

1 The purpose and status of this reporting manual

[Current clause 1 of Reporting Manual to apply]

2 Reporting requirements for reliability and performance standards

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

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

The reporting period for the reports are set out in clause 2.1 with the first set of obligations arising on 31 August 2025.

2.1 Reporting period requirements

The table below sets out:

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

Type of report	Reporting Period	Report due date
Individual feeder standards report (condition 7.1)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period
Direct connection standards report (condition 7.2)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period
Guaranteed service levels report (7.3)	1 July to 30 June	31 August in the same calendar year as the end of the reporting period

2.2 How to lodge reports

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

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

2.3 Information on reliability and performance audits

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

IPART will notify the Licence Holder in writing if further audit reports for other financial years are required.

Further information on reliability and performance audits can be found in IPART's *Electricity Network Audit Guidelines* (see, in particular, the guideline on *Distribution Reliability Audits* and *Audit Fundamentals, Process and Findings*).

3 Information disclosure

3.1 Guaranteed service levels (Licence condition 7.4)

- (a) By 31 August each year, the Licence Holder must publish on its website a report for the preceding financial year setting out the following information:
 - (i) the number of customers to whom the Licence Holder made a GSL Payment;
 - (ii) the number of customers who made an application for a GSL Payment; and
 - (iii) the Licence Holder's best estimate of the number of customers who:
 - 1. had more hours of interruptions, or a greater number of interruptions, than those in GSL 1; and
 - 2. had more hours of interruptions, or a greater number of interruptions, than those in GSL 2.

3.2 Planned interruptions (Licence condition 7.5)

- (a) By 31 August each year, the Licence Holder must publish on its website a report for the preceding financial year outlining:
 - (i) the average duration of planned interruptions by reference to postcodes;
 - (ii) the number of planned interruptions that exceeded the estimated duration time for the relevant planned interruptions; and
 - (iii) in relation to the planned interruptions referred to in paragraph (ii), the reasons for the interruption exceeding the estimated duration time,
(referred to in this clause 3.1 as the 'Planned Interruptions Report').
- (b) By 31 August each year, the Licence Holder must provide written notification to IPART that the Planned Interruptions Report has been published on its website with sufficient detail to enable IPART to verify the written notification.
- (c) The Licence Holder must ensure that the Planned Interruptions Report is easily accessible for customers on its website which includes a link to the report on its website in the same section that contains information about planned interruptions.

3.3 Supply restoration after a Major Event Day (Licence condition 7.6)

- (a) Where a major event day occurs, the Licence Holder must publish daily updates, on its website and on a range of social media platforms, that provide details of the progress being made towards the restoration of supply including:
 - (i) the number of customers affected;
 - (ii) the number of customers restored;
 - (iii) where challenges have been faced in restoring supply, details of those challenges; and
 - (iv) the estimated time (by reference to hours or days) that supply will be restored,(referred to in this clause 3.3 as 'Major Event Day Updates').
- (b) The Major Event Day Updates must:
 - (i) in relation to website updates, be easily accessible for customers including but not limited to ensuring that the updates are linked to all web pages with information about interruptions; and
 - (ii) in relation to social media platforms, be able to be accessed by all affected customers and not only customers who follow the Licence Holder on the relevant social media platform.
- (c) The Major Event Day Updates must be provided from the major event day until supply is restored to all affected customers.

3.4 Distributed Energy Resources (Licence condition 7.7)

[**Note:** in our Draft Report, we recommend that the distributors commence publishing this DER information on a voluntary basis from 1 July 2021 until such time that the licence is updated to reflect these requirements. Although this clause 3.4 has not yet commenced, IPART expects Licence Holders to comply from 1 July 2021 with the reporting requirements in this clause 3.4].

- (a) In this clause 3.4:

DER means distributed energy resources comprising generating units and generating systems located on the customer's side of the metering installation that export electricity into the Licence Holder's distribution network.
- (b) The Licence Holder must publish the following information on its website for the reporting periods specified and by the dates specified in paragraph (c)

- (i) the number of DER connected to the Licence Holder's distribution network;
 - (ii) the volume of electricity exported into the Licence Holder's distribution network from DER;
 - (iii) the top ten areas by postcode in the Licence Holder's distribution district that have the highest levels of DER penetration by reference to volume of electricity exported and number of units and/or systems;
 - (iv) the volume of electricity that could not be produced due to insufficient hosting capacity of the Licence Holder's distribution network;
 - (v) the number of complaints from DER customers by reference to postcode relating to constraints impacting the export of electricity from DER;
 - (vi) the number of complaints from customers without DER affected by voltage issues or exceedance of thermal capacity limits due to DER;
 - (vii) the number of customers that are subject to static limits or who are refused connection to the distribution network due to DER;
 - (viii) the number of DER customers that are actively being curtailed from exporting any electricity via a total static limit; and
 - (ix) the number of DER customers that are actively being curtailed from exporting some electricity via a partial static limit; and
 - (x) the level of operating and capital expenditure by the Licence Holder that is primarily for the purpose of addressing network constraints on DER exports (including justifications for expenditure options).
- (c) Each year, the Licence Holder must publish the information in paragraph (b) on:
- (i) 31 August, for the quarter ending on 30 June of the preceding financial year;
 - (ii) 30 November, for the quarter ending on 30 September of that financial year;
 - (iii) 28 February, for the quarter ending on 31 December of that financial year; and
 - (iv) 31 May, for the quarter ending on 31 March of that financial year.
- (d) By the same date that it is required to submit a report under paragraph (c), the Licence Holder must provide written notification to IPART that each report has been published on its website with sufficient detail to enable IPART to verify the written notification.

3.5 Customer compensation schemes (Licence condition 7.8)

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

- (b) By 31 August each year, the Licence Holder must provide written notification to IPART that the information referred to in paragraph (a) has been published on its website with sufficient detail to enable IPART to verify the written notification.