

GAS REGULATORY INFORMATION REQUIREMENTS – DISTRIBUTION SYSTEM

Gas Industry Guideline No. 1 (GIG 1/5)

September 2013



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Amendment Record

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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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1 INTRODUCTION

1.1 Role of the Guideline

- 1.1.1 This Guideline provides for the collection, allocation, recording and reporting of business data by **Envestra** with respect to the operation of the **distribution system** authorised in its **distribution licence** issued under the **Gas Act**.
- 1.1.2 More specifically, the **distribution licence** is subject to conditions which the **Commission** is required under sections 25 and 26 of the **Gas Act** to include:
- (a) requiring **Envestra** to comply with specified technical and safety requirements or standards;
 - (b) requiring **Envestra** to monitor and report as required by the Commission on indicators of service performance determined by the Commission;
 - (c) relating to **Envestra's** financial or other capacity to continue operations under the licence; and
 - (d) requiring **Envestra** to provide, in the manner and form determined by the **Commission**, such other information as the **Commission** may require from time to time.
- 1.1.3 This Guideline is divided into two Parts:
- (a) Section 2 sets out general principles of preparation that apply to all information provided by **Envestra** to the **Commission** under this Guideline; and
 - (b) Section 3 sets out specific requirements in relation to operational performance information provided by **Envestra**.
- 1.1.4 The legislative and regulatory framework for the gas supply industry prescribes the objectives and functions of the **Commission**. These are summarised in the **ESC Act** and the **Gas Act**. This Guideline has been prepared to assist the **Commission** in achieving those objectives and functions.
- 1.1.5 This Guideline is a minimum requirement and the obligation of **Envestra** to comply with this Guideline is additional to, and does not derogate from, any obligation imposed under any other law applying to **Envestra's** business.

1.2 Code and licence obligations

- 1.2.1 Clause 7.1 of the **distribution licence** provides that **Envestra** must, from time to time, provide the **Commission**, in the manner and form determined by the **Commission**:

- (a) details of **Envestra's** financial, technical and other capacity to continue its operations authorised by its licence; and
 - (b) such other information as the **Commission** may require.
- 1.2.2 Clause 7.4 of the **distribution licence** requires **Envestra** to provide the **Commission** with an accurate description and specification of the **distribution system** and its components and must promptly update that definition to reflect material changes to the **distribution system** or **gas infrastructure**.
- 1.2.3 Clause 8.1(f) of the **distribution licence** requires **Envestra** to prepare an annual report on its performance against the approved **unaccounted for gas** (UAFG) Plan, for public release.
- 1.2.4 Clause 1.7 of the **Gas Distribution Code** requires **Envestra** 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. **Envestra** must:
- (a) report on its compliance with the service standards set out in clauses 2.1 and 2.4 of the **Gas Distribution Code**;
 - (b) provide an explanation of the reason for any non-compliance; and
 - (c) report on how **Envestra** will improve its performance so as to meet the service standards set out in clauses 2.1, and 2.4 of the **Gas Distribution Code**, as required.

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 any schedule, annexures and attachments;
 - (c) words importing the singular include the plural and vice versa;
 - (d) the words “*shall*” and “*must*” indicate mandatory requirements unless the overall meaning of the phrase in which one of these words appears is otherwise;
 - (e) any heading, index or table of contents is for convenience only and does not affect the construction or interpretation of this Guideline;
 - (f) any 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;
 - (g) a reference to **Envestra** includes, without limitation, **Envestra's** administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
 - (h) 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**.
- 1.3.2 This Guideline provides definitions consistent with those given in various **Industry Codes**, the **Gas Act** and the **ESC Act**. Where words and phrases are not defined in the glossary, they shall have the meaning given to them by the various **Industry Codes**, the **Gas Act** or the **ESC Act** or any other relevant legislative or regulatory document.
- 1.3.3 Explanations in this Guideline about why certain information is required are for guidance only.
- 1.3.4 This Guideline does not limit in any way the **Commission's** objectives, functions or powers.

1.4 Confidentiality

- 1.4.1 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 **Envestra**, 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 **Envestra** 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 **Envestra** not less than 45 days prior notice of the commencement of any significant amendments to this Guideline.

1.6 *Input from Interested Parties*

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

Gas Industry Guideline No. 1

Essential Services Commission of South Australia

GPO Box 2605

Adelaide SA 5001

E-mail: escosa@escosa.sa.gov.au

2 INFORMATION REQUIREMENTS

2.1 Introduction

- 2.1.1 This section sets out:
- (a) the **Commission's** requirements for non-financial performance monitoring information;
 - (b) requirements of the **Technical Regulator** for certain information; and
 - (c) requirements necessary to put into effect the principles set out in this Guideline.
- 2.1.2 The general purpose of this information is to assist the **Commission**, and the **Technical Regulator** as appropriate to:
- (a) monitor and enforce compliance with and promote improvement in, standards and conditions of service under the **Gas Distribution Code** and other regulatory documents;
 - (b) promote the achievement of the **Commission's** objectives as specified in the **ESC Act**; and
 - (c) monitor and enforce compliance with safety and technical standards.

2.2 Use of proformas to report information

- 2.2.1 The proformas in Section 3 set out the categories of statistical information that have been identified by the **Commission** and the **Technical Regulator** and set out the basis upon which this information is to be reported by **Envestra**.
- 2.2.2 The proformas specify how and when information is to be reported to the **Commission**, including general guidance notes where relevant.
- 2.2.3 Clause 2.4 details the **Commission's** timing requirements for the provision of reports to the **Commission** by **Envestra**.
- 2.2.4 Where the **Commission** needs to change the nature, context or scope of routine information it requires **Envestra** to provide, it will provide amended proformas in Section 3.

2.3 Additional Performance Measures

- 2.3.1 The **Commission** may from time to time require additional performance measures to be reported by **Envestra** outside of those specified in the proformas in Section 3.
- 2.3.2 When seeking such information, the **Commission** will provide **Envestra** with a notice in writing setting out:
- (a) the **Commission's** 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.
- 2.3.3 Where the **Commission** requires additional routine information, the **Commission** will provide additional proformas in Section 3.

2.4 *Timing of Reports*

- 2.4.1 Information required to be submitted on an annual basis under this Guideline must be forwarded by **Envestra** to the **Commission** by 31 August for the 12 month period ending on the previous 30 June.
- 2.4.2 Information required to be submitted on a recurring basis at intervals more frequently than annually, is to be submitted no later than one calendar month from the end of the period for which the information has been requested.

2.5 *Responsibility Statement*

- 2.5.1 **Envestra** will be required to provide a **responsibility statement** (in the form specified in OP 9) evidencing responsibility for information provided to the **Commission**.
- 2.5.2 The annual **responsibility statement** must be signed and dated by:
 - (a) the Chief Executive Officer;
 - (b) a person holding the equivalent position to Chief Executive Officer;
 - (c) a person to whom the Board of **Envestra** has formally delegated the exercise of the power and functions of **Envestra** 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 office-holder.
- 2.5.3 A quarterly **responsibility statement** may be signed and dated:
 - (a) in accordance with clause 2.5.2; or
 - (b) a senior officer other than the Chief Executive Officer, as agreed in writing with the **Commission**.
- 2.5.4 A **responsibility statement** will be taken as evidence that the data provided by **Envestra** has been verified, is accurate and can be relied upon by the **Commission** in furtherance of the **Commission's** statutory objectives.

2.6 *Quality Assurance Requirements*

- 2.6.1 Except as expressly otherwise provided for in this Guideline or by the **Commission**, all data provided to the **Commission** under this Guideline must present a true and accurate representation of relevant circumstances, transactions or events as at the final day of a relevant reporting period.

- 2.6.2 Clause 6 of Envestra’s distribution licence provides that:
- (a) **Envestra** must undertake periodic audits of the operations authorised by its **distribution licence** and of its compliance with its obligations under its **distribution licence** and any applicable **industry codes** in accordance with the requirements of any applicable guideline issued by the **Commission** for this purpose;
 - (b) the **Commission** may require that the audits be undertaken by an independent expert or auditors nominated by **Envestra** and approved by the **Commission**; and
 - (c) the results of the audits must be reported to the **Commission** in a manner approved by the **Commission**.
- 2.6.3 Where the **Commission** requires independent assurance on any information submitted under this Guideline, the **Commission** will give written notice to **Envestra** specifying the required scope of independent assurance and the time by which that assurance is to be provided.
- 2.6.4 Where independent assurance is required, **Envestra** must submit a report to the **Commission** in the form of an **agreed-upon procedures report** unless the **Commission** notifies **Envestra** in writing of a requirement for another form of report.
- 2.6.5 Independent assurance that is to be obtained by the **Commission** under this Guideline should be consistent with the requirements, where relevant, of Energy Industry Guideline No. 4 “Compliance Systems and Reporting”.
- 2.6.6 For the purposes of this Guideline, substance is to prevail over legal form, which means that:
- (a) **regulatory reporting statements** must report the substance of transactions and events; and
 - (b) where substance and form differ, the substance rather than the legal form of a transaction or event must be reported.
- 2.6.7 **Envestra** must maintain reporting and record-keeping arrangements which ensure that information provided in the **regulatory reporting statements** can be verified by the **Commission**.

2.7 Information requirements of the Technical Regulator

- 2.7.1 The **Technical Regulator** also requires certain recurrent information in order to fulfil its objectives and functions. In preparing this Guideline and the proformas set out in Section 3, the **Commission** has sought to co-ordinate reporting processes and minimise any overlap between the reporting requirements of the **Commission** and those of the **Technical Regulator**.

3 OPERATIONAL PERFORMANCE PROFORMAS

3.1 INDEX OF PROFORMAS - RECURRING INFORMATION REQUIREMENTS

Proforma reference	Performance measure
<i>Service level measures</i>	
OP 1	Major Interruptions
<i>Other</i>	
OP 2	Statistical Information
OP 3	Technical Information
OP 4	Unaccounted for gas and Mains Replacement
OP 5	Complaints
OP 6	Responsibility Statement

NB:

Words and phrases presented in the proformas in bold italics like ***this*** are phrases that have been carefully defined to have a specific meaning. The Glossary to this Guideline provides the corresponding definitions.

3.2 OPERATIONAL INFORMATION REQUIREMENTS – CHECKLIST

Recurring Information Requirements

Proforma Reference	Frequency	Nature and scope of any independent assurance	Nature and required signatory of <i>Responsibility Statements</i>
OP 1	Quarterly		Chief Executive
OP 2	Annually		Chief Executive
OP 3	Annually		Chief Executive
OP 4	Quarterly		Chief Executive
OP 5	Annually		Chief Executive
OP 6	Annually		Chief Executive

3.3 Proforma OP 1. – Major Interruptions

(Regulation 50(1) of the *Gas Regulations (2012)*)

Quarter ending:

Date and time of Major Interruption	Cause of Major Interruption	Number of Customers affected	Areas affected	Duration (minutes)	Remedy

The **Commission** and **Technical Regulator** have agreed that reporting of this information will suffice for purposes of Regulation 50(1) of the *Gas Regulations 2012*. A major interruption is defined here as an **unplanned interruption** affecting the supply of gas to 5 or more but less than 100 customers. For an **unplanned interruption** affecting the supply of gas to 100 or more customers additional reporting in accordance with Regulation 50(2) is required.

3.4 Proforma OP 2. – Statistical Information

Year ending: 30 June 20__

(a) Quantity of **gas** entering the **distribution system** from each source:

Transmission Pipeline	Quantity
Moomba	
South-East	
SEA Gas	
Farm taps	
TOTAL	

(b) Summary of the results of testing of metering accuracy:

(i) Mean Periodic Meter Changeovers

	Metro	Regional
Total number of meter changes at Domestic Customer sites		
Total number of meter changes at Industrial and Commercial Customer sites		
Number of new meter changes at Domestic Customer sites		
Number of used meter changes at Domestic Customer sites		
Number of new meter changes at Industrial and Commercial Customer sites		
Number of used meter changes at Industrial and Commercial Customer sites		

(ii) Mean Errors:

<u>New Meters</u>	Make	Total number	Mean error (%)
	Ampy 750		
	Atlas U-8		
	Other (please specify)		

<u>Used meters</u>	Type	Total number	Mean error (%)
	In-tested		
	Repaired		

(ii) In-tested Meters Outside Specification

Meter	Total Tested	Failed (No.)	Failed (%)	Slow (No.)	Slow (%)	Fast (No.)	Fast (%)
Email 602							
Other (specify)							
Total							

Meter	Actual error (%) of the 5 slowest meters tested					Actual error (%) of the 5 fastest meters tested				
	Slowest	2 nd slowest	3 rd slowest	4 th slowest	5 th slowest	Fastest	2 nd fastest	3 rd fastest	4 th fastest	5 th fastest
Email 602										
Other (specify)										
TOTAL										

(c) Summary of Request for Meter Tests:

(i) **Customer** requests

	Total Number
Number of customer meter requests	
Number of customer meter requests within accuracy specifications	
Number of customer meter requests outside accuracy specifications	
Number of customer meter requests that could not be tested because of faulty index	

(ii) Results of all **customer** requests

Date	Meter	Serial No.	Date Tested	100%	20%

(d) Condition (composition) of the **distribution system**:

	Length (km)			
Pressure	Cast Iron	Polyethylene/Plastic	Steel	Copper
Low				
Medium				
High				
Transmission				
Sub-total				
TOTAL				

(e) Size of each separate distribution network:

Network Area	Length of gas pipe (km)		
	Distribution Mains	TP Mains	Total
Metropolitan (incl Waterloo Corner, Two Wells, Virginia)			
Mt Gambier			
Murray Bridge			
Angaston			
Nuriootpa			
Berri			
Freeling			
Pt Pirie			
Whyalla			
Peterborough			
Snuggery			
TOTAL			

(f) Compliance Certificates (Regulation 45 of the *Gas Regulations 2012*):

	Number
Number of certificates of compliance received on connection of a gas installation to the distribution system	

(g) Quantity of **gas** distributed to **customers**:

Customer Type	Gas Delivered (TJ)
Domestic, Industrial and Commercial less than 10TJ	
Industrial and Commercial greater than or equal to 10 TJ	
Farm taps	
TOTAL	

(h) Number of **customers** connected to the **distribution system** as at the last day of the reporting period:

Customer Type	Number
Domestic, Industrial and Commercial less than 10TJ	
Industrial and Commercial greater than or equal to 10 TJ	
Farm taps	
TOTAL	

- (i) Number of new connections and permanent disconnections of **customers** to or from the **distribution system**:

Customer Type	Connections	Disconnections
Domestic Industrial and Commercial less than 10 TJ		
Industrial and Commercial greater than or equal to 10 TJ		
Farm taps		
TOTAL		

3.5 Proforma OP 3. – Technical Information

Year ending: 30/06/.....

- (a) Specifications of each type of **gas** entering the **distribution system** (in respect of each of the characteristics set out in Part 9, Division 2 and Schedule 2 of the Gas Regulations 2012):

Regulation	Moomba Characteristics		South East Characteristics		SEA Gas Characteristics	
	Value	Compliance (Yes/No)	Value	Compliance (Yes/No)	Value	Compliance (Yes/No)
Regulation 38(1)(a)(i) Gas must be at safe temperature and pressure and safe in all other respects for the purposes of the distribution system – Compliance						
Regulation 38(1)(a)(ii) Gas must contain sufficient odorant at one-fifth of the lower explosive limit in air						
Regulation 38(1)(a)(iii) Gas must contain less than 12 mg/m ³ of hydrogen sulphide						
Regulation 38(1)(a)(iii) Gas combustion characteristics must be within the limits of the Wobbe Index						
Regulation 38(1)(a)(iii) Gas combustion characteristics must be within the limits of the flame speed factor						
Regulation 38(1)(a)(iii) In the case of natural gas , its average value according to the Wobbe Index, on any day, must be at least 47.4 MJ/m ³ but not more than 51.5 MJ/m ³						
Regulation 39(b) The heating value must, when measured at each measuring point approved by the Technical Regulator for that purpose, be within a margin of plus or minus 1 per cent of the claimed heating value used by the gas entity as the basis for its charges to the customer for the gas						
Regulation 39(c) The claimed heating value must not show systematic bias within that margin – Compliance						

(b) Average Monthly Heating Value:

Moomba (MAP)

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Ave HV (MJ/m ³)												

Metro Co-Mingled

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Ave HV (MJ/m ³)												

South East (Katnook only)

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Ave HV (MJ/m ³)												

SEA Gas

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Ave HV (MJ/m ³)												

(c) Kidman Park Gas Chromatograph - Gas Co-mingled Heating Value Results Compared with Calculated Values:

Month	Measured	Calculated/Actual
July		
August		
September		
October		
November		
December		
January		
February		
March		
April		
May		
June		

(d) Gas Chromatograph Witness Test Results:

Moomba (bi-monthly)

Month	Gross Heating Value (MJ/m ³ dry)		
	Actual	As found	As left
August			
October			
December			
February			
April			
June			

SEA Gas (bi-monthly)

Month	Gross Heating Value (MJ/m ³ dry)		
	Actual	As found	As left
August			
October			
December			
February			
April			
June			

(e) Calorimeter Calibration:

Katnook (monthly)

Date	Span % deviation	Calibration required (Yes/No)
July		
August		
September		
October		
November		
December		
January		
February		
March		
April		
May		
June		

(f) Other Technical Information (please specify reason for non-compliance):

Performance Indicator	Number
Number of over-pressurisations	
Number of instances of third party damage (mains and services)	
Number of locations provided to third parties	
Number of instances where gas enters a building from a mains or inlet leak	
Number of fires sourced by a gas leak from the network	
Number of instances and average duration of out of specification gas entering the network (including out of specification odourising level)	
Number of publicly reported leaks (mains and inlets, excluding 3 rd party damage above)	
Number of publicly reported leaks where no leak was found	
Number of leaks detected by Leakage Surveys per km of surveyed mains	
Number of regulator failures (including active) per year	
Number of evacuations (CBD or other) directly attributed to a gas leak from mains or inlet	
Number of incidents involving attendance of the Fire Brigade and/or emergency services related to a gas leak	
Number of training hours per SA operations employee/contractor	
Number of completed emergency exercises	
Number of incidents of stolen gas	

3.6 Proforma OP 4. – Unaccounted for Gas and Mains Replacement Program

Quarter ending:

(a) Unaccounted for gas

(i) Level of **unaccounted for gas** determined by AEMO¹ (monthly)

	TJ											
Network	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Adelaide Metro												
Mt Gambier												
Other networks												
TOTAL												

(ii) Reconciled level of **unaccounted for gas** determined by AEMO² (annually)

Year	Originally Reported (TJ)	Revised (TJ)	Variance (%)
2009/10			
2010/11			
2011/12			
2012/13			
2013/14			
2014/15			
2015/16			

(iii) Level of **unaccounted for gas** forecast³ by Envestra (quarterly)

	TJ			
Network	Sep	Dec	Mar	Jun
Adelaide Metro				
Mt Gambier				
Other networks				
TOTAL				

¹ Unaccounted for gas must be reported using unadjusted data provided under the AEMO methodology, as at the end of the relevant reporting period.

² Envestra must provide updated historical unaccounted for gas data using unadjusted data provided under the AEMO methodology at the conclusion of the 425 day reconciliation process undertaken by AEMO.

³ Envestra must provide details of any assumptions made in determining its forecasts.

(g) Mains Replacement Plan

Note - Planned mains replacement figures drawn from Envestra's Mains Replacement Plan, as approved on 20 December 2010. Actual mains replacement figures as recorded at the end of the relevant reporting period.

(i) Adelaide Metro (monthly)

	Length (km)			
	Cast iron and unprotected steel mains replaced		Total mains replaced	
Month	Planned	Actual	Planned	Actual
July				
August				
September				
October				
November				
December				
January				
February				
March				
April				
May				
June				
TOTAL				

(ii) CBD (monthly)

	Length (km)			
	Cast iron and unprotected steel mains replaced		Total mains replaced	
Month	Planned	Actual	Planned	Actual
July				
August				
September				
October				
November				
December				
January				
February				
March				
April				
May				
June				
TOTAL				

(iii) Mt Gambier (monthly)

	Length (km)			
	Cast iron and unprotected steel mains replaced		Total mains replaced	
Month	Planned	Actual	Planned	Actual
July				
August				
September				
October				
November				
December				
January				
February				
March				
April				
May				
June				
TOTAL				

3.7 Proforma OP 5. – Complaints

Year ending: 30/06/.....

(a) Number, type, response, duration and reason for complaint:

Complaint	Ombudsman	Direct
Detectability of gas by odour		
Inadequate gas supply pressure		
Inadequate notice of replacement of metering installation and pilot relight service (Gas Distribution Code, Clause 6.2.1)		
Property Damage (e.g. sprinkler systems, stormwater pipes)		
Reinstatement (inadequate or delayed)		
Re-lighting Appliances		
Re-connection new tenant		
Disconnection in error		
Explanation for interruption to supply not provided within 20 business days of customer request (Gas Distribution Code, Clause 6.4.1)		
Timeliness of connection: <ul style="list-style-type: none"> - previously connected (within 1 business day, Gas Distribution Code, Clause 3.1.1); - new connection (as agreed with customer, or, where no date is agreed, within 20 business days, Gas Distribution Code, Clause 3.2.1) 		
Any other relevant matter (provide details)		
TOTAL		

3.8 Proforma OP 6. – Responsibility Statement

In my opinion:

the information contained in the attached Regulatory Report set out on pages [x] to [y] is drawn up so as to present fairly in accordance with the requirements of the Regulatory Information Requirements Guideline (“the Guideline”) issued by the Essential Services Commission of South Australia, dated [version date].

The terms and definitions used in this statement accord with the definitions set out in the guideline referred to above.

Signed:

Dated:

.....

[Name of required signatory]

SCHEDULE 1 – DEFINITIONS

This Guideline utilises the following definitions:

AEMO means the Australian Energy Market Operator Limited (ACN 072 010 327).

Agreed-upon Procedures Report means an agreed-upon procedure engagement report, prepared in accordance with Australian Auditing Standards AUS904. The objective is for the Auditor to carry out procedures of an audit nature specified by the **Commission** and to report on factual findings.

Business day means any day that is not a Saturday or Sunday or a public holiday in South Australia.

Commission has the meaning given to that term under the **ESC Act**.

Customer has the meaning given to that term in the **Gas Act**, namely a person who has a supply of **gas** available from a system for consumption by that person, and includes:

- (a) the occupier for the time being of a place to which **gas** is supplied by a **distribution system**; and
- (b) where the context requires, a person seeking a supply of **gas** from a **distribution system**; and
- (c) a person of a class declared by regulation to be customers.

Delivery Point means a point on a **distribution system** at which **gas** is withdrawn from the **distribution system** for delivery to a **customer** and which is normally located at:

- (a) the inlet of a **gas installation** of a **customer**; or
- (b) the outlet of a meter.

Distribution Licence means a licence to operate a **distribution system** granted under Part 3 of the **Gas Act**.

Distribution System has the meaning given to that term in the **Gas Act**.

Envestra means Envestra Limited (ACN 078 551 685).

ESC Act means the *Essential Services Commission Act 2002*.

Gas has the meaning given to that term in the **Gas Act**, (i.e. a fuel consisting of hydrocarbons or predominantly of hydrocarbons that is in a gaseous or vapour form when it is at the pressure and temperature of its normal pipeline transportation and utilisation conditions, but does not include anything declared by regulation not to be gas).

Gas Act means the *Gas Act 1997*.

Gas Distribution Code means the **Industry Code** of that name issued by the **Commission** under section 28 of the **ESC Act**.

Gas Installation has the meaning given to that term in the **Gas Act**.

Industry Codes means any code applicable to **Envestra** made pursuant to section 28 of the **ESC Act**, and includes the Gas Metering Code and **Gas Distribution Code**.

Licensed Operations means the operations authorised under the **Distribution Licence**.

Licensee means the holder of a **Distribution Licence** issued pursuant to Part 3 of the **Gas Act**.

Receipt point means a point on a **distribution system** where **gas** is injected into the **distribution system**.

Regulatory Reporting Statements means any regulatory reports prepared by **Envestra** and submitted to the **Commission** in accordance with this Guideline.

Responsibility Statement means statement signed and dated by the **Chief Executive Officer** of **Envestra** evidencing responsibility for information provided to the **Commission**.

Retailer means a person who is the holder of a retailer authorisation issued under the National Energy Retail Law in respect of the sale of **gas**.

Supply address means:

- (a) the address for which a **customer** purchases **gas** from a **retailer** where there is only one **delivery point** at that address; or
- (b) where there is more than one **delivery point** at the address, each **delivery point** through which the **customer** purchases **gas** from the same **retailer**.

Technical Regulator means the person holding the office of Technical Regulator under Part 2 of the **Gas Act**.

Unaccounted for gas means the difference between the amount of **gas** injected into the **distribution system** at all **receipt points** and the amount of **gas** withdrawn from the **distribution system** at all **delivery points**, including but not limited to leakage or other actual losses, discrepancies due to metering inaccuracies and variations of temperature, pressure and other parameters.



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