Economic Regulation Authority

Performance indicators and definitions handbook

For gas distributors

April 2024

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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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1. Introduction

1.1 Purpose of the handbook

This handbook explains performance indicators that Western Australian gas distribution licence holders must report against annually to the Economic Regulation Authority as a condition of their licence. Its intended audience is gas distribution licence holders.

The handbook is amended from time to time to assist licensees to understand reporting obligations. Changes over time are summarised in the version history (section 6), which is included for the first time in 2024. Further information for distributors about their reporting obligations is in the Gas Compliance Reporting Manual.

Licensees may also familiarise themselves with the Compendium of Gas Customer Licence Obligations to understand the reporting context. The Compendium that took effect on 1 January 2020 is the relevant version for the 2023/24 reporting year.

1.2 Reporting obligations

The ERA administers the licensing scheme under Part 2A of the *Energy Coordination Act 1994*. Gas distribution 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.

Licensees report performance data annually using a spreadsheet on the ERA website: 'Gas Distribution Licence Performance Reporting Datasheet (datasheet).' The handbook is a reference for licensees when completing the datasheet.

Licensees provide information on 34 indicators across the following seven reporting categories:

1. Customers and customer connections
2. Gas consumption
3. Leaks
4. Network reliability
5. Complaints
6. Call centre performance
7. Distribution mains installed and in-service

The ERA derives a further six indicators using the information provided on the datasheet.

The ERA publishes this data in an annual performance report, which is accessed by a range of stakeholders. The data is used to monitor trends in gas distributor performance, identify challenges facing energy consumers, and to monitor broader changes in Western Australia's gas market.

2. Definitions and terms used

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.

Call centre means a dedicated facility for receiving and transmitting telephone calls in relation to customer service operations of the distributor.

Complaint means an expression of dissatisfaction made to or about an organisation about its products, services, or staff, where a response is expected or legally required.

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

Connection 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.

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

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

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 reports the interruption. The interruption ends when supply has been restored to the supply address.

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.

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

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.

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.

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

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

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.

Prescribed timeframe means the relevant timeframe prescribed in the Gas Compendium that took effect on 1 January 2020.

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

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

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

Residential customers has the same meaning as in the Energy Coordination (Gas Tariffs) Regulations 2000.

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 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 where the distribution system pressure at a connection has fallen below the lower design threshold**.**

3. Completing and submitting the datasheet

The datasheets have been amended in 2024 to simplify annual performance reporting.

Main points

Only edit yellow shaded cells on the datasheet.

Pay attention to the reporting unit column when entering data. Previously, derived indicators were displayed prominently, but these have been removed to simplify the form. If you have previously used an automated process or script to fill the datasheet, you will need to update your process.

If data is available: enter the data.

Where an indicator is applicable but there are no instances to report: enter '0'.

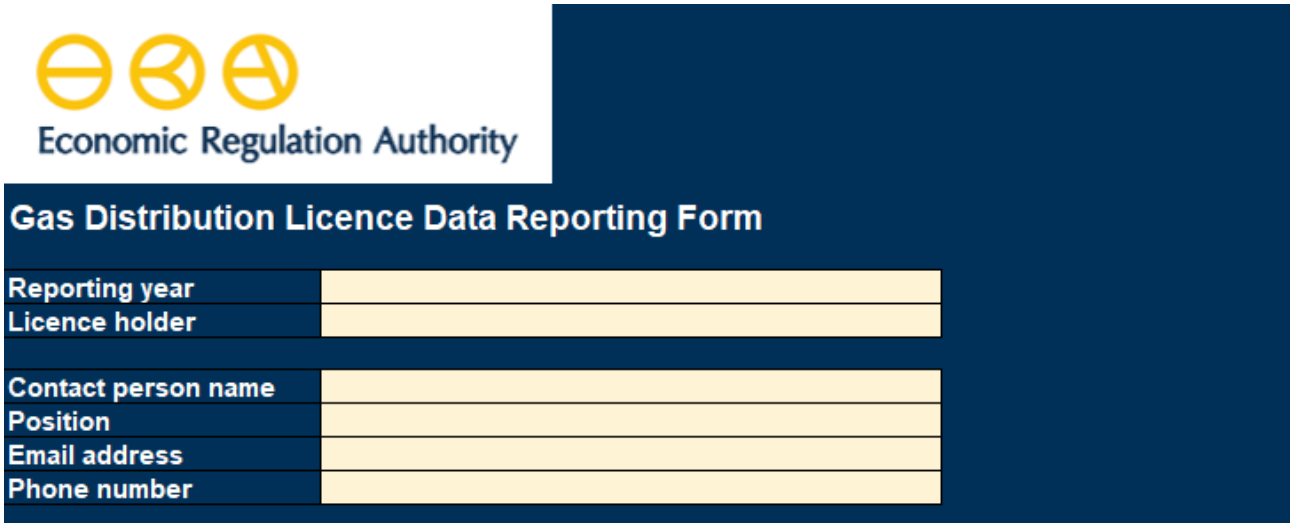
Leaving blank cells: If the activity is not applicable, such as where a licensee does not supply gas to a certain category of customer, leave the cell blank. It is no longer necessary to insert 'N/A' when the indicator is not relevant to the licensee.

If the data is unavailable: leave the input cell blank and add a comment to explain.

Comment field: Use these cells to clarify any data. 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 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 information about the reporting year into the datasheet

Enter data into the 'Data input' column for each of the indicators.

Reporting category	Description	Indicator	Unit	Data input	Comments
Customers and customer connections	New connections provided	D 1	Number	15,678.0	
	New connections that were not provided on or before the agreed date	D 2	Number		
	Total reconnections provided	D 4	Number		
	Total reconnections not provided within the prescribed timeframe	D 5	Number		
	Connections on the distribution system(s)	D 7	Number		

Reporting basis: point in time vs whole reporting year

Some indicators are based on a moment in time (for example, 30 June) whereas others cover the whole reporting year. This is marked in the description field of each indicator.

Reporting basis: per customer vs per incident

Some indicators require reporting to be on a per customer 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.

Step 3 – Submit datasheet to the ERA

The completed datasheet for the reporting year must be submitted no later than 30 September following the end of the reporting year 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 and derived indicators. The purpose is to provide those completing the datasheet with a single point of reference for all indicators, including how derived indicators will be calculated using the information provided on the datasheet.

Rows this colour are for derived indicators, calculated by the ERA.

Table 1: Complete set of collected and derived indicators.

Reporting category	Description	Indicator	Unit
1 Customers and customer connections			
Customers and customer connections	New connections provided	**D 1**	Number
Customers and customer connections	New connections that were not provided on or before the agreed date	**D 2**	Number
Customers and customer connections	Total reconnections provided	**D 4**	Number
Customers and customer connections	Total reconnections not provided within the prescribed timeframe	**D 5**	Number
Customers and customer connections	Connections on the distribution system(s)	**D 7**	Number
2 Gas consumption			
Gas consumption	Gas consumption - residential connections	**D 8**	Gigajoules
Gas consumption	Gas consumption - non-residential connections	**D 9**	Gigajoules
Gas consumption	Unaccounted for gas	**D10**	Gigajoules
3 Leaks			
Leaks	Leak repairs to low, medium, and high-pressure mains	**D10**	Number
Leaks	Leak repairs to low, medium, and high-pressure connections	**D12**	Number of
Leaks	Leak repairs to low, medium, and high-pressure meters	**D13**	Number of

4 Network reliability			
Network reliability	Customer connections that have been interrupted for more than 12 hours continuously during the reporting year	**D14**	Number of
Network reliability	Customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	**D15**	Number of
Network reliability	Average time that gas has been supplied to customer premises during the reporting year	**D16**	Percentage
5 Complaints			
Complaints	Total number of complaints received	**D17**	Number
Complaints	Administrative process or customer service complaints	**D18**	Number
Complaints	Other complaints	**D19**	Number
Complaints	Connection and augmentation complaints	**D20**	Number
Complaints	Reliability of supply complaints	**D21**	Number
Complaints	Quality of supply complaints	**D22**	Number
Complaints	Network charges and costs complaints	**D23**	Number
Complaints	Complaints from customers concluded within 15 business days	**D24**	Number
Complaints	Complaints from customers concluded within 15 business days	**D25**	Percentage
Complaints	Complaints from customers concluded within 20 business days	**D26**	Number
Complaints	Complaints from customers concluded within 20 business days	**D27**	Percentage
6 Call centre performance			
Call centre performance	Calls to a call centre of the distributor	**D28**	Number
Call centre performance	Calls to a call centre answered by an operator within 30 seconds	**D29**	Number
Call centre performance	Calls to a call centre answered by an operator within 30 seconds	**D30 = (D29 / D28) x 100**	Percentage

Call centre performance	Average duration before a call is answered by operator	**D31**	Seconds
Call centre performance	Calls that are unanswered	**D32**	Number
Call centre performance	Calls that are unanswered	**D33 = (D32 / D28) x 100**	Percentage
7 Distribution mains installed and in-service			
Distribution mains installed and in-service	Length of low, medium, and high-pressure cast iron pipes	**D34**	km
Distribution mains installed and in-service	Length of low, medium, and high-pressure unprotected steel	**D35**	km
Distribution mains installed and in-service	Length of low, medium, and high-pressure protected steel	**D36**	km
Distribution mains installed and in-service	Length of low, medium, and high-pressure PVC pipes	**D37**	km
Distribution mains installed and in-service	Length of low, medium, and high-pressure polyethylene	**D38**	km
Distribution mains installed and in-service	Length of low, medium, and high-pressure pipes that are any other material than from indicators D34 to D38	**D39**	km
Distribution mains installed and in-service	Service connections per kilometre of gas mains	**D40**	Number of

5. Reporting conventions and examples

This section covers reporting conventions for each category and provides some examples of how indicators are calculated.

Some indicators are cumulative and cover the whole reporting period whereas some measure a point in time, such as June 30 at the end of a reporting year or the amount of money owing when a customer entered a payment plan. Previously, differences in the reporting point were shown by colour codes on the spreadsheet. These have been removed to make the forms more accessible.

5.1 Customers and customer connections

- Connections that do not have an assigned customer (i.e. inactive connections) during all or part of the reporting year are to be included.
- For reporting purposes, reconnections must include all reconnections conducted by the distributor at the request of a retailer (previously, this handbook only required 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.

5.2 Gas consumption

- Gas that has been supplied, but where the meter has not been read during any part of the reporting period, should be excluded from gas consumption measurements.
- Indicators D8 to D10 are for the whole reporting year. 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).

5.3 Leaks

When collecting data for any indicators related to leaks:

- Low pressure (LP) is up to 7 kPa.
- Medium pressure (MP) is between 7 and 210kPa.
- High pressure (HP) is a pressure of 210kPa.

5.4 Complaints

- Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.
- 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.
- Complaint indicators do not include complaints made internally by the distributor's staff about the matters specified in the complaint categories.
- Data must include complaints even if resolved at the first point of contact.

5.5 Call centre performance

$$\text{Average duration before a call is answered} = \frac{\sum \text{answer wait times}}{\text{total number of calls answered}}$$

- Call centre indicators exclude calls that do not require operator attention, including interactive voice response 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. Example 1 shows how these indicators should be calculated.
- For non-IVR systems, calls that are unanswered includes calls terminated by a customer before being answered by a call centre operator. For IVR systems, it includes calls terminated by a customer after they have selected an option indicating they wish to speak to an operator.
- Calls to third parties, such as contractors acting on behalf of the retailer, should not be included. However, calls received by a contractor that is providing all or part of the distributor's customer service operations, for example an outsourced call centre, should be included.
- For IVR systems, a call wait period commences when a customer selects an option to indicate they wish to speak to an operator.

Example 1: Calculating call centre performance indicators.

Distributor A operates a single call centre with integrated IVR technology and a single 1300 number for customers to call. During the reporting year the distributor collected the following call data:

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 = $\frac{221{,}846}{265{,}328}$ x 100 = 83.6%
- CCD 31 = $\frac{60 \times 217{,}006}{265{,}328-4{,}921}$ = 50 seconds
- CCD 32 = 4,921

6. Version history

Version date	Changes
April 2024	• Terms updated to reflect new datasheet, where all worksheets have been condensed into a single user entry form and derived indicators removed from immediate view. • Definitions sections across reporting categories condensed into single section and duplicates removed. • Version history section added. • Individual sections covering different reporting categories combined into single indicator table. • Reporting conventions from different sections combined into single reporting convention section with examples.