

Electricity Performance Reporting Datasheet (NQR) - 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 technical QoS complaints the data for indicator NQR22 should be '0'.

If the activity is not applicable:

Enter '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 NQR22 (Total number of technical QoS complaints) should be reported during a reporting year, each complaint should be recorded separately.

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Note:

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 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.

Network Reliability					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
NQR 1	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(5), item 5	The number of premises of small use customers to which the supply of electricity has been interrupted for more than 12 hours continuously	REFER TABLE 1 (below)		
NQR 2	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(5), item 5	The number of premises of small use customers to which the supply of electricity has been interrupted more than the permitted number of times, as is defined in section 12(1) (of the NQ&R Code)	0		
NQR 3	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(a), item 11(a)	For each discrete area, the average length of interruption of supply to customer premises expressed in minutes	0		
NQR 4	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(b), item 11(b)	For each discrete area, the average number of interruptions of supply to customer premises	0		
NQR 5	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(c), item 11(c)	For each discrete area, the average percentage of time that electricity has been supplied to customer premises	0		
NQR 6	Electricity Industry (Network Quality and Reliability of Supply)	For each discrete area, the average total length of all interruptions of supply to customer premises expressed in minutes	REFER TABLE 2 (below)		
NQR 7	SCONRRR	Overall SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 8	SCONRRR	Distribution Network (Planned) SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 9	SCONRRR	Distribution Network (Unplanned) SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 10	SCONRRR	Normalised distribution network SAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 11	SCONRRR	Overall SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 12	SCONRRR	Distribution Network (Planned) SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 13	SCONRRR	Distribution Network (Unplanned) SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 14	SCONRRR	Normalised distribution network SAIFI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 15	SCONRRR	Overall CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 16	SCONRRR	Distribution Network (Planned) CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 17	SCONRRR	Distribution Network (Unplanned) CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		
NQR 18	SCONRRR	Normalised distribution network CAIDI by Total Network, CBD, Urban, Short Rural and Long Rural	REFER TABLE 2 (below)		

NQ&R - Network Reliability - Table 1

Description	Discrete Area	Total Network	Perth CBD and the urban areas combined	Other areas of the State	Comments
Interruptions for more than 12 hours continuously (Sch 1 section 5(a) NQ&R Code)	Number of premises interrupted	0			
	Number of interruptions	0			
More than the permitted number of interruptions (Sch 1 section 5(b) NQ&R Code)	Premises interrupted more than 9 times in a year		0		
	Premises interrupted more than 16 times in a year			0	

SCONRRR - Network Reliability - Table 2

Description	Discrete Area	Total Network	CBD	Urban	Short Rural	Long Rural	Comments
SAIDI	Overall	335		335			
	Distribution Network (Planned)	243		243			
	Distribution Network (Unplanned)	91		91			
	Normalised Distribution Network	91		91			
SAIFI	Overall	5.00		5.00			
	Distribution Network (Planned)	2.00		2.00			

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	Distribution Network (Unplanned)	3.00		3.00			
	Normalised Distribution Network	3.00		3.00			
CAIDI	Overall	64		64			
	Distribution Network (Planned)	122		122			
	Distribution Network (Unplanned)	31		31			
	Normalised Distribution Network	31		31			

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Complaints						
Indicator No.	Reference	Description	Basis of Reporting			Comments
			Number	Percentage	Value (\$)	
NQR 19	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(6)	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)	0			
NQR 20	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(7)	Total number of complaints received from customers in each of the discrete areas (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)	REFER TABLE 3 (below)			
NQR 21	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(8)	Total amount spent in addressing complaints (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) other than by way of payment under sections 18 and 19 (of the NQ&R Code)			n/a	
NQR 22	SCONRRR	Total number of technical QoS complaints	0			
NQR 23	SCONRRR	Total number of technical QoS complaints that are low supply voltage complaints	0			
NQR 24	SCONRRR	Percentage of technical QoS complaints that are low supply voltage complaints		0.0%		
NQR 25	SCONRRR	Total number of technical QoS complaints that are voltage dip complaints	0			
NQR 26	SCONRRR	Percentage of technical QoS complaints that are voltage dip complaints		0.0%		
NQR 27	SCONRRR	Total number of technical QoS complaints that are voltage swell complaints	0			
NQR 28	SCONRRR	Percentage of technical QoS complaints that are voltage swell complaints		0.0%		
NQR 29	SCONRRR	Total number of technical QoS complaints that are voltage spike complaints	0			
NQR 30	SCONRRR	Percentage of technical QoS complaints that are voltage spike complaints		0.0%		
NQR 31	SCONRRR	Total number of technical QoS complaints that are waveform distortion complaints	0			
NQR 32	SCONRRR	Percentage of technical QoS complaints that are waveform distortion complaints		0.0%		
NQR 33	SCONRRR	Total number of technical QoS complaints that are TV or radio interference complaints	0			
NQR 34	SCONRRR	Percentage of technical QoS complaints that are TV or radio interference complaints		0.0%		
NQR 35	SCONRRR	Total number of technical QoS complaints that are noise from appliances complaints	0			
NQR 36	SCONRRR	Percentage of technical QoS complaints that are noise from appliances complaints		0.0%		
NQR 37	SCONRRR	Total number of technical QoS complaints that are other complaints	0			
NQR 38	SCONRRR	Percentage of technical QoS complaints that are other complaints		0.0%		
NQR 39	SCONRRR	Breakdown of technical QoS complaints into the likely cause of problem that caused the complaint separated into:				
		Network equipment faulty - Total Number	0			
		Network equipment faulty - Percentage		0.0%		
		Network interference by NSP equipment - Total Number	0			
		Network interference by NSP equipment - Percentage		0.0%		
		Network interference by another customer - Total Number	0			
		Network interference by another customer - Percentage		0.0%		
		Network limitation - Total Number	0			
		Network limitation - Percentage		0.0%		
		Customer internal problem - Total Number	0			
		Customer internal problem - Percentage		0.0%		
		No problem identified - Total Number	0			
		No problem identified - Percentage		0.0%		
		Environmental - Total Number	0			
		Environmental - Percentage		0.0%		
		Other - Total Number	0			
Other - Percentage		0.0%				

NQ&R - Complaints - Table 3		
Discrete Area	Number of Complaints Received	Comments
Perth CBD	N/A	

Urban areas other than the Perth CBD	0	
All other areas of the State	N/A	

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Compensation Payments						
Indicator No.	Reference	Description	Basis of Reporting			Comments
			Number	Percentage	Value (\$)	
NQR 40	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(9)	The number of payments made, and the total amount paid under section 18 of the NQ&R Code	0		\$0	
NQR 41	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(9)	The number of payments made, and the total amount paid under section 19 of the NQ&R Code	0		\$0	

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Network and Asset Information						
Indicator No	Reference	Description	Basis of Reporting		Comments	
			Number	Percentage		
NQR 42	SCONRRR	Number of metered supply points by feeder category (CBD, urban, short rural and long rural), reported against the categories of	REFER TABLE 4A (below)			
NQR 43	SCONRRR	Number of unmetered supply points, by type of feeder (CBD, urban, long rural and short rural)	REFER TABLE 4B (below)			
NQR 44	SCONRRR	Energy delivered (GWh) by type of feeder (CBD, urban, long rural and short rural) reported against the categories of residential and non-residential customers and sub-transmission, high voltage and low voltage	REFER TABLE 4C (below)			
NQR 45	SCONRRR	Line lengths by type of feeder (CBD, urban, long rural and short rural) reported against the categories of underground and overhead	REFER TABLE 5A (below)			
NQR 46	SCONRRR	Number and total capacity of transformers, separated into sub-transmission and distribution	REFER TABLE 5B (below)			
NQR 47	SCONRRR	Total distribution losses (%)		<1%	Actual losses <1% due to the high voltage, short length of network and very low demand for the period	
NQR 48	SCONRRR	Size of network service area (sq km)	0.24Km2		current active service area of new network in new greenfield industrial estate. Service	
NQR 49	SCONRRR	Number of poles	0			
NQR 50	SCONRRR	Peak demand (MW)	1.0		peak demand relates to commissioning activities	

Network & Asset Information - Table 4A							
Number of Metered Supply	Total No.	By type of customer		By supply voltage			Comments
Feeder Category		Residential	Non-residential	ST	HV	LV	
CBD	N/A	N/A	N/A	N/A	N/A	N/A	
Urban	6	N/A	6	N/A	N/A	6	new network in new greenfield industrial estate. Customer numbers and demand will grow as additional businesses move into the estate over time.
Rural Short		0					
Rural Long		0					

Network & Asset Information - Table 4B					
Number of Un-metered Supply Points	CBD	Urban	Rural Short	Rural Long	Comments
Total No.	N/A	2	N/A	N/A	

Network & Asset Information - Table 4C							
Energy delivered (GWh)	Total GWh	By type of customer		By supply voltage			Comments
Feeder Category		Residential	Non-residential	ST	HV	LV	
CBD	N/A	N/A	N/A	N/A	N/A	N/A	
Urban	0.1	N/A	0.1	N/A	N/A	0.1	new network in new greenfield industrial estate. Customer numbers and demand will grow as additional businesses move into the estate over time.
Rural Short	N/A	N/A	N/A	N/A	N/A	N/A	
Rural Long	N/A	N/A	N/A	N/A	N/A	N/A	

SCONRRR Business Descriptors - Table 5A							
Line length (km)	Total km	By type of customer		By supply voltage			Comments
Feeder Category		Underground	Overhead	ST	HV	LV	
CBD	N/A	N/A	N/A	N/A	N/A	N/A	
Urban	3.3	N/A	N/A	N/A	1.8	1.5	new network in new greenfield industrial estate. Line length will grow as additional land is released in the estate.
Rural Short	N/A	N/A	N/A	N/A	N/A	N/A	
Rural Long	N/A	N/A	N/A	N/A	N/A	N/A	

SCONRRR Business Descriptors - Table 5B			
Transformer Type	Number of Transformers	Total capacity of Transformers (MVA)	Comments

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Sub-transmission	N/A	N/A	
Distribution	4	2.5	new network in new greenfield industrial estate. Transformer numbers and total capacity will grow as additional land is released in the estate.