

Electricity Compliance Reporting Manual – Data Input Sheets

Electricity Industry Act 2004

May 2007

Economic Regulation Authority



WESTERN AUSTRALIA

Company name: **Insert Company name****Electricity Compliance Manual Datasheet - Distribution Indicators**

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
A Customer Connections					
DA 1	Code of Conduct clause 13.6(a)	Total number of connections established			
DA 2	Code of Conduct clause 13.6(b)(i)	Total number of connections not established within a period prescribed under the Code, or an enactment under Part 3 of the Act			
DA 3	Code of Conduct clause 13.6(b)(ii)	Total number of connections not established by a date agreed with the customer			
DA 4	Code of Conduct clause 13.10	Total number of connections {on the distribution network}			
DA 5	SCONRRR	Total number of connections provided during the period			
DA 6	SCONRRR	Total number of connections not provided on or before the agreed date			

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
B Network and Asset Information					
DB 1	SCONRRR	Number of metered supply points by feeder category (CBD, urban, short rural and long rural), broken up into residential and non-residential customers and sub-transmission, high voltage and low voltage	REFER ANNEXURE 2A		
DB 2	SCONRRR	Number of unmetered supply points, by type of feeder (CBD, urban, long rural and short rural)	REFER ANNEXURE 2A		
DB 3	SCONRRR	Energy delivered (GWh) by type of feeder (CBD, urban, long rural and short rural) broken up into residential and non-residential customers and high voltage and low voltage	REFER ANNEXURE 2A		
DB 4	SCONRRR	Line lengths by type of feeder (CBD, urban, long rural and short rural) broken up into underground and overhead line categories and high voltage and low voltage	REFER ANNEXURE 2A		
DB 5	SCONRRR	Number and total capacity of transformers, separated into sub-transmission and distribution			
		Number of sub-transmission transformers			
		Total capacity of sub-transmission transformers (MVA)			
		Number of distribution transformers			
		Total capacity of distribution transformers (MVA)			
DB 6	SCONRRR	Total distribution losses (%)			
DB 7	SCONRRR	Size of network service area (sq km)			
DB 8	SCONRRR	Number of poles			
DB 9	SCONRRR	Peak demand (MW)			

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
C					
Complaints and Compensation Payments					
DC 1	Code of Conduct clause 13.8(a)	Total number of complaints received			
DC 2	Code of Conduct clause 13.8(b)(i)	Total number of reliability of supply complaints			
DC 3	Code of Conduct clause 13.8(b)(ii)	Total number of quality of supply complaints			
DC 4	Code of Conduct clause 13.8(b)(iii)	Total number of street lighting complaints			
DC 5	Code of Conduct clause 13.8(b)(iv)	Total number of network assets complaints			
DC 6	Code of Conduct clause 13.8(b)(v)	Total number of network charges and costs complaints			
DC 7	Code of Conduct clause 13.8(b)(vi)	Total number of administrative processes or customer service complaints			
DC 8	Code of Conduct clause 13.8(b)(vii)	Total number of other complaints			
DC9	Code of Conduct clause 13.8(c)	The action taken by a distributor to rectify a complaint	REFER ANNEXURE 2		
DC10	Code of Conduct clause 13.8(d)	The time taken for a complaint to be rectified	REFER ANNEXURE 2		

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
DC11	SCONRRR	Total number of technical QoS complaints			
DC 12	SCONRRR	Total percentage of technical QoS complaints that are low supply voltage complaints			
DC 13	SCONRRR	Total percentage of technical QoS complaints that are voltage dip complaints			
DC 14	SCONRRR	Total percentage of technical QoS complaints that are voltage swell complaints			
DC 15	SCONRRR	Total percentage of technical QoS complaints that are voltage spike complaints			
DC 16	SCONRRR	Total percentage of technical QoS complaints that are waveform distortion complaints			
DC 17	SCONRRR	Total percentage of technical QoS complaints that are TV or radio interference complaints			
DC 18	SCONRRR	Total percentage of technical QoS complaints that are noise from appliances complaints			
DC 19	SCONRRR	Total percentage of technical QoS complaints that are other complaints			
DC 20	SCONRRR	Breakdown of technical QoS complaints into the likely cause of problem that caused the complaint {by percentage} separated into:			
		Network equipment faulty;			
		Network interference by NSP equipment;			
		Network interference by another customer;			
		Network limitation;			
		Customer internal problem;			
		No problem identified;			
		Environmental; and			
Other.					

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
DC 21	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(6)	The total number of complaints received {that Part 2 or an instrument under section 14(3) has not been, or is not being, complied with}			
DC 22	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(7)	The number of complaints received from customers in each of the discrete areas {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with}			
DC 23	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(8)	The total amount spent by the distributor in addressing complaints {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with} other than by way of payment under sections 18 and 19 {of the Code}			
DC 24	Code of Conduct clause 9.11(2)(a)	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address			
DC 25	Code of Conduct clause 9.11(2)(b)	The action taken by the distributor to address a {pre-payment meter} complaint	REFER TO ANNEXURE 2		
DC 26	Code of Conduct clause 9.11(2)(c)	The time taken for a {pre-payment meter} complaint to be concluded	REFER TO ANNEXURE 2		
DC 27	Code of Conduct clause 13.9 (a)	Total number of payments made under clause 14.5 {of the Code of Conduct}			
DC 28	Code of Conduct clause 13.9 (b)	Total number of payments made under clause 14.6 {of the Code of Conduct}			
DC 29	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(9)	The number and total amount of payments made by the distributor under each of sections 18 and 19 {of the Code}			
		Payments under section 18			
		Payments under section 19			

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
D Contact Centre Performance					
DD 1	SCONRRR	Total number of calls to call centre			
DD 2	SCONRRR	Number of calls not answered within 30 seconds			
DD 3	SCONRRR	Average waiting time before a call is answered			
DD 4	SCONRRR	Percentage of calls abandoned			
DD 5	SCONRRR	Number of overload events			

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
E Network Performance					
DE 1	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(5)	The number of premises of small use customers to which the supply of electricity has been interrupted:			
		(a) for more than 12 hours continuously			
		(b) more than the permitted number of times, as is defined in section 12(1) {of the Code}			
		In the case of interruptions referred to in paragraph (a), the number of interruptions and the length of interruption. Please provide this information as an attachment to this data sheet in either printed or software format.			
DE 2	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(a)	For each discrete area, the average length of interruption of supply to customer premises expressed in minutes	REFER TO ANNEXURE 2B		
DE 3	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(b)	For each discrete area, the average number of interruptions of supply to customer premises	REFER TO ANNEXURE 2B		
DE 4	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(c)	For each discrete area, the average percentage of time that electricity has been supplied to customer premises	REFER TO ANNEXURE 2B		
DE 5	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11)(d)	For each discrete area, the average total length of all interruptions of supply to customer premises expressed in minutes	REFER TO ANNEXURE 2B		

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
DE 6	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(11(d))	The information published for each paragraph of item 11 {Sch 1(11) of the Code} in respect of each of the 3 years ending 30 June preceding the year to which the report relates	REFER TO ANNEXURE 2B		
DE 7	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(14)	For customer premises in each discrete area, an estimate of the 25th, 50th, 75th, 90th, 95th, 98th and 100th percentile values of — (a) the average length of interruption referred to in item 11(a) {Sch 1(11)(a)} (b) the number of interruptions; and (c) the total length of interruptions	REFER TO ANNEXURE 2B		
DE 8	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(15)	For each category of information in item 14(a), (b) and (c) {of the Code}, a graph showing the distribution of customer premises across the range of that category. Please provide the chart as a separate attachment to this data sheet clearly marked "Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(15)"			
DE 9	SCONRRR	Overall SAIDI by CBD, Urban, Short Rural and Long Rural	REFER TO ANNEXURE 3		
DE 10	SCONRRR	Distribution Network (Planned) SAIDI by CBD, Urban, Short Rural and Long Rural			
DE 11	SCONRRR	Distribution Network (Unplanned) SAIDI by CBD, Urban, Short Rural and Long Rural			
DE 12	SCONRRR	Normalised distribution network SAIDI by CBD, Urban, Short Rural and Long Rural			

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
DE 13	SCONRRR	Overall SAIFI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)	REFER TO ANNEXURE 3		
DE 14	SCONRRR	Distribution Network (Planned) SAIFI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 15	SCONRRR	Distribution Network (Unplanned) SAIFI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 16	SCONRRR	Normalised distribution network SAIFI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 17	SCONRRR	Overall CAIDI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)	REFER TO ANNEXURE 3		
DE 18	SCONRRR	Distribution Network (Planned) CAIDI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 19	SCONRRR	Distribution Network (Unplanned) CAIDI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 20	SCONRRR	Normalised distribution network CAIDI by CBD, Urban, Short Rural and Long Rural (geographical splits not required)			
DE 21	SCONRRR	MAIFI for the distribution network separated into CBD, Urban, Short Rural and Long Rural (geographical splits not required)	REFER TO ANNEXURE 3		
DE 22	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(4)(a)	In respect of a failure by the distributor to comply with a provision of this Code or an instrument established under section 14(3) (as identified by monitoring records, or under section 24 or following a complaint), the total number of breaches of each provision			
DE 23	Electricity Industry (Network Quality and Reliability of Supply) Code clause Sch 1(4)(b)	In respect of a failure by the distributor to comply with a provision of this Code or an instrument established under section 14(3) (as identified by monitoring records, or under section 24 or following a complaint), the remedial action taken in each case	REFER TO ANNEXURE 4		

Electricity Compliance Manual Datasheet - Distribution Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
F Street Lighting					
DF1	Code of Conduct clause 13.7(1)(a)	Number of street lights reported faulty each month	REFER TO ANNEXURE 3		
DF2	Code of Conduct clause 13.7(1)(b)	The number of occasions that a distributor has failed to repair a faulty street light within:			
		(i) 5 business days for the metropolitan area			
		(ii) 9 business days for the regional area			
DF3	Code of Conduct clause 13.7(1)(c)	The average number of days to repair faulty streetlights			
DF4	SCONRRR	Average number of street lights 'out' for each month	REFER TO ANNEXURE 3		
DF5	SCONRRR	Number of faulty street lights not repaired before the agreed date			
DF6	SCONRRR	Average number of days to repair faulty street lights			
DF7	SCONRRR	Total number of street lights			

Company name: **Insert Company name**
 Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
A Customers and Customer Information					
RA 1	Code of Conduct clause 13.5(1)(a)	Total number of residential accounts			
RA 2	Code of Conduct clause 13.5(1)(b)	Total number of business accounts			
RA 3	Code of Conduct clause 9.11(1)(a)	Total number of pre-payment meter customers			
RA 4	SCONRRR	Total number of residential customers			
RA 5	SCONRRR	Total number of non-residential customers			

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
B Affordability and access					
RB 1	Code of Conduct clause 13.2(1)(a)	Total number of customers who have been assessed as experiencing financial hardship			
RB 2	Code of Conduct clause 13.2(1)(b)	Total number of customers who are subject to an instalment payment plan under Part 6 {of the Code of Conduct}			
RB 3/4	SCONRRR	Number and percentage of residential customers on instalment plans			
RB 5/6	SCONRRR	Number and percentage of non-residential customers on instalment plans			
RB 7	Code of Conduct clause 13.2(1)(c)	Total number of customers who have been granted additional time to pay their bill under Part 6 {of the Code of Conduct}			
RB 8	Code of Conduct clause 13.2(1)(d)	Total number of customers who have been placed on a shortened billing cycle			
RB 9/10	SCONRRR	Number and percentage of residential customer direct debit plans terminated as a result of defaults			
RB 11/12	SCONRRR	Number and percentage of non-residential customer direct debit plans terminated as a result of defaults			

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
C Disconnections for Non-Payment and Re-connections					
RC 1	Code of Conduct clause 13.2(1)(e)	Total number of customers who have been disconnected in accordance with clauses 7.1 to 7.3 {of the Code of Conduct} for failure to pay a bill			
RC 2	Code of Conduct clause 13.2(1)(f)	Total number of customers who have been reconnected at the same supply address within 30 days of having been disconnected for failure to pay a bill			
RC 3/4	SCONRRR	Number and percentage of residential customers disconnected for failure to pay			
RC 5/6	SCONRRR	Number and percentage of non-residential customers disconnected for failure to pay			
RC 7/8	SCONRRR	Number and percentage of residential customers disconnected previously on a budget instalment plan			
RC 9/10	SCONRRR	Number and percentage of residential customers disconnected previously within past 24 months			
RC 11/12	SCONRRR	Number and percentage of government funded rebate residential customers disconnected			
RC 13/14	SCONRRR	Number and percentage of residential customers reconnected within 7 days			
RC 15/16	SCONRRR	Number and percentage of non-residential customers reconnected within 7 days			
RC 17/18	SCONRRR	Number and percentage of residential customers reconnected previously on a budget instalment plan			
RC 19/20	SCONRRR	Number and percentage of residential customers reconnected who were previously disconnected within past 24 months			
RC 21/22	SCONRRR	Number and percentage of government funded rebate customers reconnected			

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
D Refundable Advances and Security Deposits					
RD 1/2	SCONRRR	Number and percentage of residential customers that have lodged security deposits			
RD 3/4	SCONRRR	Number and percentage of non-residential customers that have lodged security deposits			
RD 5	Code of Conduct clause 13.2(1)(g)	Total number of customers who have provided a refundable advance			

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
E Complaints and Compensation Payments					
RE 1	Code of Conduct clause 13.3(1)(a)	Total number of complaints received			
RE 2	Code of Conduct clause 13.3(1)(b)(i)	Total number of billing and account complaints			
RE 3	Code of Conduct clause 13.3(1)(b)(ii)	Total number of customer transfer complaints			
RE 4	Code of Conduct clause 13.3(1)(b)(iii)	Total number of marketing complaints			
RE 5	Code of Conduct clause 13.3(1)(b)(iv)	Total number of connection complaints			
RE 6	Code of Conduct clause 13.3(1)(b)(v)	Total number of disconnection complaints			
RE 7	Code of Conduct clause 13.3(1)(b)(vi)	Total number of reconnection complaints			
RE 8	Code of Conduct clause 13.3(1)(b)(vii)	Total number of other complaints			
RE 9	SCONRRR	Total number of residential customer complaints			
RE10	SCONRRR	Residential billing complaints as a percentage of total complaints			
RE 11	SCONRRR	Residential marketing complaints as a percentage of total complaints			
RE 12	SCONRRR	Residential transfer complaints as a percentage of total complaints			

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
RE 13	SCONRRR	Residential other complaints as a percentage of total complaints			
RE 14	SCONRRR	Total number of non-residential customer complaints			
RE 15	SCONRRR	Non-residential billing complaints as a percentage of total complaints			
RE 16	SCONRRR	Non-residential marketing complaints as a percentage of total complaints			
Re 17	SCONRRR	Non-residential transfer complaints as a percentage of total complaints			
RE 18	SCONRRR	Non-residential other complaints as a percentage of total complaints			
RE 19	Code of Conduct clause 13.3(1)(c)	The action taken by the retailer to address a complaint	REFER TO ANNEXURE 1		
RE 20	Code of Conduct clause 13.3(1)(d)	Time taken for a complaint to be concluded	REFER TO ANNEXURE 1		
RE 21	Code of Conduct clause 13.4(a)	Total number of payments made under clause 14.2 {of the Code of Conduct}			
RE 22	Code of Conduct clause 13.4(b)	Total number of payments made under clause 14.3 {of the Code of Conduct}			
RE 23	Code of Conduct clause 13.4(c)	Total number of payments made under clause 14.4 {of the Code of Conduct}			
RE 24	Code of Conduct clause 9.11(1)(b)	Total number of complaints relating to pre-payment meter customers, other than those complaints relating to sub-clause 9.11(2)(a) relating to a pre-payment meter customer			
RE 25	Code of Conduct clause 9.11(1)(c)	The action taken by the retailer to address a {pre-payment meter} complaint	REFER TO ANNEXURE 1		
RE 26	Code of Conduct clause 9.11(1)(d)	Time taken for a {pre-payment meter} complaint to be concluded	REFER TO ANNEXURE 1		

Electricity Compliance Manual Datasheet - Retail Indicators

No	Reference	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
F Contact Centre Performance					
RF 1	SCONRRR	Total number of telephone calls to an operator			
RF 2/3	SCONRRR	Number and percentage of operator calls responded to within 30 seconds			
RF 4	SCONRRR	Average wait before call answered by operator (secs)			
RF 5	SCONRRR	Percentage of calls abandoned			

Company name: **Insert Company name**
 Electricity Compliance Manual Datasheet: Annexure 1: Complaints (Retail)

Retail - Action Taken to Rectify / Address a Complaint						
Category of complaint	Key system, process or administrative actions taken					
Billing and account	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Marketing	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Connection	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Disconnection	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Reconnection	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Customer transfer	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Other	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					
Pre-payment Meter	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.					

Company name:

Insert Company name**Electricity Compliance Manual Datasheet: Annexure 2: Complaints (Distribution)**

Distribution - Action Taken to Rectify / Address a Complaint	
Category of complaint	Key system, process or administrative actions taken
Reliability of supply	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Quality of supply	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Street lighting	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Network Assets	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Network charges and costs	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Administrative processes or customer service complaints	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Other	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.
Pre-payment Meter	Brief description of: 1. The nature of the complaints received; 2. The key actions taken to address the complaints and prevent recurrence. 3. The average time taken to conclude the complaints.

Company name:

Insert Company name

Electricity Compliance Manual Datasheet: Annexure 2A: SCONRRR Business Descriptors

Number of Metered Supply Points	Total No.	By type of customer		By supply voltage		
Feeder Category		Residential	Non-residential	ST	HV	LV
CBD						
Urban						
Rural Short						
Rural Long						

Number of Un-metered Supply Points				
Feeder Category	CBD	Urban	Rural Short	Rural Long
Total No.				

Energy delivered (GWh)	Total GWh	By type of customer		By supply voltage		
Feeder Category		Residential	Non-residential	ST	HV	LV
CBD						
Urban						
Rural Short						
Rural Long						

Line length (km)	Total km	By type of customer		By supply voltage		
Feeder Category		Underground	Overhead	ST	HV	LV
CBD						
Urban						
Rural Short						
Rural Long						

Company name:

Insert Company name**Electricity Compliance Manual Datasheet: Annexure 2B: Electricity Industry (Network Quality and Reliability of Supply Code) Sch 1(11)**

Description	Clause No.	Discrete Area	2003/04	2004/05	2005/06	2006/07
The average length of interruption of supply to customer premises expressed in minutes	Sc1 (11)(a)	Perth CBD				
		The urban areas other than the Perth CBD				
		All other areas of the State				
The average number of interruptions of supply to customer premises	Sc1 (11)(b)	Perth CBD				
		The urban areas other than the Perth CBD				
		All other areas of the State				
The average percentage of time that electricity has been supplied to customer premises:	Sc1 (11)(c)	Perth CBD				
		The urban areas other than the Perth CBD				
		All other areas of the State				
The average total length of all interruptions of supply to customer premises expressed in minutes:	Sc1 (11)(d)	Perth CBD				
		The urban areas other than the Perth CBD				
		All other areas of the State				

Company name:

Insert Company name**Electricity Compliance Manual Datasheet: Annexure 2B: Electricity Industry (Network Quality and Reliability of Supply Code) Sch 1(11)**

Description	Clause No.	Discrete Area	25th	50th	75th	90th	95th	98th	100th
The average length of interruption of supply to customer premises expressed in minutes	Sc1 (14)(a)	Perth CBD							
		The urban areas other than the Perth CBD							
		All other areas of the State							
The average number of interruptions of supply to customer premises	Sc1 (14)(b)	Perth CBD							
		The urban areas other than the Perth CBD							
		All other areas of the State							
The average total length of all interruptions of supply to customer premises expressed in minutes:	Sc1 (14)(c)	Perth CBD							
		The urban areas other than the Perth CBD							
		All other areas of the State							

Company name:

Insert Company name

Electricity Compliance Manual Datasheet: Annexure 3: SCONRRR Reliability Indicators

Description	Discrete Area	CBD	Urban	Short Rural	Long Rural
SAIDI	Overall				
	Distribution Network (Planned)				
	Distribution Network (Unplanned)				
	Normalised Distribution Network				
SAIFI	Overall				
	Distribution Network (Planned)				
	Distribution Network (Unplanned)				
	Normalised Distribution Network				
CAIDI	Overall				
	Distribution Network (Planned)				
	Distribution Network (Unplanned)				
	Normalised Distribution Network				
MAIFI	Distribution Network				

Electricity Compliance Manual Datasheet: Annexure 3: Code of Conduct Streetlight Indicators

Description	Clause No.	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Number of faulty street lights reported each month	13.7(1)(a)						
		Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07

Electricity Compliance Manual Datasheet: Annexure 3: SCONRRR Streetlight Indicators

Description	Clause No.	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Number of faulty street lights 'out' during each month	NA						
		Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07

Company name: **Insert Company name****Electricity Compliance Manual Datasheet: Annexure 4: Electricity Industry (Network Quality and Reliability of Supply) Code**

No	Section	Provision	Description
1	Section number of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Wording of the section of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Brief description of: 1. The nature and extent of the breach, including the number of occasions a breach has occurred; 2. The impact of the breach including the number of customers and other licensees affected; 3. The reasons for the breach; 4. The remedial action taken to rectify the breach; 5. The actions taken to prevent recurrence of the breach; and 6. The date the licensee has, or expects to, comply again fully with the provision that has been breached.
2	Section number of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Wording of the section of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Brief description of: 1. The nature and extent of the breach, including the number of occasions a breach has occurred; 2. The impact of the breach including the number of customers and other licensees affected; 3. The reasons for the breach; 4. The remedial action taken to rectify the breach; 5. The actions taken to prevent recurrence of the breach; and 6. The date the licensee has, or expects to, comply again fully with the provision that has been breached.
3	Section number of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Wording of the section of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Brief description of: 1. The nature and extent of the breach, including the number of occasions a breach has occurred; 2. The impact of the breach including the number of customers and other licensees affected; 3. The reasons for the breach; 4. The remedial action taken to rectify the breach; 5. The actions taken to prevent recurrence of the breach; and 6. The date the licensee has, or expects to, comply again fully with the provision that has been breached.
4	Section number of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Wording of the section of the Electricity Industry (Network Quality and Reliability of Supply) Code that has been breached	Brief description of: 1. The nature and extent of the breach, including the number of occasions a breach has occurred; 2. The impact of the breach including the number of customers and other licensees affected; 3. The reasons for the breach; 4. The remedial action taken to rectify the breach; 5. The actions taken to prevent recurrence of the breach; and 6. The date the licensee has, or expects to, comply again fully with the provision that has been breached.

Electricity Compliance Manual Datasheet - Western Power Access Arrangement Service Standard Benchmarks

No	Reference Service	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
A Customers and Customer Information					
AA 1	Transmission Network (A11 and B2)	Circuit availability (% of total time)			
AA 2	Transmission Network (A11 and B2)	System minutes interrupted (meshed network)			
AA 3	Transmission Network (A11 and B2)	System minutes interrupted (radial network)			
AA 4	Distribution Network (A1 to A10 and B1)	SAIDI - SWIN total			
AA 5	Distribution Network (A1 to A10 and B1)	SAIDI - Urban			
AA 6	Distribution Network (A1 to A10 and B1)	SAIDI - Rural Short			
AA 7	Distribution Network (A1 to A10 and B1)	SAIDI - Rural Long			
AA 8	Distribution Network (A1 to A10 and B1)	SAIDI - CBD			
AA 9	Distribution Network (A1 to A10 and B1)	SAIFI - SWIN total			
AA 10	Distribution Network (A1 to A10 and B1)	SAIFI - Urban			
AA 11	Distribution Network (A1 to A10 and B1)	SAIFI - Rural Short			
AA 12	Distribution Network (A1 to A10 and B1)	SAIFI - Rural Long			

Electricity Compliance Manual Datasheet - Western Power Access Arrangement Service Standard Benchmarks

No	Reference Service	Description	Basis of Reporting		
			Number	Percentage	Value (\$)
AA 13	Distribution Network (A1 to A10 and B1)	SAIFI - CBD			
AA 14	Distribution Network (A9)	Repair time for reported faulty streetlights - Perth Metropolitan Area (days)			
AA 15	Distribution Network (A9)	Repair time for reported faulty streetlights - Major Regional Towns (days)			
AA 16	Distribution Network (A9)	Repair time for reported faulty streetlights - Remote and Rural Towns (days)			