



Economic Regulation Authority

Performance indicators and definitions handbook 2025/26

For electricity and gas retailers and distributors

April 2026

Acknowledgement of Country

At the ERA we value our cultural diversity and respect the traditional custodians of the land and waters on which we live and work.

We acknowledge their continuing connection to culture and community, their traditions, and stories. We commit to listening, continuously improving our performance, and building a brighter future together.

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Table of Contents

1.	Introduction	3
1.1	Purpose of the handbook	3
1.2	Performance reporting obligations.....	3
2.	Definitions and terms used.....	4
3.	Completing and submitting datasheets	10
4.	Full indicator list	11
4.1	Residential customers	11
4.2	Business customers	12
4.3	Pre-payment meter customers	13
4.4	Hardship customers.....	14
4.5	Vulnerable customers.....	15
4.6	Call centre performance	16
4.7	Billing delays.....	16
4.8	Complaints.....	16
4.9	Compensation payments.....	19
4.10	Billing plans and marketing claims – Gas trading.....	20
4.11	Disconnections and reconnections.....	21
4.12	Connections.....	22
4.13	Energy delivered.....	25
4.14	Distribution network	27
4.15	Leak repairs - Gas	31
4.16	Reliability	31
4.17	Streetlights.....	41
5.	Version history.....	42

1. Introduction

1.1 Purpose of the handbook

This handbook explains performance indicators that Western Australian electricity and gas retail and distribution licence holders must provide annually to the Economic Regulation Authority as a condition of their licence. The intended audience is electricity retail, distribution and integrated regional licence holders, and gas trading and gas distribution licence holders.

The ERA uses data reported by licensees to monitor and report on trends and challenges for energy delivery and consumption for Western Australians. The most recent publications using licensee data are available on the [ERA's website](#).

Licensees are required to report compliance information to the ERA separately from performance indicators. Information about compliance reporting obligations are in the [Electricity Compliance Reporting Manual](#) and the [Gas Compliance Reporting Manual](#).

1.2 Performance reporting obligations

The ERA administers the licensing scheme under Part 2 of the *Electricity Industry Act 2004* and Part 2A of the *Energy Coordination Act 1994*. Electricity and gas licences issued under the scheme impose certain obligations on licence holders, including the type and format of information that must be provided to the ERA as the regulator. This handbook refers to:

- **Electricity:** [Electricity Industry Act 2004](#) and its regulations including the [Electricity Industry \(Network Quality and Reliability of Supply\) Code 2005](#) (the NQRS Code) and the [Code of Conduct for the Supply of Electricity to Small Use Customers 2022](#) (the Electricity Code).
- **Gas:** [Energy Coordination Act 1994](#), the [Gas Marketing Code of Conduct 2022](#) and the [Compendium of Gas Customer Licence Obligations](#) (the Gas Compendium).

Licensees must report performance data using spreadsheets from the ERA website which are emailed to each licensee: [Electricity Performance Reporting Datasheets](#) and [Gas Performance Reporting Datasheets](#). This handbook is a reference for licensees when completing the datasheets.

In past years, the ERA published four versions of this handbook, two for electricity (retail and distribution) and two for gas (trading and distribution). The four handbooks contained detailed instructions for completing the datasheets.

Changes in the 2026 version of the handbook

For the 2025/26 reporting year, this document is published as a single handbook with every indicator for gas and electricity. The wording of some indicators has been clarified but the values sought for each indicator has not changed. In re-wording the indicators, we have sought to clarify the counting time-frame – as at 30 June or during the reporting year – and the units – number of unique accounts or number of occurrences.

As in past years, four datasheets have been published with the indicators from the handbook. For the 2025/26 reporting year, these datasheets have more functionality to assist licensees to see the data provided in the past year and revise data for that year.

New indicators included for the first time in 2025/26 are for retailers with a gas trading licence, which reflect the obligations that commenced in the Gas Compendium on 1 January 2026. The new indicators are included at table 4.10.

2. Definitions and terms used

The following definitions and terms apply to the indicators in Section 4 for electricity and gas, retail and distribution.

Basic plan information documents provide details about energy plans including the type of tariff, pricing, and any additional charges.

Business customers are non-residential customers.

Call centre means a telephone call answering service with human operators for managing calls in relation to customer service operations.

- **Interactive Voice Response (IVR)** means a phone system that detects voice or keypad inputs and can respond with recorded or dynamically generated audio to direct callers.
- Reporting excludes calls that do not seek connection to an operator, including IVR calls where a customer does not select an option to speak to an operator.
- For non-IVR systems, call attempts include calls terminated by customers before being answered by an operator.
- For IVR systems, call attempts include calls terminated by customers after they have selected an option to speak to an operator but before being answered by an operator. For IVR systems, a call wait period commences when a customer selects an option indicating they wish to speak to an operator.
- Mean waiting time for calls to be answered by an operator is the sum of individual wait times for answered calls divided by total number of answered calls.

Centrepay is the financial management facility that allows Services Australia clients to have automatic deductions taken from Centrelink payments.

Comparative marketing claim means a statement made in the course of marketing by a gas retailer or gas marketing agent that compares or implies comparison of gas and electricity costs or benefits for energy supply. This only includes occurrences from 1 January 2026

Compensation payments are payments of statutory amounts required by the relevant sections of the Electricity Code or the NQRS Code. Compensation payments claimed by customers during the reporting year but unpaid as at 30 June are to be excluded from the count.

Complaint means an expression of dissatisfaction made to or about a person, related to its products, services, staff or the handling of a complaint, for which a response or resolution is explicitly or implicitly expected or legally required. For reporting purposes, the count includes complaints made through all methods and complaints resolved at the first point of contact. Multiple complaints within a single communication are counted individually.

- **Administrative or customer service complaints** are about meter reading, timeliness of communications and responses to complaints, the complaints handling process itself, and any other issues of an administrative or customer service nature.
- **Billing/credit complaints** are about incorrect bills or errors, failure to receive relevant government rebates, high bills, credit collection, disconnection, and reconnection.
- **Charges or costs complaints** are about fees levied by the distributor for service provision.

- **Connection or network complaints** are about the provision of new connections or network upgrades, planned and unplanned supply interruptions, or inadequate gas supply pressure/reliability/quality.
- **Marketing complaints** are about advertising campaigns, contract terms, sales techniques, and misleading conduct made to the retailer or to its marketing agents.
- **Quality of supply complaints** are about gas quality or supply pressure.
- **Query** means a request to a service provider for information that does not seek a resolution or express dissatisfaction. Queries are not counted for reporting purposes.
- **Reliability of supply complaints** includes complaints about supply interruptions, both planned and unplanned.
- **Transfer complaints** are about failure to transfer a customer within a certain period, disruption of supply due to transfer, and billing problems directly associated with the transfer (for example, a delay in billing or double billing).

Concession means a concession, rebate, subsidy or grant, available to residential customers only, related to the supply of energy.

Connection (electricity) means a customer premises attached to the distribution system and energised.

Connection (gas) means a customer supply address connected to the distribution system by a service pipe and a meter or, in the case of an unmetered site, a gas installation that connects a distribution pipeline to the customer premises. This includes connections with inactive supply.

Contestable customer means an electricity customer connected to the South West Interconnected System (SWIS) who consumes 50 Megawatt hours or more of electricity per year. Or, a customer connected to the North West Interconnected System (NWIS) who consumes 1200 Megawatt hours or more of electricity per year, or a customer in Horizon Power's Non-Interconnected Systems.

- **Non-contestable customer** is an electricity customer connected to the SWIS who consumes less than 50 Megawatt hours of electricity per year, or customers in the NWIS that consume less than 1200 MWh per annum.

Customer means a small use account holder, for one or more supply addresses (excluding pre-payment meters) who consumes in total less than:

- 160 Megawatt hours of electricity per year (for electricity accounts)
- 1 Terajoule of gas per year (for gas accounts).

Customer average interruption duration index (CAIDI) is the average time (in minutes) to restore electricity supply to a customer when a sustained interruption has occurred, or SAIDI divided by SAIFI.

De-energise means the removal of the supply voltage from the meter at the customer's premises, while leaving the premises connected to the distribution network. Premises that are vacant at the time of de-energisation should be excluded. In the case of pre-payment meters this definition is modified to cover the removal of supply voltage from the output of the pre-payment meter.

Direct debit plan terminated means termination because of a default or non-payment in two or more successive payment periods. This includes terminations due to administrative oversight and mismanagement by the customer resulting in non-payment.

Disconnection means to de-energise or remove the gas supply at a customer's supply address for failure to pay. Premises that are vacant at the time of disconnection are excluded.

- Residential customers on a concession at the time of disconnection are recorded separately.
- Customers subject to a payment plan at the time of disconnection, within the reporting year or the previous reporting year, are recorded separately.

Distribution transformers step down power from transmission or sub-transmission voltage to distribution voltage.

Electricity distribution loss percentage is the percentage of electricity supplied that is not delivered to customers due to network losses or theft.

Energy bill debt is the dollar amount owed to the retailer for the sale and supply of energy, excluding other services, that is 90 calendar days or more in arrears. An amount owing after the final bill has been issued by a retailer to a customer on termination of a customer contract (for example, where a customer changes retailer) should not be counted as energy bill debt.

Energy delivered means the electricity consumed by end-customers of the distribution network. This includes energy produced by embedded generators and consumed within the distribution area through the distribution network, unread meters, and unmetered consumption (including estimated theft).

Feeders carry electrical power from a main distribution point, such as a substation, to smaller distribution points or to customer connections.

- **Long rural feeder** is not a CBD or urban feeder, with a total feeder route length greater than 200 kilometres.
- **Perth CBD feeder** means the area supplied via the Milligan Street or Hay Street zone substations.
- **Short rural feeders** not designated as Perth CBD or urban, with total feeder route length less than 200 kilometres.
- **Urban feeders excluding Perth CBD** are feeders with actual maximum electricity demand greater than 0.3 Megavolt-amperes per kilometre, in metropolitan areas.

Financial hardship, in relation to a residential customer, means a state of long-term financial disadvantage as a result of which the customer is unable to pay an outstanding amount as required by a retailer without affecting the customer's ability to meet the basic living needs of the customer or a dependant of the customer.

Gas market moratorium excludes Synergy as a gas retailer for small use customers who consume less than 0.18 Terajoules of gas per year, and who have never previously consumed beyond that level.¹

Hardship customer means a residential customer who, after being assessed as being in financial hardship has been offered assistance. See cl.40(1) and 41(3) of the Electricity Code and cl.34 and 35(3) of the Gas Compendium.

- A retailer may remove a customer from a hardship program for failing to satisfy the program requirements which includes failing to make agreed payments and failing to contact the retailer for a new arrangement. A customer may leave a hardship program because they feel unable to meet the program requirements.

¹ For further information on the Western Australian Government's gas market policy see Energy Policy WA ([online](#)).

High pressure is a gas distribution mains pressurised to 210 Kilopascals or more.

High voltage lines are used to distribute electricity from a (zone) substation, operating at a nominal voltage between 1 and 33 Kilovolts.

Leak repair means work to remedy a loss of gas containment undertaken on mains, connections, meters or related equipment. Repairs that have been recorded in the repair log as leak repairs but where investigation found no leak should be excluded from the count.

Line length means the route length in kilometres of lines in service, including overhead lines, underground cables, or a combination of the two. Line length does not include low voltage service connections. Note, a double-circuit line counts as two lines, and each three-phase line, single-phase line, or single-wire earth return line counts as one line.

Low pressure pertains to gas distribution mains pressurised up to 7 Kilopascals.

Low voltage lines operate at a nominal voltage of 1 Kilovolt or below.

Mains are those parts of the gas distribution network that are not connections or meters.

Major event day is defined in the Institute of Electrical and Electronics Engineers (IEEE) standard 1366-2003, *IEEE Guide for Electric Power Distribution Reliability Indices*.

Maximum timeframe for issuing a bill is prescribed by clause 19 of the Electricity Code (for electricity accounts) clause 10 of the Gas Compendium (for gas accounts).

Medium pressure is gas distribution mains pressurised between 7 and 210 Kilopascals.

Meter means an instrument that measures the quantity of gas that passes through it, including equipment intended to filter, control, or regulate the flow of gas.

Metropolitan areas means the regions specified by clause 3 of the Electricity Code to be: the Perth metropolitan area, the local government districts of Mandurah and Murray, and the townsites of Albany, Bunbury, Geraldton, Kalgoorlie, Karratha, Port Hedland and South Hedland.

- **Regional areas** are non-metropolitan areas.

Network means distribution works that used to convey electricity under a distribution licence.

Network service area means the area in square kilometres covered by the licensee's distribution network. Areas within the network service area not provided with a service by the distributor (for example, national parks or inset areas) are still in the service area.

Normalised indicators include all unplanned interruptions excluding those caused by generation outages, some transmission outages, directed load shedding, and where the daily unplanned SAIDI exceeds the major event day boundary. If a distribution outage is caused by a transmission outage and the distributor is also responsible for that transmission system, those outages should be included in indicators related to a normalised distribution system.

Payment plan means an interest-free and fee-free plan or other arrangement between a retailer and a residential customer under which the customer is allowed to pay a bill, any arrears or a charge (including a disconnection or reconnection charge) by two or more instalments while continuing consumption of energy.

Peak electricity demand is calculated as the maximum coincident demand on each network type at the terminal stations feeding the sub-transmission network, and at the zone substations feeding the high voltage network. Total peak demand is the maximum coincident demand in each of the network types.

Planned (supply) interruptions are sustained interruptions of energy supply to customers due to scheduled transmission/distribution works such as preventative maintenance, repairs or network/system augmentation. Customers are notified in advance of planned interruptions. For electricity connections, interruptions associated with generation outages, transmission outages outside of the licensee's network, directed load shedding, and planned meter replacements are excluded. For gas connections, interruptions associated with planned meter replacements are excluded.

Pre-payment meter requires a customer to pay for the supply of electricity before consumption.

Pre-payment meter customer has a pre-payment meter operating at the supply address.

Reconnection means to re-energise or restore gas supply to a customer's supply address in the same account name following disconnection (for failure to pay an energy bill).

- For reconnection under clause 53(1,2) of the Electricity Code, clause 53(3) prescribes the time for the retailer to request the distributor for reconnection, and clause 54(4) prescribes the time for the distributor to reconnect. Recharging a pre-payment meter does not count as a reconnection.
- For reconnection under clause 47(1,2) of the Gas Compendium, clause 47(3) prescribes the time for the retailer to request the distributor for reconnection, and clause 48 prescribes the time for the distributor to reconnect.

Residential connection means a customer subject to a residential electricity tariff, or who consumes electricity solely for residential purposes.

Residential customers are customers who consume energy solely for domestic use. Customers on a combined residential/non-residential tariff are deemed to be business customers.

Security deposit means a refundable advance payment to secure connection, or reconnection, to an energy supply.

Small use refers to customers who consume less than: 160 Megawatt hours of electricity per year (for electricity accounts); or 1 Terajoule of gas per year (for gas accounts).

Standalone power system means wires, apparatus, equipment, plant, or buildings (including generating works, a distribution system or any storage works) which together are used, or to be used, for, or in connection with, or to control, the supply of electricity to a single customer or not more than a prescribed number of customers, and which are not connected to another electricity network.

Standard meter means a meter that requires a customer to pay for the supply of electricity after consumption.

Streetlights for electricity distribution reporting. The mean number of days to repair is the sum of business days to repair each light divided by the total number of faulty streetlight incidents.

Sub-transmission line means a line 22 Kilovolts or above, used to distribute electricity from a transmission connection point to one or more (zone) substations.

Supply interruption for electricity connections means a sustained interruption entailing a loss of electricity supply for more than one minute associated with an outage on any part of the network. NQRS Code section 12 prescribes the permitted number of interruptions for 9 years out of 10.

Supply interruption for gas connections means a sustained loss of gas supply due to a distribution outage of more than five minutes duration, including when distribution pressure at a customer connection falls below the lower design threshold.

System average interruption duration index (SAIDI) means the sum of durations of sustained interruptions, in minutes, divided by the number of customers.

System average interruption frequency index (SAIFI) means the total number of sustained interruptions divided by the number of customers.

Total capacity of transformers means the total rated capacity of distribution network transformers in Megavolt-amperes.

Total number of connections on the distribution system means the number of residential and business customer connections as of 30 June.

Unaccounted for gas (UAFG) in gigajoules per year, is the difference between the amount of gas injected into the distribution system at all transfer points and the amount of gas withdrawn from the distribution system at all distribution supply points, which may include but is not limited to leakage or other actual losses, discrepancies due to metering inaccuracies and variations of temperature and pressure.

Unplanned (supply) interruptions are sustained energy supply interruptions that were not planned, or for which customers did not receive the required notice. For electricity connections, unplanned interruptions exclude interruptions associated with generation outages, transmission outages outside of the licensee's network, and directed load shedding.

Vulnerable customer means a designated person who has advised the retailer that they are affected by family violence; or who the retailer has reason to believe is affected by family violence.

3. Completing and submitting datasheets

The four datasheets have been amended in 2026 to provide greater functionality for licensees.

Step 1 – Enter preliminary information

Use the dropdown boxes to enter the reporting year and the relevant licence holder. Add the details of who the ERA may contact to clarify any information.

Step 2 – Enter performance information

Enter reporting year data into the “Input” column for each indicator. If an indicator’s data value is zero, enter zero into the cell. If the indicator is not applicable to the licence holder, leave the cell blank.

Where applicable, enter previous reporting year data corrections into the “Corrected” column for each indicator. Leave the cell blank if there is no correction to be applied.

Where necessary, provide explanatory comments in the “Comments” column for each indicator. For example, where data has changed significantly between reporting periods or to advise that cells have been left blank deliberately. Licensees must add an explanation when the data shows a variance of more than 10% from the previous year.

Step 3 – Submit datasheet to the ERA

The completed datasheet for the reporting year must be emailed no later than 31 August 2026 to: licensing@erawa.com.au.

After the ERA has reviewed a licensee’s datasheet and the licensee has addressed any comments, the ERA will instruct the licensee to publish the datasheet on the licensee’s website by a specific date.

4. Full indicator list

This section includes the full set of collected performance indicators for licensees in 17 tables. The first four columns of each table list the indicator number and specify if the indicator is for electricity or gas, retail or distributors. The datasheet for each licensee type are published on the ERA's website: [Electricity datasheets](#) and [gas datasheets](#).

In each table, indicators are colour coded with the first two columns showing retail indicators and the second two columns showing distribution indicators:

Electricity retail	Gas retail	Electricity distribution	Gas distribution
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4.1 Residential customers

Retail		Dist.		Residential customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR1				Contestable residential customers as at 30 June.	Number of unique accounts
CCR2				Non-contestable residential customers excluding pre-payment meter customers as at 30 June.	Number of unique accounts
	R1			Residential customers as at 30 June.	Number of unique accounts
	R2			Residential customers covered by the Gas Market Moratorium as at 30 June.	Number of unique accounts
CCR17	R11			Residential customer payment plans (including hardship payment plans) during the reporting year.	Number of occurrences
CCR125	R101			Residential customers, excluding hardship customers, on a payment plan as at 30 June.	Number of unique accounts
CCR19	R13			Residential customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts
CCR31	R25			Residential customers who lodged a security deposit for their account during the reporting year.	Number of unique accounts
CCR35	R29			Residential customers who had a direct debit plan terminated by the retailer during the reporting year.	Number of unique accounts
CCR117	R93			Residential customers using Centrepay to pay their energy bills as at 30 June.	Number of unique accounts

Retail		Dist.		Residential customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR126	R102			Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year.	Number of unique accounts
CCR127	R103			Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year.	Number of unique accounts
CCR115	R91			Residential customers, excluding hardship customers, with energy bill debt as at 30 June.	Number of unique accounts
CCR118	R94			Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June.	Dollars
CCR122	R98			Residential customers, excluding hardship customers, with energy bill debt over \$500 and up to \$1,500 as at 30 June.	Number of unique accounts
CCR123	R99			Residential customers, excluding hardship customers, with energy bill debt over \$1,500 and up to \$2,500 as at 30 June.	Number of unique accounts
CCR124	R100			Residential customers, excluding hardship customers, with energy bill debt over \$2,500 as at 30 June.	Number of unique accounts
CCR129	R105			Residential customers denied access to a hardship program during the reporting year.	Number of unique accounts

4.2 Business customers

Retail		Dist.		Business customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR4				Contestable business customers as at 30 June.	Number of unique accounts
CCR5				Non-contestable business customers as at 30 June.	Number of unique accounts
	R3			Business customers as at 30 June.	Number of unique accounts
	R4			Business customers covered by the Gas Market Moratorium as at 30 June.	Number of unique accounts

Retail		Dist.		Business customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR25	R19			Business customers on a payment plan as at 30 June.	Number of unique accounts
CCR27	R21			Business customers granted additional time to pay an energy bill during the reporting year.	Number of unique accounts
CCR33	R27			Business customers who lodged a security deposit for their account during the reporting year.	Number of unique accounts
CCR37	R31			Business customers who had a direct debit plan terminated by the retailer during the reporting year.	Number of unique accounts
CCR116	R92			Business customers with energy bill debt as at 30 June.	Number of unique accounts
CCR119	R95			Mean energy bill debt of business customers with energy bill debt as at 30 June.	Dollars

4.3 Pre-payment meter customers

Retail		Dist.		Pre-payment meter customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR7				Pre-payment meter customers as at 30 June.	Number of unique accounts
CCR10				Pre-payment meter customers at the start of the reporting year with a standard meter as at 30 June.	Number of unique accounts
CCR8				Pre-payment meter customers who reverted to a standard meter during the reporting year within three months of commencing a pre-payment meter arrangement.	Number of occurrences
CCR39				Pre-payment meter customers who informed the retailer of financial hardship at some time during the reporting year.	Number of unique accounts

4.4 Hardship customers

Retail		Dist.		Hardship customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR120	R96			Hardship customers as at 30 June.	Number of unique accounts
CCR135	R111			Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June.	Number of unique accounts
CCR136	R112			Hardship customers using Centrepay as at 30 June.	Number of unique accounts
CCR128	R104			Hardship customers with a concession as at 30 June.	Number of unique accounts
CCR137	R113			Customers who exited a hardship program during the reporting year.	Number of unique accounts
CCR138	R114			Hardship customers at the start of the reporting year who are no longer hardship customers as at 30 June because they successfully completed their hardship program or by agreement with the retailer.	Number of unique accounts
CCR139	R115			Customers removed from a hardship program during the reporting year for non-compliance.	Number of unique accounts
CCR140	R116			Hardship customers at the start of the reporting year with an inactive account as at 30 June.	Number of unique accounts
CCR141	R117			Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment.	Number of unique accounts
CCR142	R118			Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment and then reconnected within seven days.	Number of unique accounts
CCR121	R97			Mean energy bill debt of hardship customers as at 30 June.	Dollars
CCR130	R106			Mean energy bill debt of customers who entered a hardship program during the reporting year, at the time of entering the hardship program.	Dollars

Retail		Dist.		Hardship customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR131	R107			Customers who entered a hardship program during the reporting year with energy bill debt up to \$500 at the time.	Number of occurrences
CCR132	R108			Customers who entered a hardship program during the reporting year with energy bill debt over \$500 and up to \$1,500 at the time.	Number of occurrences
CCR133	R109			Customers who entered a hardship program during the reporting year with energy bill debt over \$1,500 and up to \$2,500 at the time.	Number of occurrences
CCR134	R110			Customers who entered a hardship program during the reporting year with energy bill debt over \$2,500 at the time.	Number of occurrences

4.5 Vulnerable customers

Retail		Dist.		Vulnerable customers	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR143	R143			Vulnerable customer accounts as at 30 June.	Number of unique accounts
CCR144	R144			Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder.	Number of unique accounts
CCR145	R145			Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder.	Number of unique accounts
CCR146	R146			Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium.	Number of unique accounts
CCR147	R147			Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the reporting year.	Dollars

4.6 Call centre performance

Retail		Dist.		Call centre performance	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR109	R85	CCD34	D28	Calls to the licensee call centre that selected to speak to an operator during the reporting year.	Number of occurrences
CCR110	R86	CCD35	D29	Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year.	Number of occurrences
CCR112	R88	CCD37	D31	Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year.	Seconds
CCR113	R89	CCD38	D32	Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year.	Number of occurrences

4.7 Billing delays

Retail		Dist.		Billing delays	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR11	R5			Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year where the delay was the fault of the retailer.	Number of occurrences
CCR13	R7			Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year because the retailer did not receive timely billing data from the distributor.	Number of occurrences
CCR23	R17			Business customers issued an energy bill outside the prescribed maximum timeframe during the reporting year.	Number of occurrences

4.8 Complaints

Retail		Dist.		Complaints	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR72				Complaints from residential customers, excluding pre-payment meter customers, during the reporting year.	Number of occurrences
	R59			Complaints from residential customers during the reporting year.	Number of occurrences

Retail		Dist.		Complaints	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR73	R60			Complaints from business customers during the reporting year.	Number of occurrences
CCR98				Complaints from pre-payment meter customers during the reporting year.	Number of occurrences
CCR74	R61			Billing/credit complaints from residential customers during the reporting year.	Number of occurrences
CCR76	R63			Billing/credit complaints from business customers during the reporting year.	Number of occurrences
CCR78	R65			Transfer complaints from residential customers during the reporting year.	Number of occurrences
CCR80	R67			Transfer complaints from business customers during the reporting year.	Number of occurrences
CCR82	R69			Marketing complaints from residential customers (including those directly to the retailer) during the reporting year.	Number of occurrences
CCR84	R71			Marketing complaints from business customers (including those directly to the retailer) during the reporting year.	Number of occurrences
CCR86	R73			Other complaints from residential customers during the reporting year.	Number of occurrences
CCR88	R75			Other complaints from business customers during the reporting year.	Number of occurrences
CCR90	R77			Complaints from residential customers concluded within 15 business days during the reporting year.	Number of occurrences
CCR92	R79			Complaints from residential customers concluded within 20 business days during the reporting year.	Number of occurrences
CCR94	R81			Complaints from business customers concluded within 15 business days during the reporting year.	Number of occurrences
CCR96	R83			Complaints from business customers concluded within 20 business days during the reporting year.	Number of occurrences
CCR99				Complaints from pre-payment meter customers concluded within 15 business days during the reporting year.	Number of occurrences

Retail		Dist.		Complaints		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
CCR101				Complaints from pre-payment meter customers concluded within 20 business days during the reporting year.		Number of occurrences
		NQR7		Network quality and reliability of supply (NQRS) complaints during the reporting year (per NQRS Code Part 2 or an instrument made under section 14(3)).		Number of occurrences
		NQR7A		NQRS complaints concluded within 15 business days during the reporting year.		Number of occurrences
		NQR8b		NQRS complaints during the reporting year for:	Perth CBD	Number of occurrences
		NQR8c		NQRS complaints during the reporting year for:	Urban areas other than Perth CBD	Number of occurrences
		NQR8d		NQRS complaints during the reporting year for:	All other areas	Number of occurrences
		NQR8a		NQRS complaints during the reporting year for:	Standalone power systems	Number of occurrences
		CCD8		Total complaints received during the reporting year, excluding NQRS complaints.		Number of occurrences
			D17	Total complaints received during the reporting year.		Number of occurrences
		CCD9	D18	Administrative or customer service complaints during the reporting year.		Number of occurrences
			D20	Connection or network complaints during the reporting year.		Number of occurrences
			D21	Supply reliability complaints during the reporting year.		Number of occurrences
			D22	Supply quality complaints during the reporting year.		Number of occurrences
			D23	Charges or costs complaints during the reporting year.		Number of occurrences
			D19	Other complaints during the reporting year.		Number of occurrences
		CCD19		Pre-payment meter installation or operation complaints during the reporting year.		Number of occurrences

Retail		Dist.		Complaints	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		CCD10		Other complaints during the reporting year, excluding NQRS complaints.	Number of occurrences
		CCD11		Complaints concluded within 15 business days during the reporting year, excluding NQRS complaints.	Number of occurrences
		CCD13		Complaints concluded within 20 business days during the reporting year, excluding NQRS complaints.	Number of occurrences
			D24	Complaints concluded within 15 business days during the reporting year.	Number of occurrences
			D26	Complaints concluded within 20 business days during the reporting year.	Number of occurrences
		CCD20		Pre-payment meter installation or operation complaints concluded within 15 business days during the reporting year.	Number of occurrences

4.9 Compensation payments

Retail		Dist.		Compensation payments	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR103				Number of payments made to customers during the reporting year under clause 94 of the Electricity Code related to delayed connections.	Number of occurrences
CCR104				Total payment to customers during the reporting year under clause 94 of the Electricity Code related to delayed connections.	Dollars
CCR105				Number of payments made to customers during the reporting year under clause 95 of the Electricity Code related to wrongful disconnections.	Number of occurrences
CCR106				Total payment to customers during the reporting year under clause 95 of the Electricity Code related to wrongful disconnections.	Dollars
CCR107				Number of payments made to customers during the reporting year under clause 96 of the Electricity Code related to customer service.	Number of occurrences
CCR108				Total payment to customers during the reporting year under clause 96 of the Electricity Code related to customer service.	Dollars

Retail		Dist.		Compensation payments	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		NQR9		Total payment to customers during the reporting year under NQRS Code Part 2 or an instrument made under section 14(3) during the reporting year.	Dollars
		NQR10		Number of payments made to customers during the reporting year under section 18 of the NQRS Code for failure to give required notice of planned interruption.	Number of occurrences
		NQR10a		Total payment to customers during the reporting year under section 18 of the NQRS Code for failure to give required notice of planned interruption.	Dollars
		NQR11		Number of payments made to customers during the reporting year under section 19 of the NQRS Code for supply interruptions exceeding 12 hours.	Number of occurrences
		NQR11a		Total payment to customers during the reporting year under section 19 of the NQRS Code for supply interruptions exceeding 12 hours.	Dollars
		CCD23		Number of payments made to customers during the reporting year under clause 97 of the Electricity Code related to wrongful disconnections.	Number of occurrences
		CCD23a		Total payment to customers during the reporting year under clause 97 of the Electricity Code related to wrongful disconnections.	Dollars
		CCD22		Number of payments made to customers during the reporting year under clause 98 of the Electricity Code related to customer service.	Number of occurrences
		CCD22a		Total payment to customers during the reporting year under clause 98 of the Electricity Code related to customer service.	Dollars

4.10 Billing plans and marketing claims – Gas trading

Retail		Dist.		Billing plans and marketing claims	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
	R152			Publication of new or updated basic plan information documents during the reporting year.	Number of occurrences
	R153			Number of unique comparative marketing claims presented to customers or potential customers relating to cooking, space heating, environmental sustainability or greenhouse gas emissions during the reporting year.	Number of unique claims

4.11 Disconnections and reconnections

Retail		Dist.		Disconnections and reconnections	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR40	R33			Residential customer disconnections during the reporting year.	Number of occurrences
CCR42	R35			Business customer disconnections during the reporting year.	Number of occurrences
CCR44	R37			Residential customer disconnections during the reporting year or previous reporting year of customers on a payment plan at the time.	Number of occurrences
CCR46	R39			Residential customers disconnected during the reporting year who were disconnected at least one other time during the reporting year or the previous reporting year.	Number of unique accounts
CCR48	R41			Residential customer disconnections during the reporting year of customers with a concession.	Number of occurrences
CCR50				Pre-payment meter customer disconnections due to insufficient pre-payment, during the reporting year.	Number of occurrences
CCR53				Pre-payment meter customers disconnected during the reporting year for longer than two hours at least twice in any one month.	Number of unique accounts
CCR64	R51			Residential customer reconnections during the reporting year.	Number of occurrences
CCR54	R42			Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	Number of occurrences
CCR66	R53			Residential customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	Number of occurrences
CCR58	R45			Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers on a payment plan.	Number of occurrences
CCR60	R47			Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers reconnected on at least one other occasion during the reporting year or the previous reporting year.	Number of unique accounts
CCR62	R49			Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers with a concession.	Number of occurrences
CCR68	R55			Business customer reconnections during the reporting year.	Number of occurrences

Retail		Dist.		Disconnections and reconnections	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
CCR56	R43			Business customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	Number of occurrences
CCR70	R57			Business customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	Number of occurrences

4.12 Connections

Retail		Dist.		Connections	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		CCD1	D1	New connections provided during the reporting year.	Number
		CCD2	D2	New connections not provided by the agreed date during the reporting year.	Number
		CCD4	D4	Reconnections provided during the reporting year.	Number
		CCD5	D5	Reconnections not provided within the prescribed timeframe during the reporting year.	Number
		CCD7	D7	Connections on the distribution system(s) as at 30 June.	Number
			D40	Average connections per kilometre of gas mains as at 30 June.	Number
		NQR12bi		Metered connections as at 30 June for: Perth CBD feeder	Residential Number
		NQR12ci		Metered connections as at 30 June for: Urban feeders excluding Perth CBD	Residential Number
		NQR12di		Metered connections as at 30 June for: Short rural feeders	Residential Number
		NQR12ei		Metered connections as at 30 June for: Long rural feeders	Residential Number

Retail		Dist.		Connections			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
		NQR12ai		Metered connections as at 30 June for:	Standalone power systems	Residential	Number
		NQR12bii		Metered connections as at 30 June for:	Perth CBD feeder	Non-residential	Number
		NQR12cii		Metered connections as at 30 June for:	Urban feeders excluding Perth CBD	Non-residential	Number
		NQR12dii		Metered connections as at 30 June for:	Short rural feeders	Non-residential	Number
		NQR12eii		Metered connections as at 30 June for:	Long rural feeders	Non-residential	Number
		NQR12aii		Metered connections as at 30 June for:	Standalone power systems	Non-residential	Number
		NQR12biii		Metered connections as at 30 June for:	Perth CBD feeder	Sub-transmission voltage	Number
		NQR12cii		Metered connections as at 30 June for:	Urban feeders excluding Perth CBD	Sub-transmission voltage	Number
		NQR12diii		Metered connections as at 30 June for:	Short rural feeders	Sub-transmission voltage	Number
		NQR12eiii		Metered connections as at 30 June for:	Long rural feeders	Sub-transmission voltage	Number
		NQR12aiii		Metered connections as at 30 June for:	Standalone power systems	Sub-transmission voltage	Number

Retail		Dist.		Connections			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
		NQR12biv		Metered connections as at 30 June for:	Perth CBD feeder	High voltage	Number
		NQR12civ		Metered connections as at 30 June for:	Urban feeders excluding Perth CBD	High voltage	Number
		NQR12div		Metered connections as at 30 June for:	Short rural feeders	High voltage	Number
		NQR12eiv		Metered connections as at 30 June for:	Long rural feeders	High voltage	Number
		NQR12aiv		Metered connections as at 30 June for:	Standalone power systems	High voltage	Number
		NQR12bv		Metered connections as at 30 June for:	Perth CBD feeder	Low voltage	Number
		NQR12cv		Metered connections as at 30 June for:	Urban feeders excluding Perth CBD	Low voltage	Number
		NQR12dv		Metered connections as at 30 June for:	Short rural feeders	Low voltage	Number
		NQR12ev		Metered connections as at 30 June for:	Long rural feeders	Low voltage	Number
		NQR12av		Metered connections as at 30 June for:	Standalone power systems	Low voltage	Number
		NQR13b		Unmetered connections as at 30 June for:	Perth CBD feeder		Number
		NQR13c		Unmetered connections as at 30 June for:	Urban feeders excluding Perth CBD		Number

Retail		Dist.		Connections		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		NQR13d		Unmetered connections as at 30 June for:	Short rural feeders	Number
		NQR13e		Unmetered connections as at 30 June for:	Long rural feeders	Number

4.13 Energy delivered

Retail		Dist.		Energy delivered		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		NQR14bi		Energy delivered for the reporting year for:	Perth CBD feeder	Residential Gigawatt-hours
		NQR14cj		Energy delivered for the reporting year for:	Urban feeders excluding Perth CBD	Residential Gigawatt-hours
		NQR14dj		Energy delivered for the reporting year for:	Short rural feeders	Residential Gigawatt-hours
		NQR14ej		Energy delivered for the reporting year for:	Long rural feeders	Residential Gigawatt-hours
		NQR14bij		Energy delivered for the reporting year for:	Perth CBD feeder	Non-residential Gigawatt-hours
		NQR14cij		Energy delivered for the reporting year for:	Urban feeders excluding Perth CBD	Non-residential Gigawatt-hours
		NQR14dij		Energy delivered for the reporting year for:	Short rural feeders	Non-residential Gigawatt-hours
		NQR14eij		Energy delivered for the reporting year for:	Long rural feeders	Non-residential Gigawatt-hours
		D8		Energy delivered for the reporting year for:	Small use residential consumption	Gigajoules

Retail		Dist.		Energy delivered			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
						D9	Energy delivered for the reporting year for:
		D10	Energy delivered for the reporting year for:	Unaccounted		Gigajoules	
		NQR14biii	Energy delivered for the reporting year for:	Perth CBD feeder	Sub-transmission voltage	Gigawatt-hours	
		NQR14ciii	Energy delivered for the reporting year for:	Urban feeders excluding Perth CBD	Sub-transmission voltage	Gigawatt-hours	
		NQR14diii	Energy delivered for the reporting year for:	Short rural feeders	Sub-transmission voltage	Gigawatt-hours	
		NQR14eiii	Energy delivered for the reporting year for:	Long rural feeders	Sub-transmission voltage	Gigawatt-hours	
		NQR14biv	Energy delivered for the reporting year for:	Perth CBD feeder	High voltage	Gigawatt-hours	
		NQR14civ	Energy delivered for the reporting year for:	Urban feeders excluding Perth CBD	High voltage	Gigawatt-hours	
		NQR14div	Energy delivered for the reporting year for:	Short rural feeders	High voltage	Gigawatt-hours	
		NQR14eiv	Energy delivered for the reporting year for:	Long rural feeders	High voltage	Gigawatt-hours	
		NQR14bv	Energy delivered for the reporting year for:	Perth CBD feeder	Low voltage	Gigawatt-hours	
		NQR14cv	Energy delivered for the reporting year for:	Urban feeders excluding Perth CBD	Low voltage	Gigawatt-hours	

Retail		Dist.		Energy delivered			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
		NQR14dv		Energy delivered for the reporting year for:	Short rural feeders	Low voltage	Gigawatt-hours
		NQR14ev		Energy delivered for the reporting year for:	Long rural feeders	Low voltage	Gigawatt-hours

4.14 Distribution network

Retail		Dist.		Distribution network			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
		NQR15bvi		Line length as at 30 June for:	Perth CBD feeder	Underground lines	Kilometres
		NQR15cvi		Line length as at 30 June for:	Urban feeders excluding Perth CBD	Underground lines	Kilometres
		NQR15dvi		Line length as at 30 June for:	Short rural feeders	Underground lines	Kilometres
		NQR15evi		Line length as at 30 June for:	Long rural feeders	Underground lines	Kilometres
		NQR15bvii		Line length as at 30 June for:	Perth CBD feeder	Overhead lines	Kilometres
		NQR15cvii		Line length as at 30 June for:	Urban feeders excluding Perth CBD	Overhead lines	Kilometres
		NQR15dvii		Line length as at 30 June for:	Short rural feeders	Overhead lines	Kilometres

Retail		Dist.		Distribution network			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
		NQR15evii		Line length as at 30 June for:	Long rural feeders	Overhead lines	Kilometres
		NQR15biii		Line length as at 30 June for:	Perth CBD feeder	Sub-transmission voltage	Kilometres
		NQR15ciii		Line length as at 30 June for:	Urban feeders excluding Perth CBD	Sub-transmission voltage	Kilometres
		NQR15diii		Line length as at 30 June for:	Short rural feeders	Sub-transmission voltage	Kilometres
		NQR15eiii		Line length as at 30 June for:	Long rural feeders	Sub-transmission voltage	Kilometres
		NQR15biv		Line length as at 30 June for:	Perth CBD feeder	High voltage	Kilometres
		NQR15civ		Line length as at 30 June for:	Urban feeders excluding Perth CBD	High voltage	Kilometres
		NQR15div		Line length as at 30 June for:	Short rural feeders	High voltage	Kilometres
		NQR15eiv		Line length as at 30 June for:	Long rural feeders	High voltage	Kilometres
		NQR15bv		Line length as at 30 June for:	Perth CBD feeder	Low voltage	Kilometres
		NQR15cv		Line length as at 30 June for:	Urban feeders excluding Perth CBD	Low voltage	Kilometres

Retail	Dist.	Distribution network			
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		NQR15dv		Line length as at 30 June for: Short rural feeders Low voltage	Kilometres
		NQR15ev		Line length as at 30 June for: Long rural feeders Low voltage	Kilometres
			D34a	Distribution mains length in service as at 30 June: Cast iron High pressure	Kilometres
			D34b	Distribution mains length in service as at 30 June: Cast iron Medium pressure	Kilometres
			D34c	Distribution mains length in service as at 30 June: Cast iron Low pressure	Kilometres
			D35a	Distribution mains length in service as at 30 June: Unprotected steel High pressure	Kilometres
			D35b	Distribution mains length in service as at 30 June: Unprotected steel Medium pressure	Kilometres
			D35c	Distribution mains length in service as at 30 June: Unprotected steel Low pressure	Kilometres
			D36a	Distribution mains length in service as at 30 June: Protected steel High pressure	Kilometres
			D36b	Distribution mains length in service as at 30 June: Protected steel Medium pressure	Kilometres
			D36c	Distribution mains length in service as at 30 June: Protected steel Low pressure	Kilometres
			D37a	Distribution mains length in service as at 30 June: PVC High pressure	Kilometres
			D37b	Distribution mains length in service as at 30 June: PVC Medium pressure	Kilometres
			D37c	Distribution mains length in service as at 30 June: PVC Low pressure	Kilometres
			D38a	Distribution mains length in service as at 30 June: Polyethylene High pressure	Kilometres

Retail	Dist.	Distribution network			
Elec.	Gas	Elec.	Gas	Indicator description	Unit
			D38bv	Distribution mains length in service as at 30 June:	Polyethylene Medium pressure Kilometres
			D38cv	Distribution mains length in service as at 30 June:	Polyethylene Low pressure Kilometres
			D39avI	Distribution mains length in service as at 30 June:	Other materials High pressure Kilometres
			D39bvI	Distribution mains length in service as at 30 June:	Other materials Medium pressure Kilometres
			D39cvI	Distribution mains length in service as at 30 June:	Other materials Low pressure Kilometres
	NQR16ai			Number of sub-transmission transformers as at 30 June.	Number
	NQR16bi			Total capacity of sub-transmission transformers as at 30 June.	Megavolt-amperes
	NQR16aii			Number of distribution transformers as at 30 June.	Number
	NQR16bii			Total capacity of distribution transformers as at 30 June.	Megavolt-amperes
	NQR19			Total number of power poles as at 30 June.	Number
	NQR18			Size of network service area as at 30 June.	Square kilometres
	NQR20			Peak electricity demand during the reporting year.	Megawatts
	NQR17			Electricity distribution loss percentage during the reporting year.	Percent

4.15 Leak repairs - Gas

Retail		Dist.		Leak repairs			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
			D11a	Leak repairs during the reporting year for:	Mains	High pressure	Number
			D11b	Leak repairs during the reporting year for:	Mains	Medium pressure	Number
			D11c	Leak repairs during the reporting year for:	Mains	Low pressure	Number
			D12a	Leak repairs during the reporting year for:	Connections	High pressure	Number
			D12b	Leak repairs during the reporting year for:	Connections	Medium pressure	Number
			D12c	Leak repairs during the reporting year for:	Connections	Low pressure	Number
			D13a	Leak repairs during the reporting year for:	Meters	High pressure	Number
			D13b	Leak repairs during the reporting year for:	Meters	Medium pressure	Number
			D13c	Leak repairs during the reporting year for:	Meters	Low pressure	Number

4.16 Reliability

Retail		Dist.		Reliability			
Elec.	Gas	Elec.	Gas	Indicator description			Unit
			D14	Customer connection supply interruption occurrences lasting more than 12 hours during the reporting year.			Number
			D15	Number of customer connections that experienced unplanned supply interruption 5 or more times during the reporting year.			Number
			D16	Average percentage of time that customer connections had gas supply during the reporting year.			Percentage
		NQR1		Customer connection supply interruption occurrences lasting more than 12 hours during the reporting year.			Number
		NQR1a		Distribution interruption occurrences for which at least one customer connection experienced a supply interruption lasting more than 12 hours during the reporting year.			Number

Retail		Dist.		Reliability	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		NQR2c		Number of urban customer connections that experienced supply interruption more than 9 times during the reporting year.	Number
		NQR2d		Number of non-urban customer connections that experienced supply interruption more than 16 times during the reporting year.	Number
		NQR6b		Reporting year and prior three reporting years average of, the average cumulative electricity supply interruption duration during the reporting year for individual customer connections for: Perth CBD	Minutes
		NQR6c		Reporting year and prior three reporting years average of, the average cumulative electricity supply interruption duration during the reporting year for individual customer connections for: Urban areas other than Perth CBD	Minutes
		NQR6d		Reporting year and prior three reporting years average of, the average cumulative electricity supply interruption duration during the reporting year for individual customer connections for: All other areas	Minutes
		NQR6a		Reporting year and prior three reporting years average of, the average cumulative electricity supply interruption duration during the reporting year for individual customer connections for: Standalone power systems	Minutes
		NQR4b		Reporting year and prior three reporting years average of, the average number of electricity supply interruptions during the reporting year for individual customer connections for: Perth CBD	Number
		NQR4c		Reporting year and prior three reporting years average of, the average number of electricity supply interruptions during the reporting year for individual customer connections for: Urban areas other than Perth CBD	Number
		NQR4d		Reporting year and prior three reporting years average of, the average number of electricity supply interruptions during the reporting year for individual customer connections for: All other areas	Number
		NQR4a		Reporting year and prior three reporting years average of, the average number of electricity supply interruptions during the reporting year for individual customer connections for: Standalone power systems	Number
		NQR3b		Reporting year and prior three reporting years average of, the average duration of electricity supply interruptions during the reporting year for individual customer connections for: Perth CBD	Minutes
		NQR3c		Reporting year and prior three reporting years average of, the average duration of electricity supply interruptions during the reporting year for individual customer connections for: Urban areas other than Perth CBD	Minutes
		NQR3d		Reporting year and prior three reporting years average of, the average duration of electricity supply interruptions during the reporting year for individual customer connections for: All other areas	Minutes
		NQR3a		Reporting year and prior three reporting years average of, the average duration of electricity supply interruptions during the reporting year for individual customer connections for: Standalone power systems	Minutes

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		NQR5b		Reporting year and prior three reporting years average of, the average of the percentage of time individual customer connections had electricity supply during the reporting year for: Perth CBD		Percent
		NQR5c		Reporting year and prior three reporting years average of, the average of the percentage of time individual customer connections had electricity supply during the reporting year for: Urban areas other than Perth CBD		Percent
		NQR5d		Reporting year and prior three reporting years average of, the average of the percentage of time individual customer connections had electricity supply during the reporting year for: All other areas		Percent
		NQR5a		Reporting year and prior three reporting years average of, the average of the percentage of time individual customer connections had electricity supply during the reporting year for: Standalone power systems		Percent
		Cust.base_b		Average of the number of customer connections at the start of each month of the reporting year for:	Perth CBD feeder	Number
		Cust.base_c		Average of the number of customer connections at the start of each month of the reporting year for:	Urban feeders excluding Perth CBD	Number
		Cust.base_d		Average of the number of customer connections at the start of each month of the reporting year for:	Short rural feeders	Number
		Cust.base_e		Average of the number of customer connections at the start of each month of the reporting year for:	Long rural feeders	Number
		SAIDinput_b		Sum of all electricity supply interruption durations for all customer connections during the reporting year for:	Perth CBD feeder	Minutes
		SAIDinput_c		Sum of all electricity supply interruption durations for all customer connections during the reporting year for:	Urban feeders excluding Perth CBD	Minutes
		SAIDinput_d		Sum of all electricity supply interruption durations for all customer connections during the reporting year for:	Short rural feeders	Minutes

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		SAIDinput_e		Sum of all electricity supply interruption durations for all customer connections during the reporting year for:	Long rural feeders	Minutes
		SAIDinput_bi		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Perth CBD feeder	Planned interruptions	Minutes
		SAIDinput_ci		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Urban feeders excluding Perth CBD feeder	Planned interruptions	Minutes
		SAIDinput_di		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Short rural feeders	Planned interruptions	Minutes
		SAIDinput_ei		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Long rural feeders	Planned interruptions	Minutes
		SAIDinput_bii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Perth CBD feeder	Unplanned interruptions	Minutes
		SAIDinput_cii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Urban feeders excluding Perth CBD feeder	Unplanned interruptions	Minutes
		SAIDinput_dii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Short rural feeders	Unplanned interruptions	Minutes
		SAIDinput_eii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Long rural feeders	Unplanned interruptions	Minutes

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		SAIDinput_biii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Perth CBD feeder	Normalised interruptions	Minutes
		SAIDinput_ciii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Urban feeders excluding Perth CBD feeder	Normalised interruptions	Minutes
		SAIDinput_diii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Short rural feeders	Normalised interruptions	Minutes
		SAIDinput_eiii		Sum of all electricity supply interruption durations for all customer connections during the reporting year for: Long rural feeders	Normalised interruptions	Minutes
		SAIFinput_b		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:	Perth CBD feeder	Number
		SAIFinput_c		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:	Urban feeders excluding Perth CBD	Number
		SAIFinput_d		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:	Short rural feeders	Number
		SAIFinput_e		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:	Long rural feeders	Number
		SAIFinput_bi		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Perth CBD feeder	Planned interruptions	Number

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		SAIFinput_ci		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Urban feeders excluding Perth CBD	Planned interruptions	Number
		SAIFinput_di		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Short rural feeders	Planned interruptions	Number
		SAIFinput_ei		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Long rural feeders	Planned interruptions	Number
		SAIFinput_bii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Perth CBD feeder	Unplanned interruptions	Number
		SAIFinput_cii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Urban feeders excluding Perth CBD	Unplanned interruptions	Number
		SAIFinput_dii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Short rural feeders	Unplanned interruptions	Number
		SAIFinput_eii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Long rural feeders	Unplanned interruptions	Number
		SAIFinput_biii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Perth CBD feeder	Normalised interruptions	Number
		SAIFinput_ciii		Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Urban feeders excluding Perth CBD	Normalised interruptions	Number

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		SAIFI	SAIFI	Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Short rural feeders	Normalised interruptions	Number
		SAIFI	SAIFI	Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for: Long rural feeders	Normalised interruptions	Number
		FC1		System average interruption duration index (SAIDI) for the reporting year for: Overall		Minutes
		FC1b		System average interruption duration index (SAIDI) for the reporting year for: Perth CBD feeder		Minutes
		FC1c		System average interruption duration index (SAIDI) for the reporting year for: Urban feeders excluding Perth CBD		Minutes
		FC1d		System average interruption duration index (SAIDI) for the reporting year for: Short rural feeders		Minutes
		FC1e		System average interruption duration index (SAIDI) for the reporting year for: Long rural feeders		Minutes
		FC2i		System average interruption duration index (SAIDI) for the reporting year for: Overall	Planned interruptions	Minutes
		FC2bi		System average interruption duration index (SAIDI) for the reporting year for: Perth CBD feeder	Planned interruptions	Minutes
		FC2ci		System average interruption duration index (SAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Planned interruptions	Minutes
		FC2di		System average interruption duration index (SAIDI) for the reporting year for: Short rural feeders	Planned interruptions	Minutes
		FC2ei		System average interruption duration index (SAIDI) for the reporting year for: Long rural feeders	Planned interruptions	Minutes
		FC3ii		System average interruption duration index (SAIDI) for the reporting year for: Overall	Unplanned interruptions	Minutes
		FC3bii		System average interruption duration index (SAIDI) for the reporting year for: Perth CBD feeder	Unplanned interruptions	Minutes
		FC3cii		System average interruption duration index (SAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Unplanned interruptions	Minutes
		FC3dii		System average interruption duration index (SAIDI) for the reporting year for: Short rural feeders	Unplanned interruptions	Minutes

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		FC3eii		System average interruption duration index (SAIDI) for the reporting year for: Long rural feeders	Unplanned interruptions	Minutes
		FC4iii		System average interruption duration index (SAIDI) for the reporting year for: Overall	Normalised interruptions	Minutes
		FC4biii		System average interruption duration index (SAIDI) for the reporting year for: Perth CBD feeder	Normalised interruptions	Minutes
		FC4ciii		System average interruption duration index (SAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Normalised interruptions	Minutes
		FC4diii		System average interruption duration index (SAIDI) for the reporting year for: Short rural feeders	Normalised interruptions	Minutes
		FC4eiii		System average interruption duration index (SAIDI) for the reporting year for: Long rural feeders	Normalised interruptions	Minutes
		FC5		System average interruption frequency index (SAIFI) for the reporting year for: Overall		Number
		FC5b		System average interruption frequency index (SAIFI) for the reporting year for: Perth CBD feeder		Number
		FC5c		System average interruption frequency index (SAIFI) for the reporting year for: Urban feeders excluding Perth CBD		Number
		FC5d		System average interruption frequency index (SAIFI) for the reporting year for: Short rural feeders		Number
		FC5e		System average interruption frequency index (SAIFI) for the reporting year for: Long rural feeders		Number
		FC6i		System average interruption frequency index (SAIFI) for the reporting year for: Overall	Planned interruptions	Number
		FC6bi		System average interruption frequency index (SAIFI) for the reporting year for: Perth CBD feeder	Planned interruptions	Number
		FC6ci		System average interruption frequency index (SAIFI) for the reporting year for: Urban feeders excluding Perth CBD	Planned interruptions	Number
		FC6di		System average interruption frequency index (SAIFI) for the reporting year for: Short rural feeders	Planned interruptions	Number
		FC6ei		System average interruption frequency index (SAIFI) for the reporting year for: Long rural feeders	Planned interruptions	Number
		FC7ii		System average interruption frequency index (SAIFI) for the reporting year for: Overall	Unplanned interruptions	Number

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		FC7bli		System average interruption frequency index (SAIFI) for the reporting year for: Perth CBD feeder	Unplanned interruptions	Number
		FC7cli		System average interruption frequency index (SAIFI) for the reporting year for: Urban feeders excluding Perth CBD	Unplanned interruptions	Number
		FC7dli		System average interruption frequency index (SAIFI) for the reporting year for: Short rural feeders	Unplanned interruptions	Number
		FC7eii		System average interruption frequency index (SAIFI) for the reporting year for: Long rural feeders	Unplanned interruptions	Number
		FC8iii		System average interruption frequency index (SAIFI) for the reporting year for: Overall	Normalised interruptions	Number
		FC8biii		System average interruption frequency index (SAIFI) for the reporting year for: Perth CBD feeder	Normalised interruptions	Number
		FC8ciii		System average interruption frequency index (SAIFI) for the reporting year for: Urban feeders excluding Perth CBD	Normalised interruptions	Number
		FC8diii		System average interruption frequency index (SAIFI) for the reporting year for: Short rural feeders	Normalised interruptions	Number
		FC8eiii		System average interruption frequency index (SAIFI) for the reporting year for: Long rural feeders	Normalised interruptions	Number
		FC9		Customer average interruption duration index (CAIDI) for the reporting year for: Overall		Minutes
		FC9b		Customer average interruption duration index (CAIDI) for the reporting year for: Perth CBD feeder		Minutes
		FC9c		Customer average interruption duration index (CAIDI) for the reporting year for: Urban feeders excluding Perth CBD		Minutes
		FC9d		Customer average interruption duration index (CAIDI) for the reporting year for: Short rural feeders		Minutes
		FC9e		Customer average interruption duration index (CAIDI) for the reporting year for: Long rural feeders		Minutes
		FC10i		Customer average interruption duration index (CAIDI) for the reporting year for: Overall	Planned interruptions	Minutes
		FC10bi		Customer average interruption duration index (CAIDI) for the reporting year for: Perth CBD feeder	Planned interruptions	Minutes

Retail		Dist.		Reliability		
Elec.	Gas	Elec.	Gas	Indicator description		Unit
		FC10ci		Customer average interruption duration index (CAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Planned interruptions	Minutes
		FC10di		Customer average interruption duration index (CAIDI) for the reporting year for: Short rural feeders	Planned interruptions	Minutes
		FC10ei		Customer average interruption duration index (CAIDI) for the reporting year for: Long rural feeders	Planned interruptions	Minutes
		FC11ii		Customer average interruption duration index (CAIDI) for the reporting year for: Overall	Unplanned interruptions	Minutes
		FC11bii		Customer average interruption duration index (CAIDI) for the reporting year for: Perth CBD feeder	Unplanned interruptions	Minutes
		FC11cii		Customer average interruption duration index (CAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Unplanned interruptions	Minutes
		FC11dii		Customer average interruption duration index (CAIDI) for the reporting year for: Short rural feeders	Unplanned interruptions	Minutes
		FC11eii		Customer average interruption duration index (CAIDI) for the reporting year for: Long rural feeders	Unplanned interruptions	Minutes
		FC12iii		Customer average interruption duration index (CAIDI) for the reporting year for: Overall	Normalised interruptions	Minutes
		FC12biii		Customer average interruption duration index (CAIDI) for the reporting year for: Perth CBD feeder	Normalised interruptions	Minutes
		FC12ciii		Customer average interruption duration index (CAIDI) for the reporting year for: Urban feeders excluding Perth CBD	Normalised interruptions	Minutes
		FC12diii		Customer average interruption duration index (CAIDI) for the reporting year for: Short rural feeders	Normalised interruptions	Minutes
		FC12eiii		Customer average interruption duration index (CAIDI) for the reporting year for: Long rural feeders	Normalised interruptions	Minutes

4.17 Streetlights

Retail		Dist.		Streetlights	
Elec.	Gas	Elec.	Gas	Indicator description	Unit
		CCD30		Number of streetlights in metropolitan areas as at 30 June.	Number
		CCD31		Number of streetlights in regional areas as at 30 June.	Number
		CCD24		Number of streetlights in metropolitan areas reported faulty during the reporting year.	Number
		CCD25		Number of streetlights in regional areas reported faulty during the reporting year.	Number
		CCD26		Number of streetlights in metropolitan areas reported faulty and not repaired within five days during the reporting year.	Number
		CCD28		Number of streetlights in regional areas reported faulty and not repaired within nine days during the reporting year.	Number
		CCD32		Mean number of days to repair faulty streetlights in metropolitan areas during the reporting year.	Days
		CCD33		Mean number of days to repair faulty streetlights in regional areas during the reporting year.	Days

5. Version history

Version date	Changes
April 2026	<ol style="list-style-type: none"> 1. Combined listing of indicators for electricity and gas retail, trading and distribution. 2. “Indicator description” and “Unit” wordings updated for clarity and consistency. 3. Two new indicators added for gas trading licensees (table 4.10) for Basic plan information documents and marketing claims. 4. Indicators reworded to clarify the counting timeframe (as at 30 June or over the whole year) and the units (unique accounts or occurrences). The intent of the indicators has not changed. <ul style="list-style-type: none"> • Indicators on these topics have new wording: compensation payments, pre-payment meters, hardship, waiting time for calls, disconnections. 5. Edits to the following definitions were made to accommodate the handbooks being merged. The intent of the related indicators has not changed. <ul style="list-style-type: none"> • Call centre • Compensation payments • Complaints • Concession • Customer • Disconnection • Distribution transformers • Electricity distribution loss percentage • Hardship customer • Peak electricity demand • Planned (supply) interruptions • Reconnection • Residential connection • Standard meter • Streetlights • Supply interruption for electricity • Supply interruption for gas • Unplanned (supply) interruptions