



1 March 2006

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**- OPEN LETTER -**

**NATIONAL ENERGY RETAIL PERFORMANCE INDICATORS DISCUSSION PAPER**

I am writing to advise you that the Utility Regulators Forum (URF) has recently released for consultation a Discussion Paper on “National Energy Retail Performance Indicators”. This paper was prepared by the Steering Committee on National Regulatory Reporting Requirements (SCONRRR) Retail Working Group.

The URF was established in recognition of the need for cooperation in a federal system among state-based regulators. A key objective of the URF is to provide a consistent approach to performance monitoring of energy utilities across jurisdictions and enable useful national regulatory reporting of retail businesses.

SCONRRR was subsequently established to oversee the development of requirements for reporting by electricity retailers and distributors. In March 2002, the URF issued a final report on national regulatory reporting requirements for electricity distribution and retailing businesses. The March 2002 Report sets out the URF’s agreed national regulatory reporting framework. Most jurisdictions have largely adopted the 2002 template as it applies to electricity retail businesses.

However, these national reporting indicators have now been operational for several years and the Working Group has identified some issues regarding their effectiveness:

- problems with reporting consistency between and within jurisdictions have been encountered;
- there has been convergence between electricity and gas supply as a number of retailers operating in various jurisdictions offer dual supply contracts to customers who wish to enter the competitive energy market; and
- some jurisdictions have encountered increases in disconnection rates in recent times and further enhancements of affordability indicators may be warranted.

The objective of this current SCONRRR process is to gain agreement to apply further consistency to the data collected by regulators for national reporting purposes to the maximum extent possible across the jurisdictions.

The Discussion Paper outlines a proposal to:

- revise or clarify some of the data definitions employed for the electricity retail sector;
- expand the performance indicators to include the gas retail sector; and
- add additional affordability information for both electricity and gas retail.

The scope of this review of performance indicators has been limited, but the proposed changes are considered important in developing a strong reporting base by facilitating greater consistency in performance reporting by jurisdictional regulators, which should assist in the transition to the national energy regulatory framework.

Copies of the Discussion Paper are available on the ESCOSA website at [www.escosa.sa.gov.au/site/page.cfm?u=56](http://www.escosa.sa.gov.au/site/page.cfm?u=56). Copies of the Discussion Paper may also be available from other jurisdictional websites.

Comment is sought from stakeholders on these proposals. Submissions should be directed to Mike Philipson, ESCOSA, email: [Mike.Philipson@escosa.sa.gov.au](mailto:Mike.Philipson@escosa.sa.gov.au) by Friday, 7 April 2006.

Should you have any enquiries concerning the Discussion Paper, please contact Mike Philipson, (08) 8463 3193, or one of the other members of the SCONRRR Retail Working Group, whose contact details are provided in the attachment to this letter.



Patrick Walsh

**CHAIR**  
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## SCONRRR Retail Working Group Members

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