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Electricity

Guideline



Electricity Regulatory Information – Requirements - Distribution

Electricity Industry Guideline No. 1

Version: G1/13.2

11 December 2023

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Amendment record

Issue number	Commencement date	Pages
G1/1	21/07/2000	146
G1/2	22/12/2000	149
G1/3	30/04/2003	149
G1/4	06/05/2004	149
G1/5	28/05/2004	149
G1/6	01/07/2005	78
G1/7	10/06/2006	167
G1/8	23/08/2006	167
G1/9	01/07/2010	57
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1 Introduction

1.1 Role and purpose 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 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.
- 1.1.3 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.
- 1.1.4 The purpose of this Guideline is to:
 - (a) promote the achievement of the **Commission's** functions and objectives as outlined in the **ESC Act** and the **Electricity Act** by ensuring that the **Commission** obtains sufficient information from **SA Power Networks** to appropriately monitor its performance
 - (b) provide further information about how the **Commission** monitors and enforces compliance with relevant standards and conditions of service and supply under the **Electricity Distribution Code** and the **Electricity Act**
 - (c) monitor and enforce compliance with relevant standards and conditions of service and supply under the **Electricity Distribution Code** and the *Electricity Act* and
 - (d) ensure **SA Power Networks'** accountability to customers and the community for its performance outcomes and compliance with regulatory obligations.

1.2 Code and licence obligations

- 1.2.1 Clause 12.1 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 the **Distribution Licence**, and
 - (b) such other information as the **Commission** may require.
- 1.2.2 Clause 2.7.1 of the **Electricity Distribution Code** requires **SA Power Networks** to provide regular written reports to the **Commission** concerning its performance both annually (by 31 August each year) and quarterly (within one month of the quarter ending) or at such other date(s) as agreed in writing with the **Commission**).
- 1.2.3 Clause 2.7.2 requires that **SA Power Networks** must report periodically to the **Commission** on its performance in a manner and form defined by this Guideline. That reporting must include:
 - (a) its performance against a communications quality measure

- (b) its network reliability and restoration performance, both including and excluding **interruptions** caused by transmission or generation failure and **MEDs**
- (c) its compliance with the service standards set out in clauses 2.1 to 2.4 of the **Electricity Distribution Code**, with reference to performance targets, reporting thresholds and its Monitoring, Evaluation and Compliance Strategy
- (d) reason(s) for any non-compliance
- (e) in instances of non-compliance, details of how **SA Power Networks** intends to improve its performance so as to meet the service standards set out in clauses 2.1 to 2.4 of the **Electricity Distribution Code**
- (f) the amount of rebates paid or credited to customers as a result under the **Guaranteed Service Level Scheme** set out in clause 2.3 of the **Electricity Distribution Code**, and
- (g) its regional network reliability performance, and on **low reliability feeders** in each region.

1.3 Interpretations

1.3.1 In this Guideline, unless the context requires otherwise:

- (a) any heading, index or table of contents is for convenience only and does not affect the construction or interpretation of 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) words importing a gender include any gender and/or a person of intersex status
- (e) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation, statutory corporation or other body corporate and any governmental agency
- (f) a reference to any statute, regulation or proclamation, includes all statutes, regulations or proclamations varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations or proclamations and issued under that statute
- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document and any annexures to that document
- (h) a reference to **SA Power Networks** includes, without limitation, **SA Power Networks'** administrators, liquidators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns, and
- (i) 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 the **Electricity Act, ESC Act, Electricity Distribution Determination** and **industry codes**. Where words and phrases are not defined in the definitions section, 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.
- 1.3.3 Explanations in this Guideline about why certain information is required are for guidance only and the information required is not limited to only that outlined in the explanation.
- 1.3.4 This Guideline does not limit in any way the **Commission's** objectives, functions or powers.

1.4 Processes for revision

- 1.4.1 The **Commission** may 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**.
- 1.4.2 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 in accordance with the **Commission's** Charter of Consultation and Regulatory Practice. If the amendments are of an administrative nature, or required by law, the **Commission** may modify this Guideline without consultation, if necessary.
- 1.4.3 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.

1.5 Information provided must be verifiable

- 1.5.1 **Regulatory Reporting Statements** must report the substance of transactions and events required by this Guideline.
- 1.5.2 **SA Power Networks** must maintain reporting arrangements which enable separate **Regulatory Reporting Statements** to be prepared.
- 1.5.3 **SA Power Networks** must establish and maintain appropriate and robust reporting systems and processes in respect to **Regulatory Reporting Statements** which:
 - (a) enable information provided in the **Regulatory Reporting Statements** to be verified
 - (b) enable **SA Power Networks** to prepare **Regulatory Reporting Statements** that accurately report the substance of transactions and events required by this Guideline
 - (c) are capable of reporting information to the Commission to assist it in the performance of its compliance and enforcement statutory functions under the **Electricity Act, ESC Act, Electricity Distribution Determination, industry codes** or any other relevant legislative or regulatory document, and
 - (d) enable **SA Power Networks** to undertake operational and compliance audits in respect of the operations carried out by **SA Power Networks**.

2 Definitions

In this Guideline words and phrases presented in a bold font like **this**, have the following meanings:

Adelaide Business Area (ABA)	has the meaning given to that term in the Electricity Distribution Code
appointment	means a personal meeting with a customer at a time agreed with the customer
Barossa, Mid-North and Yorke Peninsula (BMY)	has the meaning given to that term in Schedule 1
business day	has the meaning given to that term in the Electricity Distribution Code
CBD feeder	has the meaning given to that term in the Electricity Distribution Code
Commission	has the meaning given to that term in the ESC Act
customer base	has the meaning given to that term in the Electricity Distribution Code
Distribution Licence	means the electricity distribution licence issued to SA Power Networks under Part 3 of the Electricity Act authorising it to operate a distribution network
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 (EH)	has the meaning given to that term in Schedule 1
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 determination applicable to SA Power Networks made by the Australian Energy Regulator 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)
Eyre Peninsula (EP)	has the meaning given to that term in Schedule 1
feeder	has the meaning given to that term in the Electricity Distribution Code

Fleurieu Peninsula (FP)	has the meaning given to that term in Schedule 1
Greater Adelaide Metropolitan Area (GAMA)	has the meaning given to that term in Schedule 1
Guaranteed Service Level scheme	means the scheme as described in clause 2.3 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
interruption	has the meaning given to that term in the Electricity Distribution Code
Low reliability feeder	has the meaning given to that term in the Electricity Distribution Code
Major Event Day (MED)	has the meaning given to that term in the Electricity Distribution Code
Major Regional Centres (MRC)	means agreed feeders in urban centres and localities with a population of 10,000 or more at the 2016 census, except Adelaide and Gawler. These are Crafers-Bridgewater, Mount Barker, Mount Gambier, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie, Victor Harbor, and Whyalla
momentary interruption	has the meaning given to that term in the Electricity Distribution Code
National Electricity Law	means the National Electricity Law referred to in the <i>National Electricity (South Australia) Act 1996</i> (SA)
National Electricity Rules	has the meaning given to that term in the National Electricity Law
National Energy Retail Law	has the meaning given to that term in the <i>National Energy Retail Law (South Australia) Act 2011</i> as in force from time to time
National Energy Retail Regulations	means the Regulations made under Part 11 of the National Energy Retail Law
National Energy Retail Rules	means the Rules made under Part 10 of the National Energy Retail 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 interruption	has the meaning given to the term distributor planned interruption by the National Energy Retail Rules (as amended from time to time).
Regulatory Reporting Statements	means any regulatory reports prepared by SA Power Networks and submitted to the Commission in accordance with this Guideline

regulatory year	has the meaning given to that term in the Electricity Distribution Code
responsibility statement	<p>means a statement evidencing responsibility for the information provided to the Commission under this Guideline to be signed and dated by one of the following persons as chosen by SA Power Networks:</p> <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.
Riverlands and Murraylands (RM)	has the meaning given to that term in Schedule 1
Rural Long feeder	has the meaning given to that term in the Electricity Distribution Code
Rural Short feeder	has the meaning given to that term in the Electricity Distribution Code
SA Power Networks	<p>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 PAI 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</p>
South East (SE)	has the meaning given to that term in Schedule 1
street light fault	has the meaning given to that term in the Electricity Distribution Code
Technical Regulator	means the person holding the office of Technical Regulator under Part 2 of the Electricity Act 1996 (SA)
time to respond to telephone calls	the service standard relating to telephone call response times to be achieved by SA Power Networks , under clause 2.1 of the Electricity Distribution Code
time to respond to written enquiries	the service standard relating to written enquiry response times to be achieved by SA Power Networks , under clause 2.1 of the Electricity Distribution Code
unplanned interruption	has the meaning given to the term distributor planned interruption by the National Energy Retail Rules (as amended from time to time)

Unplanned System Average Interruption Duration Index (USAIDI)	has the meaning given to that term in the Electricity Distribution Code
Unplanned System Average Interruption Duration Index normalised (USAIDIn)	has the meaning given to that term in the Electricity Distribution Code
Unplanned System Average Interruption Frequency Index (USAIFI)	has the meaning given to that term in the Electricity Distribution Code
Unplanned System Average Interruption Frequency Index normalised (USAIFIn)	has the meaning given to that term in the Electricity Distribution Code
Upper North (UN)	has the meaning given to that term in Schedule 1
Urban feeder	has the meaning given to that term in the Electricity Distribution Code
written enquiry	means a written enquiry by a customer made to SA Power Networks , under clause 2.1.4 of the Electricity Distribution Code

3 Information Requirements

3.1 Introduction

- 3.1.1 This section sets out the **Commission's** requirements for non-financial performance monitoring information

3.2 Use of Proformas to report information

- 3.2.1 The proformas at Chapter 5 must be read in conjunction with this part of the Guideline.
- 3.2.2 Information is to be reported to the **Commission** in accordance with the proformas in Chapter 5.
- 3.2.3 The information required by clause 3.2.2 must be:
- provided as per the frequency specified in Chapter 5
 - provided as a report that contains the completed proformas and an explanation of those proformas (as necessary), and
 - accompanied by a spreadsheet that contains detailed supporting data, in a format agreed in writing with the Commission.
- For ad hoc information, the **Commission** will provide **SA Power Networks** with a written request for information setting out:
- its information requirements
 - the form the required information should take
 - the scope of any quality assurance that may be required, and
 - the time by which the information is to be provided.

3.3 Statistical Information

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

3.4 Additional Performance Measures

- 3.4.1 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.

3.5 Code Requirement to Report Standards of Service

- 3.5.1 Clause 2.7 of the **Electricity Distribution Code** requires **SA Power Networks** to provide the **Commission** with annual reports (by 31 August of each year) of:
- 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**, and
- (iii) **Guaranteed Service Level payments** made in relation to new connections, street light fault repairs, and supply **interruptions** in accordance the **Electricity Distribution Code**).

Reliability Measures:

- (iv) USAIDIn for CBD feeders, Urban feeders, Rural Short feeders and Rural Long feeders, and
 - (v) USAIFIn for CBD feeders, Urban feeders, Rural Short feeders and Rural Long feeders.
- (b) Restoration measures:
- (i) Network restoration: expressed as the percentage of the customers in each **feeder** category that experience **unplanned interruptions** that exceed defined restoration times.

3.6 Timing of Reports

- 3.6.1 Recurring information is to be provided by **SA Power Networks** at least annually, in accordance with the timing indicated by clause 2.7 of the **Electricity Distribution Code**.
- 3.6.2 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.
- 3.6.3 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.

3.7 Quality Assurance

- 3.7.1 **SA Power Networks** will be required to provide a **Responsibility Statement** evidencing responsibility for information provided to the **Commission**, which is to be signed and dated by the Chief Executive Officer (or other officer approved in writing by the **Commission**). The **Commission** will set the scope of the **Responsibility Statement** in the proforma in Chapter 5.
- 3.7.2 Where the **Commission** requires independent assurance, on any information submitted, 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.

- 3.7.3 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.
- 3.7.4 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'.

3.8 Information Requirements of the Technical Regulator

- 3.8.1 The **Technical Regulator** also requires certain recurrent information in order to fulfil its objectives and functions.
- 3.8.2 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 (or at a different frequency as agreed by the Technical Regulator), 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.
- 3.8.3 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**.

4 Best endeavours reporting requirements

4.1 Monitoring, Evaluation and Compliance Strategy

- 4.1.1 Consistent with clause 2.6 of the **Electricity Distribution Code**, **SA Power Networks** must provide to the **Commission**, before the commencement of each **regulatory year**, a **Monitoring, Evaluation and Compliance Strategy (MECS)** that outlines how it will apply its **best endeavours** in pursuing the requirements set out in clauses 2.1 to 2.4 of the **Electricity Distribution Code**.

4.2 When best endeavours reporting is required

- 4.2.1 **SA Power Networks** will be required to report on how it has applied its **best endeavours** when its performance does not meet a performance target or reporting threshold as specified in clauses 2.1 to 2.4 of the **Electricity Distribution Code**.
- 4.2.2 At the request of the **Commission**, **SA Power Networks** will be required to report on how it has applied its **best endeavours** performance on specific **MEDs**, including details of preparedness and restoration practices.
- 4.2.3 The **Commission** retains the discretion to require **best endeavours** reporting or explanations in other instances as necessary.

4.3 Contents of best endeavours reporting

- 4.3.1 **SA Power Networks'** explanation of how it has applied its **best endeavours** must provide sufficient information to enable the **Commission** to form a view as to whether or not **best endeavours** were employed to meet the performance target.
- 4.3.2 The contents of the report must include, but is not limited to:
- (a) what action was taken to avoid performance targets being missed and when that action was taken
 - (b) preparations prior to events (such as internal procedures and protocols set for handling such instances, the level of planning and the ability to call on additional resources when required, current programs and strategies to meet performance targets)
 - (c) in relation to incidents of non-compliance with the obligations contained in clauses 2.1 to 2.4 of the **Electricity Distribution Code**, **SA Power Networks'** ability to identify major events in advance and activate **emergency** response procedures
 - (d) any reviews undertaken by **SA Power Networks** when daily/monthly performance data indicated that the performance target may not be achieved, and
 - (e) any subsequent improvements implemented to improve outcomes.

4.4 Evaluation of whether best endeavours has been applied

- 4.4.1 In assessing **SA Power Networks'** explanation, the **Commission** will take into account the following, in addition to any further relevant considerations in specific matters:

- (a) reasons for failing to meet the performance target
- (b) the magnitude by which the performance target was missed (noting that an assessment is still performed, even if the performance target is narrowly missed)
- (c) if the circumstances were reasonably foreseeable or beyond **SA Power Networks'** control
- (d) remedial action undertaken in response to the missed performance target
- (e) improvements in performance throughout the year
- (f) long-term trends in performance
- (g) the extent to which **SA Power Networks** has engaged with **Commission** staff, and
- (h) the quality of information provided.

5 Operational Reporting Requirements

5.1 Use of Proformas to report information

- 5.1.1 In accordance with sections 3.2.2 and 3.2.3, information is to be reported to the **Commission** in accordance with the proformas in this Chapter.
- 5.1.2 Information is to be reported on a quarterly and/or annual basis, as indicated.
- 5.1.3 When indicated, information provided in proformas must be accompanied by a spreadsheet that contains supporting data, in a format agreed in writing with the Commission.

Table 1: Summary of proformas included in this Guideline

Proforma reference	Performance Measure	Frequency
<u>Customer Service</u>		
OP 1.1	Time to respond to telephone calls	Quarterly
OP 1.2	Time to respond to written enquiries	Quarterly
OP 1.3	Customer satisfaction with communication quality	Quarterly
<u>Reliability of Supply</u>		
OP 2.1	Unplanned System Average Interruption Duration Index normalised (USAIDIn)	Quarterly
OP 2.2	USAIDIn attributable to transmission and generation outages	Quarterly
OP 2.3	Unplanned System Average Interruption Frequency Index normalised (USAIFIn)	Quarterly
OP 2.4	Major Event Days	Quarterly
OP 2.5	Low reliability feeders	Annually
OP 2.6	Cause of network unavailability	Quarterly
OP 2.7	Major Interruptions	Quarterly
OP 2.8	Regional reliability performance	Quarterly
OP 2.9	Network restoration of normalised unplanned interruptions	Quarterly
<u>Guaranteed Service Level scheme</u>		
OP 3.1	GSL : statistical information	Quarterly
OP 3.2	GSL : number made	Quarterly
OP 3.3	GSL : amount paid	Quarterly
OP 3.4	GSL : Regional GSLs (number made)	Annually
OP 3.5	GSL : Regional GSLs (amount paid)	Annually
<u>Requirements of the Technical Regulator</u>		
OP 4.1	Annual Return to Technical Regulator	Annually

Proforma reference	Performance Measure	Frequency
<u>Statistical</u>		
OP 5.1	Statistical Information	Quarterly
<u>Embedded Generation</u>		
OP 6.1	Embedded Generation	Annually
<u>Responsibility Statement</u>		
OP 7.1	Responsibility Statement ¹	Quarterly

¹ The **Responsibility Statement** is at OP 7.1 and must be signed in accordance with clause 3.7.

Proforma OP 1.1 – Time to respond to telephone calls

Period Ending:.....

(Electricity Distribution Code reference – clause 2.1)

	Quarter				Year To Date
	Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
Total number of telephone calls received ² by SA Power Networks					
Number of telephone calls answered within 30 seconds ³ by SA Power Networks					
Percentage of telephone calls answered within 30 seconds ⁴ by SA Power Networks					
Average waiting time before a telephone call is answered ⁵ by SA Power Networks					
Total number of telephone calls abandoned					
Percentage of telephone calls abandoned ⁶					

- 2 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.
- 3 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').
- 4 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'.
- 5 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 enquiry rather than place the customer back in a queue), including any time spent in a queue.
- 6 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

Period Ending:

(Electricity Distribution Code reference – clause 2.1)

	Quarter				Year To Date
	Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
Total number of written enquiries ⁷ received by SA Power Networks					
Number of written enquiries answered within five business days by SA Power Networks					
Percentage of written enquiries answered within five business days by SA Power Networks					

⁷ A **written enquiry** is an enquiry by e-mail, fax, using **SA Power Networks'** website, direct messaging on social media channels used by **SA Power Networks**, 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 1.3 – Customer satisfaction⁸

Period Ending:

Communication quality as a percentage		Quarter ⁹				Annual
		Jul–Sept	Oct–Dec	Jan–Mar	Apr–Jun	
Overall ¹⁰	SA Power Networks					
	Industry benchmark ¹¹					
Planned interruptions	SA Power Networks					
	Industry benchmark					
Unplanned interruptions	SA Power Networks					
	Industry benchmark					
New connections	SA Power Networks					
	Industry benchmark					
Complaints ¹²	SA Power Networks					
	Industry benchmark					

8 The customer satisfaction data reported in this proforma must be consistent with that produced by Customer Service Benchmarking Australia.

9 SA Power Networks may submit forecast quarterly scores for the Customer Service Benchmarking Australia measures based on a methodology approved in writing by the Commission and update those scores at the next reporting interval. This recognises that monthly results from Customer Service Benchmarking Australia are provided to SA Power Networks after the quarterly reporting deadline. Because annual results are available before the annual reporting deadline, annual scores must be actual results.

10 The Customer Service Benchmarking Australia overall customer satisfaction measure is derived from the customer satisfaction scores for key service attributes for four themes: planned interruptions, unplanned interruptions, new connections, and general enquiries. This Guideline requires reporting on three of the four themes: planned interruptions, unplanned interruptions, and new connections.

11 Industry benchmark is as measured by Customer Service Benchmarking Australia. The overall industry benchmark is the mean of the industry benchmark scores for the four themes of planned interruptions, unplanned interruptions, new connections and general enquiries. For each theme, the industry benchmark is the mean of all participating entities' scores for the relevant time period (each entity's score is based on the mean of complete customer responses).

12 This Guideline further requires reporting on the Customer Service Benchmarking Australia measurement of satisfaction with communication quality for complaint handling. This theme and the associated industry benchmark are based on a small sample size and, while important for understanding customer satisfaction, are not incorporated into the overall customer satisfaction measure.

Proforma OP 2.1 – **Unplanned System Average Interruption Duration Index normalised (USAIDIn)**

Period Ending:

(**Electricity Distribution Code** reference – clause 2.2.1(b))

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis of overall and normalised performance as well as interruptions due to transmission and generation failure. The format will require feeder-level data (that is, data for each of SA Power Networks' feeders) where for each feeder the relevant feeder category is identified.

Feeder Category	Month												Year To Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
CBD													
Urban													
Rural Short													
Rural Long													
Total													

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

Period Ending:

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis.

	Quarter				Year To Date
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
USAIDIn (as reported in OP2.1)					
USAIDIn attributable to transmission system outages					
USAIDIn attributable to generation outages					
Total					

Proforma OP 2.3 – **Unplanned System Average Interruption Frequency Index normalised (USAIFIn)** Period Ending:

(**Electricity Distribution Code** reference – clause 2.2.1(b))

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis of overall and normalised performance as well as interruptions due to transmission and generation failure. The format will require feeder-level data (that is, data for each of SA Power Networks' feeders) where for each feeder the relevant feeder category is identified.

Feeder Category	Month												Year To Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
CBD													
Urban													
Rural Short													
Rural Long													
Total													

Proforma OP 2.4 – Major Event Days Period Ending:

(Note: Information to be provided for each **MED**)

Date(s)	Location(s)	USAIDI (mins)	Number of customers impacted

Proforma OP 2.5 – Low reliability feeders

Period Ending

Reliability Threshold Multiplier: 2.0

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis. The format will require feeder-level data (that is, data for each of SA Power Networks' feeders), where for each feeder the following are clearly identified: feeder category, geographic region, and where a feeder is assigned to the MRC category, the MRC.

[illegible]

Proforma OP 2.6 – Cause of network unavailability

Period Ending:

	Quarter				Annual
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	
Percentage contribution of weather to state-wide USAIDIn					
Percentage contribution of distribution equipment failure to state-wide USAIDIn					
Percentage contribution of operational factors to state-wide USAIDIn					
Percentage contribution of a third party to state-wide USAIDIn					
Percentage contribution of unknown cause to state-wide USAIDIn					
Percentage contribution of other causes to state-wide USAIDIn					
Percentage contribution of planned interruptions to state-wide network unavailability					
	100%	100%	100%	100%	100%

Proforma OP 2.7 – Major Interruptions (Technical Regulator requirement)

Period 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 has the definition set out in Regulation 73 of the *Electricity (General) Regulations 2012*, which 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 2.8 – Regional Reliability Performance

Period ending:

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis. The format will require feeder-level data (that is, data for each of SA Power Networks' feeders), where for each feeder the following are clearly identified: feeder category, geographic region, and where a feeder is assigned to the MRC category, the MRC.

In the preparation of regional performance data for the 2020 – 2025 period, SA Power Networks must use the method set out in the current version of the Institute of Electrical and Electronics Engineers IEEE Standard 1366-2012 (the IEEE method) applied system-wide and without variation.

Unplanned System Average Interruption Duration Index normalised (USAIDIn)

Geographic Region	Month												Year to Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
ABA													
BMV													
EH													
EP													
FP													
GAMA													
RM													
SE													
UN													
MRC													

Unplanned System Average Interruption Frequency Index normalised (USAIFIn)

Geographic Region	Month												Year to Date
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
ABA													
BMV													
EH													
EP													
FP													
GAMA													
RM													
SE													
UN													
MRC													

Proforma OP 2.9 – Network restoration¹⁴ of normalised **unplanned interruptions**

Period Ending:

(Electricity Distribution Code reference – clause 2.2)

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis. The format will require hourly outage length data for each feeder category.

Feeder Category	Length of interruption	Quarter				Year To Date
		Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	
CBD	>1 hr					
	>2 hr					
Urban	>2 hr					
	>3 hr					
Rural Short	>3 hr					
	>5 hr					
Rural Long	>4 hr					
	>7 hr					

¹⁴ Proportion of customers in each **feeder** category that experience normalised **unplanned interruptions** that exceed defined lengths.

Proforma OP 3.1 – GSL Payments (statistical information)

Period Ending:

(Electricity Distribution Code reference - clause 2.3)

	Quarter				Annual
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
Total number of new connections					
<u>Places/areas listed in Electricity Distribution Code clause 2.3.1(b)(i)</u>					
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					
Average number of business days to repair street light faults from the date at which the fault came to SA Power Networks' attention					
<u>Other places/areas</u>					
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					
Average number of business days to repair street light faults from the date at which the fault came to SA Power Networks' attention					

Proforma OP 3.2 – GSL Payments (number of payments made)

Period Ending:

(Electricity Distribution Code reference - clause 2.3)

	Quarter				Annual
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
Promptness of new connections - outside 6 business days					
Timeliness of street light repairs – outside 5 business days (places/areas listed in Electricity Distribution Code clause 2.3.1(b)(i))					
Timeliness of street light repairs – outside 10 business days (other places/areas)					
Frequency of supply interruptions >9					
Duration of supply interruption >20 and ≤30 hours					
Duration of supply interruption >30 and ≤60 hours					
Duration of supply interruption >60 hours					

Proforma OP 3.3 – GSL Payments (amount of payments made)

Period Ending:

(Electricity Distribution Code reference - clause 2.3)

The information in this proforma must be accompanied by a spreadsheet with supporting data, provided annually, in a format agreed with the Commission, that enables data verification and further analysis.

	Quarter				Annual
	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	
Promptness of new connections - outside 6 business days	\$	\$	\$	\$	\$
Timeliness of street light repairs – outside 5 business days (places/areas listed in Electricity Distribution Code clause 2.3.1(b)(i))	\$	\$	\$	\$	\$
Timeliness of street light repairs – outside 10 business days (other places/areas)	\$	\$	\$	\$	\$
Frequency of supply interruptions >9					\$
Duration of supply interruption >20 and ≤30 hours					\$
Duration of supply interruption >30 and ≤60 hours					\$
Duration of supply interruption >60 hours					\$

Proforma OP 3.4 – GSL: Total GSL payments made in each region (number of payments made)

Period Ending:

(Geographic regions as defined in Schedule 1)

	Region									
	ABA	BMV	EH	EP	FP	GAMA	RM	SE	UN	MRC
Frequency of supply interruptions >9										
Duration of supply interruption >20 and ≤30 hours										
Duration of supply interruption >30 and ≤60 hours										
Duration of supply interruption >60 hours										

Proforma OP 3.5 – GSL: Total GSL payments made in each region (amount of payments made)

Period Ending:

(Geographic regions as defined in Schedule 1)

	Region									
	ABA	BMV	EH	EP	FP	GAMA	RM	SE	UN	MRC
Frequency of supply interruptions >9	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Duration of supply interruption >20 and ≤30 hours	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Duration of supply interruption >30 and ≤60 hours	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Duration of supply interruption >60 hours	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

Proforma OP 4.1 – Annual Return to **Technical Regulator** Year ending:

(Required by Regulation 73 *Electricity (General) Regulations 2012*)

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 (Regulation 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	Shock Reports	
	Damage Claims	
	Fire Starts	
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		
Percentage of 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		

Proforma OP 5.1 – Statistical Information

Quarter ending:.....

	Quarter			
Customer Numbers (at the end of the quarter)	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				
Energy delivered to Distributor – MWh (at the end of the quarter)				
Energy distributed to customers – MWh (at the end of the quarter)				
Energy Sales Accrued but Unbilled (at the end of the quarter)				

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

Low Voltage		
Total Overhead and Underground		

Proforma OP 6.1 – Embedded Generation

Year ending:

Total number of embedded generation units (connected to SA Power Networks' distribution system in South Australia ¹⁵ by type, for example, photovoltaic, wind, diesel, gas)		Total capacity of each type (MW)	Total electricity (MWh) exported into the distribution system by these embedded generators (in South Australia at a connection point with a metering installation ¹⁶ for which SA Power Networks is responsible)
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 7.1 – 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 [insert date]
- ▶ information concerning operational performance as required by the **Electricity Distribution Code** at [insert date]
- ▶ as required, information concerning plans to improve performance so as to meet the service standards set out in the Distribution Code, and
- ▶ as required, statistical information to assist the Essential Services Commission of South Australia in undertaking benchmarking.

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

Signed: Date:

Name of signatory:

Position:.....

SCHEDULE 1 – Regional reporting

There are ten categories for which reporting is required. These are:

- 1) nine distinct geographic regions (excluding major regional centres), and
- 2) a tenth category for **Major Regional Centres (MRCs)**.

Category: reporting region	Definition
Adelaide Business Area (ABA)	means that part of Adelaide shown in Map 1 of Schedule 1 to the Electricity Distribution Code , and in which customers are supplied by feeders as agreed between SA Power Networks and the Commission or where agreement cannot reasonably be reached, then as determined by the Commission .
Barossa, Mid-North and Yorke Peninsula (BMY)	means the Barossa, Mid-North, Yorke Peninsula region as shown in Map 1 of Schedule 1 of this Guideline, with agreed feeders in Gawler excluded and incorporated in the GAMA .
Eastern Hills (EH)	means the Eastern Hills region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Crafers-Bridgewater and Mount Barker.
Eyre Peninsula (EP)	means the Eyre Peninsula region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Port Lincoln.
Fleurieu Peninsula (FP)	means the Fleurieu Peninsula region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Victor Harbor.
Greater Adelaide Metropolitan Area (GAMA)	means that part of Adelaide shown in Map 2 of Schedule 1 to the Electricity Distribution Code , plus customers that are supplied by feeders in Gawler as agreed between SA Power Networks and the Commission or where agreement cannot reasonably be reached, then as determined by the Commission .
Riverland and Murraylands (RM)	means the Riverland and Murraylands region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Murray Bridge.
South East (SE)	means the South East region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Mount Gambier.
Upper North (UN)	means the Upper North region as shown in Map 1 of Schedule 1 of this Guideline, but excluding Port Augusta, Port Pirie, and Whyalla.
Major Regional Centres (MRCs)	means agreed feeders in Urban Centres and Localities with a population of 10,000 or more at the 2016 census, except Adelaide and Gawler. These are Crafers-Bridgewater, Mount Barker, Mount Gambier, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie, Victor Harbor, and Whyalla.

MAP 1 – Reporting regions





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