



Distribution reliability and performance reporting

Electricity networks reporting manual

May 2024

Energy >>

Acknowledgment of Country

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders both past and present.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

Energy Networks Regulation Committee Members

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The Independent Pricing and Regulatory Tribunal

IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

Amendment record

Date Issued	Amendments made
June 2016 to May 2017	See previous issues for related amendments.
October 2017	Separate Reporting Manuals published for reporting requirements. Inserting Chapter 1 – The purpose and status of this reporting manual. Various amendments to text to improve clarity. Remove Appendix A – licence conditions for individual operators and Appendix B – individual non-compliances.
April 2018	Inserting sign-off requirements on reports. Minor edits and formatting improvements.
July 2019	Addition of obligations for new licence conditions 5A and 7.3A. Amendment to condition 7.6(c)
June 2021	Addition of request for quarterly information disclosure about distributed energy resources. Update of IPART's Report Template.
May 2024	Addition of new obligations for new Reliability and Performance Standards conditions effective 1 July 2024.

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A Glossary

1 The purpose and status of this reporting manual

The information gathered through the reporting requirements outlined in this document will allow IPART to:

- determine whether electricity network operators are consistently and effectively meeting statutory obligations
- identify immediate risks and long term trends
- identify trends that signify emerging issues across the industry with a view to developing safety measures or supporting industry safety initiatives where appropriate.

IPART has issued this Reporting Manual and other Reporting Manuals. IPART will review and amend these Reporting Manuals from time to time.

Licence conditions for the licensed electricity network operators require that the Licence Holder complies with any Reporting Manuals issued by IPART. Although no regulatory requirement to comply with a Reporting Manual exists for non-licensed electricity network operators, IPART expects that all electricity network operators will comply with the Reporting Manuals where applicable to their specific reporting obligations. Each Reporting Manual may not apply to all electricity network operators, and this is specified where relevant.

The reporting requirements specified in these Reporting Manuals do not replace any requirements identified in licence conditions, legislation, statutory instruments or codes that apply to electricity network operators. Compliance with Reporting Manuals is required in addition to, not in substitution for, compliance with other applicable obligations.

A review of the reporting requirements will be conducted periodically to accommodate any changes to statutory requirements and licence conditions.

IPART has also issued Audit Guidelines to guide the electricity network operators on how to maintain compliance with their obligations.

2 Reporting requirements for reliability and performance standards

Ausgrid, Endeavour Energy and Essential Energy (Licence Holders)¹ must report against the ministerially-imposed reliability and performance licence conditions which cover:

- Individual feeder performance standards;
- Direct connection standards; and
- Guaranteed service levels and payments.

The reporting period for the reports are set out in Table 2.1 with the first obligations under this Reporting Manual arising on 31 August 2025.

Note: Licence Holders are still required to submit to IPART a quarterly report within a month of the end of June 2024 in accordance with the requirements of the *Electricity networks reporting manual – Distribution reliability and performance reporting – June 2021*.

2.1 Reporting period requirements

Table 2.1 below sets out:

- the type of report that the Licence Holder is required to submit to IPART under the licence conditions;
- the period of time to be covered by the report (reporting period); and
- the date the report must be submitted to IPART.

Table 2.1 Reporting requirements against reliability and performance standards licence conditions

Type of report	Reporting period	Report due date
Individual feeder standards report (licence condition 6.1)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period
Low-voltage SAPS standards report (licence condition 6.2)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period
Direct connection standards report (licence condition 6.3)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period
Guaranteed service levels report (licence condition 6.4)	1 July to 30 June	31 August in the calendar year after the end of the reporting period

Note: References to licence conditions in this Reporting Manual are to the Reliability and Performance Standards conditions of Schedule B, Appendix 1.

¹ This Reporting Manual applies to the licensed distribution network operators.

2.2 How to lodge reports

The Licence Holder must lodge the reports by email to energy@ipart.nsw.gov.au. It should provide contact details (phone, email) of the primary contact as well as an alternative contact for those times when the primary contact is unavailable.

The CEO or equivalent (e.g. Managing Director if there is no CEO) must sign off each report. We expect the sign-off to be in the form of a cover letter appended to the report. Where the CEO (or equivalent) has delegated this responsibility, IPART may request evidence of the delegation.

2.3 Information on reliability and performance audits

The Licence Holder's performance against the reliability and performance standards for the 2024–25 financial year must be independently audited, with the audit report due to IPART by 30 September 2025.

IPART will notify the Licence Holder in writing if further audit reports for the financial years following 2024–25 are required.

Further information on reliability and performance audits can be found in IPART's Electricity Network Audit Guidelines (see, in particular, the guidelines on *Distribution reliability audits* and *Audit fundamentals, process and findings*).²

² Available at <https://www.ipart.nsw.gov.au/Home/Industries/Energy/Energy-Networks-Safety-Reliability-and-Compliance/Electricity-networks/Electricity-Networks-Auditing>

3 Information disclosure

3.1 Guaranteed service levels (Licence condition 6.5)

- (a) By 1 March each year, the Licence Holder must publish on its website a report for the preceding financial year setting out the following information:
 - (i) the number of customers to whom the Licence Holder made a GSL Payment;
 - (ii) the number of customers who made an application for a GSL Payment;
 - (iii) the Licence Holder's best estimate of the number of customers who:
 - 1. had more hours of interruptions, or a greater number of interruptions, than those in GSL 1; and
 - 2. had more hours of interruptions, or a greater number of interruptions, than those in GSL 2; and
 - (iv) the steps taken by the Licence Holder to notify customers of their potential entitlement to a GSL Payment in accordance with condition 5.10(b) of the Licence.

3.2 Planned interruptions (Licence condition 6.6)

- (a) The Licence Holder must publish on its website information prior to each Planned Interruption outlining:
 - (i) the scheduled date of the Planned Interruption;
 - (ii) the scheduled timeframe of the Planned Interruption;
 - (iii) the location of the Planned Interruption;
 - (iv) the estimated number of affected customers(referred to in this section 3.2 as the 'Planned Interruptions Report').
- (b) The Licence Holder must ensure that the Planned Interruptions Report is easily accessible for customers on its website.

Note: The requirements in this Section 3.2 does not limit the type and format of the information a Licence Holder may publish about outages affecting its customers.

3.3 Supply restoration after a Major Event Day (Licence condition 6.7)

- (c) Where a Major Event Day occurs, the Licence Holder must, as far as is reasonably practicable, publish daily updates, on its website and on a range of social media platforms, that provide details of the progress being made towards the restoration of supply including the estimated time (by reference to hours, days or the time) that supply will be restored
(referred to in this section 3.3 as 'Major Event Day Updates').
- (d) The Major Event Day Updates must be easily accessible for customers.

- (e) The Major Event Day Updates must be provided, as far as is reasonably practicable, from the Major Event Day until supply is restored to affected customers.

Note 1: The requirements in this Section 3.3 do not limit the type and the format of the information a Licence Holder may publish about outages affecting its customers.

Note 2: A Major Event Day has the meaning given in condition 7.2 in Appendix 1 of the Licence. We note that the Major Event Day threshold may not be determined until sometime after the occurrence of the first related outage/event. Licence holders should comply with the requirements of this Section 3.3 from the first day of any outage that is likely to result in a Major Event Day, to ensure compliance with licence conditions.

3.4 Distributed energy resources (Licence condition 6.8)

- (a) The Licence Holder must publish on its website for the reporting periods specified and by the dates specified in paragraph (b), the following information as far as is reasonably practicable:
- (i) the number of distributed energy resources (DER) connected to the Licence Holder's distribution network;
 - (ii) the volume of electricity exported into the Licence Holder's distribution network from DER;
 - (iii) the number of complaints from customers without DER affected by voltage issues or exceedance of thermal capacity limits due to DER;
 - (iv) the number of customers that are subject to static limits on the distribution network due to DER;
 - (v) the number of DER customers that are actively being curtailed from exporting any electricity via a total static limit; and
 - (vi) the number of DER customers that are actively being curtailed from exporting some electricity via a partial static limit.
- (b) Each year, the Licence Holder must publish the information in paragraph (a) by 31 August, for the financial year ending on 30 June of the preceding financial year.
- (c) The Licence Holder must provide written notification to IPART that the report has been published on its website by 31 August.

3.5 Customer compensation schemes (Licence condition 6.9)

- (a) By 31 August each year, the Licence Holder must publish on its website details on any schemes and policies offered by the Licence Holder in the preceding financial year that provided customers with the opportunity to apply for financial compensation including:
- (i) the types of claims that were eligible for financial compensation;
 - (ii) the method for assessing claims for financial compensation;
 - (iii) the number of claims for financial compensation received by reference to the type of claim;
 - (iv) the number of payments of financial compensation made by reference to the type of claim; and

- (v) the total amount paid in financial compensation by reference to the type of claim.
- (b) By 31 August each year, the Licence Holder must provide written notification to IPART that the information referred to in paragraph (a) has been published on its website.

Appendices

A Glossary

DER means distributed energy resources comprising small generating units and generating systems located on the customer's side of the metering installation that export electricity into the Licence Holder's distribution network. For the purpose of this Reporting Manual, it excludes electric vehicles and their charging infrastructure.

Generating system means a system comprising one or more generating units with a total rating less than 30MW.

Generating unit has the same meaning given to that term in the *National Electricity Rules*.

Generator has the same meaning given to that term in the *National Electricity Rules*.

GSL 1 means the level 1 guaranteed service level as specified condition 5.2 of the Licence.

GSL 2 means the level 2 guaranteed service level as specified in condition 5.2 of the Licence.

GSL Payment has the meaning given in the Licence.

Licence holder means the holder of a distributor's licence issued under the *Electricity Supply Act 1995*.

Major Event Day has the meaning given in condition 7.2 of Schedule B, Appendix 1 of the Licence.

Partial static limit means the imposition of non-zero limits on the capability of the Generator to export to the grid.

Planned Interruption has the meaning given in the Licence.

Small generating unit means a generating unit:

- (a) with a nameplate rating that is less than 30MW; and
- (b) which is owned, controlled or operated by a person that AEMO has exempted from the requirement to register as a Generator in respect of that generating unit.

Thermal capacity limit means the maximum electrical current that, under conditions, can be carried by the distribution feeder, without exceeding the thermal limits of the feeder.

Total static limit means the imposition of blanket limits on the capability of the Generator to export to the grid.