



Independent Pricing and Regulatory Tribunal
New South Wales

Electricity Networks Reporting Manual – reliability and performance reporting

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Amendment record

Issue	Date issued	Amendments made
ENRM - original	10 June 2016	First release of final Reporting Manual.
ENRM v2	September 2016	Various amendments unrelated to reliability and performance reporting.
ENRM v3	November 2016	Inclusion of Ms Catherine Jones as a Committee member. Various further amendments unrelated to reliability and performance reporting.
ENRM v3	December 2016	References in Chapter 5 and Appendix E updated to reflect Ausgrid's new operating licence, excluding licence conditions 9-13.
ENRM v4	May 2017	Addition of Ms Deborah Cope as a Committee member, replacing Ms Catherine Jones. Updates to Chapter 5 to reflect Ausgrid's new operating licence. Additions to Table E.3 of reporting requirements to reflect Ausgrid's new operating licence. Various further amendments unrelated to reliability and performance reporting.
ENRM – reliability and performance reporting - draft	August 2017	Separate Reporting Manuals published Various amendments to the text to reflect Endeavour Energy's new operating licence. Addition of Table B.3 to reflect Endeavour Energy's new operating licence.



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1 Quarterly reporting against reliability and performance standards

Licence holders are required to report **quarterly** against the ministerially-imposed reliability and performance licence conditions. These cover:

- ▼ network overall reliability standards
- ▼ individual feeder standards, and
- ▼ customer service standards.

Quarterly reliability and performance reports are due to IPART within one month of the end of each quarter, and the DNSP licence conditions require that a copy is also submitted to the Minister. **These reporting requirements apply to Ausgrid, Endeavour Energy and Essential Energy and are listed below.**

1 Content

Table 1.1 outlines the **quarterly** reporting requirements against the reliability and performance licence conditions. **Tables B.1 to Error! Reference source not found. in Appendix B** provide further details on the obligations in the licence conditions.

Table 1.1 Reporting requirements against reliability and performance licence conditions

IPART Code	Licence conditions	Name of reporting requirement	Description of reporting requirements
RP15,16	DNSP Conditions: 18.2, 18.3 Ausgrid & Endeavour Energy licence: 4.1, 4.2, 7.1 and 7.2	Network overall reliability standards	Provide: <ul style="list-style-type: none"> ▼ an accurate statement of performance against pro-rata SAIDI average standards and pro-rata SAIFI average standards by feeder type, disregarding excluded interruptions ▼ reasons for any non-compliance by the licence holder with the pro-rata reliability standards and plans to improve, and ▼ information on any other matter formally notified by the Minister.
RP17	DNSP Conditions: 18.4 Ausgrid & Endeavour Energy licence: 5 and 7.3	Individual feeder standards	For each non-compliant feeder, provide: <ul style="list-style-type: none"> ▼ date at which the feeder first exceeded the relevant individual feeder standard, together with the actual SAIDI and SAIFI performance of the feeder for the 12 month period ▼ details of the remedial action that the licence holder intends taking, or has taken, to improve performance of those feeders ▼ date of completion, or the date of planned completion, of the remedial action plan, or ▼ details of the investigation and action proposed or undertaken leading to the decision to advise

IPART Code	Licence conditions	Name of reporting requirement	Description of reporting requirements
			the Minister/Tribunal that it is not economically justifiable to bring the feeder performance into compliance with the individual feeder standards.
RP18	DNSP Conditions: 17 and 18.5 Ausgrid licence: 6 and 7.4 Endeavour Energy licence: 6 and 7.4	Customer services standard	Provide: <ul style="list-style-type: none"> ▼ the number of payments given to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions and by the type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to both the DNSP licence conditions and the Ausgrid licence, and ▼ the number of claims not paid (whether in part or full) to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions, and by type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the DNSP licence conditions, the Ausgrid licence and the Endeavour Energy licence.

Note: 'DNSP Conditions' refers to the *Schedule listing ministerially imposed licence conditions for distribution network service providers* and the *Reliability and Performance licence Conditions for Electricity Distributors*.

'Ausgrid Licence' refers to the *Schedule of Ministerially imposed licence conditions for the operator of a Transacted Distribution System* found in the Ausgrid Licence.

'Endeavour Energy Licence' refers to the *Schedule of Ministerially imposed licence conditions for the operator of a Transacted Distribution System* found in the Endeavour Energy Licence.

1.1 How to lodge a quarterly standards report

Unless otherwise stated, information or notification provided to IPART should be lodged electronically via energy@ipart.nsw.gov.au, and addressed to Director, Energy Networks Regulation.

1.2 Information on reliability and performance audits

The licence holder's performance against the reliability and performance standards must be independently audited after the end of each financial year, with the audit report due to IPART by 30 September.¹ Under the DNSP licence conditions the audit report must also be provided to the Minister by this date. Further information on reliability and performance audits can be found in IPART's *Electricity Network Audit Guidelines*.

¹ DNSP licence conditions, conditions 18.7 and 18.12; Ausgrid Licence, conditions 7.6 and 7.12.



Appendices

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A Annual Compliance Report Pro-forma

Annual Compliance Report for 20 -
Submitted by [name] ACN:

To: The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW PO
Box K35
Haymarket Post Shop NSW 1240

[Name] reports as follows:

1. This report documents compliance during [financial year] with all obligations to which [name] is subject by virtue of its Transmission Operator or Distribution Network Service Provider Licence.
2. This report has been prepared by [name] with all due care and skill in full knowledge of conditions to which it is subject and in compliance with IPART's [current Electricity Network Reporting Manual]/[Transmission/Distribution Electricity Network Performance Report].
3. Schedule A provides information on all obligations with which [name] did not fully comply during [financial year].
4. Other than the information provided in Schedule A, [name] has complied with all conditions to which it is subject.
5. This compliance report has been approved by the Chief Executive Officer (or equivalent) and the Chairman of the Board of Directors (or a duly authorised board member other than the CEO) of [name] at its meeting on [date].

DATE: DATE:

Signed: Signed:

Name: Name:

Designation:..... Designation:

B Electricity distributor licence conditions and obligations

Table B.1 Obligations found in the *Schedule of Ministerially imposed licence conditions for distribution network service providers* (applicable to Endeavour Energy, Essential Energy, and to Ausgrid for the period to 30 November 2016)

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions for distribution network service providers</i>	Reporting
RP1	Ministerially-imposed licence condition 15.1	Network overall reliability standards - SAIDI	A distributor must not, when excluded interruptions are disregarded, exceed in a financial year the SAIDI average standards that apply to its feeder types.	Annual
RP2	Ministerially-imposed licence condition 15.2	Network overall reliability standards - SAIFI	A distributor must not, when excluded interruptions are disregarded, exceed in a financial year the SAIFI average standards that apply to its feeder types.	Annual
RP3	Ministerially-imposed licence conditions 16.1 and 16.2(a)	Individual feeder performance	Where one or more of a distributor's feeders exceed the relevant individual feeder standards for any 12 month period ending at the end of March, June, September or December, the distributor must investigate the causes for each feeder exceeding the individual feeder standards.	Annual
RP4	Ministerially-imposed licence condition 16.2(b)	Individual feeder performance investigation report	A distributor must, by the end of the quarter following the quarter in which the feeder first exceeded the individual feeder standards, complete an investigation report identifying the causes and any action required to improve the performance of each feeder.	Annual
RP5	Ministerially-imposed licence condition 16.2(c)	Individual feeder performance – completion of actions	A distributor must complete any actions identified in the investigation report to improve the performance of each feeder to the individual feeder standards by the end of the third quarter following the quarter in which each feeder first exceeded the individual feeder standards.	Annual
RP6	Ministerially-imposed licence condition 16.2(d)	Individual feeder performance – project plan	Except as permitted by condition 16.2(e), where the investigation report identifies actions, other than operational actions, required to improve the performance of each feeder to the individual feeder standards, the distributor must develop a project plan, including implementation timetable, and commence its implementation by the end of the second quarter following the quarter in which the feeder first exceeded the individual feeder standards.	Annual
RP7	Ministerially-imposed licence condition 16.2(e)	Individual feeder performance – considering non-network	A distributor must consider non-network strategies which provide reliable outcomes for customers. Where found by the investigation report to be equal	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions for distribution network service providers</i>	Reporting
		strategies	or more cost-effective than the lowest cost feasible network option, such strategies shall be adopted rather than network augmentation.	
RP8	Ministerially- imposed licence condition 16.2(f)	Individual feeder performance – implementation timetable	A distributor must ensure that the implementation timetable for the network project plan or alternative non-network solutions is as short as is reasonably practicable.	Annual
RP9	Ministerially- imposed licence condition 16.2(g)	Individual feeder performance – cost benefit analysis	Where all reasonable steps to improve supply reliability have been taken, the costs of further actions to rectify the non-compliance must be subject to a cost benefit analysis. Where such analysis does not provide a positive benefit, no further action will be taken to improve the feeder's performance and the ongoing non-conformance with the individual feeder standards will be reported to the Minister.	Annual
RP10	Ministerially- imposed licence condition 16.3	Individual feeder performance – rectification plan	A distributor's investigation report is to include a documented rectification plan where action is found to be justified in order to improve the performance of a feeder to the individual feeder standards.	Annual
RP11	Ministerially-imposed licence condition 17.1	Customer service standard – interruption duration	A distributor must pay the sum of \$80 to a customer where the distributor exceeds the interruption duration standard at the customer's premises and the customer has made a claim to the distributor within three months of the interruption.	Annual
RP12	Ministerially-imposed licence condition 17.2	Customer service standard – interruption frequency	A distributor must pay the sum of \$80 to a customer where the distributor exceeds the interruption frequency standard at the customer's premises in a financial year and the customer has made a claim to the distributor within three months of the end of the financial year to which the interruptions relate.	Annual
RP13	Ministerially-imposed licence condition 17.3	Customer service standard – claim determination	Within one month of receiving a claim, a distributor must determine the claim and give written notice of the determination to the customer. For customers eligible for payment, the notice must include the amount paid, the manner of payment and timing of payment. Where a claim is not paid (whether in part or full), the notice must include reasons for the decision.	Annual
RP14	Ministerially-imposed licence condition 17.4	Customer service standard – customer awareness	A distributor must take reasonable steps to make customers aware of the availability of payments under condition 17. On request from a customer, a distributor must provide written information on the availability of payments on the terms set out in condition 17.	Annual
RP15	Ministerially-imposed licence condition 18.2	Network overall reliability standards – quarterly report	A distributor must submit a quarterly network overall reliability standards report to the Minister within one month of the end of each quarter.	Quarterly
RP16	Ministerially-imposed licence	Network overall reliability	Each network overall reliability standards report must include the following	Quarterly

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions for distribution network service providers</i>	Reporting
	condition 18.3	standards – information required	<p>matters for the previous 12 month period to the end of that quarter:</p> <ul style="list-style-type: none"> a) performance against SAIDI average standards and SAIFI average standards by feeder type, disregarding excluded interruptions b) reasons for any non-compliance by the licence holder with the network overall reliability standards and plans to improve performance, and c) any other matter formally notified by the Minister. 	
RP17	Ministerially-imposed licence condition 18.4	Individual feeder standards – quarterly report	<p>A distributor must submit, within one month of the end of each quarter, a quarterly individual feeder standards report to the Minister on feeders that exceeded the individual feeder standards during the previous 12 month period to the end of that quarter, together with for each feeder:</p> <ul style="list-style-type: none"> a) the date at which the feeder first exceeded the relevant individual feeder standard, together with the actual SAIDI and SAIFI performance of the feeder for the 12 month period, b) details of the remedial action that the licence holder intends taking, or has taken, to improve performance of those feeders, and c) The date of completion, or the date of planned completion, of the remedial action plan, or details of the investigation and action proposed or undertaken leading to the decision to advise the Minister that is not economically justifiable to bring the feeder performance into compliance with the individual feeder standards. 	Quarterly
RP18	Ministerially-imposed licence condition 18.5	Customer service standards – quarterly report	<p>A distributor must submit a quarterly customer service standards report to the Minister on the following matters within one month of the end of each quarter for the preceding quarter and for the previous 12 month period to the end of that quarter:</p> <ul style="list-style-type: none"> a) number of payments given under condition 17 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions and by the type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions, and b) number of claims not paid (whether in part or full) under condition 17 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions, and by type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions. 	Quarterly
RP19	Ministerially-imposed licence	Major network incident	A distributor must report to the Minister within 24 hours any major network	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions for distribution network service providers</i>	Reporting
	condition 18.6	reporting	incidents involving significant injury to persons, loss of property or widespread supply interruptions. High level severity incidents should be advised immediately.	
RP20	Ministerially-imposed licence condition 18.7	Reliability and performance - audit	An independent audit must be conducted after the end of each financial year to audit the distributor's performance against the network overall reliability standards, individual feeder standards and customer service standards.	Annual
RP21	Ministerially-imposed licence condition 18.8	Reliability and performance – auditor nomination	A distributor must nominate a person to conduct the independent audit by notice in writing to IPART and must give notice in accordance with any time specified by IPART.	Annual
RP22	Ministerially-imposed licence condition 18.12	Reliability and performance – audit report	A distributor must provide a copy of the auditor's report by 30 September each year to IPART and the Minister.	Annual
RP23	Ministerially-imposed licence condition 18.13	Reliability and performance – audit report format	Where the Minister determines the format of a report required by condition 18, a distributor must submit the report in that format.	Annual
RP24	Ministerially-imposed licence condition 18.14	Reliability and performance – audit guidelines	The Minister may from time to time establish guidelines to be followed by the distributor in complying with reports required by this condition and the distributor must comply with any such guidelines.	Annual
RP25	Ministerially-imposed licence condition 18.16	Reliability and performance – provision of audit report	A distributor must provide a report submitted to the Minister under condition 18 to IPART, if requested to do so by IPART by notice in writing.	Annual

^a IPART, Distribution Ring Fencing Guidelines, Made under clause 6.20 of the National Electricity Code, Version 1.0, February 2003.

Table B.2 Obligations in the *Schedule of Ministerially imposed licence conditions of a transacted distribution system* (Applicable to Ausgrid only from 1 December 2016)

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
TD4	Transacted distribution system conditions: 4.1	Network overall reliability standards - SAIDI	A Licence Holder must not, when excluded interruptions are disregarded, exceed in a financial year the SAIDI average standards that apply to its feeder types.	Annual
TD5	Transacted distribution system conditions: 4.2	Network overall reliability standards - SAIFI	A Licence Holder must not, when excluded interruptions are disregarded, exceed in a financial year the SAIFI average standards that apply to its feeder types.	Annual
TD6	Transacted distribution system conditions: 5.1 and 5.2 (a)	Individual feeder performance	Where one or more of a Licence Holder's feeders exceed the relevant individual feeder standards for any 12 month period ending at the end of March, June, September or December, the distributor must investigate the causes for each feeder exceeding the individual feeder standards.	Annual
TD7	Transacted distribution system conditions: 5.2(b)	Individual feeder performance investigation report	A Licence Holder must, by the end of the quarter following the quarter in which the feeder first exceeded the individual feeder standards, complete an investigation report identifying the causes and any action required to improve the performance of each feeder.	Annual
TD8	Transacted distribution system conditions: 5.2(c)	Individual feeder performance – completion of actions	A Licence Holder must complete any actions identified in the investigation report to improve the performance of each feeder to the individual feeder standards by the end of the third quarter following the quarter in which each feeder first exceeded the individual feeder standards.	Annual
TD9	Transacted distribution system conditions: 5.2 (d)	Individual feeder performance – project plan	Except as permitted by condition 5.2(e), where the investigation report identifies actions, other than operational actions, required to improve the performance of each feeder to the individual feeder standards, the distributor must develop a project plan, including implementation timetable, and commence its implementation by the end of the second quarter following the quarter in which the feeder first exceeded the individual feeder standards.	Annual
TD10	Transacted distribution system conditions: 5.2(e)	Individual feeder performance – considering non-network strategies	A Licence Holder must consider non-network strategies which provide reliable outcomes for customers. Where found by the investigation report to be equal or more cost-effective than the lowest cost feasible network option, such strategies shall be adopted rather than network augmentation.	Annual
TD11	Transacted distribution system conditions: 5.2(f)	Individual feeder performance – implementation timetable	A Licence Holder must ensure that the implementation timetable for the network project plan or alternative non-network solutions is as short as is reasonably practicable.	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
TD12	Transacted distribution system conditions: 5.2(g)	Individual feeder performance – cost benefit analysis	Where all reasonable steps to improve supply reliability have been taken, the costs of further actions to rectify the non-compliance must be subject to a cost benefit analysis. Where such analysis does not provide a positive benefit, no further action will be taken to improve the feeder's performance and the ongoing non-conformance with the individual feeder standards will be reported to the Minister.	Annual
TD13	Transacted distribution system conditions: 5.3	Individual feeder performance – rectification plan	The investigation report is to include a documented rectification plan where action is found to be justified in order to improve the performance of a feeder to the individual feeder standards.	Annual
TD14	Transacted distribution system conditions: 6.1	Customer service standard – interruption duration	A Licence Holder must pay the sum of \$80 to a customer where the distributor exceeds the interruption duration standard at the customer's premises and the customer has made a claim to the distributor within three months of the interruption ceasing.	Annual
TD15	Transacted distribution system conditions: 6.2	Customer service standard – interruption frequency	A Licence Holder must pay the sum of \$80 to a customer where the distributor exceeds the interruption frequency standard at the customer's premises in a financial year and the customer has made a claim to the distributor within three months of the end of the financial year to which the interruptions relate.	Annual
TD16	Transacted distribution system conditions: 6.3	Customer service standard – claim determination	Within one month of receiving a claim for payment under condition 6, a Licence Holder must determine the claim and give written notice of the determination to the customer. For customers eligible for payment, the notice must include the amount paid, the manner of payment and timing of payment. Where a claim is not paid (whether in part or full), the notice must include reasons for the decision.	Annual
TD17	Transacted distribution system conditions: 6.4	Customer service standard – customer awareness	A Licence Holder must take reasonable steps to make customers aware of the availability of payments on the terms under condition 6. On request from a customer, a Licence Holder must provide written information on the availability of payments on the terms set out in condition 6.	Annual
TD18	Transacted distribution system conditions: 7.1	Network overall reliability standards – quarterly report	A Licence Holder must submit a network overall reliability standards quarterly report to the Tribunal within one month of the end of each quarter.	Quarterly
TD19	Transacted distribution system conditions: 7.2	Network overall reliability standards – information required	Each network overall reliability standards report must include the following matters for the previous 12 month period to the end of that quarter: <ul style="list-style-type: none"> a) performance against SAIDI average standards and SAIFI average standards by feeder type, disregarding excluded interruptions b) reasons for any non-compliance by the licence holder with the network overall reliability standards and plans to improve performance, and c) any other matter notified by the Tribunal in writing. 	Quarterly

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
TD20	Transacted distribution system conditions: 7.3	Individual feeder standards – quarterly report	<p>A distributor must submit, within one month of the end of each quarter, a quarterly individual feeder standards report to the Tribunal on feeders that exceeded the relevant individual feeder standards during the previous 12 month period to the end of that quarter, together with for each feeder:</p> <ul style="list-style-type: none"> a) the date at which the feeder first exceeded the relevant individual feeder standard, together with the actual SAIDI and SAIFI performance of the feeder for the 12 month period, b) details of the remedial action that the licence holder intends taking, or has taken, to improve performance of those feeders, c) either of the following: <ul style="list-style-type: none"> i) The date of completion, or the date of planned completion, of the remedial action plan, or ii) details of the investigation and action proposed or undertaken leading to the decision to advise the Tribunal that is not economically justifiable to bring the feeder performance into compliance with the individual feeder standards, and d) any other matter notified by the Tribunal in writing 	Quarterly
TD21	Transacted distribution system conditions: 7.4	Customer service standards – quarterly report	<p>A Licence Holder must submit a quarterly customer service standards report to the Tribunal on the following matters within one month of the end of each quarter for the preceding quarter and for the previous 12 month period to the end of that quarter:</p> <ul style="list-style-type: none"> a) number of payments given under condition 6 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions and by the type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions, and b) number of claims not paid (whether in part or full) under condition 6 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions, and by type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions, and c) any other matter notified by the Tribunal in writing 	Quarterly
TD23	Transacted distribution system conditions: 7.6	Reliability and performance - audit	An independent audit must be conducted after the end of each financial year to audit the distributor's performance against the network overall reliability standards, individual feeder standards and customer service standards.	Annual
TD24	Transacted distribution system conditions: 7.7	Reliability and performance - audit	The audit must be conducted in accordance with any Audit Guidelines issued by the Tribunal	Annual
TD25	Transacted distribution	Reliability and performance – auditor	A Licence Holder is required to nominate a person to conduct the independent audit by written notice given to the Tribunal in accordance with auditor nomination procedures	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
	system conditions: 7.8	nomination	published in any Audit Guidelines issued by the Tribunal.	
TD26	Transacted distribution system conditions: 7.9	Reliability and performance – auditor nomination	The person nominated must be independent of the Licence Holder and competent to undertake the audit	Annual
TD27	Transacted distribution system conditions: 7.12	Reliability and performance – audit report	A distributor must provide a copy of the auditor's report by 30 September each year to IPART.	Annual
TD28	Transacted distribution system conditions: 7.13	Reliability and performance – audit report format	Where the Tribunal determines the format of a report, a Licence Holder must submit the report in that format.	Annual
TD29	Transacted distribution system conditions: 7.14	Reliability and performance – audit guidelines	The Tribunal may from time to time establish requirements to be followed by the Licence Holder in complying with reports required by this condition and the Licence Holder must comply with any such requirements.	Annual
TD30	Transacted distribution system conditions: 7.16	Reliability and performance – provision of a report	A Licence Holder must provide a report submitted to the Tribunal under condition 7 to the Minister, if requested to do so by the Minister by notice in writing.	Annual
TD31	Transacted distribution system conditions: 8.1	Business continuity and disruptions	The Licence Holder must have a documented system to ensure that it has adequate arrangements in place to identify, assess and manage business continuity risks and manage business disruptions relating to the operation of its <i>distribution system</i> (a Business Continuity Plan).	Annual
TD32	Transacted distribution system conditions: 8.2	Business continuity and disruptions	The Licence Holder must ensure that it and any other network operator of its <i>distribution system</i> implements and complies with the Business Continuity Plan.	Annual
TD38	Transacted distribution system conditions 14	Reporting in accordance with Reporting Manuals	The Licence Holder must prepare and submit reports in accordance with any Reporting Manuals issued by the Tribunal.	Annual
TD39	Transacted distribution system conditions 15	Information about compliance with Audit Guidelines	The Licence Holder must comply with any Audit Guidelines issued by the Tribunal.	Annual

⁴Transacted distribution system conditions' refers to those conditions found in the *Schedule of Ministerially imposed licence conditions of a transacted distribution system* in the Ausgrid Licence. The Licence provides definitions of certain terms, including: Commonwealth Representative, distribution system, Licence Holder, Relevant Person, and Tribunal.

Table B.3 Obligations in the Schedule of Ministerially imposed licence conditions of a transacted distribution system (Applicable to Endeavour Energy only from 14 June 2017)

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the Schedule of Ministerially imposed licence conditions of a transacted distribution system	Reporting
TD4	Transacted distribution system conditions: 4.1	Network overall reliability standards - SAIDI	The Licence Holder must not, when excluded interruptions are disregarded, exceed in a financial year the SAIDI average standards that apply to its feeder types.	Annual
TD5	Transacted distribution system conditions: 4.2	Network overall reliability standards - SAIFI	The Licence Holder must not, when excluded interruptions are disregarded, exceed in a financial year the SAIFI average standards that apply to its feeder types.	Annual
TD6	Transacted distribution system conditions: 5.1 and 5.2 (a)	Individual feeder performance	Where one or more of a Licence Holder's feeders exceed the relevant individual feeder standards for any 12 month period ending at the end of March, June, September or December, the distributor must investigate the causes for each feeder exceeding the individual feeder standards.	Annual
TD7	Transacted distribution system conditions: 5.2(b)	Individual feeder performance investigation report	The Licence Holder must, by the end of the quarter following the quarter in which the feeder first exceeded the individual feeder standards, complete an investigation report identifying the causes and any action required to improve the performance of each feeder.	Annual
TD8	Transacted distribution system conditions: 5.2(c)	Individual feeder performance – completion of actions	The Licence Holder must complete any actions identified in the investigation report to improve the performance of each feeder to the individual feeder standards by the end of the third quarter following the quarter in which each feeder first exceeded the individual feeder standards.	Annual
TD9	Transacted distribution system conditions: 5.2 (d)	Individual feeder performance – project plan	Except as permitted by condition 5.2(e), where the investigation report identifies actions, other than operational actions, required to improve the performance of each feeder to the individual feeder standards, the Licence Holder must develop a project plan, including implementation timetable, and commence its implementation by the end of the second quarter following the quarter in which the feeder first exceeded the individual feeder standards.	Annual
TD10	Transacted distribution system conditions: 5.2(e)	Individual feeder performance – considering non-network strategies	The Licence Holder must consider non-network strategies which provide reliable outcomes for customers. Where found by the investigation report to be equal or more cost-effective than the lowest cost feasible network option, such strategies shall be adopted rather than network augmentation.	Annual
TD11	Transacted distribution system conditions: 5.2(f)	Individual feeder performance – implementation timetable	The Licence Holder must ensure that the implementation timetable for the network project plan or alternative non-network solutions is as short as is reasonably practicable.	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
TD12	Transacted distribution system conditions: 5.2(g)	Individual feeder performance – cost benefit analysis	Where all reasonable steps to improve supply reliability have been taken, the costs of further actions to rectify the non-compliance must be subject to a cost benefit analysis. Where such analysis does not provide a positive benefit, no further action will be taken to improve the feeder's performance and the ongoing non-conformance with the individual feeder standards will be reported to the Minister.	Annual
TD13	Transacted distribution system conditions: 5.3	Individual feeder performance – rectification plan	The investigation report is to include a documented rectification plan where action is found to be justified in order to improve the performance of a feeder to the individual feeder standards.	Annual
TD14	Transacted distribution system conditions: 6.1	Customer service standard – interruption duration	A Licence Holder must pay the sum of \$80 to a customer where the Licence Holder exceeds the interruption duration standard at the customer's premises and the customer has made a claim to the Licence Holder within three months of the interruption ceasing.	Annual
TD15	Transacted distribution system conditions: 6.2	Customer service standard – interruption frequency	A Licence Holder must pay the sum of \$80 to a customer where the Licence Holder exceeds the interruption frequency standard at the customer's premises in a financial year and the customer has made a claim to the Licence Holder within three months of the end of the financial year to which the interruptions relate.	Annual
TD16	Transacted distribution system conditions: 6.3	Customer service standard – claim determination	Within one month of receiving a claim for payment under condition 6, a Licence Holder must determine the claim and give written notice of the determination to the customer. For customers eligible for payment, the notice must include the amount paid, the manner of payment and timing of payment. Where a claim is not paid (whether in part or full), the notice must include reasons for the decision.	Annual
TD17	Transacted distribution system conditions: 6.4	Customer service standard – customer awareness	The Licence Holder must take reasonable steps to make customers aware of the availability of payments on the terms under condition 6. On request from a customer, a Licence Holder must provide written information on the availability of payments on the terms set out in condition 6.	Annual
TD18	Transacted distribution system conditions: 7.1	Network overall reliability standards – quarterly report	The Licence Holder must submit a network overall reliability standards quarterly report to the Tribunal within one month of the end of each quarter.	Quarterly
TD19	Transacted distribution system conditions: 7.2	Network overall reliability standards – information required	Each network overall reliability standards report must include the following matters for the previous 12 month period to the end of that quarter: <ul style="list-style-type: none"> a) performance against SAIDI average standards and SAIFI average standards by feeder type, disregarding excluded interruptions b) reasons for any non-compliance by the licence holder with the network overall reliability standards and plans to improve performance, and c) any other matter notified by the Tribunal in writing. 	Quarterly

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
TD20	Transacted distribution system conditions: 7.3	Individual feeder standards – quarterly report	<p>A Licence Holder must submit, within one month of the end of each quarter, a quarterly individual feeder standards report to the Tribunal on feeders that exceeded the relevant individual feeder standards during the previous 12 month period to the end of that quarter, together with for each feeder:</p> <ul style="list-style-type: none"> a) the date at which the feeder first exceeded the relevant individual feeder standard, together with the actual SAIDI and SAIFI performance of the feeder for the 12 month period, b) details of the remedial action that the licence holder intends taking, or has taken, to improve performance of those feeders, c) either of the following: <ul style="list-style-type: none"> i) The date of completion, or the date of planned completion, of the remedial action plan, or ii) details of the investigation and action proposed or undertaken leading to the decision to advise the Tribunal that is not economically justifiable to bring the feeder performance into compliance with the individual feeder standards, and d) any other matter notified by the Tribunal in writing 	Quarterly
TD21	Transacted distribution system conditions: 7.4	Customer service standards – quarterly report	<p>The Licence Holder must submit a quarterly customer service standards report to the Tribunal on the following matters within one month of the end of each quarter for the preceding quarter and for the previous 12 month period to the end of that quarter:</p> <ul style="list-style-type: none"> a) number of payments given under condition 6 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions and by the type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions, and b) number of claims not paid (whether in part or full) under condition 6 to customers by each type of area listed in Column 1 of Table 1 in Schedule 5 to the conditions, and by type of standard, as shown in Columns 2 and 3 of Table 1 in Schedule 5 to the conditions. c) any other matter notified by the Tribunal in writing 	Quarterly
TD23	Transacted distribution system conditions: 7.6	Reliability and performance - audit	An independent audit must be conducted after the end of each financial year to audit the Licence Holder's performance against the network overall reliability standards, individual feeder standards and customer service standards.	Annual
TD24	Transacted distribution system conditions: 7.7	Reliability and performance - audit	The audit must be conducted in accordance with any Audit Guidelines issued by the Tribunal	Annual
TD25	Transacted distribution	Reliability and performance – auditor	The Licence Holder is required to nominate a person to conduct the independent audit by written notice given to the Tribunal in accordance with auditor nomination procedures	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
	system conditions: 7.8	nomination	published in any Audit Guidelines issued by the Tribunal.	
TD26	Transacted distribution system conditions: 7.9	Reliability and performance – auditor nomination	The person nominated must be independent of the Licence Holder and competent to undertake the audit	Annual
TD27	Transacted distribution system conditions: 7.12	Reliability and performance – audit report	The Licence Holder must provide a copy of the auditor’s report by 30 September each year to IPART.	Annual
TD28	Transacted distribution system conditions: 7.13	Reliability and performance – audit report format	Where the Tribunal determines the format of a report, a Licence Holder must submit the report in that format.	Annual
TD29	Transacted distribution system conditions: 7.14	Reliability and performance – audit guidelines	The Tribunal may from time to time establish requirements to be followed by the Licence Holder in complying with reports required by this condition and the Licence Holder must comply with any such requirements.	Annual
TD30	Transacted distribution system conditions: 7.16	Reliability and performance – provision of a report	The Licence Holder must provide a report submitted to the Tribunal under condition 7 to the Minister, if requested to do so by the Minister by notice in writing.	Annual
TD31	Transacted distribution system conditions: 8.1	Business continuity and disruptions	The Licence Holder must have a documented system to ensure that it has adequate arrangements in place to identify, assess and manage business continuity risks and manage business disruptions relating to the operation of its <i>distribution system</i> (a Business Continuity Plan).	Annual
TD32	Transacted distribution system conditions: 8.2	Business continuity and disruptions	The Licence Holder must ensure that it and any other network operator of its <i>distribution system</i> implements and complies with the Business Continuity Plan.	Annual
TD38	Transacted distribution system conditions 14	Reporting in accordance with Reporting Manuals	The Licence Holder must prepare and submit reports in accordance with any Reporting Manuals issued by the Tribunal.	Annual
TD39	Transacted distribution system conditions 15	Information about compliance with Audit Guidelines	The Licence Holder must comply with any Audit Guidelines issued by the Tribunal.	Annual
TD40	Transacted distribution system conditions 16	Compliance management systems	The Licence Holder must ensure internal systems are developed and maintained that are capable of effectively managing compliance with its licence.	Annual
TD41	Transacted distribution system conditions 17	Statistical operating obligations	The Licence Holder must provide to the Tribunal such operating statistics and performance indicators as requested.	Annual
TD42	Transacted distribution	Licence conditions –	The Licence Holder must furnish to the Tribunal such information as the Tribunal may	Annual

IPART Code	Licence Condition and obligation	Name of reporting requirement	Brief description of obligation in the <i>Schedule of Ministerially imposed licence conditions of a transacted distribution system</i>	Reporting
	system conditions 18	provision of information	determine to enable the Tribunal to ascertain whether or not the Licence Holder is complying with conditions of its licence, the Act or Regulation.	
TD43	Transacted distribution system conditions 19.1	Information about compliance with Employment Guarantees	The Licence Holder must furnish to the Tribunal such information as the Tribunal may determine to enable the Tribunal to ascertain whether or not the Licence Holder is complying with the 'Employment Guarantees' set out in Schedule 4 of the <i>Electricity Network Assets (Authorised Transactions) Act 2015</i> (NSW).	Annual
TD44	Transacted distribution system conditions 19.2	Auditing of employment guarantees compliance	The Licence Holder must comply at its own expense and within a reasonable timeframe nominated by the Tribunal, with any request from the Tribunal to have information provided under condition 19.1 audited by an Approved Auditor.	Annual

*'Transacted distribution system conditions' refers to those conditions found in the *Schedule of Ministerially imposed licence conditions of a transacted distribution system* in the Endeavour Energy Licence.

The Licence provides definitions of certain terms, including: Commonwealth Representative, distribution system, Licence Holder, Relevant Person, and Tribunal

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