

Electricity Performance Reporting Datasheet - Distribution Indicators

**IMPORTANT NOTICE FOR ELECTRICITY DISTRIBUTION LICENSEES**

Licensees should refer to the *Electricity Distribution Licence Performance Reporting Handbook* for information on the definitions of electricity distribution indicators listed in these Datasheets. The Handbook is available on the ERA website (see link below):

<https://www.erawa.com.au/electricity/electricity-licensing/regulatory-guidelines>

**As per section 4 of the handbook, distributors should complete the 'number' column in each worksheet as follows:**

**If the data is available:**

Enter the data

**If the activity did not occur:**

Enter '0'

For example, if the distributor did not receive any administrative processes or customer service complaints the data for indicator CCD 9 should be '0'.

**If the activity is not applicable:**

Enter 'n/a'

For example, if the distributor did not provide any new connections on its distribution system, indicator CCD2 should be marked 'n/a'.

**If the data is unavailable:**

Leave the data cell blank. Add a comment in the 'comments' cell explaining why the data cannot be provided.

If the data shows a change of more than 10% compared to last year's data, the retailer should include the likely reason(s) for the change in the 'comments' column.

Some indicators (shaded **blue**) require a value as at 30 June.

Some indicators (shaded **green**) require a cumulative total value for the whole of the reporting year.

Some indicators require reporting to be on a per customer/premises basis whereas others are on a per incident basis. For example, indicator NQR 1 (Total number of premises of small use customers interrupted for more than 12 hours continuously) should be reported on a per customer/premises basis. This means that if a premises of a small use customer is interrupted for more than 12 hours continuously, and more than once during a reporting year, the premises should only be counted once. Indicator CCD4 (Total number of reconnections provided) should be reported during a reporting year, each reconnection should be recorded separately.

## 2021/22 Electricity Licence Reporting Datasheets - Distribution

**Note:**

Indicators that require a value as at 30 June are shaded **green**.

Indicators that require a cumulative total value for the whole of the reporting year are shaded **blue**.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 1	Total number of new connections provided	4		
CCD 2	Total number of new connections not provided on or before the agreed date	0		
CCD 3	Percentage of new connections not provided on or before the agreed date		0.0%	
CCD 4	Total number of reconnections provided	0		
CCD 5	Total number of reconnections that were not provided within the prescribed timeframe	0		
CCD 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.0%	
CCD 7	Total number of connections on the distribution system(s)	8		

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 8	Total number of complaints (excluding complaints recorded under indicator NQR19) received	0		
CCD 9	Total number of administrative processes or customer service complaints	0		
CCD 10	Total number of other complaints	0		
CCD 11	Number of customer complaints {received in relation to CCD 8} concluded within 15 business days	0		
CCD 12	Percentage of customer complaints {received in relation to CCD 8} concluded within 15 business days		0.0%	
CCD 13	Number of customer complaints {received in relation to CCD 8} concluded within 20 business days	0		
CCD 14	Percentage of customer complaints {received in relation to CCD 8} concluded within 20 business days		0.0%	
CCD 15	Total number of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days	0		
CCD 16	Percentage of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days		0.0%	
CCD 17	NOT USED			
CCD 18	NOT USED			
CCD 19	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address	N/A		
CCD 20	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address concluded within 15 business days	N/A		
CCD 21	Percentage of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address concluded within 15 business days		N/A	
NQR 19	Total number of complaints received {that Part 2 or an instrument made under section 14(3) of the NQ&R Code has not been, or is not being, complied with}	N/A		Retained to allow calculation of NQR 19A
NQR 19A	Total number of complaints received {that Part 2 or an instrument made under section 14(3) of the NQ&R Code has not been, or is not being, complied with} that were concluded within 15 business days	N/A		Retained to allow calculation of CCD 15 and CCD 16

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Compensation Payments					
Indicator No.	Description	Basis of Reporting			Comments
		Number	Percentage	Value (\$)	
CCD 22	Total number of payments made, and the total amount paid under clause 14.4 of the Code of Conduct	0		\$0	
CCD 23	Total number of payments made, and the total amount paid under clause 14.5 of the Code of Conduct	0		\$0	

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Timely repair of faulty street lights				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 24	Total number of street lights reported faulty in the metropolitan area	0		
CCD 25	Total number of street lights reported faulty in the regional area	n/a		
CCD 26	Total number of street lights not repaired within five (5) days in the metropolitan area	0		
CCD 27	Percentage of street lights not repaired within five (5) days in the metropolitan area		0.0%	
CCD 28	Total number of street lights not repaired within nine (9) days in the regional area	0		
CCD 29	Percentage of street lights not repaired within nine (9) days in the regional area		0.0%	
CCD 30	Total number of street lights in the metropolitan area	11		
CCD 31	Total number of street lights in the regional area	n/a		
CCD 32	Average number of days to repair faulty street lights in the metropolitan area	n/a		
CCD 33	Average number of days to repair faulty street lights in the regional area	n/a		

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 34	Total number of telephone calls to a call centre of the distributor	0		
CCD 35	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	0		
CCD 36	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		n/a	
CCD 37	Average duration (in seconds) before a is call answered by a call centre operator	n/a		
CCD 38	Number of the calls that are unanswered	0		
CCD 39	Percentage of the calls that are unanswered		n/a	