



Electricity Supply Industry Performance and Information Reporting Guideline

Version 4.0

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Office of the Tasmanian Economic Regulator

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GLOSSARY

Terms used in this Guideline have the meanings outlined in the following table:

Term	Meaning
Act	Means the <i>Electricity Supply Industry Act 1995</i> .
Authorised Retailer	Has the same meaning as in the Wholesale Contract Regulatory Instrument.
CAIDI	Customer average interruption duration index. CAIDI the sum of all customer interruption durations divided by the total number of customer interruptions. $\frac{\text{Sum of all customer interruption durations}}{\text{Total number of customer interruptions}}$ <p>It is a measure of the average amount of time a customer is without power per interruption.</p>
Code	Tasmanian Electricity Code
Customer Charter	A document stating the services and the level and standard of such services that a customer, or class of customers, is entitled to receive from each holder of a Distribution Licence.
Distribution Licence	A licence authorising the distribution of electricity granted under section 19 of the <i>Electricity Supply Industry Act 1995</i> .
Distribution Network	Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i> .
Distribution Network Service Provider	The holder of a Distribution Licence.
Electricity Wholesale Contract Guideline	Means the Regulator's <i>Electricity Wholesale Contract Guideline (Version 1.0)</i> released on 10 December 2013 (and as amended from time to time).
Generator	The holder of a licence authorising the generation of electricity granted under section 19 of the <i>Electricity Supply Industry Act 1995</i> .
Intermittent Generator	A generator in relation to its intermittent generating units as defined in Chapter 10 of the National Electricity Rules.

Term	Meaning
Licensee	The holder of a licence under the <i>Electricity Supply Industry Act 1995</i> .
NER	National Electricity Rules.
NPR Regulations	<i>Electricity Supply Industry (Network Planning Requirements) Regulations 2018</i>
Regulated contract types	Has the same meaning as in clause 3 of the Wholesale Contract Regulatory Instrument.
Regulator	Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i> .
SAIDI	SAIDI, or System Average Interruption Duration Index, means the sum of the durations of all supply interruptions (in minutes), divided by the number of customers in the relevant supply reliability category or area.
SAIFI	SAIFI, or System Average Interruption Frequency Index, means the total number of supply interruptions, divided by the by the number of customers in the relevant supply reliability category or area.
Scaling	Has the same meaning as in clause 27 of the Wholesale Contract Regulatory Instrument and as in clause 2.5.1 of the Regulator's Electricity Wholesale Contract Guideline.
Standard feed-in tariff customers	Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i> .
TEC	Tasmanian Electricity Code.
Transitional feed-in tariff customers	Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i> .
Transmission Customer	A person having a connection point with the transmission network.
Transmission Licence	A licence authorising the transmission of electricity granted under section 19 of the <i>Electricity Supply Industry Act 1995</i> .
Transmission System	Has the same meaning as in the National Electricity Rules.
Transmission Network Service Provider	The holder of a Transmission Licence.

Term	Meaning
Wholesale Contract Regulatory Instrument	Means the instrument that specifies the regulated contracts Hydro Tasmania must offer to Authorised Retailers. The instrument contains the approvals made by the Regulator, in accordance with section 43G of the Act, having conducted a price investigation as required under the <i>Electricity Supply Industry (Pricing and Related Matters) Regulations 2023</i> and having taken into account the principles set out in section 43H of the Act.

1 INTRODUCTION

- 1.1 The collection and publication of performance information assists the Regulator to meet its objectives and perform its functions under the *Electricity Supply Industry Act 1995* (the Act) and the Tasmanian Electricity Code (Code). These functions include:
- monitoring the development of competition in respect of the electricity supply industry;
 - promoting efficiency and competition in the electricity supply industry; and
 - protecting the interests of electricity consumers.
- 1.2 To assist the Regulator to undertake its functions and achieve its objectives, the Regulator monitors and reports on the performance of licensees against the performance standards and targets set out in the Code or as notified by the Regulator to the relevant Licensee.
- 1.3 This Guideline provides for the collection, analysis and reporting of performance information by a Licensee. It replaces the Electricity Supply Industry Performance and Information Reporting Guideline issued by the Regulator in July 2021.
- 1.4 To ensure that the information obtained in accordance with this Guideline is relevant, the Regulator may amend the guideline from time to time to reflect changing circumstances, including developments at the national level and the creation of new services and products. The Regulator will consult with Licensees and interested parties in respect of any proposed amendments.

2 APPLICATION OF THIS GUIDELINE

2.1 This Guideline applies to the holder of a licence under the Act with the exception of the following licensees:

- a generator with an installed capacity of 5 MW or less; and
- a generator with an installed capacity of more than 5 MW whose generation facilities are primarily used to support its own industrial purposes.

2.2 With the exception of reporting with respect to retail activities on mainland Tasmania (see section 2.3 below), the information required by this Guideline relates to activities carried out in accordance with a licence issued under the Act.

2.3 As a result of Tasmania adopting the National Energy Customer Framework from 1 July 2012, electricity retailers selling electricity in Tasmania are no longer licensed by the Regulator. However, in order to ensure that the Regulator is able to continue to fulfil its functions in relation to performance reporting on electricity retail activities in Tasmania, the Regulator has requested from each authorised retailer operating in Tasmania copies of any retail market performance reports submitted to the Australian Energy Regulator. The Regulator requested these performance reports under regulation 12 of the *Electricity Supply Industry Regulations 2018*.

2.4 This Guideline will take effect from 1 July 2024.

3 THE NATURE OF THIS GUIDELINE

3.1 Purpose

- 3.1.1 The purpose of this Guideline is to assist licensees to report to the Regulator on their performance in accordance with their obligations under the Code.
- 3.1.2 Clause 12.8.2. of the Code requires a Licensee to provide to the Regulator a report of its performance for the preceding financial year no later than the following 31 October. The performance report must be prepared in accordance with any guidelines produced by the Regulator and address the performance indicators and targets determined by the Regulator in consultation with the Licensee as notified to the Licensee.
- 3.1.3 Consistent with the Regulator's obligations under the Code, the Regulator will publish reports on industry performance utilising the information provided in performance reports prepared in accordance with this Guideline (subject to the Regulator's obligations regarding confidentiality and the disclosure of information outlined in section 3.3 of this Guideline).
- 3.1.4 Performance information also informs the Regulator's review and report on the reliability of the Tasmanian power system.

3.2 Definitions and Interpretation

- 3.2.1 This Guideline adopts definitions consistent with those given in the Act and the Code. Where words and phrases are not defined in the glossary, they shall have the meaning given to them by the Act, the Code or any other relevant legislative or regulatory document.
- 3.2.2 The words 'shall' and 'must' indicate mandatory requirements, unless the overall meaning of the phrase in which one of these words appears is otherwise.

3.3 Confidentiality

3.3.1 The Regulator's obligations regarding confidentiality and the disclosure of information provided to it by a Licensee are governed by:

- section 16 of the Act; and
- clause 12.4 of the Code.

3.4 Processes for Revision

3.4.1 The Regulator may amend and expand this Guideline from time to time to meet the needs of a Licensee, customers and / or the Regulator, in the context of:

- changing circumstances including changes in the regulatory framework;
- national regulatory developments; and
- the creation of new services and products by a Licensee.

3.4.2 In making any revision to this Guideline the Regulator will have regard to any policies and procedures for consultation developed by the Regulator in accordance with clause 12.7 of the Code.

3.4.3 All substantive revisions to this guideline will include an effective date.

4 GENERAL PRINCIPLES

4.1 Approach

4.1.1 Performance information can establish a baseline to allow an entity's performance to be monitored over time, against standards and targets, and against the performance of other relevant electricity entities.

To assess the overall effectiveness of the electricity supply industry, the Regulator needs also to collect information about the general characteristics of the industry that are not, in themselves, measures of individual entity performance.

The performance of both the industry and the individual entities in the industry will be assessed against relevant:

- past performance;
- industry standards, targets and indicators;
- standards, targets and indicators established by a Licensee in a customer charter;
- standards, targets and indicators established through regulatory activities undertaken by the Regulator or other regulators;
- standards targets and indicators prescribed by the Code, regulation or National Electricity Rules;
- standards, targets and indicators included in the Licensee's management and compliance plans;
- performance standards, targets and indicators established by the Regulator in consultation with Licensees;
- reports provided by the Energy Ombudsman; and
- performance of other electricity entities (including national and international entities).

4.1.2 Performance measures for a Licensee may be reviewed in line with developments in national reporting requirements and/or to ensure that the reporting meets the needs of stakeholders.

4.2 Management and Compliance Plans

4.2.1 Clause 12.8.1 of the Code requires the Licensee to develop and submit a compliance plan and, where specified as a condition of the Licence, develop and submit a management plan.

- 4.2.2 Management plans outline the procedures, practices and strategies for managing (including ensuring the quality of such management arrangements) and reporting on one or more aspects of the Licensee's operation as specified in the relevant schedule in the Licensee's licence.
- 4.2.3 A Licensee's management plans must include performance measures (including standards, targets and indicators) against which the performance of the Licensee can be measured with respect to meeting the key goals and objectives in the management plan.
- 4.2.4 Compliance plans outline the procedures, practices and strategies for managing, auditing and reporting on the Licensee's compliance with the Act, the Regulations, the Code and the relevant licence. A Licensee's compliance plan must include (amongst other things) details of standards, indicators and targets for measuring the Licensee's compliance performance. The plan must be in accordance with the Australian Standard 3806 Compliance Program.

4.3 Performance Reporting Requirements

- 4.3.1 Annual performance reports are to include:
- (a) the Licensee's progress in delivering the key goals and objectives specified in the Licensee's compliance plan and, where a management plan is required as a condition of the Licence, the Licensee's performance against the management plan;
 - (b) performance of the entity in respect of the targets and indicators specified in the relevant sections of this Guideline;
 - (c) a clear definition of performance measures;
 - (d) analysis of the Licensee's actual performance, including reasons for:
 - any failure to meet the performance standards, targets and indicators, and
 - any material variation from the previous year's performance or historic performance trends;
 - (e) projections of the Licensee's future performance against the performance standards, targets and indicators, where these are materially different to those contained in the management or compliance plans;
 - (f) a description of the strategies adopted or to be adopted by the Licensee to achieve or exceed the performance standards, targets and indicators, including progress in the implementation of the strategies, time frames and responsibilities;
 - (g) a record of incidents reported during the year in accordance with any incident reporting guideline issued by the Regulator; the impact that these incidents had on service delivery; the outcomes of the investigation as to

the cause of the incident; and proposals for containing the impact of such events in the future;

- (h) a record of the number and nature of incidents of non-compliance over the reporting period; and
- (i) a declaration, signed and dated by the Chief Executive Officer, that the information provided in the annual performance report is complete and accurate (a senior manager may perform this function for quarterly reports where required).

4.3.2 The Licensee must provide performance information in both hardcopy and electronic format. Information provided electronically must be in a format that is capable of being copied.

5 INFORMATION REQUIREMENTS – GENERATORS

5.1 Reporting Requirements

5.1.1 In addition to the reporting requirements of section 4.3 of this Guideline, a Generator is required to report the information outlined in sections 5.2, 5.3 and 5.4 of this Guideline on an annual basis.

5.2 General Information Requirements

5.2.1 The following information is required to assist with comparative analysis, although it is recognised that the information is not necessarily a measure of the Licensee’s performance.

Information Requirements
Generation overview
Number of power stations operated and type of generation
Total generating capacity of the Licensee’s generating assets, by generation type
Total energy supplied during the year, by generation type
Peak generation for the year and date of occurrence
Major capital works planned for the coming financial year

5.3 Performance Indicators

5.3.1 The following information is required to assess the Licensee’s performance. This section does not apply to licensed generators that are intermittent generators.

Performance Measure	Target	Actual Performance
By generation type (eg hydroelectric, thermal):		
Equivalent Availability Factor		
Equivalent Forced Outage Factor		
Planned Outage Factor		
Unplanned Outage Factor		
Capacity Factor		

Performance Measure	Target	Actual Performance
Scheduled Generator Non-compliance Directions received from AEMO ¹	N/A	
Ancillary service fixed constraints imposed by AEMO ²	N/A	

where:

$$\text{Equivalent Availability Factor} = \frac{\sum_{\text{Generating Units}} \frac{\text{Installed unit capacity (MW)} \times 8760 - \text{MWh unit out of service due to outages}}{\text{Installed capacity (MW)} \times 8760}}{\text{Installed capacity (MW)} \times 8760} \times 100\%$$

$$\text{Equivalent Forced Outage Factor} = \frac{\sum_{\text{Generating Units}} \frac{\text{MW unit out of service due to forced outages}}{\text{Installed capacity (MW)} \times 8760}}{\text{Installed capacity (MW)} \times 8760} \times 100\%$$

$$\text{Planned Outage Factor} = \frac{\sum_{\text{Generating Units}} \frac{\text{MWh unit out of service due to planned and maintenance outages}}{\text{Installed capacity (MW)} \times 8760}}{\text{Installed capacity (MW)} \times 8760} \times 100\%$$

$$\text{Capacity Factor} = \frac{\text{Total Annual Generation (MWh)}}{\text{Installed capacity (MW)} \times 8760} \times 100\%$$

¹ Directions received by the generator under clause 3.8.23(b)(3) of the NER.

² A fixed constraint imposed upon an ancillary services bid by the generator, under clause 3.8.23(f)(3) of the NER.

5.4 Performance Indicators - Intermittent Generators

5.4.1 The following information is required to assess the Licensee’s performance.

Performance Measure	Target	Actual Performance
Average intermittent input resource (and units)		
Aggregate connection point plant availability (%)		
Capacity Factor (%)		
An estimate of generation production curtailed (GWh) - broken down by cause:	N/A	
<ul style="list-style-type: none"> - energy constraint - output curtailed due to excessively high input - semi-dispatch interval reduction³ - planned maintenance and operational output reduction - unplanned maintenance and operational output reduction - environmental shutdown 		

In this section of the Guideline:

- a) **Intermittent** means a generating unit whose output is not readily predictable, including, without limitation, solar generators, wave turbine generators, wind turbine generators and hydro-generators without any material storage capability.
- b) **Plant availability** means the active power capability of a generating unit (in MW), based on the availability of its electrical power conversion process and assuming no fuel supply limitations on the energy available for input to that electrical power conversion process.
- c) **Energy constraint** means a limitation on the ability of a generating unit or group of generating units to generate active power due to the restrictions in the availability of fuel or other necessary expendable resources such as, but not limited to, gas, coal, or water for operating turbines or for cooling.

³ Total reduction in output as a consequence of a semi-dispatch interval as defined in Chapter 10 of the NER.

6 INFORMATION REQUIREMENTS – TRANSMISSION NETWORK SERVICE PROVIDER

6.1 Reporting Requirements

- 6.1.1 In addition to the reporting requirements of section 4.3 of this Guideline, a Transmission Network Service Provider is required to report the following on an annual basis.
- 6.1.2 It is recognised that not all the information and reporting requirements included in 6.2 below, would apply to the Basslink interconnector. However, to the extent that the specified information can be provided and reported against the requirements, the licensee is required to do so.

6.2 General Information Requirements

The following information is required to assist in measuring the Licensee's performance.

Information Requirement
Network / Transmission System Overview
Asset statistics as at 30 June of every financial year: <ul style="list-style-type: none"> - Circuit km of transmission lines by voltage
System peak demand for the year, and to date, and the date(s) on which these occurred
Percentage unserved energy for the year
System Minutes off supply for the year
System Minutes off supply for the year (in the case of an interconnector) <ul style="list-style-type: none"> - Interconnector availability (as a percentage of total potential availability) - Minutes unavailable - Total number of incidents (trips / outages) <ul style="list-style-type: none"> o Including a description of each incident /outage

6.3 Performance Indicators

The following information is required to assist in assessing performance against the Licensee’s management and compliance plans.

Summary of performance during reporting period	Target	Actual
Management Plan Performance		
Number of loss of supply events where loss of supply exceeded 0.1 system minutes (include short description of each incident)		
Number of loss of supply events where loss of supply exceeded 1.0 system minutes (include short description of each incident)		
Transmission line circuit availability: <ul style="list-style-type: none"> - critical circuits (%) - non-critical circuits (%) 		
Transformer circuit availability (%)		
Average outage duration (minutes): <ul style="list-style-type: none"> - transmission lines - transformers 		
Capacitor banks circuit availability (%)		

Minimum Network Performance Requirements	
Any failure to meet the minimum network performance requirements specified in the NPR Regulations	
An explanation for any failure to meet the requirements	
Actions to be taken to ensure that the requirements are met	

7 INFORMATION REQUIREMENTS – DISTRIBUTION NETWORK SERVICE PROVIDER

7.1 Reporting Requirements

7.1.1 In addition to the reporting requirements of section 4.3 this Guideline, a Distribution Network Service Provider is required to report information as outlined in sections 7.2, 7.3 and 7.4.

7.2 General Information Requirements

7.2.1 The following information is required to assist in measuring the Licensee's performance. This information is required annually.

Information Requirement
Summary of performance during reporting period
Network Overview
Asset statistics as at 30 June of every financial year, including: <ul style="list-style-type: none"> – Number of installations by category (residential and non-residential) – Circuit km of distribution lines by voltage <ul style="list-style-type: none"> – Overhead – Underground
For each supply reliability area <ul style="list-style-type: none"> – the supply reliability category within which the area is located – number of installations (as at 30 June of every financial year)
Total supply through the distribution system (no adjustment for distribution loss factors)
Aggregate co-incident maximum feeder demand (MW)
Distribution Losses
Annual calculation of threshold value for classifying Major Event Days ⁴

⁴ Refer to AER, June 2008: Electricity distribution network service providers – Service target performance incentive scheme, Appendix D, p 30 for method of calculating threshold value

7.3 Performance Indicators

7.3.1 This information is required annually.

Information Requirement	Standards	Performance
Distribution Service Plan		
Supply reliability		
<p>(a) System performance - for each supply reliability category and overall system</p> <ul style="list-style-type: none"> ▪ Average minutes off supply (planned and unplanned SAIDI) ▪ Average number of interruptions (planned and unplanned SAIFI) <ul style="list-style-type: none"> – Total number of unplanned interruptions (for the overall system and affecting each category) – Total number of planned interruptions (for the overall system and affecting each category) – Number of Major Event Days 	Annual SAIDI and SAIFI standards as per TEC 8.6.11	
<p>(b) System performance – for each supply reliability area</p> <ul style="list-style-type: none"> ▪ Average number of interruptions (SAIFI) ▪ Average minutes off supply (SAIDI) <ul style="list-style-type: none"> – The number of supply reliability areas in each supply reliability category that failed to meet the applicable TEC supply reliability area standards – Total number of unplanned interruptions – Total number of planned interruptions – Average minutes off supply (planned and unplanned SAIDI) – Average number of interruptions (planned and unplanned SAIFI) 	Annual SAIDI and SAIFI standards as per TEC 8.6.11	

Information Requirement	Standards	Performance
(c) Supply interruptions their contribution to system SAIDI and SAIFI: <ul style="list-style-type: none"> – Animals – Weather – Vegetation – Asset related – Planned – Network business – Overloads – Third party – Others – Unknown 		
(d) Commentary on external influences on performance (eg wind)		
Quality of Supply		
(a) Performance against quality of supply performance indicators: <ul style="list-style-type: none"> – Over voltage events due to high voltage injection events⁵ – Customers receiving over voltage due to high voltage injection⁶ – Over voltage events due to lightning⁷ – Customers receiving over voltage due to lightning⁸ 		

⁵ High voltage injection events relate to reported incidents involving HV/LV contact and Transmission over voltage events.

⁶ Number of customers receiving over voltage due to high voltage injection taken from number of claims made by customers for damaged equipment relating to those events.

⁷ Over voltage events due to lightning relates to number of reported interruptions where the reported cause was lightning.

⁸ Number of customers receiving over voltage due to lightning taken from number of claims made by customers for damaged equipment relating to those events.

Information Requirement	Standards	Performance
<ul style="list-style-type: none"> – Non-standard voltage events due to voltage regulation or other causes⁹ – Customer receiving non-standard voltage due to voltage regulation or other causes⁹ 		
Customer Service		
<p>(a) Management of unplanned interruptions</p> <ul style="list-style-type: none"> • Total calls to call centre <ul style="list-style-type: none"> – Calls to fault centre • Total calls answered within 30 sec <ul style="list-style-type: none"> – Calls to fault centre answered within 30 sec • Total calls to call centre excluding calls made on Major Event Days <ul style="list-style-type: none"> – Calls to Fault Centre excluding calls made on Major Event Days 		
<p>(b) New Connections</p> <ul style="list-style-type: none"> – Total number – Total number of new connections made within required timeframes – Total number of new connections where timeframe is negotiated or agreed – Customer Charter payments (number and \$ value) <p>(c) Alterations</p> <ul style="list-style-type: none"> – Total number – Total number of alterations completed within required timeframe 	Customer Charter	

⁹ Non-standard voltage events due to voltage regulation and other causes and number of customers receiving over or under voltage due to those events, are taken from number of complaints attended where a recording of the supply voltage has verified the non-standard voltage situation.

Information Requirement	Standards	Performance
<ul style="list-style-type: none"> – Total number of alterations where timeframe is negotiated – Customer Charter payments (number and \$ value) <p>(d) Complaints</p> <ul style="list-style-type: none"> – Total number of complaints – Complaints breakdown: <ul style="list-style-type: none"> – Reliability of supply – Technical quality of supply – Administrative process or customer service – Connection or augmentation – Other <p>(e) Notice of Planned Interruptions</p> <ul style="list-style-type: none"> – Number of planned interruptions – Number of planned interruptions for which notice was not given in accordance with established timeframes – Customer charter payments (number and \$value) 		
<p>(f) Guaranteed Service Levels</p> <ul style="list-style-type: none"> – Breakdown of GSL payments and \$ value by payment type – Breakdown of GSL payments by supply reliability area 		
<p>Distribution Customer Charter Guarantees</p> <p>For each of the Customer Charter Guarantees not covered above, the number of people eligible for compensation or, if not known, the number of claims. ie punctual appointments, vegetation clearing.</p>	Customer Charter	

7.4 Feed-in Tariff Customer Reporting Requirements

- 7.4.1 Under section 44J of the Act, a Distribution Network Service Provider is required to report annually in respect of feed-in tariff customers.
- 7.4.2 Under Regulation 47M of the *Electricity Supply Industry (Pricing and Related Matters) Regulations 2013*, the following information is required to be reported:

Information Requirements - Feed-in Tariff customers

The number of small customers in respect of premises at which there are installed qualifying systems that became, in the previous financial year, connected by the distributor to the distributor's distribution network.

The number of small customers in respect of premises at which there are installed qualifying systems that were, as at the end of the previous financial year connected by the distributor to the distributor's distribution network (whether or not the system became connected in that previous financial year or an earlier financial year).

The total generating capacity of, and amount of electricity supplied to the distribution network by, all qualifying systems, at premises of small customers, that were, as at the end of the previous financial year, connected by the distributor to the distributor's distribution network (whether or not the systems became connected in that previous financial year or in an earlier financial year).

The number of transitional feed-in tariff customers, and the number of standard feed-in tariff customers, in respect of premises at which, as at the end of the previous financial year, qualifying systems had been connected by the distributor to the distributor's distribution network (whether or not the systems became connected in that previous financial year or an earlier financial year).

The number of customers, in respect of premises connected to the distributor's distribution network, who were transitional feed-in tariff customers in respect of the premises at any time in the previous financial year and had, by the end of that previous financial year, ceased to be such customers in respect of such premises, including by virtue of having become standard feed-in tariff customers.

Information Requirements - Feed-in Tariff customers

The number of transitional feed-in tariff customers, in respect of premises connected to the distributor's distribution network, who, in the previous financial year –

- ceased to be transitional feed-in tariff customers, in respect of the premises, in relation to one authorised retailer; and
 - became transitional feed-in tariff customers, in respect of the premises, of another authorised retailer
-

The number of transitional feed-in tariff customers, in respect of premises connected to the distributor's distribution network, who, in the previous financial year –

- ceased to be transitional feed-in tariff customers, in respect of the premises, in relation to an authorised retailer; and
 - became standard feed-in tariff customers, in respect of the premises, of that authorised retailer or another.
-

The amounts paid, under section 44I of the Act, during the previous financial year, by the distributor to each authorised retailer with the amounts for each authorised retailer being listed separately.

8 INFORMATION REQUIREMENTS – WHOLESALE AND INTER-REGIONAL CONTRACT ACTIVITIES

8.1 Reporting Requirements

- 8.1.1 The Regulator is responsible for regulating certain wholesale contract activities undertaken by Hydro Tasmania. Section 43L of the Act requires the Regulator to monitor and report on the contracts made in accordance with section 43I of the Act.
- 8.1.2 In addition, the Regulator requires Hydro Tasmania to report on inter-regional trading activities.
- 8.1.3 Information provided under this section with respect to regulated contracts is to comprise weekly data and be submitted weekly to the Regulator, unless otherwise notified by the Regulator.

Information on unregulated contracts and inter-regional trading¹⁰ is to comprise quarterly data and be submitted to the Regulator within one month of the end of the quarter under review unless otherwise notified by the Regulator.

Information Requirement

Regulated Contracts: ¹¹

- Number of, and volume of, regulated contracts entered into;
- Price and volume of each of the four types of regulated contracts entered into by Hydro Tasmania and each retailer; and
- Volume of regulated contract nominated by each retailer but declined by Hydro Tasmania (this includes contract requests declined due to scaling).

Unregulated Contracts:

- Number of, and volume of, unregulated contracts entered into.
-

¹⁰ The reporting requirement for inter-regional trading will only apply if Hydro Tasmania offers inter-regional hedging contracts.

¹¹ Consistent with section 16 of the Act some of this information will be kept confidential by the Regulator.

Information Requirement

Inter-regional trading:

- Number of inter-regional products entered into; and
 - Summary of physical inter-regional trading setting out:
 - the number of GWh's imported and exported; and
 - the percentage of time under import and export. ¹²
 - Additionally, if Hydro Tasmania offers inter-regional products, it is required to publish information on inter-regional products and pricing on its website on an ongoing basis.
-

¹² This data is to be provided for the current as well as the previous quarters.

9 INFORMATION REQUIREMENTS – BASS STRAIT ISLANDS

9.1 Reporting Requirements

- 9.1.1 In addition to the reporting requirements of section 4.3 of this Guideline, a Licensee responsible for the provision of generation and/or distribution and/or retail services to King Island and/or Flinders Island is required to report the information contained in this section.

9.2 Generation and Distribution Information Requirements

- 9.2.1 The following information is required to assist with comparative analysis, although it is recognised that the information is not necessarily a measure of the Licensee's performance. This information should be provided annually.

Information Requirement
System Overview
Asset statistics (as at 30 June of every financial year), including: <ul style="list-style-type: none"> – Number of customers, by category (number of residential customers and small business customers on standard retail and number of residential customers, small business customers and large customers on market retail contracts); – Connected kVA; – Overhead (km) – high voltage; – Underground (km) – high voltage; – Feeders – Number, type and capacity of generators
Total customers' aggregate annual demand

9.3 Generation and Distribution Performance Indicators

9.3.1 Information provided under this section is to comprise aggregated data and is to be submitted annually.

Performance Measure	Standards	Performance
Distribution Performance		
System performance – for each supply reliability area <ul style="list-style-type: none"> ▪ Average number of interruptions (SAIFI) ▪ Average minutes off supply (SAIDI) <ul style="list-style-type: none"> – The number of supply reliability areas in each supply reliability category that failed to meet the applicable TEC supply reliability area standards – Total number of unplanned interruptions – Total number of planned interruptions – Average minutes off supply (planned and unplanned SAIDI) – Average number of interruptions (planned and unplanned SAIFI) 	Annual SAIDI and SAIFI standards as per TEC 4A.4.1	
<hr/> Supply interruptions their contribution to system SAIDI and SAIFI:		
<ul style="list-style-type: none"> – Animal – Weather – Vegetation – Asset failure – Planned – Network business – Overloads – Third party – Others – Unknown 		
Quality of Supply		

Performance Measure	Standards	Performance
<p>Performance against quality of supply performance indicators:</p> <ul style="list-style-type: none"> – Over voltage events due to high voltage injection events¹³ – Customers receiving over voltage due to high voltage injection¹⁴ – Over voltage events due to lightning¹⁵ – Customers receiving over voltage due to lightning¹⁶ – Non-standard voltage events due to voltage regulation or other causes¹⁷ – Customer receiving non-standard voltage due to voltage regulation or other causes¹⁵ 		
Generation Performance		
<ul style="list-style-type: none"> – System blacks by system category (rolling 12-month data) – Number of system blacks – CAIDI caused by system blacks – SAIDI caused by system blacks 		

¹³ High voltage injection events relate to reported incidents involving HV/LV contact and Transmission over voltage events.

¹⁴ Number of customers receiving over voltage due to high voltage injection taken from number of claims made by customers for damaged equipment relating to those events.

¹⁵ Over voltage events due to lightning relates to number of reported interruptions where the reported cause was lightning.

¹⁶ Number of customers receiving over voltage due to lightning taken from number of claims made by customers for damaged equipment relating to those events.

¹⁷ Non-standard voltage events due to voltage regulation and other causes and number of customers receiving over or under voltage due to those events, are taken from number of complaints attended where a recording of the supply voltage has verified the non-standard voltage situation.

Overall System Performance

- Contributions of each system category (distribution and generation) and system aggregate data for the following (rolling 12-month data):
 - Number of interruptions (planned and unplanned)
 - Average minutes off supply (SAIDI, planned and unplanned)
 - Average number of interruptions (SAIFI, planned and unplanned)
 - Average interruption duration (CAIDI, planned and unplanned)
-

9.4 Retail Performance Indicators

9.4.1 Information provided under this section is to comprise aggregated annual data and is to be submitted annually.

Information Requirement	Target	Performance
Customer Securities		
- \$Business		
- \$Residential		
- No. Business		
- No. Residential		
Customer Service		
- Total number of calls to an operator		
- Number of calls to an operator answered in 30 seconds		
- Percentage of calls to an operator answered in 30 seconds		
- Average time before an operator answers the call		
- Number of calls abandoned before being answered by an operator		
- Percentage of calls abandoned before being answered by an operator		

Information Requirement	Target	Performance
Complaints		
<p>Report complaints by category (disaggregated by business and residential customers):</p> <ul style="list-style-type: none"> – Number of billing complaints – Number of marketing complaints – Number of customer transfer complaints – Number of other complaints – Total number of complaints 		
Customers experiencing payment difficulties (excluding hardship customers)		
<p>The following information is required for residential customers:</p> <ul style="list-style-type: none"> – number repaying a debt; – average amount of debt; – number with a debt over \$500 but less than or equal to \$1 500; – number with a debt over \$1 500 but less than or equal to \$2 500; and – number with a debt over \$2 500. <p>The following information is required for small business customers:</p> <ul style="list-style-type: none"> – number repaying a debt; and – average amount of debt. 		
Centrepay and Payment Plans		
<p>The following information is required for residential customers:</p> <ul style="list-style-type: none"> – number using Centrepay; – number on a payment plan; – number who had their payment plans cancelled for non-payment; – number with two or more payment plans cancelled in previous 12 months; and – number who successfully completed their payment plan. 		

Information Requirement	Target	Performance
Electricity disconnections		
<ul style="list-style-type: none"> - Number of residential customers disconnected - Number of small business customers disconnected - Number of hardship program customers disconnected - Number of concession customers disconnected - Number of customers disconnected who were on a payment plan in the previous 12 months - Number of customers disconnected on more than one occasion in the previous 24 months 		
Electricity reconnections		
<ul style="list-style-type: none"> - Number of residential customers reconnected within seven days - Number of small business customers reconnected within seven days - Total customers reconnected within seven days - Percentage of disconnected customers who were reconnected in seven days - Number of hardship program customers reconnected within seven days - Number of concession customers reconnected within seven days - Number of customers on a payment plan in the previous 12 months reconnected within seven days - Number of residential customers reconnected (regardless of the date of disconnection) - Percentage of residential customers reconnected within seven days 		
Concessions		
<ul style="list-style-type: none"> - Number of residential customers who receive a concession 		

Information Requirement	Target	Performance
Electricity customers on the hardship program		
<ul style="list-style-type: none"> – number of customers on the hardship program – number of customers denied access to the program – Total number of customers exiting the hardship program – Number of hardship customer in receipt of concessions 		
Hardship program – exiting the program		
<ul style="list-style-type: none"> – Number of customers who successfully completed the program – Number of customers who were excluded from the program – Number of customers who transferred 		
Hardship program – disconnection and reconnection		
<ul style="list-style-type: none"> – Number of customers disconnected who successfully completed the hardship program in the previous 12 months – Number of customers who successfully completed the hardship program in the previous 12 months who were reconnected within seven days of disconnection 		
Payment methods of hardship program customers		
<ul style="list-style-type: none"> – Number of customers who use a payment plan (excluding Centrepay) – Number of customers who use Centrepay – Number of customers who use any other payment method 		