

1 The purpose and status of this reporting manual

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

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

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

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

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

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

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

2 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.

Drafting Note: Savings provisions will need to be added to clarify that the Licence Holders are still required to submit to IPART quarterly reports within a month of September and December 2024 in accordance with the requirements of the version of the Reporting Manual in force immediately prior to this Reporting Manual.

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 calendar year after the end of the reporting period

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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 1 March each year, the **Licence Holder** must publish on its website a report for the preceding financial year setting out the following information:
 - (i) the number of customers to whom the **Licence Holder** made a **GSL Payment**;
 - (ii) the number of customers who made an application for a **GSL Payment**;
 - (iii) the **Licence Holder**'s best estimate of the number of customers who:
 - 1. had more hours of interruptions, or a greater number of interruptions, than those in **GSL 1**; and
 - 2. had more hours of interruptions, or a greater number of interruptions, than those in **GSL 2**; and
 - (iv) The steps taken by the **Licence Holder** to notify customers of their potential entitlement to a **GSL Payment** in accordance with condition 6.9(b) of the Licence.

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 3.2 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, as far as is reasonably practicable, publish daily updates, on its website and on a range of social media platforms, that provide details of the progress being made towards the restoration of supply including:
 - (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, as far as is reasonably practicable, from the **Major Event Day** until supply is restored to all affected customers.

3.4 Distributed Energy Resources (Licence condition 7.7)

- (a) 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 number of complaints from **DER** customers by reference to postcode relating to constraints impacting the export of electricity from **DER**;
 - (v) the number of complaints from customers without **DER** affected by voltage issues or exceedance of thermal capacity limits due to **DER**;
 - (vi) the number of customers that are subject to static limits on the distribution network due to **DER**;
 - (vii) the number of **DER** customers that are actively being curtailed from exporting any electricity via a total static limit; and
 - (viii) the number of **DER** customers that are actively being curtailed from exporting some electricity via a partial static limit; and
 - (ix) 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 reasons for expenditure options).
- (b) Each year, the **Licence Holder** must publish the information in paragraph (a) 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.
- (c) By the same date that it is required to submit a report under paragraph (b), 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;

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- (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.

Appendix

A Glossary

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

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

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

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

GSL 1 means the level 1 guaranteed service level as specified condition 6.2 of the Licence.

GSL 2 means the level 2 guaranteed service level as specified in condition 6.2 of the Licence.

GSL Payment has the meaning given in the Licence.

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

Major Event Day has the meaning given in Schedule 3 of the Licence.

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

Planned interruption has the meaning given in the Licence.

Small generating unit means a generating unit:

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

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

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