential Services Commission of South Australia in undertaking benchmarking.]

[delete if inapplicable]

The terms and definitions used in this statement accord with the definitions set out in the Guideline.

Signed: Date:
Name of signatory:
Position:



The Essential Services Commission of South Australia

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