



Independent Pricing and Regulatory Tribunal  
New South Wales

# Electricity networks reporting manual

## **NSW Public Lighting Code compliance reporting**



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### The Independent Pricing and Regulatory Tribunal (IPART)

IPART provides independent regulatory decisions and advice to protect the ongoing interests of the consumers, taxpayers and citizens of NSW. IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from IPART's website: <https://www.ipart.nsw.gov.au/Home>.

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## Energy Networks Regulation Committee Members

The Committee members are:

Mr Ed Willett, Chair

Ms Deborah Cope

Dr Brian Spalding

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### Amendment record

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Issue	Date issued	Amendments made
First issue	April 2019	Draft on IPART website for comment by all stakeholders.
Second issue	June 2019	Section 2 - all reporting is required from 1 July onwards. Section 2.2.1 - amendment to sign-off requirements for the annual performance report.

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# 1 The purpose and status of this Reporting Manual

This Reporting Manual applies to Ausgrid, Endeavour Energy and Essential Energy (Service Providers) based on condition 19A of their operating licences. This condition imposes an obligation to comply with the *NSW Public Lighting Code - September 2018* (the Code) and notes IPART's role in monitoring and enforcing the Service Providers' compliance with the Code. Licence conditions of the Service Providers require them to comply with any Reporting Manuals issued by the IPART.

The Department of Planning and Environment (the Department) established the Code to support the reliable and efficient provision of public lighting services. It will take effect from 1 July 2019 (commencement date), as will the resulting reporting requirements. The Code is published on the Department's website.

IPART will review and amend this Reporting Manual from time to time, including where there are changes to statutory requirements and licence conditions.

More generally, the reporting requirements specified in IPART Reporting Manuals do not replace any requirements identified in licence conditions, legislation, statutory instruments or codes that apply to the Service Providers and other licensed 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 arrangements outlined in Reporting Manuals will allow IPART to:

- ▼ Determine whether the Service Providers and other licensed 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.

## 2 Reporting on compliance with the NSW Public Lighting Code

The reporting requirements to IPART under the Code are for a one-off six-monthly implementation report, quarterly report and annual performance report with varying content and due dates. IPART may also request additional reports from the Service Providers regarding their compliance with the Code. We note that the reporting requirements in this Reporting Manual reflect clause 8 of the Code. IPART has not included any additional reporting requirements or reporting to Customers and the Department in this Reporting Manual.

### 2.1 Frequency of reporting and due dates

The due dates for each report to IPART are specified in the table below.

**Table 1: Report due dates**

Report	Due date	Code reference
Annual performance	31 August of each year**	Clauses 8 (a-d)
Quarterly	Within one month of the conclusion of each quarter**	Clauses 8 (e-f)
Implementation (one-off)	31 December 2019	Clause 8 (k)
Ad-hoc	Within 15 business days of receipt of a written request from IPART	Clauses 8 (h-i)

\*\* Unless alternate date is approved by IPART.

**Note:** The submission timeframes for the annual and quarterly reports may coincide at the end of the financial year. Please note that where the annual report is due, the quarterly report remains due.

### 2.2 Content of the reports

The Service Providers are required under clause 2 of the Code, to prepare and publish reports as detailed in the following sections. If the content of any of the reports is subject to a variation agreement between the Service Providers and their customers<sup>1</sup>, the Service Providers are required to report against the varied terms and attach a copy of the variation agreement when submitting the reports to IPART.<sup>2</sup>

Service Providers are not required to measure service or report on performance for the 2018-19 financial year, all reporting requirements apply from 1 July 2019.

<sup>1</sup> Defined in the Code as a Council or a Public Authority of a Local, State or Federal Government.

<sup>2</sup> Clause 13 of the Code provides that the Service Providers or their customers may seek written agreement from the other to expressly vary the application of this Code, except with respect to clauses 1, 2, 3, 4 and 8.

### 2.2.1 Annual performance report

The Service Providers are required to provide an annual performance report to IPART which details:

- ▼ Activities undertaken in accordance with their Management Plan as per clause 6 of the Code
- ▼ Compliance with the Service Standards at Schedule 1 of the Code
- ▼ Compliance with the Service Providers' obligations under the Code (including clauses 7, 9, 10, 11, 12 and 14).

A pro forma for the annual performance report is attached at Appendix A. The Service Provider's CEO or equivalent (e.g. Managing Director if there is no CEO) must sign-off on the annual performance report.

If the Service Providers and their customers have agreed to vary any of the terms of the Code, against which the annual performance report is to be reported, the Service Providers must report against the varied terms and a copy of the variation agreement must be submitted with the annual report.<sup>3</sup>

The first annual performance report is due on 31 August 2020 and it should be based on the Service Provider's performance and compliance with the Code from 1 July 2019.

### 2.2.2 Quarterly report

The Service Providers are required to provide a quarterly report to IPART and each of their customers. IPART has provided a separate Microsoft Excel spreadsheet<sup>4</sup> for the Service Providers to input the information of the quarterly report that includes:

- ▼ The list of all faults
- ▼ Who reported each fault
- ▼ The location of each fault
- ▼ The time taken to repair each fault
- ▼ For faults yet to be repaired, the number of days since notice of the fault was received
- ▼ What category each fault falls in: general, specific, general priority or specific priority
- ▼ Whether the repair time for each general fault met the 10 business day standard.

The Service Providers must also calculate and include, in the Microsoft Excel spreadsheet,:

- ▼ Average timeframe in which general faults were repaired
- ▼ Average timeframe in which specific faults were repaired (*Please note that the Service Standards for specific faults is not mandated until 1 July 2020, however Service Providers are still required to report performance against the Service Standards from the Commencement Date of the Code*).

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<sup>3</sup> Clause 13 of the Code provides that the Service Providers or their customers may seek written agreement from the other to expressly vary the application of this Code, except with respect to clauses 1, 2, 3, 4 and 8.

<sup>4</sup> <https://www.ipart.nsw.gov.au/Home/Industries/Energy/Reviews/Electricity/Public-Lighting-Code-Draft-Electricity-Networks-Reporting-manual-2019?qDh=2>



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The submission timeframes for the annual and quarterly reports may coincide at the end of the financial year. Please note that where the annual report is due, the quarterly report also remains due.

If the Service Providers and their public lighting customers have agreed to vary any of the terms of the Code, against which the quarterly report is to be reported, the Service Providers must report against the varied terms and a copy of the variation agreement must be submitted with the quarterly report.<sup>5</sup>

The Service Provider's CEO or equivalent (e.g. Managing Director if there is no CEO) must sign-off on a cover letter to accompany the quarterly report.

The first quarterly report is due on 31 October 2019 and it should be based on the Service Provider's performance and compliance with the Code for the quarter commencing on 1 July 2019.

### **2.2.3 Implementation report**

Under clause 8 (k) of the Code, the Service Providers are required to provide a report to IPART and each of their customers identifying the steps they have taken towards implementation of the requirements of the Code. This report is due no later than 31 December 2019. It must detail the steps taken towards implementation of the requirements of each clause from 5 to 14 of the Code including any relevant supporting documentation such as management plans and luminaire lists.

If the Service Providers and their customers have agreed to vary of any of the terms of the Code, against which the implementation report relates to, the Service Providers must report against the varied terms and a copy of the variation agreement must be submitted with the implementation report.<sup>6</sup>

The Service Provider's CEO or equivalent (e.g. Managing Director if there is no CEO) must sign-off on a cover letter to accompany the implementation report.

## **2.3 Lodgement**

The Service Providers must lodge the compliance reports by email to [energy@ipart.nsw.gov.au](mailto:energy@ipart.nsw.gov.au), including contact details (phone, email) of the primary contact as well as an alternative contact for those times when the primary contact is unavailable.

All reports must be addressed to the CEO, Independent Pricing and Regulatory Tribunal of NSW and be signed off by the Service Providers' CEO or an equivalent (e.g. Managing Director if there is no CEO). Where the CEO has delegated this responsibility, the Service Providers must also provide evidence of that delegation.

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<sup>5</sup> Clause 13 of the Code provides that the Service Providers or their customers may seek written agreement from the other to expressly vary the application of this Code, except with respect to clauses 1, 2, 3, 4 and 8.

<sup>6</sup> Clause 13 of the Code provides that the Service Providers or their customers may seek written agreement from the other to expressly vary the application of this Code, except with respect to clauses 1, 2, 3, 4 and 8.

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IPART recommends that Service Providers submit any extension requests well in advance of the due date to ensure that IPART has adequate time to consider the request and make a decision on a case by case basis. As a guide, we recommend that Service Providers submit any requests for extensions at least two weeks before the due date of the relevant report and send these to [energy@ipart.nsw.gov.au](mailto:energy@ipart.nsw.gov.au).



## Appendices



## A Annual performance reporting pro forma

Annual Performance Report for year 20 -

Submitted by [Name of Service Provider] ACN: (insert ACN)

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

[Name of Service Provider] reports as follows:

1. This report details [Name of Service Provider]'s activities under the management plan, its compliance with the Service Standards in Schedule 1 of the NSW Public Lighting Code and its remaining obligations under the Code. These requirements form part of [Name of Service Provider]'s obligations under condition 19A of its Distribution Network Service Provider Licence.
2. This report has been prepared by [Name of Service Provider] with all due care and skill in full knowledge of conditions to which it is subject and in compliance with IPART's *Electricity Networks Reporting Manual – NSW Public Lighting Code compliance reporting*.
3. Schedule A provides information on the activities undertaken in accordance with the management plan that is also attached to this report.
4. Schedule B provides information on [Name of Service Provider]'s compliance with Schedule 1 Service Standards of the NSW Public Lighting Code dated September 2018 during [financial year].
5. [Name of Service Provider] has complied with all its obligations under the NSW Public Lighting Code during [financial year], except as noted in Schedule C.

Signed: .....

Name: .....

Designation: .....

Date: .....

**NB:** Signatory must be the CEO or equivalent (e.g. Managing Director if there is no CEO). Where the CEO (or equivalent) has delegated this responsibility, IPART may request evidence of the delegation.

The Service Provider must provide a report on its performance against the levels of service identified in relation to the activities listed under clause 6 (e) of the NSW Public Lighting Code and identify the activities where the level of service was not met and the reasons why.

## Table A.1

SUMMARY (YEAR-TO-DATE)
Total number of customers
Total number of faults reported
Of the total faults, number of general faults
Of the total faults, number of specific faults
Total general fault repairs exceeding 10 days
Average repair time for general faults
Average repair time for specific faults**
Total number of outstanding repairs
Total written requests for public lighting services
Total jobs performed outside 90 day timeframe from acceptance of quote by customers

**Note:** This table is a summary of the key data from the quarterly reports submitted by [Name of Service Provider] throughout the financial year. Further detail of compliance with the Service Standards is available in the quarterly reports.

## Table A.2

[illegible]