



# Draft Electricity Supply Industry Performance and Information Reporting Guideline

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# GLOSSARY

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

<u>Term</u>	<u>Meaning</u>
<u>Act</u>	<u>Means the <i>Electricity Supply Industry Act 1995</i>.</u>
<u>Authorised Retailer</u>	<u>Has the same meaning as in the Wholesale Contract Regulatory Instrument.</u>
<u>CAIDI</u>	<p><u>Customer average interruption duration index. CAIDI the sum of all customer interruption durations divided by the total number of customer interruptions.</u></p> $\frac{\text{Sum of all customer interruption durations}}{\text{Total number of customer interruptions}}$ <p><u>It is a measure of the average amount of time a customer is without power per interruption.</u></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 Retail Licence or a Distribution Licence.
Distribution Licence	A licence authorising the distribution of electricity granted under <u>Section-section</u> 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.
<u>Electricity Wholesale Contract Guideline</u>	<u>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).</u>
<u>ESI Act</u>	<u><i>Electricity Supply Industry Act 1995</i>.</u>
Generator	The holder of a licence authorising the generation of electricity granted under <u>Section-section</u> 19 of the <i>Electricity Supply Industry Act 1995</i> .

<a href="#">Term</a>	<a href="#">Meaning</a>
Intermittent Generator	A generator in relation to its intermittent generating units as defined in Chapter 10 of the National Electricity Rules.
Licensee	The holder of a licence under the <i>Electricity Supply Industry Act 1995</i> .
MAIFI	<p>Momentary average interruption frequency index. The total number of customer interruptions of one minute or less duration, divided by the total number of distribution customers.</p> $\frac{\text{Total number of customer interruptions < one minute duration}}{\text{Total number customers}}$
NER	National Electricity Rules.
<a href="#">Regulated contract types</a>	<a href="#">Has the same meaning as in clause 3 of the Wholesale Contract Regulatory Instrument.</a>
Regulator	Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i> .
<del>Retail Licence</del>	<del>A licence authorising the retail of electricity granted under Section 19 of the <i>Electricity Supply Industry Act 1995</i></del>
SAIDI	<p>System average interruption duration index. The total interruption duration in minutes per year experienced by an average customer from <del>both planned and unplanned</del> supply interruptions.</p> $\frac{\text{Sum of all customer interruption durations}}{\text{Total number of customers}}$
SAIFI	<p>System average interruption frequency index. The total number of sustained (<a href="#">longer than one minute</a>) customer interruptions, divided by the total number of distribution customers.</p> $\frac{\text{Total number of customer interruptions}}{\text{Total number of customers}}$
<a href="#">Scaling</a>	<a href="#">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.</a>
<a href="#">Standard feed-in tariff customers</a>	<a href="#">Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i>.</a>

<u>Term</u>	<u>Meaning</u>
TEC	Tasmanian Electricity Code.
<u>Transitional feed-in tariff customers</u>	<u>Has the same meaning as in the <i>Electricity Supply Industry Act 1995</i>.</u>
Transmission Customer	A person having a connection point with the transmission network.
Transmission Licence	A licence authorising the transmission of electricity granted under <u>Section section 19</u> 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.
<u>Wholesale Contract Regulatory Instrument</u>	<p><u>Means the instrument that specifies the regulated contracts Hydro Tasmania must offer to Authorised Retailers. The instrument is:</u></p> <p><u>(i) the approval made by the Minister for Finance on 29 July 2013 (as amended from time to time), in accordance with sections 43G and 43O of the <i>Electricity Supply Industry Act 1995</i> and Regulation 20 of the <i>Electricity Supply Industry (Pricing and Related Matters) Regulations 2013</i>, having taken into account the principles set out in section 43H of the <i>Electricity Supply Industry Act 1995</i>; or</u></p> <p><u>(ii) the approval made by the Regulator (as amended from time to time), in accordance with section 43G of the <i>Electricity Supply Industry Act 1995</i>, having taken into account the principles set out in section 43H of the <i>Electricity Supply Industry Act 1995</i>.</u></p>



# 1 INTRODUCTION

- 1.1 The ~~provision collection and publication~~ of performance information assists the Regulator to meet ~~his-its~~ objectives and perform ~~his-its~~ functions under the *Electricity Supply Industry Act 1995* (~~the ESI-Act~~) and the Tasmanian Electricity Code (Code). ~~These functions include, including:~~
- ~~monitoring the development of competition in respect of the electricity supply industry;~~
  - ~~the promotion of~~ efficiency and competition in the electricity supply industry;<sup>27</sup> and
  - ~~\_\_\_\_\_~~
- ~~the protection of~~ the interests of consumers;<sup>27</sup>
- ~~through the collection of information and statistics, publication of reports and dissemination of information relating to the performance of the industry.~~
- 1.2 To assist the Regulator to undertake ~~his-its~~ functions and achieve ~~his-its~~ objectives, the Regulator monitors and reports on the performance of ~~a~~ Licensees against the performance standards and targets set out in the Code or as notified by the Regulator to the ~~relevant~~ Licensee. ~~Such notification would include targets set in the Regulator's price determinations.~~
- 1.3 This Guideline provides for the collection, analysis and reporting of ~~non-financial~~ performance information by a Licensee. It replaces~~;~~ the *Electricity Supply Industry Performance and Information Reporting Guideline* issued by the Regulator in ~~May 2009~~ July 2011.
- 1.4 To ensure that the information obtained ~~pursuant in accordance with to~~ 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 ~~ESI~~ 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, ~~and whose export to the grid under a connection agreement with Aurora Energy is 5 MW or less; and.~~

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

~~2.2.3~~ 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 intends seeking information, on annual basis, from each authorised retailer operating in Tasmania. These letters, to be issued under Regulation 13 of the *Electricity Supply Industry Regulations 2008*, will require authorised retailers to provide the Regulator with copies of any retail market performance reports submitted to the Australian Energy Regulator (AER) under the National Energy Retail Law and National Retail Rules.

~~2.3~~2.4 This Guideline will take effect from 1 July ~~2011~~2014.

## 3 THE NATURE OF THIS GUIDELINE

### 3.1 Purpose

- 3.1.1 The purpose of this Guideline is to assist ~~L~~icensees 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 the~~ Code, ~~at clause 12.8.2,~~ requires ~~a L~~that a Licensee ~~to~~ provide to the Regulator a report of its performance for the ~~preceding~~ financial year no later than the following 30 September. 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 ~~and~~ 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 ~~contributes informste~~ the ~~Regulator's Reliability and Network Planning Panel'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 ~~ESI~~ Act and the Code. Where words and phrases are not defined in the glossary, they shall have the meaning given to them by the ~~ESI~~ 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 [ESI](#) Act; and
- clauses 6.5.6(d), 6.5.7 and 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 ~~It is important for stakeholders in the electricity supply industry, and an objective of the Regulator, to objectively measure industry performance.~~

Performance information data 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. ~~It is in the interests of both the Regulator and other stakeholders in the industry that data supplied under this Guideline be utilised according to analytically sound methodologies to produce meaningful and useful assessments of performance.~~

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

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

- past performance;
- industry standards;
- standards and targets established by a Licensee in a customer charter;
- targets established under a price determination through regulatory activities undertaken by the Regulator or other regulators;
- ~~standards established by the Reliability and Network Planning Panel~~;
- standards prescribed by the Code, regulation or National Electricity Rules;
- standards, targets and indicators included in the Licensee's management and compliance plans;
- performance 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 the~~ Code, ~~at clause 12.8.1,~~ requires ~~that~~ 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 targets and indicators) against which the performance of the Licensee can be measured with respect to ~~in delivering~~ meeting the key goals and objectives ~~of~~ in the management plan. ~~can be measured.~~
- 4.2.4 Compliance plans outline the procedures, practices and strategies for managing, auditing and reporting on the Licensee's compliance with the ES 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~~ Licensee's performance against the management plan.;
  - (b) performance of the entity in respect of the targets and indicators specified in the relevant section 5 to 9 of this Guideline;
  - (c) a clear ~~robust~~ definition of performance measures;
  - (d) analysis of the Licensee's actual performance, including reasons for:
    - any failure to meet the performance targets, 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 targets, 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 targets, 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).

4.3.1 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 ~~following~~ 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.

<b>Information Requirements</b>
<b>Generation overview</b>
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.

<b>Performance Measure</b>	<b>Target</b>	<b>Actual Performance</b>
By generation type (eg hydroelectric, thermal):		
Equivalent Availability Factor		
Equivalent Forced Outage Factor		
Planned Outage Factor		
<a href="#">Unplanned Outage Factor</a>		
Capacity Factor		

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

where:

$$\begin{aligned}
 \text{Equivalent Availability Factor} &= \frac{\sum_{\text{Generating Units}} \text{Installed unit capacity (MW)} \times 8760 - \text{MWh unit out of service due to outages}}{\text{Installed capacity (MW)} \times 8760} \times 100\% \\
 \text{Equivalent Forced Outage Factor} &= \frac{\sum_{\text{Generating Units}} \text{MW unit out of service due to forced outages}}{\text{Installed capacity (MW)} \times 8760} \times 100\% \\
 \text{Planned Outage Factor} &= \frac{\sum_{\text{Generating Units}} \text{MWh unit out of service due to planned and maintenance outages}}{\text{Installed capacity (MW)} \times 8760} \times 100\% \\
 \text{Capacity Factor} &= \frac{\text{Total Annual Generation (MWh)}}{\text{Installed capacity (MW)} \times 8760} \times 100\%
 \end{aligned}$$

<sup>1</sup> Directions received by the generator under [NER-clause 3.8.23\(b\)\(3\) of the NER](#).

<sup>2</sup> 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 <a href="#">curtailed</a> <del>curtailment</del> (GWh) - broken down by cause:	N/A	
<ul style="list-style-type: none"> <li>- energy constraint</li> <li>- output <del>curtailment</del> <a href="#">curtailed</a> due to excessively high input</li> <li>- semi-dispatch interval reduction<sup>3</sup></li> <li>- planned maintenance and operational output reduction</li> <li>- unplanned maintenance and operational output reduction</li> <li>- environmental shutdown</li> </ul>		

~~where:~~ [In this section of the Guideline:](#)

- a) **Intermittent** [means](#) ~~:- A description of~~ 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](#) ~~:- 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](#) ~~:- 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.

<sup>3</sup> Total reduction in output as a consequence of a semi-dispatch interval as defined in [Chapter 10 of the NNER, Chapter 10](#).

## 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

6.2.1 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 Requirement
<b>Network / Transmission System Overview</b>
Asset statistics (compared to previous financial year), including: <ul style="list-style-type: none"> <li>- Route km and circuit km of transmission lines by voltage</li> <li>- Number of firm and non-firm connection sites to direct connect customers by voltage</li> </ul>
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"> <li>- Interconnector availability (as a percentage of total potential availability)</li> <li>- Minutes unavailable</li> <li>- Total incidents (trips / outages) <ul style="list-style-type: none"> <li>o Including a description of the incident /outage</li> </ul> </li> </ul>

### 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
<b>Management Plan Performance</b>		
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"> <li>- critical circuits (%)</li> <li>- non-critical circuits (%)</li> </ul>		
Transformer circuit availability (%)		
Average outage duration (minutes): <ul style="list-style-type: none"> <li>- transmission lines</li> <li>- transformers</li> </ul>		
Capacitor banks % available		
<b>Asset and Vegetation Management Plan</b>		
Progress against key milestones for major (over \$10 million) regulated augmentation and renewal capital projects identified in the plan.		
Progress against key milestones for major operating and maintenance strategy implementation identified in the plan		
Programmed major capital works for the coming financial year with milestones for completion of major stages.		
<b>Emergency Management Plan</b>		
Progress with implementation of actions identified in the plan.		
<b>Compliance Plan</b>		
Progress with implementation of actions identified in the plan.		

<b>Jurisdictional Transmission Planning Criteria</b>	
Actual performance in meeting each of the minimum network performance requirements specified in jurisdictional transmission planning criteria	
An explanation for any failure to meet the criteria	
Actions to be taken to ensure that the criteria will be met	

<b>Distribution System Firm Connection Site Performance</b>										
<b>Distribution System Firm</b>	<b>Availability</b>		<b>Security</b>		<b>Supply Availability</b>					
Connection Site Name	All Outages	All Outages Duration (mins)	Occasions Non-Firm	Duration Non-Firm (mins)	Fault Outages	Fault Outages Duration (mins)	Energy Served (MWmins)	Not Served (MWh)	Served Energy (MWh)	Unservd Energy (%)
Connection Site Target										

<b>Distribution System Non-Firm Connection Site Performance</b>										
<b>Distribution System Non-Firm</b>	<b>Availability</b>				<b>Supply Availability</b>					
Connection Site Name	All Outages	All Outages Duration (mins)	Fault Outages	Fault Outages Duration (mins)	Energy Served (MWmins)	Not Served (MWh)	Served Energy (MWh)	Unservd Energy (%)		
Connection Site Target										

<b>Direct Connect Firm Connection Site Performance*</b>										
<b>Direct Connect Firm</b>	<b>Availability</b>			<b>Security</b>			<b>Supply Availability</b>			
Connection Site Name	All Outages	All Outages Duration (mins)	Occasions Non-Firm	Duration Non-Firm (mins)	Fault Outages	Fault Outages Duration (mins)	Energy Served (MWmins)	Not Served (MWh)	Served Energy (%)	Unservd Energy (%)
Connection Site Target										

<b>Direct Connect Non-Firm Connection Site Performance*</b>								
<b>Direct Connect Non-Firm</b>	<b>Availability</b>				<b>Supply Availability</b>			
Connection Site Name	All Outages	All Outages Duration (mins)	Fault Outages	Fault Outages Duration (mins)	Energy Served (MWmins)	Not Served (MWh)	Served Energy (%)	Unservd Energy (%)
Connection Site Target								

\* Where connection site target performance is reflected in a connection agreement and the Licensee is required under that agreement to annually report performance against those targets to the customer, then reporting to the Regulator of performance at that connection site may be waived on application to the Regulator.



## 7 INFORMATION REQUIREMENTS – DISTRIBUTION NETWORK SERVICE PROVIDER

### 7.1 Reporting Requirements

- 7.1.1 A Distribution Network Service Provider is required to report the information outlined at Attachment 1 of the Report National Regulatory Reporting for Electricity Distribution and Retailing Businesses published by the Utility Regulators' Forum, March 2002, on an annual basis.
- 7.1.2 In addition to the reporting requirements of section 4.3 and 7.1.1 of this Guideline, a Distribution Network Service Provider is required to report information as outlined in sections 7.2 and 7.3.

### 7.2 General Information Requirements

- 7.2.1 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 is required annually.

<b>Information Requirement</b>
<b>Summary of performance during reporting period</b>
<b>Network Overview</b>
Asset statistics (compared to previous financial year), including: <ul style="list-style-type: none"> <li>– Number of installations by category (residential and non-residential)</li> <li>– Overhead (km) – high and low voltage</li> <li>– Underground (km) – high and low voltage</li> <li>– Poles</li> <li>– Distribution substations</li> <li>– Feeders</li> </ul>
For each supply reliability category: Critical Infrastructure, High Density Commercial, Urban and Regional Centres, High Density Rural and Lower Density Rural: <ul style="list-style-type: none"> <li>– A list of the supply reliability areas within the category</li> <li>– Connected kVA</li> <li>– Number of installations (approximate)</li> </ul>
For each supply reliability area

<b>Information Requirement</b>
<ul style="list-style-type: none"> <li>– the supply reliability category within which the area is located</li> <li>– connected kVA</li> <li>– number of installations (approximate)</li> <li>– number of feeders supplying the area and substation(s) that supply them</li> </ul>
<p>Distribution feeders not included above (eg dedicated industrial &amp; sub transmission feeders)</p> <ul style="list-style-type: none"> <li>– Connected kVA</li> <li>– Number of feeders</li> <li>– Route length (km)</li> </ul>
<p>Zone Substation details (for each zone substation)</p> <ul style="list-style-type: none"> <li>– Number of Feeders</li> <li>– Connected kVA</li> <li>– Installed capacity MVA</li> <li>– Firm capacity MVA</li> <li>– Maximum demand MVA</li> </ul>
<p>Total Distribution Network customers' aggregate consumption (MWh) as metered at point of supply (no adjustment for distribution loss factors)</p> <p>Aggregate co-incident maximum feeder demand (MW)</p>
<p>Aggregate demand of customers directly connected to the distribution supply network (MWh)</p>
<p>Distribution Losses</p>
<p>Annual calculation of threshold value for classifying Major Event Days<sup>4</sup></p>

<b>Information Requirement - Embedded Generation – (for example, solar, wind, steam, landfill gas)</b>
<b>Summary of performance during reporting period (to the extent known)</b>
<b>Network Overview</b>
Embedded Generation / installations
Number of embedded installations

<sup>4</sup> 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

<b>Information Requirement</b> - Embedded Generation – (for example, solar, wind, steam, landfill gas)
Total generating capacity of embedded installations by generation type
Average size of embedded installations by generation type
Average daily production for the average size embedded installations by generation type in kWh per day

### 7.3 Performance Indicators

- 7.3.1 Information provided under this section is to comprise monthly and quarterly data, submitted quarterly. Quarterly reports must be submitted within one month of the end of the quarter under review. Aggregate annual data is to be submitted annually. An asterisk denotes information that need only be reported annually.

<b>Information Requirement</b>	<b>Target</b>	<b>Performance</b>
<b>Distribution Asset Management Plan</b>		
Summary		
Major capital works completed for the financial year*		
Programmed major capital works for the coming financial year*		
Impact of strategies specified in the Licensee's asset management plan on the performance of asset classes*		

Information Requirement	Target	Performance
<b>Distribution Service Plan</b>		
Supply reliability		
<p>(a) System performance - for each supply reliability category and overall system</p> <ul style="list-style-type: none"> <li>▪ Average minutes off supply (planned and unplanned SAIDI)</li> <li>▪ Average number of interruptions (planned and unplanned SAIFI; and MAIFI) <ul style="list-style-type: none"> <li>– Total number of unplanned interruptions (for the overall system and affecting each category)</li> <li>– Total number of planned interruptions (for the overall system and affecting each category)</li> <li>– Average interruption minutes (planned and unplanned CAIDI)</li> <li>– Number of Major Event Days</li> <li>– Fault management (CAIDI analysis)</li> <li>– Annual aggregate data of these measures provided annually*</li> </ul> </li> </ul>	Annual SAIDI and SAIFI targets as per TEC 8.6.11	
<p>(b) System performance – for each supply reliability area *</p> <ul style="list-style-type: none"> <li>▪ Average number of interruptions (SAIFI)</li> <li>▪ Average minutes off supply (SAIDI) <ul style="list-style-type: none"> <li>– The number of supply reliability areas in each supply reliability category that failed to meet the applicable TEC supply reliability area standards</li> <li>– Total number of unplanned interruptions</li> <li>– Total number of planned interruptions</li> <li>– Average interruption minutes (CAIDI)</li> <li>– Average minutes off supply (planned and unplanned SAIDI)</li> <li>– Average number of interruptions (planned and unplanned SAIFI; and MAIFI)</li> <li>– Annual aggregate data of these measures provided annually*</li> </ul> </li> </ul>	Annual SAIDI and SAIFI targets as per TEC 8.6.11	

Information Requirement	Target	Performance
(c) Performance Experienced by Customer <ul style="list-style-type: none"> <li>– Overview of distribution substations with a high number of faults and Guaranteed Service Level payments per supply reliability category and supply reliability area</li> </ul>		
(d) Supply interruptions their contribution to system SAIDI and SAIFI (quarterly data reported quarterly, aggregated annual data reported annually) <ul style="list-style-type: none"> <li>– Birds and animals</li> <li>– Weather</li> <li>– Vegetation</li> <li>– Asset related</li> <li>– Planned</li> <li>– Transmission or third party</li> <li>– Unknown</li> </ul>		
(e) 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"> <li>– Over voltage events due to high voltage injection events<sup>5</sup></li> <li>– Customers receiving over voltage due to high voltage injection<sup>6</sup></li> <li>– Over voltage events due to lightning<sup>7</sup></li> <li>– Customers receiving over voltage due to lightning<sup>8</sup></li> <li>– Non-standard voltage events due to</li> </ul>		

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

<sup>6</sup> 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.

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

<sup>8</sup> 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	Target	Performance
voltage regulation or other causes <sup>9</sup> <ul style="list-style-type: none"> <li>– Customer receiving non-standard voltage due to voltage regulation or other causes<sup>9</sup></li> </ul>		
<b>Customer Service</b> (quarterly data reported quarterly, aggregated annual data reported annually)		
<ul style="list-style-type: none"> <li>(a) Management of unplanned interruptions               <ul style="list-style-type: none"> <li>– Calls to Fault Centre</li> <li>– Call volumes</li> <li>– Breakdown of Fault Centre calls</li> </ul> </li> <li>(b) New Connections               <ul style="list-style-type: none"> <li>– Total number</li> <li>– Total number and percentage of new connections made within established timeframes</li> <li>– Customer Charter payments (number and \$ value)</li> </ul> </li> <li>(c) Reconnections               <ul style="list-style-type: none"> <li>– Total number</li> <li>– Total number and percentage of reconnections completed within established timeframe</li> <li>– Customer Charter payments (number and \$ value)</li> </ul> </li> <li>(d) Complaints               <ul style="list-style-type: none"> <li>– Total number of complaints</li> <li>– The number of complaints relating to quality and reliability of supply as a number and as a percentage of installations</li> </ul> </li> </ul>	Customer Charter	

<sup>9</sup> 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	Target	Performance
<p>(e) Street Lighting</p> <ul style="list-style-type: none"> <li>- Total number of street lights</li> <li>- Number of reported faults</li> <li>- Number repaired within 7 business days</li> <li>- Number not repaired within 7 business days</li> <li>- Customer Charter payments (number and \$ value)</li> </ul> <p>(f) Notice of Planned Interruptions*</p> <ul style="list-style-type: none"> <li>- Number of planned interruptions</li> <li>- Number of planned interruptions for which notice was not given in accordance with established timeframes</li> <li>- Customer charter payments in this category (number and \$value)</li> </ul>		
<p>(b) Guaranteed Service Levels</p> <ul style="list-style-type: none"> <li>- Breakdown of GSL payments and \$ value by payment type</li> <li>- Breakdown of GSL payments by supply reliability area*</li> </ul>		
<b>Reliability Improvement Strategy*</b>		
<p>(c) Reliability improvement projects*</p> <p>(d) Status of reliability improvement projects underway*</p>		
<b>Distribution Customer Charter Guarantees*</b>		
<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>	<p>Customer Charter</p>	

## 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. The reporting requirements, as prescribed in Regulation 47M of the \*Electricity Supply Industry \(Pricing and Related Matters\) Regulations 2013\*, are listed below:](#)

### **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.](#)

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**Information Requirements - Feed-in Tariff customers**

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

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## ~~8 INFORMATION REQUIREMENTS RETAILERS~~

### ~~8.1 Reporting Requirements~~

- ~~8.1.1 A Retailer is required to report the information outlined at Attachment 3 of the Report *National Regulatory Reporting for Electricity Distribution and Retailing Businesses* published by the Utility Regulators' Forum, March 2002, on an annual basis.~~
- ~~8.1.2 In addition to the reporting requirements of section 4.3 and 8.1.1 of this Guideline, a Retailer is required to report against the customer service performance indicators listed at section 8.2.~~
- ~~8.1.3 At the discretion of the Regulator, the reporting requirements specified in section 8.1.2 may be waived upon request from a retail licensee. The intention of this 'non-return provision' is to accommodate specific circumstances such as in the instance where a retail licensee has no customers in a reporting period.~~

### ~~8.2 Performance Indicators~~

- ~~8.2.1 Information provided under this section is to comprise monthly and quarterly data, submitted quarterly, unless otherwise notified by the Regulator. Quarterly reports must be submitted within one month of the end of the quarter under review. Aggregate annual data is to be submitted annually.~~

<del>Information Requirement</del>	<del>Target</del>	<del>Performance</del>
<del><b>General Information</b></del>		
<del>Customer Numbers</del>		
<del>— Disaggregated by residential and business</del>		
<del>— Disaggregated by contestability tranche consumption category</del>		

Information Requirement	Target	Performance
<del>Summary of performance during reporting period</del>		
<del>Access and Affordability</del>		
Security Deposits <ul style="list-style-type: none"> <li>▪ <del>Numbers disaggregated by:</del> <ul style="list-style-type: none"> <li><del>— Residential</del></li> <li><del>— Business</del></li> </ul> </li> <li>▪ <del>Average amount held disaggregated by:</del> <ul style="list-style-type: none"> <li><del>— Residential</del></li> <li><del>— Business</del></li> </ul> </li> </ul>		
Payment Plans (paying off debt only) <ul style="list-style-type: none"> <li>▪ <del>Number (created, completed, defaulted, cancelled and total number of plans active)</del></li> <li>▪ <del>Average debt</del></li> </ul>		
Payment Options <ul style="list-style-type: none"> <li>▪ <del>Number of different payment methods offered and percentage of customers using each method (reported on an annual basis)</del></li> <li>▪ <del>Number of direct debit payments in default</del></li> <li>▪ <del>Number of direct debit payment plans terminated as a result of default/non-payment</del></li> </ul>		
Payment Cycle <ul style="list-style-type: none"> <li>▪ <del>Percentage of customers paying by the due date</del></li> <li>▪ <del>Number of bills based on estimated meter readings</del></li> <li>▪ <del>Number of reminder notices sent</del></li> <li>▪ <del>Number of disconnection notices sent</del></li> <li>▪ <del>Number of late payment fees charged</del></li> <li>▪ <del>Total Amount charged in the way of late fees</del></li> <li>▪ <del>Number of late fees waived</del></li> <li>▪ <del>Number disconnected for failure to pay disaggregated by:</del> <ul style="list-style-type: none"> <li>▪ <del>Residential</del></li> </ul> </li> </ul>		

Information Requirement	Target	Performance
<ul style="list-style-type: none"> <li><del>▪ Business</del></li> <li><del>▪ Concession card holders</del></li> <li><del>▪ Number reconnected within a week<sup>10</sup></del> <ul style="list-style-type: none"> <li><del>disaggregated by:</del></li> <li><del>— Residential</del></li> <li><del>— Business</del></li> <li><del>— Concession card holders</del></li> <li><del>— Number of repeat disconnections<sup>11</sup></del> <ul style="list-style-type: none"> <li><del>disaggregated by:</del></li> <li><del>— Residential</del></li> <li><del>— Business</del></li> <li><del>— Concession card holders</del></li> </ul> </li> </ul> </li> </ul>		
<p><del>Annual debt</del></p> <ul style="list-style-type: none"> <li><del>▪ Total number of customers repaying a debt<sup>12</sup></del></li> <li><del>▪ Number of customers in debt owing more than \$500</del></li> </ul>		

<sup>10</sup> ~~Number reconnected under the same name. A measure of how many people find a way to keep the power on at the last minute.~~

<sup>11</sup> ~~Measured as the number of times the same consumer at the same premises has been disconnected within a rolling 24 month period.~~

<sup>12</sup> ~~This includes customers on Payment Plans and APAYG “Progress Rate” as well as other Debt reduction methods.~~

Information Requirement	Target	Performance
<p><del>Pre-Payment Metering</del></p> <ul style="list-style-type: none"> <li><del>▪ Total number of customers on pre-payment meter (PPM) agreements</del></li> <li><del>▪ Number of new PPM agreements, disaggregated by new customers<sup>13</sup> and customers transferring from standard tariff agreement<sup>14</sup></del></li> <li><del>▪ Number of PPM agreement customers reverting to the standard tariff agreement</del></li> <li><del>▪ Number of PPM agreement customers repaying a debt through PPM agreement (eg, customers on a “progress rate”)</del></li> <li><del>▪ Total number of times PPM agreement customers accessed emergency credit</del></li> <li><del>▪ Total number of PPM agreement customers accessing emergency credit</del></li> <li><del>▪ Self-disconnections (where this information can be captured by the PPM):</del> <ul style="list-style-type: none"> <li><del>— Number of PPM agreement customers who can be detected as self-disconnected</del></li> <li><del>— Number of PPM agreement self-disconnection events</del></li> <li><del>— Number of PPM agreement customers who can be detected as self-disconnected three or more times in any three month period</del></li> <li><del>— Number of PPM agreement self-disconnection events for periods longer than 240 minutes</del></li> </ul> </li> </ul>		

<sup>13</sup> ~~New customers are those customers who have entered a new agreement for prepayment metering. This includes customers transferring from one APAYG installation to another, and new customers to Aurora at an APAYG installation.~~

<sup>14</sup> ~~Customers transferring are those customers who have entered a new agreement for prepayment metering at installations previously supplied via a standard “black” meter. The customers were previously Aurora standard tariff customers.~~

Information Requirement	Target	Performance
<ul style="list-style-type: none"> <li>▪ <del>Number of PPM agreement customer complaints relating to:</del> <ul style="list-style-type: none"> <li><del>— Billing &amp; metering</del></li> <li><del>— Provision</del></li> <li><del>— Sales channels</del></li> <li><del>— Supply</del></li> <li><del>— PPM agreement customer satisfaction index</del></li> </ul> </li> <li>▪ <del>Number of complaints received from PPM agreement customers, or third parties representing PPM agreement customers, relating to possible breaches of the 'Consent' provisions of the Prepayment Meter Retail chapter of the Code</del></li> </ul>		
<p><del>Customer Service</del></p>		
<p><del>Complaints<sup>15</sup></del></p> <ul style="list-style-type: none"> <li>▪ <del>Number in each of the following categories:</del> <ul style="list-style-type: none"> <li><del>— Billing</del></li> <li><del>— Contestability</del></li> <li><del>— Customer service</del></li> <li><del>— Land</del></li> <li><del>— Privacy</del></li> <li><del>— Provision</del></li> <li><del>— Public image</del></li> <li><del>— Sales channels</del></li> <li><del>— Supply</del></li> </ul> </li> <li>▪ <del>Percentage of complaints resolved, or agreement of timeframe for resolution, within 10 days</del></li> </ul>		

<sup>15</sup> ~~As per the definition of a complaint proposed in National Energy Retail Performance Indicators, URF, March 2006, Appendix 1.~~

Information Requirement	Target	Performance
<p><b>Call Centre</b></p> <ul style="list-style-type: none"> <li>▪ <del>Number of calls</del></li> <li>▪ <del>Number of calls answered within 30 seconds</del></li> <li>▪ <del>Percentage of calls abandoned</del></li> <li>▪ <del>Average waiting time before the call is answered</del></li> </ul>		
<p><b>Customer Charter Guarantees</b></p> <ul style="list-style-type: none"> <li>▪ <del>For each of the Customer Charter Guarantees, the number of people eligible for compensation the number and \$ value of claims and \$ value of payments.</del></li> <li>▪ <del>The present Guarantees fall into the following categories:</del> <ul style="list-style-type: none"> <li><del>— Simplified Account</del></li> <li><del>— Feedback and Complaints</del></li> </ul> </li> </ul>		

## 8 INFORMATION REQUIREMENTS – WHOLESALE CONTRACT ACTIVITIES

### 8.1 Reporting Requirements

8.1.1 The Regulator is responsible for regulating Hydro Tasmania’s wholesale contract activities. In particular, section 43L of the Act requires the Regulator to monitor and report on the offering and entering into of contracts made in accordance with section 43I by Hydro Tasmania.

8.1.2 Information provided under this section is to comprise quarterly data, submitted quarterly, unless otherwise notified by the Regulator. Quarterly reports must be submitted within one month of the end of the quarter under review.

#### Information Requirement

##### Regulated Contracts:

- Prices and volumes of each of the four types of regulated contracts sold by Hydro Tasmania (average price and total volume by month); and-
- Details of regulated contract offers that have been requested but declined by Hydro Tasmania (this excludes contract requests declined due to scaling).

##### Unregulated Contracts:

- Number of regulated and unregulated contracts entered into.

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## 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~~ 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.

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#### Information Requirement

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#### System Overview

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Asset statistics (compared to previous financial year), including:

- 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)~~residential, business, industrial~~;
- Connected kVA;
- Overhead (km) – high voltage;
- Underground (km) – high voltage;
- Feeders
- Number, type and capacity of generators

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Total customers' aggregate annual demand

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## 9.3 Generation and Distribution Performance Indicators

9.3.1 Information provided under this section is to comprise monthly and quarterly data, submitted quarterly. Quarterly reports must be submitted within one month of the end of the quarter under review. Aggregate annual data is to be submitted annually.

Performance Measure	Target	Performance
<b>Distribution Performance</b>		
Distribution system performance, rolling 12-month data:		
<ul style="list-style-type: none"> <li>- Average minutes off supply (SAIDI)</li> <li>- <a href="#">Average number of interruptions (SAIFI)</a></li> <li>- <a href="#">Average interruption duration (CAIDI)</a></li> <li>- Number of feeders below the relevant lower bound level</li> </ul>		
Individual feeder performance		
<ul style="list-style-type: none"> <li>- SAIFI<sub>f</sub> for each feeder</li> <li>- <a href="#">SAIDI<sub>f</sub> for each feeder</a></li> <li>- <a href="#">CAIDI for each feeder</a></li> <li>- Indicating where standards have not been met</li> </ul>		
Causes of supply interruptions by category		
<ul style="list-style-type: none"> <li>- Asset failure</li> <li>- Generation</li> <li>- Weather related</li> <li>- Other/Cannot determine</li> </ul>		
<b>Generation Performance</b>		
<ul style="list-style-type: none"> <li>- System blacks by system category (quarterly and rolling 12-month data)</li> <li>- Number of system blacks</li> <li>- CAIDI caused by system blacks</li> <li>- SAIDI caused by system blacks</li> </ul>		

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## Overall System Performance

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- 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 monthly and quarterly data for each island, submitted quarterly. Quarterly reports must be submitted within one month of the end of the quarter under review. Aggregate annual data is to be submitted annually.

Information Requirement	Target	Performance
<b>Customer Securities</b>		
– \$Business		
– \$Residential		
– No. Business		
– No. Residential		

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### Customer Service

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- 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
<b><u>Life Support – Total Complaints</u></b>		
<p data-bbox="245 367 917 470"><u>Report complaints by category (disaggregated by business and residential customers):</u> <del>Chronic pp &amp; airways regulator</del></p> <ul style="list-style-type: none"> <li data-bbox="245 495 917 562">– <del>Haemo dialysis machine</del> <u>Number of billing complaints</u></li> <li data-bbox="245 584 917 618">– <del>Nebuliser</del> <u>Number of marketing complaints</u></li> <li data-bbox="245 640 917 707">– <del>Oxygen concentrator</del> <u>Number of customer transfer complaints</u></li> <li data-bbox="245 730 917 797">– <del>oxygen concentrator + cpr</del> <u>Number of other complaints</u></li> <li data-bbox="245 819 917 887">– <del>Peritoneal dialysis machine</del> <u>Total number of complaints</u></li> </ul> <hr/> <p data-bbox="261 927 443 960">Photo Therapy</p> <p data-bbox="261 983 392 1016">Respirator</p> <p data-bbox="261 1039 379 1072">Ventilator</p>		
<b><u>Life Support – New applications Customers experiencing payment difficulties (excluding hardship customers)</u></b>		
<p data-bbox="245 1225 917 1292"><u>The following information is required for residential customers:</u></p> <ul style="list-style-type: none"> <li data-bbox="245 1305 917 1373">– <del>Chronic pp &amp; airways regulator</del> <u>number repaying a debt;</u></li> <li data-bbox="245 1395 917 1429">– <del>Haemo dialysis machine</del> <u>average amount of debt;</u></li> <li data-bbox="245 1451 917 1518">– <del>Nebuliser</del> <u>number with a debt over \$500 but less than or equal to \$1 500;</u></li> <li data-bbox="245 1541 917 1608">– <u>number with a debt over \$1 500 but less than or equal to \$2 500; and</u> <del>Oxygen concentrator</del></li> <li data-bbox="245 1630 917 1697">– <del>oxygen concentrator + cpr</del> <u>number with a debt over \$2 500.</u></li> </ul> <p data-bbox="245 1720 917 1787"><u>The following information is required for small business customers:</u> <del>Peritoneal dialysis machine</del></p> <ul style="list-style-type: none"> <li data-bbox="245 1800 917 1834">– <del>Photo Therapy</del> <u>number repaying a debt; and</u></li> <li data-bbox="245 1856 917 1890">– <del>Respirator</del> <u>average amount of debt.</u> <del>Ventilator</del></li> </ul>		
<b><u>Notices served Centrepay and Payment Plans</u></b>		

Information Requirement	Target	Performance
<p><del>Business reminder notices</del><u>The following information is required for residential customers:</u></p> <ul style="list-style-type: none"> <li>- <u>number using Centrepay;</u></li> <li>- <del>Residential reminder notices</del><u>number on a payment plan;</u></li> <li>- <del>Business easypay</del><u>number who had their payment plans cancelled for non-payment;</u></li> <li>- <del>Residential easypay</del><u>number with two or more payment plans cancelled in previous 12 months;</u> <u>and</u></li> <li>- <u>number who successfully completed their payment plan.</u></li> </ul>		
<p><del>Reminder - sundry deb</del><u>Disconnection Notices business</u> <u>Disconnection Notices residential</u></p>		
<p><del>Credit work</del><u>Electricity disconnections</u></p>		
<ul style="list-style-type: none"> <li>- <del>Residential - collect or agree payment</del><u>Number of residential customers disconnected</u></li> <li>- <del>Residential - collect or disconnect</del><u>Number of small business customers disconnected</u></li> <li>- <del>Residential - reconnect after payment</del><u>Number of hardship program customers disconnected</u></li> <li>- <del>Residential - reconnect establishment of supply</del><u>Number of concession customers disconnected</u></li> <li>- <del>Business - collect or agree payment</del><u>Number of customers disconnected who were on a payment plan in the previous 12 months</u></li> <li>- <del>Business - collect or disconnect</del><u>Number of customers disconnected on more than one occasion in the previous 24 months</u></li> </ul> <p><del>Business - reconnect after payment</del> <del>Business - reconnect establishment of supply</del></p>		
<p><del>Street Lighting</del><u>Electricity reconnections</u></p>		
<ul style="list-style-type: none"> <li>- <del>Total number of lights</del><u>Number of residential customers reconnected within seven days</u></li> <li>- <u>Number of small business customers reconnected within seven days</u></li> <li>- <u>Total customers reconnected within seven days</u></li> <li>- <u>Percentage of disconnected customers who were reconnected in seven days</u></li> </ul>		

Information Requirement	Target	Performance
<ul style="list-style-type: none"> <li>- <u>Number of hardship program customers reconnected within seven days</u></li> <li>- <u>Number of concession customers reconnected within seven days</u></li> <li>- <u>Number of customers on a payment plan in the previous 12 months reconnected within seven days</u></li> <li>- <u>Number of residential customers reconnected (regardless of the date of disconnection)</u></li> <li>- <u>Percentage of residential customers reconnected within seven days</u></li> </ul>		
<b><u>Number of Installations</u></b>		
<ul style="list-style-type: none"> <li>- <del>Domestic</del></li> <li>- <del>PAYG</del></li> <li>- <u>Business</u> <u>Number of residential customers who receive a concession</u></li> </ul>		
<b><u>Connections</u></b>		
<b><u>Electricity customers on the hardship program</u></b>		
<ul style="list-style-type: none"> <li>- <del>Reconnections</del> <del>All day</del> <u>number of customers on the hardship program</u></li> <li>- <del>New Connections</del> <u>number of customers denied access to the program</u></li> <li>- <u>Total number of customers exiting the hardship program</u></li> <li>- <u>Number of hardship customer in receipt of concessions</u></li> </ul>		
<b><u>Connection not at scheduled time</u></b> (as per customer charter obligations)		
<b><u>Hardship program – exiting the program</u></b>		
<ul style="list-style-type: none"> <li>- <del>Reconnections</del> <u>Number of customers who successfully completed the program</u></li> <li>- <del>New Connections</del> <u>Number of customers who were excluded from the program</u></li> <li>- <u>Number of customers who transferred</u></li> </ul>		
<b><u>Payment plans – as per Electricity Supply Industry (Tariff Customer) Regulations</u></b>		
Disaggregated by <del>business and residential customers</del>		
<b><u>Hardship program – disconnection and reconnection</u></b>		

Information Requirement	Target	Performance
<ul style="list-style-type: none"> <li>- <del>Agreed payment plans created</del> <u>Number of customers disconnected who successfully completed the hardship program in the previous 12 months</u></li> <li>- <del>Conforming payment plans</del> <u>Number of customers who successfully completed the hardship program in the previous 12 months who were reconnected within seven days of disconnection</u></li> </ul> <p> <del>Total active plans at month end</del>  <del>Agreed payment plans cancelled</del>  <del>Agreed payment plans completed</del>  <del>New payment plans</del>  <del>Average debt of new plans</del>  <del>Total initial debt – all payment plans</del>  <del>Current debt – all payment plans</del> </p>		
<p><b><u>Payment methods of hardship program customers</u></b></p>		
<ul style="list-style-type: none"> <li>- <u>Number of customers who use a payment plan (excluding Centrepay)</u></li> <li>- <u>Number of customers who use Centrepay</u></li> <li>- <u>Number of customers who use any other payment method</u></li> </ul>		