Gas Distribution Licence Performance Reporting Handbook

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Economic Regulation Authority
WESTERN AUSTRALIA

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1. Background

The Economic Regulation Authority is responsible for administering the gas licensing scheme under the *Energy Coordination Act 1994*.

Gas distribution licences contain terms and conditions, including a requirement for licensees to provide to the ERA specified information on matters relevant to the licence. Clause 4.5.1 of gas distribution licences states:

> The licensee must provide to the ERA any information that the ERA may require in connection with its functions under the Act in the time, manner and form specified by the ERA.

The ERA publishes an annual performance report using the data provided by licensees. Licensees must also publish the data on their website.

2. Purpose of this Handbook

This handbook sets out the non-financial performance data licensees must provide to the ERA, including the date by which it must be submitted.

To be able to interpret and compare the data, there must be a shared understanding amongst stakeholders of the information that must be reported, including the definitions that apply to the performance indicators and how the information should be presented. Accordingly, this handbook informs electricity distribution licensees about:

- the performance indicators that distributors are required to provide data for
- the definitions that apply to the performance indicators
- how to calculate the performance data (where applicable)
- how and when the data must be provided to the ERA.

Licensees should familiarise themselves with the *Compendium of Gas Customer Licence Obligations* to fully understand the reporting context.

3. Distribution Datasheet

The ERA has published a Microsoft Excel workbook called the 'Gas Performance Reporting Datasheets – Distribution' (Distribution Datasheet).

The Distribution Datasheet has seven worksheets:

- Customers and customer connections
- Gas consumption
- Leaks
- Network reliability
- Complaints
- Call centre performance
- Installed mains.

3.1 Completing the Distribution Datasheet

The Distribution Datasheet contains tables in the format shown in Table 1 below.

Table 1: Example datasheet format

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 28	Total number of telephone calls to a call centre of the distributor			

When completing the tables in the Distribution Datasheet the structure of the data entry cells should not be modified by inserting, deleting or re-ordering rows/columns. A number of cells contain values that are calculated from data that has been entered into other cells. These cells have been shaded yellow.

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The 'indicator number' column contains the unique reference number for the indicator.[1]
- The 'description' column provides a short explanation of what the indicator is intended to measure.
- The 'basis of reporting' column contains data entry cells for:
  - number[2]

  or

  - percentage[3]

  The data entry cells have been formatted to align with the required degree of accuracy (that is, the number of decimal places) for each indicator.
- The 'comments' column allows licensees to add explanatory notes, for example where there has been significant change in values from previous reporting periods, or where the licensee feels that additional information will assist the reader to understand the data.

3.2 Submission of completed Distribution Datasheet to the ERA

The completed Distribution Datasheet for the year ending 30 June must be submitted to the ERA by no later than 30 September. It should be sent by email to: licensing@erawa.com.au.

Compliance with clause 4.5.1 of the licence is only achieved when an electronic copy of the completed Distribution Datasheet has been received by the ERA.

1 In this example the indicator is in the 'Call centre performance' worksheet.

2 Section 4 provides more information on how to complete the 'number' column.

3 This is automatically calculated from numerical data entered into other cells

After the ERA has reviewed a licensee's Distribution Datasheet and the licensee has addressed any comments the ERA may have, the ERA will instruct the licensee to publish the Datasheet on the licensee's website by a date specified by the ERA, in accordance with clause 13.3 of the Compendium.

4. Performance reporting indicators

Distributors should complete the 'number' column in each worksheet as follows:

- **If data is available:** enter the data.
- **If the activity did not occur:** enter '0'.

  Explanatory note: For example, if the distributor did not provide any new connections on its distribution system, the data for indicator D 1 should be '0'.

- **If the activity is not applicable:** enter 'n/a'.

  Explanatory note: For example, if the distributor did not provide any new connections on its distribution system, indicator D 2 should be marked 'n/a'.

- **If the data is unavailable:** leave the data cell blank and add a comment in the 'comments' cell explaining why the data cannot be provided.

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

Reporting basis: point in time vs whole reporting year

Some indicators are based on a moment in time (i.e. 30 June) whereas others cover the whole reporting year.

Reporting basis: per customer/connection vs per incident

Some indicators require reporting to be on a per customer/connection basis whereas others are on a per incident basis. For example, indicator D 14 (Number of customer connections interrupted for more than 12 hours continuously) should be reported on a per connection basis. This means that if a connection is interrupted for more than 12 hours continuously, and more than once during a reporting year, the connection should only be counted once. Indicator D5 (Total number of reconnections provided) should be reported on a per incident basis. This means that if a premises is reconnected more than once during a reporting year, each reconnection should be recorded separately.

4.1 Customer connections

4.1.1 Purpose

To report on the number of:

- small use customer[4] connections on each gas distribution system
- new connections that were not provided on time
- reconnections that were not provided on time.

4.1.2 Reported indicators

No.	Indicator
D 1	Total number of new connections provided
D 2	Total number of new connections that were not provided on or before the agreed date
D 3	Percentage of new connections that were not provided on or before the agreed date
D 4	Total number of reconnections provided
D 5	Total number of reconnections that were not provided within the prescribed timeframe
D 6	Percentage of reconnections that were not provided within the prescribed timeframe
D 7	Total number of connections on the distribution system(s)[5]

4.1.3 Definitions

Connection means a customer supply address that is connected to the distribution system by means of 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.

> *Explanatory note:* connections that do not have an assigned customer (i.e. inactive connections) during all or part of the reporting year are to be included.

Disconnection means the removal of gas supply from the customer supply address.

Not provided on or before the agreed date means connections or reconnections not provided within any regulated time limit, or by the date agreed with the customer.

Number of connections provided means the establishment of new customer connections on the distribution system during the reporting year.

Prescribed timeframe means the relevant timeframe prescribed in the Gas Compendium.

Reconnection means the restoration of a supply through a connection following disconnection.

> *Explanatory note*: For reporting purposes, reconnections must include all reconnections carried out by the distributor at the request of a retailer (previously, this handbook only required

[4] A small use customer is a customer who consumes not more than 1 terrajoule of gas per year.

[5] If a distributor operates more than one distribution system, indicator D7 should record the total number of connections on the systems, and use the 'Comments' cell to break the total down by the number of connections on each system.

reconnections to be reported when the disconnection occurred because the customer failed to pay a bill).

[This reporting requirement is mandatory from the 2019/20 reporting year onwards. In the 2018/19 reporting year, distributors that are not able to report on all reconnections carried out during the year must use the 'Comments' cell for indicator D 4 to explain what the reconnections were for].

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

4.2 Gas consumption

4.2.1 Purpose

To report on the amount of gas supplied through distribution systems to small use customers, and the level of unaccounted for gas.

4.2.2 Reported indicators

No.	Indicator
D 8	Gas consumption – residential connections (GJ)
D 9	Gas consumption – non-residential connections (GJ)
D 10	Unaccounted for gas (GJ)

4.2.3 Definitions

Gas consumption means the total amount of gas that has been supplied to a class of small use customer (residential or non-residential) during the reporting year.

> *Explanatory note:* gas that has been supplied, but where the relevant meter has not been read during any part of the reporting period is excluded from the measurement of gas consumption. It is recognised that this may present slight variations in the amount of gas consumed between reporting periods, but this is preferable to including estimations based on prior period consumption.

Residential customers are defined as having a gas supply for 'residential purposes' under regulation 4(2) of the *Energy Coordination (Gas Tariffs) Regulations 2000*, which state a supply of gas is for residential purposes if the gas:

> is supplied to —
>
> a dwelling; or
>
> a place, other than a dwelling, to which the supply of gas is separately metered; and
>
> is solely for residential use.

Non-residential customers are customers that are not residential customers.

Unaccounted for gas (UAFG) means 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, pressure and other parameters. The unit of measurement is gigajoules (GJ) per year.

> *Explanatory note:* The reporting year for gas consumption indicators D8 to D10 is the period from 1 July to 30 June. If a distributor is basing the calculation of gas consumption on a different 12-month period this needs to be stated in the comments against the relevant indicator(s).

4.3 Leaks

4.3.1 Purpose

To report on the number of leak repairs on the distribution system.

4.3.2 Reported indicators

No.	Indicator
D 11	Number of leak repairs to HP, MP and LP mains
D 12	Number of leak repairs to HP, MP and LP connections
D 13	Number of leak repairs to HP, MP and LP meters

4.3.3 Definitions

High pressure (HP) means the parts of the distribution system operating at a pressure in the range 210 to 1050 kPa. This includes any parts of the distribution system operating at a pressure in excess of 1050 kPa that have been designated as part of the distribution system.

Leak repair means work undertaken to remedy a loss of containment on mains, service pipes, **meters**, regulators, or related distribution equipment. Repairs that have been recorded in the repair log as leak repairs and where subsequent investigation shows that no leak is found should be excluded from this indicator.

Low pressure (LP) means the parts of the distribution system operating at a pressure of up to 7 kPa.

Mains means those parts of the distribution system that are not connections or meters.

Medium pressure (MP) means the parts of the distribution system operating at a pressure in the range 7 to 210 kPa.

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.

4.4 Network reliability

4.4.1 Purpose

To report on the frequency and duration of interruptions to supply experienced by customers on the distribution system during the reporting year.

4.4.2 Reported indicators

No.	Indicator
D 14	Number of customer connections that have been interrupted (due to planned or unplanned interruptions) for more than 12 hours continuously during the reporting year
D 15	Number of customer connections affected by five or more unplanned interruptions during the reporting year
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year

4.4.3 Definitions

Interruption means a loss of gas associated with an outage on the distribution system of more than five minutes in duration. The interruption starts when it is recorded by equipment (such as a SCADA system) or, where such equipment does not exist, at the time that the first customer call relating to the outage is received. The interruption ends when supply has been restored to the supply address, or when the supply is reasonably assumed to have been restored if there is no equipment available to record the time of restoration.

Planned interruption means an interruption of supply to a customer premises that has been caused by scheduled works. For example, preventative maintenance, repairs, system augmentation and mains replacement. Customers are notified in advance of planned interruptions. Planned meter replacements are excluded.

Unplanned interruption means an interruption that is not a planned interruption, or a planned interruption where the required notice of the interruption has not been given to the customer. This includes events where the distribution system pressure at a connection has fallen below the lower design threshold.

4.5 Complaints

4.5.1 Purpose

To report on the level of satisfaction with the distributor's service and the customer complaints it receives.

4.5.2 Reported indicators

No.	Indicator
D 17	Total number of complaints received
D 18	Number of the complaints that relate to administrative process or customer service complaints
D 19	Number of other complaints
D 20	Number of connection and augmentation complaints
D 21	Number of reliability of supply complaints
D 22	Number of quality of supply complaints
D 23	Number of network charges and costs complaints
D 24	Number of complaints from customers concluded within 15 business days
D 25	Percentage of complaints from customers concluded within 15 business days
D 26	Number of complaints from customers concluded within 20 business days
D 27	Percentage of complaints from customers concluded within 20 business days

4.5.3 Definitions

Administrative processes or customer service complaints includes complaints in relation to meter reading, timeliness of correspondence and other customer communications, the complaints handling process, timeliness of response to complaints and any other process of a general administrative nature.

Complaint means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.[6]

Explanatory notes:

- Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.

[6] A detailed discussion of complaints, with examples, is in Appendix 1 of the *National Energy Retail Performance Indicators, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, May 2007*. This document draws on the guidelines for complaints handling in Standard *AS ISO 10002-2006 Customer satisfaction – Guidelines for complaints handling in organisations* (which has been replaced by Standard *ISO 10002:2014 – Quality management – Customer satisfaction – Guidelines for handling complaints in organisations*).

- More than one complaint can be made per customer contact. If a customer makes a complaint about a billing matter and a transfer matter in the same communication, then two complaints should be recorded.
- For reporting purposes, complaints do not include complaints made internally by the distributor's staff about the matters specified in the complaint categories.
- For reporting purposes, complaints must include complaints resolved at the first point of contact. [This reporting requirement is mandatory from the 2019/20 reporting year onwards. In the 2018/19 reporting year, distributors that have not recorded complaints resolved at the first point of contact during the year must use the 'Comments' cell for indicator D 17 to explain that the total number of complaints does not include complaints resolved at the first point of contact].

Connection and augmentation complaints includes quality and timeliness of providing new service connections or system augmentation works. Also includes complaints in relation to customer demand not being met due to distribution system unavailability.

Network charges and costs complaints includes complaints about any fee or charge levied by the distributor in respect of the services it provides to customers.

Other complaints include poor service, privacy considerations, failure to respond to complaints, and health and safety issues.

Quality of supply complaints includes complaints about gas quality or supply pressure.

Reliability of supply complaints includes complaints about supply interruptions, both planned and unplanned.

4.6 Call centre performance

4.6.1 Purpose

To report on the level of service provided to customers who contact the distributor by telephone.[7]

4.6.2 Reported indicators

No.	Indicator
D 28	Total number of telephone calls to a call centre of the distributor
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds
D 31	Average duration (in seconds) before a call is answered by a call centre operator
D 32	Total number of calls that are unanswered
D 33	Percentage of the calls that are unanswered

4.6.3 Calculations

The “average duration before a call is answered by a call centre operator” is calculated as:

∑(answer wait times) / total number of calls answered by an operator

Explanatory note:

- This measure only includes calls that are answered by call centre staff.
- For IVR systems, the measurement period commences at the time that the customer selects an option indicating they wish to speak to a call centre operator.
- For non-IVR systems, the measurement period commences when the call is received by the switchboard.
- Calls that are unanswered are excluded from the calculation of this indicator.

[7] Reporting against these indicators is mandatory for distributors who operate a call centre that is capable of automatically recording some or all of the responsiveness indicators. Distributors who have other systems to handle customer calls may report on those responsiveness indicators that they record on a voluntary basis.

Worked example

Distributor A operates a single call centre with integrated IVR technology with a single 13 number for customers to call. During the reporting year the following call data was recorded:

Total calls to the 13 number = 467,450

Number of calls to the call centre = 265,328

Number of calls answered within 30 seconds = 221,846

Number of calls that were unanswered = 4,921

Sum of wait times for answered calls = 217,006 minutes

Calculation of indicators:

- CCD 28 = 265,328
- CCD 29 = 221,846
- CCD 30 = 100x221,846/265,328 = 83.6%
- CCD 31 = 60x217,006/(265,328-4,921) seconds = 50 seconds
- CCD 32 = 4,921

4.6.4 Definitions

Call centre means a dedicated facility that has the purpose of receiving and transmitting telephone calls in relation to customer service operations of the distributor, consisting of call centre staff (operators) and one or more information technology and communications systems that are designed to handle customer service calls and record call centre performance information.

Call that is unanswered means where the customer has terminated the call before it was answered by a call centre operator (in the case of IVR system calls that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator are not included). [8]

Telephone calls to a call centre answered by a call centre operator within 30 seconds means the number of calls to call centre operators that were answered within 30 seconds (in the case of an IVR system the measurement period commences at the time that the customer selects an option indicating they wish to speak with a call centre operator).

Total number of telephone calls to a call centre means the total number of calls received by the call centre operators (in the case of an IVR system, the measurement only includes the calls where the customer has selected an option indicating they wish to speak with a call centre operator).[9] [10]

[8] Interactive Voice Response is equipment that allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

[9] This indicator excludes all calls that do not require operator attention, including IVR calls where the customer does not select an option indicating they wish to speak with a call centre operator, and calls that were terminated **before** an option to speak with a call centre operator was selected.

[10] Calls to third parties, such as contractors acting on behalf of the distributor, are not to be included. However, calls received by a contractor that is providing all or part of the distributor's customer service operations, i.e. an outsourced call centre, are to be included.

4.7 Distribution mains installed

4.7.1 Purpose

To report on the construction materials used in the distribution system and the relative density of service connections. Mains that are under construction, or constructed but not yet put into service should be excluded from these indicators.

4.7.2 Reported indicators

Indicator			
	Length of in-service distribution mains by operating pressure (km)		
	High Pressure	Medium Pressure	Low Pressure
Cast iron			
Unprotected steel			
Protected steel			
PVC			
Polyethylene (PE)			
Other			
Total length of all distribution mains installed and in service			

Indicator
Number of service connections per km of gas mains

4.7.3 Calculations

The “number of service connections per km of gas mains” is calculated by dividing the total number of small use distribution connections by the total length of gas mains installed and in service.

4.7.4 Definitions

Cast iron means gas mains that are constructed from cast iron.

Other means gas mains constructed from materials other than **cast iron, polyethylene, PVC** and **steel**.

PVC means plastic gas mains constructed from polyvinylchloride material that has been installed in accordance with the requirements of standard AS 3723 or a precedent standard or industry practice.

Polyethylene means plastic gas mains constructed from polyethylene material that has been installed in accordance with the requirements of standard AS 3723, or a precedent standard or industry practice.

Protected steel means **unprotected steel** mains that are subject to additional measures, such as a protective concrete covering, or burial to a depth in excess of the minimum required by AS 1697 in order to provide additional protection against damage.

Unprotected steel means gas mains constructed from steel material that has been installed in accordance with the requirements of standard AS 1697, or a precedent standard or industry practice.

The terms high pressure, medium pressure and low pressure have the same meanings as in section 4.3.