



Independent Pricing and Regulatory Tribunal
New South Wales

Electricity networks reporting manual

Distribution reliability and performance reporting

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This reporting manual is published for the purpose of IPART specifying the reporting obligations of the regulated entity in the context of the relevant statutory framework. Use of this reporting manual for any other purpose is at the user's own risk, and is not endorsed by IPART.

This reporting manual does not displace any reporting obligation under any relevant licence or legislation.

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The Independent Pricing and Regulatory Tribunal (IPART)

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Amendment record

Issue	Date issued	Amendments made
ENRM first issue up to version 4	June 2016 to May 2017	See previous issues for related amendments.
ENRM – Distribution reliability and performance reporting	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.
ENRM – Distribution reliability and performance reporting	April 2018	Inserting sign-off requirements on reports. Minor edits and formatting improvements.
ENRM – Distribution reliability and performance reporting	July 2019	Addition of obligations for new licence conditions 5A and 7.3A. Amendment to condition 7.6(c)

Contents

1	The purpose and status of this reporting manual	1
2	Quarterly reporting requirements for reliability and performance standards	2
2.1	Content	2
2.2	How to lodge a quarterly standards report	3
2.3	Information on reliability and performance audits	3

1 The purpose and status of this reporting manual

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 the 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.

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.

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 Quarterly reporting requirements for reliability and performance standards

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

- ▼ Network overall reliability standards
- ▼ Individual feeder standards
- ▼ Individual customer standards
- ▼ Customer service standards.

Quarterly reliability and performance reports are due to IPART within one month of the end of each quarter.

The licence holders must submit the first quarterly report on individual customer standards to IPART by 30 April 2020 as this will mark the passing of the first 12 month period where the condition applies. After submission of this first report, the licence holders must submit the following quarterly reports to IPART within a month of June, September and December as noted under conditions 5A.2 and 5A.3.

2.1 Content

Table 2.1 lists the reliability and performance licence conditions that set the content of the quarterly reports. This have been categorised per licence holder.

Table 2.1 Reporting requirements against reliability and performance licence conditions

Licence Holder	Licence	Conditions
Ausgrid	<i>Schedule of Ministerially imposed licence conditions for the operator of a Transacted Distribution System found in the Ausgrid Licence</i>	7.1 to 7.4
Essential Energy	<i>Schedule of Ministerially imposed reliability and performance licence conditions for the Operator of a Distribution System found in the Essential Energy Licence</i>	7.1 to 7.4
Endeavour Energy	<i>Schedule of Ministerially imposed licence conditions for the operator of a Transacted Distribution System found in the Endeavour Energy Licence</i>	7.1 to 7.4

2.2 How to lodge a quarterly standards report

The quarterly reports are due to IPART within one month of the end of each quarter.

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 (eg, 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 must be independently audited after the end of each financial year, with the audit report due to IPART by 30 September.¹ Further information on reliability and performance audits can be found in IPART's *Electricity Networks Audit Guidelines*.

¹ *Operator of Distribution systems Licence, Ausgrid, Endeavour Energy and Essential Energy Licences conditions 7.6 and 7.12.*