



# Notice

08 July 2024

## Minor amendments to electricity distributor datasheet and handbook

On 15 May 2024, the ERA published updated handbooks and datasheets for energy distributors and retailers.

The ERA has today published new versions of the [handbook](#) and [datasheet](#) for electricity distributors, which include minor amendments following stakeholder feedback.

In summary, the ERA has:

- Changed how the customer base for three outage indicators (known as SAIDI, SAIFI, and CAIDI) is calculated from using a year-end number of customers to the number of customers averaged across each month of the year.
- Clarified that, when calculating the duration and number of outages for a normalised distribution network, licensees must include distribution outages caused by issues with a transmission system that they have responsibility for.

This change affects electricity distributors' performance reporting to the ERA for 2023/24.

Handbooks and datasheets for electricity retailers, gas retailers, and gas distributors are unchanged.

### Further information

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