AER Annual RIN

Powercor Australia Ltd

Basis of Preparation documents

Non-Financial Templates

30 April 2015

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2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**1a. STPIS Reliability**
Table name	**Table 1. SAIDI** **Table 2. SAIFI** **Table 3. MAIFI** **Table 4 Average Distribution Customers**
Variable name	All variables
BOP ID	ANPAL 1aBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

- SAIDI System Average Interruption Duration Index: As per the STPIS: the sum of the duration of each sustained interruption (in minutes) divided by the total number of distribution customers as defined in the service target performance incentive scheme
- SAIFI System Average Interruption Frequency Index: As per the STPIS: the total number of sustained interruptions divided by the total number of distribution customers as defined in the service target performance incentive scheme
- MAIFI Momentary Average Interruption Frequency Index: As per the ESCV's Information specification (Service performance) for Victorian Electricity Distributors, 1 January 2009, p. 30: The total number of momentary interruptions divided by the total number of distribution customers.
- Customer numbers at the start of period: The number of Distribution Customers, measured on the first day of the Relevant Regulatory Year.
- Customer numbers at the end of period: The number of Distribution Customers, measured on the last day of the Relevant Regulatory Year.

Response: (provide affirmation that the above requirements have been met)

The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source*

(i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: For Powercor, the originating data source is the: • OMS (Outage Management System) 2014 Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. • This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. • Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled "OM0053 - STPIS Reliability Section of AER RIN Report" provides the data for this table. The data contained within this "OM0053 - STPIS Reliability Section of AER RIN Report" report is calculated consistent with the methodology used for Annual RIN reporting for 2009-2013. Refer "AER RIN Reporting - Phase 1 - ITCR 22860.doc" for detailed explanation relating to the build-up and calculations within this standard Business report.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not Applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not Applicable

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Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**1b. STPIS Customer Service**
Table name	**Telephone Answering**
Variable name	Number of calls received
BOP ID	ANPAL 1bBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The number of calls to the fault line excluding:

(a) calls to payment lines and automated interactive services;

(b) calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator (where the time in which a telephone call is abandoned is not measured, then an estimate of the number of calls abandoned within 30 seconds will be determined by taking 20 per cent of all calls abandoned).

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service)
The reporting system counts the calls against many metrics, including 'Calls Offered' and 'Abandoned in 30 seconds'.

Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls received by the fault line ('Calls Offered') excluding automated interactive calls and calls that have abandoned within 30 seconds.

To calculate correctly we deduct the number of calls abandoned from the number of calls offered in order to correctly present the data as per the above definition

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:
The data for this variable comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document. This includes deducting the number of calls abandoned within 30 seconds from the total number of calls offered at the agent level

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially two raw metrics pulled from the telephony system. Calls offered to agent and Calls abandoned within 30 seconds at agent level. The delta is 'Number of calls received'

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**1b. STPIS Customer Service**
Table name	**Telephone Answering**
Variable name	Number of calls answered in 30 seconds
BOP ID	ANPAL 1bBOP2

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The total number of calls to the fault line answered in 30 seconds where the time to answer a call is measured from when the call enters the telephone system of the call centre (including that time when it may be ringing unanswered by any response) and the caller speaks with a human operator, but excluding:

(a) the time that the caller is connected to an automated interactive service that provides substantive information;

(b) calls to payment lines and automated interactive services;

(c) calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator (where the time in which a telephone call is abandoned is not measured, then an estimate of the number of calls abandoned within 30 seconds will be determined by taking 20 per cent of all calls abandoned); and

(d) being placed in an automated queuing system does not constitute a response.

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service)

The reporting system records counts the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'.

Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source*

(i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: The data for this variable comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface. Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially raw data pulled straight from the system with no further assumptions or methodologies used.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**1b. STPIS – Customer Service**
Table name	**Table 2. New Connections (newly energised properties)**
Variable name	Number of new connections Number of new connections not provided on or before the agreed date
BOP ID	ANPAL 1bBOP3

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) New connections – number: - Total number of connections to customers' premises (excluding re-energisations). New connections - number not provided on or before the agreed date:- The number of connections to customers' premises (excluding re-energisations) made after the date agreed to with the customer
Response: (provide affirmation that the above requirements have been met) The Requirements of the RIN have been met as the information provided meets the above definitions.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: The record of truth for customer connections is CIS O/V. All new connections are processed through CIS O/V and each service order processed is time and date stamped to prove activity has been undertaken and completed.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	A BI report is run at the end of each month to identify and summarise the number of new connections for Powercor. The BI report is sourced from the activity undertaken in CIS O/V.

	The report indicates the timeframe in days taken to connect a new customer and identifies whether this period of time is within the agreed timeframe of 10 business days or by the customer agree date if later than 10 days. A review of the report captures the metrics required for this reporting item For "Number of new connections" the BI report "End to end timeframe" is used. For "Number of new connections not provided on or before the agreed date" the Missed GSLs (FBL1N) report is used.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

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Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1b. STPIS - Customer Service**
Table name	**Table 3: Streetlight repair**
Variable name	Total number of streetlights
BOP ID	ANPAL 1bBOP4

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlights in the reporting period
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlight within the reporting period has been provided for Powercor

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Graphical Information System (GIS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from GIS of the total number of streetlights in the reporting period for Powercor. This report is extracted on the 1st day of the January and used for the preceding year for reporting purposes.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1b. STPIS - Customer Service**
Table name	**Table 3: Streetlight repair**
Variable name	Total number of streetlight faults
BOP ID	ANPAL 1bBOP5

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlights reported by customers as not working in the reporting period.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlights reported by customers as not working within the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlights reported by customers as not working in the reporting period for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1b. STPIS - Customer Service**
Table name	**Table 3: Streetlight repair**
Variable name	Total number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business.
BOP ID	ANPAL 1bBOP6

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlights reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business within the reporting period.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlights reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business within the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlights reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business within the reporting period for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

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Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1b. STPIS - Customer Service**
Table name	**Table 3: Streetlight repair**
Variable name	Faulty streetlights not repaired within 5 business days of fault report or agreed date
BOP ID	ANPAL 1bBOP7

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) Faulty streetlights not repaired within 5 business days of fault report or agreed date.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of GSL applicable faulty streetlights not repaired within 5 business days of fault report or agreed date within the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of Faulty streetlights not repaired within 5 business days of fault report or agreed date in the reporting period for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

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Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1c. STPIS Daily Performance**
Table name	**Table 1 Daily Performance Data (unplanned)**
Variable name	All variables
BOP ID	ANPAL 1cBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

- MAIFI Momentary Average Interruption Frequency Index "As per the ESCV's Information specification (Service performance) for Victorian Electricity Distributors, 1 January 2009, p. 30: The total number of momentary interruptions divided by the total number of distribution customers.

Response: (provide affirmation that the above requirements have been met)

The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

For Powercor, the originating data source is the:

- OMS (Outage Management System) 2014

Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. • This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. • Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled "OM0059 - STPIS Daily Performance" provides the data for this table. The data contained within this "OM0059 - STPIS Daily Performance" report is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer "AER RIN Reporting -Phase 2 - ITCR 23212.doc" for detailed explanation relating to the build-up and calculations within this standard Business report.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not Applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not Applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1c. STPIS Daily Performance**
Table name	**Daily Performance Data**
Variable name	Number of calls received
BOP ID	ANPAL 1cBOP2

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The number of calls to the fault line excluding:

(a) calls to payment lines and automated interactive services;

(b) calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator (where the time in which a telephone call is abandoned is not measured, then an estimate of the number of calls abandoned within 30 seconds will be determined by taking 20 per cent of all calls abandoned).

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service)
The reporting system counts the calls against many metrics, including 'Calls Offered' and 'Abandoned in 30 seconds'.

Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls received by the fault line ('Calls Offered') excluding automated interactive calls and calls that have abandoned within 30 seconds.

To calculate correctly we deduct the number of calls abandoned from the number of calls offered in order to correctly present the data as per the above definition

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:
The data for this variable comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document. This includes deducting the number of calls abandoned within 30 seconds from the total number of calls offered at the agent level

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially two raw metrics pulled from the telephony system. Calls offered to agent and Calls abandoned within 30 seconds at agent level. The delta is 'Number of calls received'

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**1c. STPIS Daily Performance**
Table name	**Daily Performance Data**
Variable name	Number of calls answered in 30 seconds
BOP ID	ANPAL 1cBOP3

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The total number of calls to the fault line answered in 30 seconds where the time to answer a call is measured from when the call enters the telephone system of the call centre (including that time when it may be ringing unanswered by any response) and the caller speaks with a human operator, but excluding:

(a) the time that the caller is connected to an automated interactive service that provides substantive information;

(b) calls to payment lines and automated interactive services;

(c) calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator (where the time in which a telephone call is abandoned is not measured, then an estimate of the number of calls abandoned within 30 seconds will be determined by taking 20 per cent of all calls abandoned); and

(d) being placed in an automated queuing system does not constitute a response.

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service)

The reporting system records counts the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'.

Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The data for this variable comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially raw data pulled straight from the system with no further assumptions or methodologies used.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1e. STPIS Exclusions**
Table name	**Table 1 Exclusions**
Variable name	All variables
BOP ID	ANPAL 1eBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

- Feeder ID/name The unique code or feeder identifier that the DNSP uses.
- Feeder classification - "The following classification of the Feeder as:

  CBD: network is predominantly commercial, high-rise buildings, supplied by a predominantly underground distribution network containing significant interconnection and redundancy when compared to urban areas.

  Urban: the network is not a CBD network, with actual maximum demand over the reporting period per total feeder (network) route length greater than 0.3 MVA/km;

  Rural Short: not a CBD or urban network with a network route length less than 200 km;

  Rural Long: not a CBD or urban network with a total network route length greater than 200 km; or as otherwise agreed with by the AER."

- Interruption - Any planned or unplanned, momentary or sustained, loss of electricity supply to a customer associated with an outage of any part of the electricity supply network, including generation facilities and transmission networks, of more than 0.5 seconds (as recorded by equipment such as SCADA or, where such equipment does not exist, at the time of the first customer call relating to the network outage), including outages affecting a single premises; and not including subsequent interruptions caused by network switching during fault finding. An interruption ends when supply is again generally available to the customer.

- Duration of interruption (unplanned) (mins) - The duration of an unplanned interruption experienced by a customer.
- Total unplanned minutes off supply - The sum of the duration of each unplanned interruption experienced by customers on a feeder, including single premise outages but not including momentary interruptions.

- Exclusion category/ Excluded event/Event category The exclusions allowed under clauses 3.3

and 5.4 of the service target performance incentive scheme that applies to the DNSP.

- MAIFI Momentary Average Interruption Frequency Index "As per the ESCV's Information specification (Service performance) for Victorian Electricity Distributors, 1 January 2009, p. 30: The total number of momentary interruptions divided by the total number of distribution customers.

Response: (provide affirmation that the above requirements have been met)
The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:
For Powercor, the originating data source is the:

- OMS (Outage Management System) 2014

Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions and Unplanned Momentary Interruptions. • This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. • Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled “OM0057 - STPIS Exclusions Report” provides the data for this table. The data contained within this “OM0057 - STPIS Exclusions Report” report is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer “AER RIN Reporting -Phase 2 - ITCR 23212.doc” for detailed explanation relating to the build-up and calculations within this standard Business report.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not Applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not Applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1f. STPIS – GSL's**
Table name	**Table 1 – GSLs jurisdictional scheme: Appointments – normal**
Table name	Table 1 - – GSLs jurisdictional scheme: Connections -
Variable name	*Appointments;* Customer arranged appointments central Appointments not met within 15 mins of agreed time Appointments – GSL payments (number and $) *Connections:* Connections made Connections not made be agreed date Connections GSL payments – 1-4 day delay (number and $) Connections GSL payments – 5+ day delay (number and $)
BOP ID	ANPAL 1fBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Victorian jurisdictional GSL scheme - As per the Victorian Electricity Distribution Code

- Customer arranged appointments central: Appointments requested by the customer for a meeting with the distributor's staff, at any location.
- Appointments not met within 15 mins of agreed time: Appointments requested by the customer for a meeting with the distributor's staff not met within 15 minutes of appointed time
- Appointments – GSL payments (number and $): The number of payments and the total amount payable for not meeting appointments

- Connections Made: the number of connections made to customer's premises
- Connections note made on agreed date: the number of connections to customer's premises made after the date agreed to with the customer
- Connections - GSL payments - 1-4 day delay: The number of payments and the total amount payable for connection of supply to customers' premises one to four business days after the date agreed with the customer.

- Connections - GSL payments - 5+ day delay: The number of payments and the total amount payable for connection of supply to the customers' premises five or more business days after the date agreed with the customer.

Response: (provide affirmation that the above requirements have been met)

The Requirements of the RIN have been met as the information provided meets the above definitions.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The record of truth for missed appointments, missed new connections and missed connections (to previously connected properties) is through a SAP report run on payments made to customers for these breaches.

The SAP code report is numbered FBL 1N This report captures all cheques produced.
The report is has separate company codes. Company codes = 4550 for Powercor and for CitiPower the code = 4650

The Connections made total is a combination of new connections and energisations. The figures for both are obtained via BI Reports:

- New Connections = Connection Services Reports – CP, PAL & ETSA / Web Reports / Closeout volume report.
- Energisations = AMI Work Volume Report, SRG – Invoice Report AMRS (SRGIR), SRG – AMI Invoice Report AMRS (SRGIR) & SRG – MRIM Invoice Report AMRS (SRGIR).

In 2014, for the Energisations component, we have asked IT to extract the relevant SO codes from CIS OV as it was felt the BI reports were not reporting correctly. This will be rectified and all future RIN submissions for the Energisations component should utilise the above BI reports.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	A SAP report is run at the end of each month to identify and summarise the number of payments made to customers for either missed appointments, missed new connections or missed connections (to previously connected properties) The assumption is that we only record those customers who we have raised a CARE and a GSL payment as a result of a GSL breach

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Appointments AMI
BOP ID	ANPAL 1fBOP2

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: Appointments requested by the customer for a meeting with the distributor's staff not met within 15 minutes of appointed time
Response: The report information provided extracts the data from the source system (SAP). SAP is populated electronically from a time stamp on the representatives hand held mobile device.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

AMI Appointment data is stored in SAP. The appointment data is retrieved through a BI report.

The report is within the section: ***AMI Field Deployment Reports***

The report is called: ***Appointment GSL Compliance***

It is run with parameters: ***Calendar Year 2014, both companies selected***

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	The AMI mass rollout using appointment capability ran from 1 April 2014 to 30 June 2014

	inclusive. It was a limited rollout implemented in response to the Order in Council requirements announced at the end of 2013. The Service Provider was only contracted for the period April to June inclusive. The information provided does not distinguish between appointments missed by the customer, or when informal arrangements are made on the day between the service provider and the customers.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Information provided

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Information will not be required in the future as the AMI rollout has finished

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	No estimates are required

2014 AER ANNUAL RIN

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1f. STPIS GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Reliability of Supply (ALL)
BOP ID	ANPAL 1fBOP3

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice:

Victorian jurisdictional GSL scheme – As per the Victorian Electricity Distribution Code:

6.3 Supply restoration and low reliability payments

6.3.1 A distributor must make a supply restoration payment to a customer of:

(a) $100 where the customer experiences more than 20 hours of unplanned sustained interruptions per year; or

(b) $150 where the customer experiences more than 30 hours of unplanned sustained interruptions per year; or

(c) $300 where the customer experiences more than 60 hours of unplanned sustained interruptions per year;

not counting the period of an event to which clause 6.3.3 or 6.3.4 applies.

6.3.2 A distributor must make a low reliability payment to a customer of:

(a) $100 where the customer experiences more than 10 unplanned sustained interruptions per year; or

(b) $150 where the customer experiences more than 15 unplanned sustained interruptions per year; or

(c) $300 where the customer experiences more than 30 unplanned sustained interruptions per year; and

(d) $25 where the customer experiences more than 24 momentary interruptions per year; or

(e) $35 where the customer experiences more than 36 momentary interruptions per year,

6.4 Time for payment

Any payments required to be made by the ***distributor*** to a ***customer*** under this clause 6 must be paid by the ***distributor*** as soon as practicable after the obligation arises under clauses 6.1 or 6.2 and as soon as practicable following the end of the year in which the obligation arises under clause 6.3.

Response: (provide affirmation that the above requirements have been met)

The requirements of the RIN Notice have been met as well as the Victorian Electricity Distribution Code.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:
Source data originates from OMS (Outage Management System), stored in SAP, and ultimately derived using BI (Business Intelligence) reports.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	All customer Unplanned Outage data is captured through our OMS system (PowerOn). Business Intelligence takes customer outage data and interrogates according to GSL thresholds. On a monthly basis: • A BI query is made on YTD customer interrupt data to identify customers where GSL thresholds have been met – this establishes GSL liability; • On receipt of Management approval, Reliability GSL payments are processed for customers. • Cheques are then mailed.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

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Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Streetlights
BOP ID	ANPAL 1fBOP4

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) (see BOP, Template 1b. Table 3: Streetlight repair, Total number of streetlights)
Response: (provide affirmation that the above requirements have been met) (see BOP, Template 1b. Table 3: Streetlight repair, Total number of streetlights)

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: (see BOP, Template 1b. Table 3: Streetlight repair, Total number of streetlights)

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	(see BOP, Template 1b. Table 3: Streetlight repair, Total number of streetlights)

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights "out" during period
BOP ID	ANPAL 1fBOP5

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlights reported by person as not working within the reporting period. As per the Victorian Electricity Distribution Code and the Public Lighting Code.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlight faults reported by person as not working in the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlight faults reported by person as not working in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights not repaired by "fix by" date
BOP ID	ANPAL 1fBOP6

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

As per the Victorian Electricity Distribution Code and the Public Lighting Code.

Public Lighting Code Apr 2005 - repair or replace standard fittings within 7 business days of a fault report and use best endeavours to repair or replace non-standard fittings within 7 business days of a fault report subject to the availability of fittings.

The number of streetlight faults reported by person as not working in the reporting period.

Response: (provide affirmation that the above requirements have been met)

As per the requirements of the Notice, the total number of streetlight faults reported by person as not working in the reporting period has been provided for Powercor

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlight faults reported by person as not working in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights not repaired in 2 business days
BOP ID	ANPAL 1fBOP7

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Victorian jurisdictional GSL scheme - As per the Victorian Electricity Distribution Code and the Public Lighting Code.

Public Lighting Code Apr 2005 - Where a distributor does not repair a public light within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, it must pay the first person who reported the fault a minimum of $10 if that person is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business.

The number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period.

Response: (provide affirmation that the above requirements have been met)

As per the requirements of the Notice, the total number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business and not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, in the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS total number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business and not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 1: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights – number of business days to repair
BOP ID	ANPAL 1fBOP8

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlight faults reported by person as not working in the reporting period. The average number of days to repair street lights that were reported as not working.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the average number of days to repair street lights that were reported as not working in the reporting period has been provided for Powercor

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing the average number of days to repair street lights that were reported as not working in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 4: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights – GSL payments – number
BOP ID	ANPAL 1fBOP9

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Victorian jurisdictional GSL scheme - As per the Victorian Electricity Distribution Code and the Public Lighting Code.

Public Lighting Code Apr 2005 - Where a distributor does not repair a public light within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, it must pay the first person who reported the fault a minimum of $10 if that person is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business.

The number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period.

Response: (provide affirmation that the above requirements have been met)

As per the requirements of the Notice, the total number of streetlight faults not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person who is the first to report it and is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlight faults not repaired within 2 business days or a period otherwise agreed between the distributor and the person who is the first person to report it and is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**1f. STPIS - GSLs**
Table name	**Table 4: Guaranteed service levels - jurisdictional GSL schemes**
Variable name	Street lights – GSL payments – ($)
BOP ID	ANPAL 1fBOP10

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Victorian jurisdictional GSL scheme - As per the Victorian Electricity Distribution Code and the Public Lighting Code.

Public Lighting Code Apr 2005 - Where a distributor does not repair a public light within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, it must pay the first person who reported the fault a minimum of $10 if that person is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business.

The number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period.

Response: (provide affirmation that the above requirements have been met)

As per the requirements of the Notice, the total amount ($) of GSL's paid for streetlight faults not repaired within 2 business days of a fault being report or a period otherwise agreed between the distributor and the person, being the first person to report the fault and is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business in the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

Actual data is extracted from our SAP financial system and collaborated from reporting available in the Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from SAP financial system to list total amount ($) of GSL payments for the reporting period.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**1f. STPIS- GSL**
Table name	**Table 1 : Guaranteed Service levels- jurisdiction GSL schemes**
Variable name	Planned Interruptions – 4 business days' notice not given
BOP ID	ANPAL 1fBOP11

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Planned interruptions - 4 days' notice not given

The number of planned interruptions of which customers were given less than four days' notice.

Response: (provide affirmation that the above requirements have been met)

The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via a customised SAP based system CARE (Customer Action and Response). It provides the business with the number of planned events causing interruptions and does not include single premise outages.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is accurate.

It is an effective and efficient, complaints and Inquires management system that recognises and addresses the needs and expectations of customer's concerns in line with Australian Standards .It is a real time system with mandatory user fields with inbuilt escalation notifications. Reporting is customised. All personnel are aware of their roles and responsibilities and authorities in respect to updating and completing a CARE.

It is important that all information extracted out of CARE is reconciled and reviewed on a monthly

basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Methodology used - It is essential that all information extracted from the CARE system is reviewed and validated at year end. We make no assumptions regarding data it is accurate data extracted from the CARE system.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Nil

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Nil

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Nil

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 1 : Quality of Supply**
Variable name	Over Voltage Events
BOP ID	ANPAL2BOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Over voltage events - due to high voltage injection	The number of over-voltage events, due to high voltage injection, in the distribution or transmission system leading to at least one customer complaint
Over voltage events - due to lightning	The number of over-voltage events, due to lightning, in the distribution or transmission system leading to at least one customer complaint
Over voltage events - due to voltage regulation or other cause	The number of over-voltage events, due to voltage regulation or other cause, in the distribution or transmission system leading to at least one customer complaint, including events due to an unknown cause

Response: (provide affirmation that the above requirements have been met)

The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via a customised SAP based system CARE (Customer Action and Response).'

Our business has clear definition of an Inquiry and complaint :

A customer **inquiry** is:

- any request for information on a product or service offered
- a request is to fix an error
- the first time a matter is raised and we are able to respond to the customer's satisfaction

A customer **complaint** is where:

- the customer expressly requests a complaint be made
- we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again

It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent

reporting.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

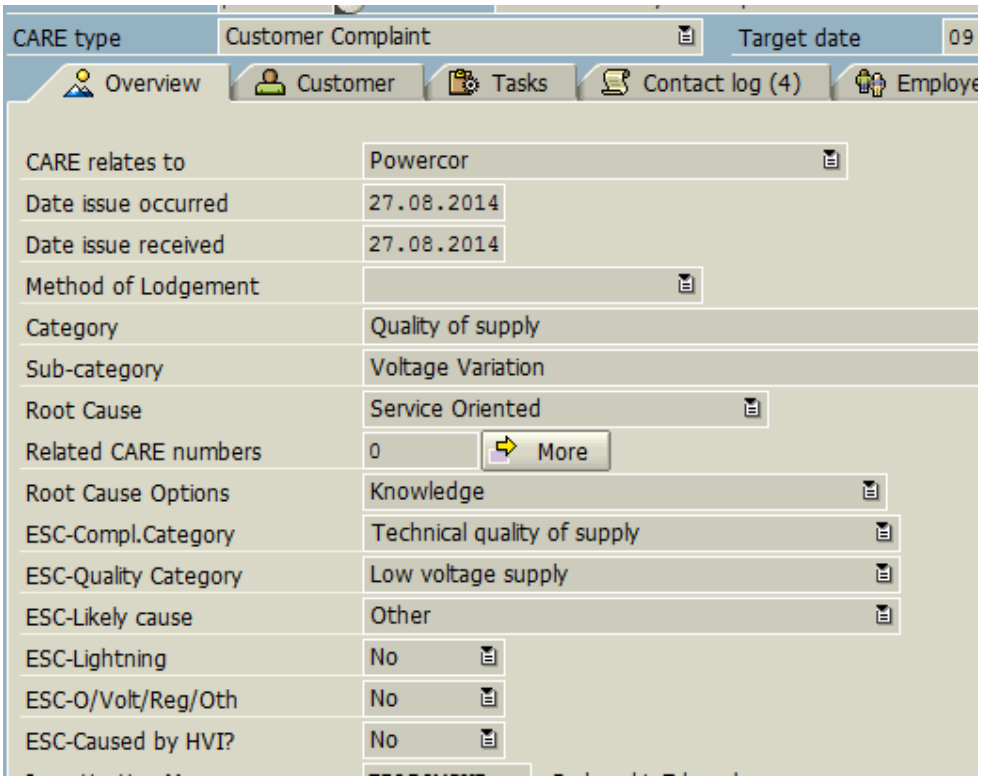
CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system.

It is an effective and efficient, complaints and Inquires management system that recognises and addresses the needs and expectations of customer's concerns in line with Australian Standards .It is a real time system with mandatory user fields with inbuilt escalation notifications. Reporting is customised. All personnel are aware of their roles and responsibilities and authorities in respect to updating and completing a CARE.

Customer numbers are based on the total number of complaints received and extracted out of CARE.

The CARE administrators assess the CARE's and assign the relevant categories and sub categories. These are mandatory fields which assist us with reporting requirements .

Copy of the CARE table below:



C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Methodology used -. It is essential that all information extracted from the CARE system is reviewed and validated at year end. We make no assumptions regarding data it is accurate data extracted from the CARE system. Customer numbers are based on total number of complaints received and investigated by the relevant investigation manager.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Nil

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Nil

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Nil

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Quality of service & Customer Service**
Table name	**Table 1. Quality of Supply**
Variable name	Customers receiving over-voltage
BOP ID	ANPAL2BOP2

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Customers receiving over-voltage - due to high voltage injection	The estimated number of customers affected by over-voltage events due to high voltage injection, based on customer's with confirmed damage (including estimated damage) as investigated by the DNSP
Customers receiving over-voltage - due to lightning	The estimated number of customers affected by over-voltage events due to lightning, based on customer with confirmed damage (including estimated damage) and investigated by the DNSP
Customers receiving over-voltage - due to voltage regulation or other cause	The estimated number of customers affected by over-voltage events due to voltage regulations or other causes (including events due to unknown causes), based on confirmed damage (including estimated damage) and investigated by the DNSP

Response: (provide affirmation that the above requirements have been met)

The data provided is extracted from two separate sources. All claims received from Powercor are registered in either a MS Access or MS Excel database depending on the area responsible for the claim (Customer Services or Corporate Risk). These databases capture the cause of all voltage variation events which result in a claim for damages or loss against the businesses.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

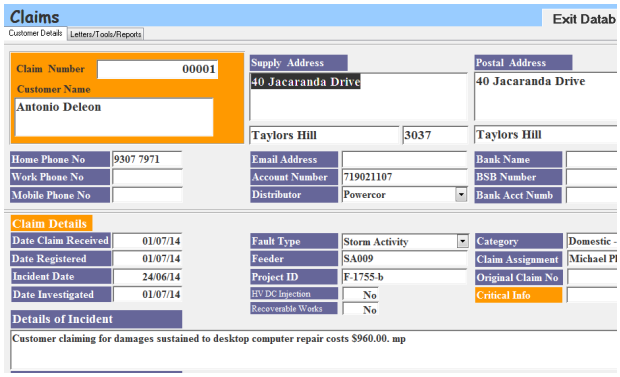
Response:

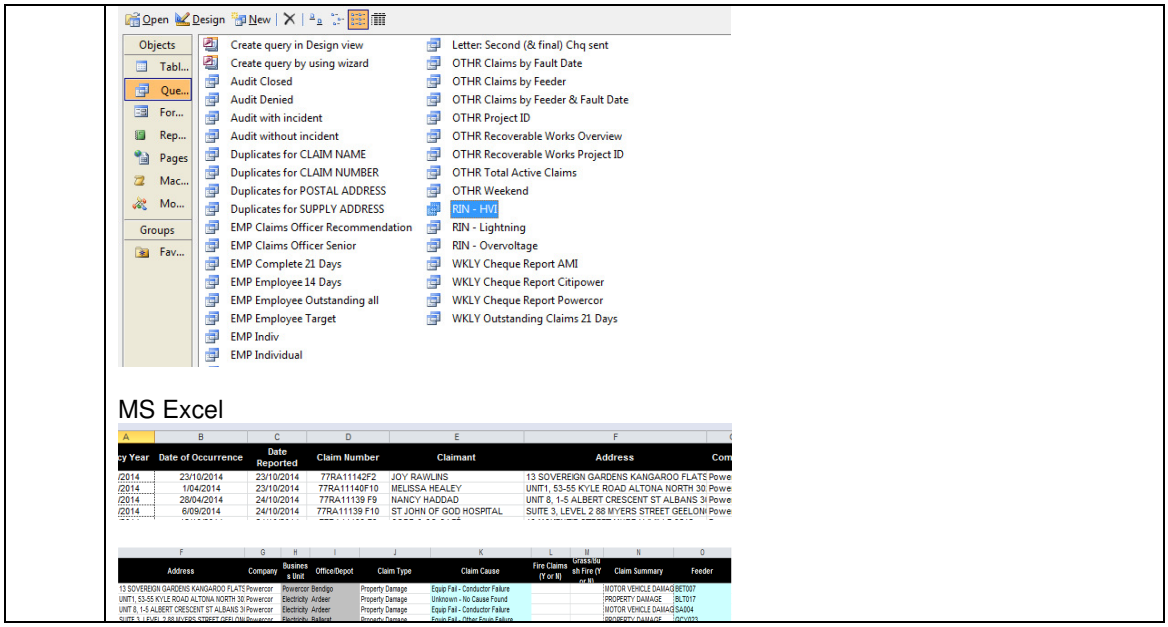
The source data comes from MS Access and Excel. All claims are registered in this database based

on gathering information from other core systems: CIS, OMS & UIQ.
A report is generated on each of the requirements and data is filtered to provide the figures required.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Customers receiving over-voltage - due to high voltage injection: MS Access – A report is generated for all claims flagged as HVI MS Excel – Data is filtered for all claims and cross reference against MS Access data to indicate which claims relate to a HVI Customers receiving over-voltage - due to lightning: MS Access – A report is generated for all claims flagged as Storm Activity MS Excel – Data is filtered for all claims and cross reference against MS Access data to indicate which claims relate to a lightning *An assumption is made that "Storm Activity" is included as lightning. Current database restrictions do not separate the two.* Customers receiving over-voltage - due to voltage regulation or other cause MS Access – A report is generated for all claims outside of HVI and Storm Activity that relate to Unauthorised Voltage Variation damage MS Excel – Data is filtered for all claims and cross reference against MS Access data to indicate which claims relate to a UVV, outside of HVI or Storm Activity. All data entered into the databases is extracted from core systems (CIS, OMS & UIQ). The data is entered by a limited number of employees to ensure consistency. A data extracted from MS Access is a standard report and this is than against the Excel database by matching incident date, feeder and customer names to ensure the correct claims are matched. Screen copies of databases: MS Access 



D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Data can be supplied – an assumption is being made for Lightning

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Database reporting enhancements to be made to join MS Access and Excel. Reporting to be enhanced to separate Lightning claims

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Assumption has been made for Lightning claims. Current databases do not separate this data.

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

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Please use plain English, complete sentences and avoid acronyms.

Template name	**4. Customer Service**
Table name	**Table 1: Quality of Supply**
Variable name	Voltage variations - steady state (zone sub)
	Voltage variations - one minute (zone sub)
	Voltage variations - 10 seconds (zone sub) Min<0.7
	Voltage variations - 10 seconds (zone sub) Min<0.8
	Voltage variations - 10 seconds (zone sub) Min<0.9
	Voltage variations - % zone subs monitored
BOP ID	ANPAL2BOP3

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Voltage variations - steady state (zone sub) - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location in a zone substation, outside of the standard nominal voltage range or set point voltage under steady state (greater than or equal to 1 minute) conditions

Voltage variations - one minute (zone sub) - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location in a zone substation, outside of the standard nominal voltage range or set point voltage, and with a duration greater than or equal to 10 seconds and less than 1 minute

Voltage variations - 10 seconds (zone sub) Min<0.7 - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location in a zone substation, outside the standard nominal voltage range or set point voltage, and with a duration greater than or equal to 0.01 seconds (0.5 cycles) and less than 10 seconds, and where the minimum voltage variation during that excursion is less than 70% of the nominal voltage or set point voltage

Voltage variations - 10 seconds (zone sub) Min<0.8 - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location in a zone substation, outside the standard nominal voltage range or set point voltage, and with a duration greater than or equal to 0.01 seconds (0.5 cycles) and less than 10 seconds, and where the minimum voltage during that excursion is less than 80% of the nominal voltage or set point voltage

Voltage variations - 10 seconds (zone sub) Min<0.9 - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location in a zone substation, outside of the standard nominal voltage range or set point voltage and with a duration greater than or equal to 0.01 seconds (0.5 cycles) and less than 10 seconds, and where the minimum voltage variation during that excursion is less than 90% of the nominal voltage or set point voltage

Voltage variations - % zone subs monitored - The percentage of zone substations with recorders installed at the end of each Relevant Regulatory Year

Response: (provide affirmation that the above requirements have been met)

The data source and methodology described below demonstrates that zone substation voltage variation are captured in a systematic manner and stored in a managed environment. The reporting

through the PQM server considers the nature and attributes of the voltage variation event and presents the number of events against the nominated variables. The percentage of zone substations monitored is assessed through knowing all zone substation managed through the PQM system.

The requirements for reporting of the variables are therefore met.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

Voltage variations at zone substations are captured by the Station level Power Quality Meters (PQM) and then stored in the centrally managed PQM Server.

All PQMs at zone substations are captured with their zone substation name at the server.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	For all Powercor zone substations PQM meters are installed. **Power Quality Meters**. For PQMs the voltage thresholds are set within the meter and all voltage events that are outside the prescribed voltage limit are captured with a time stamp, duration and voltage level that is then stored in the centrally managed PQM Server. Reports are run in the PQM Server for the calendar year required to be reported on. The reports extract and filter all the captured voltage events against the variables listed above. **% zone subs monitored** The percentage of zone substations monitored is calculated by comparing zone substation monitored by the PQM server with the total zone substation list for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Data will not be provided where a zone substation PQM had failed during the year, and data was not available while awaiting repair or replacement.

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable - All zone substations are monitored through PQM system.

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	No estimate is provided for missing data.

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Basis of Preparation (BOP) Template

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Please use plain English, complete sentences and avoid acronyms.

Template name	**2 Customers Services**
Table name	**Table 1 Quality of supply**
Variable name	Voltage variations - steady state (feeder) Voltage variations - % feeders monitored
BOP ID	ANPAL2BOP4

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

Voltage variations - % feeders monitored - The percentage of feeders required to be monitored (i.e. one feeder supplied from each zone substation) that have recorders installed at the end of each Relevant Regulatory Year.

Voltage variations - steady state (feeder) - The aggregate number, in the Relevant Regulatory Year, of variations at each monitored location on a feeder, outside the standard nominal voltage range or set point voltage under steady state (greater than or equal to 1 minute) conditions.

Response: (provide affirmation that the above requirements have been met)

The data provided is consistent with the source data used for Voltage variation reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

For Powercor (PAL), the originating data sources are:

- DCI Sentry Outage and Voltage Monitoring System
- AMI Energy Consumption Meters

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	**Voltage variations - % feeders monitored –** **DCI Sentry Meters** January-September 2014 The total number of DCI Sentry meters installed across the network that have been programmed to record Steady State Voltage variations. This number was then used to determine the number of Zone Substation Feeders monitored out of the total population of Zone Substations to give the required %. **AMI Meters** October-December 2014 The total number of AMI meters installed across the network that have been programmed to record Steady State Voltage variations. This number was then used to determine the number of Zone Substation Feeders monitored out of the total population of Zone Substations to give the required %. Note:- The DCI Sentry meter system was retired from service in Quarter 3 of 2014 and is replaced by the AMI Meters. **Voltage variations - steady state (feeder)** **DCI Sentry Meters** January-September 2014 Selected DCI Sentry meters were programmed to record Voltage variations according to the Electricity Distribution Code - May 2012. Section 4.2.2 Table 1. At the end of the reporting period, the Steady State Voltage variation data from the DCI Sentry master station was analysed to collate the events that matched the requirement in the Electricity Distribution Code. Where a DCI Sentry meter was found to have failed to record any data and it was determined that the meter was faulty; then the data from the period where the meter was operational was substituted for this site. This number of voltage excursions from operational meters and non-operational meters (estimated) was then reported for this metric. **AMI Meters** October-December 2014 Over recent years AMI meters have been installed across the distribution network to record customers' energy consumption and provide this data at regular intervals. One of the features of the AMI meter is the ability to record Voltage variations. Selected meters were identified across the network and reprogrammed to record Steady State Voltage variations according to the Distribution Code – May 2012. Section 4.2.2 table 1. At the end of the reporting period the following Business Intelligence (BI) report will be run to obtain the number of Steady State Voltage variation at the extremity of one

	feeder per Zone Substation *"Meter Event Summary".* Reference should be made to the following documents which explain the running of the above report. AMI_Sentry_User_Guide.doc Note:- The DCI Sentry meter system was retired from service in Quarter 3 of 2014 and is replaced by the AMI Meters.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	The DCI Sentry system that has been used to record Voltage variations was not installed on 100% of Powercor's distribution feeders. Notably AC Zone Substation has no Sentry meters installed on its feeders. The DCI Sentry system was originally installed during the period 1998-2001 and has come to the end of its serviceable life with a growing number of sites no longer fully recording Steady State Voltage variations. During 2014 a project was completed to utilise the voltage recording capability of the AMI meters which were installed across the distribution network over recent years; permitting the decommissioning of the DCI Sentry system.

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	During 2014 a project was completed to utilise the voltage recording capability of the AMI Energy consumption meters which were installed across the distribution network over recent years; permitting the decommissioning of the DCI Sentry system.

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Where a DCI Sentry meter has been identified as having failed, then data from the preceding operational period has been substituted.

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Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 2: Complaints – technical quality of supply**
Variable name	**technical quality of supply (ALL)**
BOP ID	ANPAL2BOP5

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Complaint - technical quality of supply	The number of complaints relating to the technical quality of supply
Complaints - technical quality of supply - number	The total number of complaints made to the DNSP Where the complaint raised issues about voltage variations.
Complaints by category - Low voltage supply	The proportion of complaints made to the DNSP where the complainant raised issues about low voltage supply
Complaints by category - Noise from appliances	The proportion of complaints made to the DNSP where the complainant raised issues about noise from appliances
Complaints by category - Other	The proportion of complaints made to the DNSP where the complainant raised issues about any matter that is not low voltage supply, voltage dips, voltage swell, voltage spike, TV or radio interference or noise from appliances.
Complaints by category - TV or radio interference	The proportion of complaints made to the DNSP where the complainant raised issues about TV or radio interference
Complaints by category - Voltage dips	The proportion of complaints made to the DNSP where the complainant raised issues about voltage dips
Complaints by category - Voltage spike (impulsive transient)	The proportion of complaints made to the DNSP where the complainant raised issues about voltage spikes (impulsive transient)
Complaints by category - Voltage swell	The proportion of complaints made to the DNSP where the complainant raised issues about voltage swell
Complaints by Likely Cause - Customer internal problem	The proportion of complaints where the event that gave rise to the complaint was likely to be a customer internal problem
Complaints by Likely Cause - Environmental	The proportion of complaints where the event that gave rise to the complaint was likely to be environmental
Complaints by Likely Cause - Network equipment faulty	The proportion of complaints where the event that gave rise to the complaint was likely to be faulty network equipment

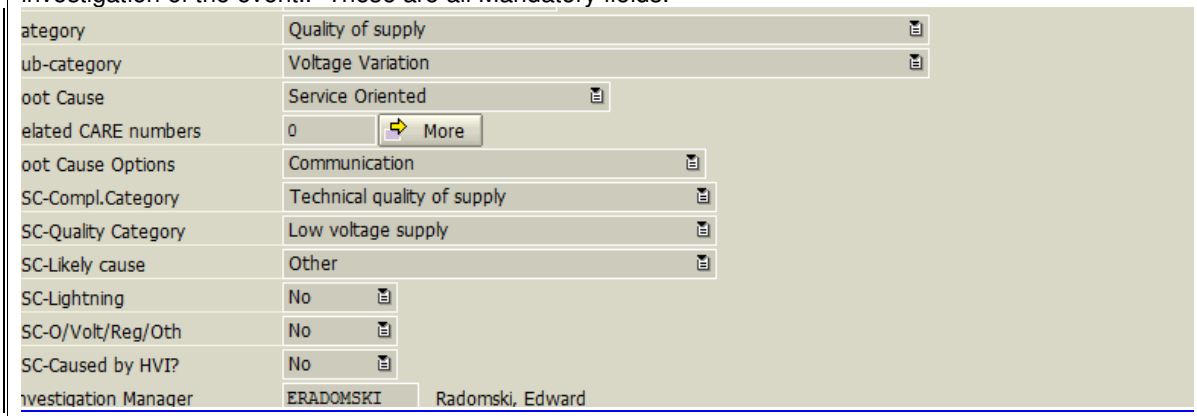
Complaints by Likely Cause - Network interference by another customer	The proportion of complaints where the event that gave rise to the complaint was likely to be network interference by another customer
Complaints by Likely Cause - Network interference by NSP equipment	The proportion of complaints where the event that gave rise to the complaint was likely to be network interference by NSP equipment
Complaints by Likely Cause - Network limitation	The proportion of complaints where the event that gave rise to the complaint was likely to be a network limitation
Complaints by Likely Cause - No problem identified	The proportion of complaints where the event that gave rise to the complaint was not able to be identified
Complaints by Likely Cause - Other	The proportion of complaints where the event that gave rise to the complaint was likely to be a cause other than faulty network equipment, network interference by NSP equipment, network interference by another customer, a network limitation, a customer internal problem, environmental, or not able to be identified.

Response: (provide affirmation that the above requirements have been met)

The information extracted for the purpose of reporting to the business and the AER, the total number of complaints made to the DNSP where the complaint raised issues about voltage variations is via a customised SAP based system CARE (Customer Action and Response).

Below is a screen copy of the CARE system that provides the data which is reported to the AER.

Category is selected by the CARE Administrator
Sub Category is selected by the CARE Administrator
Root cause, ESC Compl. Category , ESC Quality category, ESC likely cause, ESC-lighting, ESC/Volt/Reg/other, ESC – caused by HVI are all updated by the investigation manager based on their investigation of the event.. These are all Mandatory fields.



Our business has clear definition of an Inquiry and complaint :

A customer **inquiry** is:

- any request for information on a product or service offered
- a request is to fix an error
- the first time a matter is raised and we are able to respond to the customer's satisfaction

A customer **complaint** is where:

- the customer expressly requests a complaint be made
- we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again

It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is accurate.

It is an effective and efficient, complaints and Inquires management system that recognises and addresses the needs and expectations of customer's concerns in line with Australian Standards .It is a real time system with mandatory user fields with inbuilt escalation notifications. Reporting is customised. All personnel are aware of their roles and responsibilities and authorities in respect to updating and completing a CARE.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Methodology used- It is essential that all information extracted from the CARE system is reviewed and validated at year end. We make no assumptions regarding data it is accurate data extracted from the CARE system.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Nil

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Nil

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Nil

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Information table

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 3: Customer Service**
Variable name	Timely repair of faulty streetlights : Streetlights – average monthly number "out"
BOP ID	ANPAL 2BOP6

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) Streetlights - average monthly number "out" - The total number of street lights reported by customers as not working over the year, divided by twelve
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlight reported by customers as not working within the reporting period, divided by twelve has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlights reported by customers as not working in the reporting period, divided by twelve for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

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Information table

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 3: Customer Service**
Variable name	Timely repair of faulty streetlights: Streetlights - not repaired by "fix by" date
BOP ID	ANPAL 2BOP7

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Not applicable
Not applicable

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing total number of streetlight faults reported by person as not working in the reporting period has been provided for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

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Information table

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 3: Customer Service**
Variable name	Timely repair of faulty streetlights : Streetlights - average number of days to repair
BOP ID	ANPAL 2BOP8

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) Streetlights - average number of days to repair: The average number of days to repair street lights that were reported as not working.
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the average number of days to repair street lights that were reported by customers as not working within the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Public Lighting Faults Management System (PLFMS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from PLFMS listing average number of days to repair streetlights reported by customers as not working in the reporting period for Powercor.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

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Information table

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 3: Customer Service**
Variable name	Timely repair of faulty streetlights: Total streetlights
BOP ID	ANPAL 2BOP9

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of streetlights in the reporting period
Response: (provide affirmation that the above requirements have been met) As per the requirements of the Notice, the total number of streetlights within the reporting period has been provided for Powercor.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: Actual data is extracted from our Graphical Information System (GIS) for the reportable period.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Extraction from GIS of the total number of streetlights in the reporting period for Powercor. This report is extracted on the 1st day of the January and used for the preceding year for reporting purposes.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not applicable

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Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Customer Service**
Table name	**Customer Service**
Variable name	Calls to Call Centre Fault Line
BOP ID	ANPAL2BOP10

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The total number of calls to the fault line to be reported, including any answered by an automated response service and terminated without being answered by an operator. Excludes missed calls where the fault line is overloaded.

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

All calls that enter the IVR are assigned a call type. Call types ending with "_IVR" are used to identify the total number of calls that have been offered to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time)

The reporting system counts the calls against many metrics, including 'Calls Offered'

Because of this, and the fact that call types denoted with "_IVR" include all calls for that call type/phone line, we are able to easily count the total number of calls to the call centre fault line as per the AER definition.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The data for this metric comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document. This includes only using the correct call types depending on the business being reported

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially one raw metric pulled from the telephony system.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Customer Service**
Table name	**Customer Service**
Variable name	Calls to Fault Line answered in 30 seconds
BOP ID	ANPAL2BOP11

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The total number of calls to the fault line answered in 30 seconds where the time to answer a call is measured from when the call enters the telephone system of the call centre (including that time when it may be ringing unanswered by any response) and the caller speaks with a human operator, but excluding:

(a) the time that the caller is connected to an automated interactive service that provides substantive information;

(b) calls to payment lines and automated interactive services;

(c) calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator (where the time in which a telephone call is abandoned is not measured, then an estimate of the number of calls abandoned within 30 seconds will be determined by taking 20 per cent of all calls abandoned); and

(d) being placed in an automated queuing system does not constitute a response.

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service)

The reporting system records counts the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'.

Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The data for this variable comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially raw data pulled straight from the system with no further assumptions or methodologies used.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Customer Service**
Table name	**Customer Service**
Variable name	Calls to fault line - average waiting time before call answered
BOP ID	ANPAL2BOP12

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

The average time in seconds from when calls enter the system (including that time when a call may be ringing unanswered) and the caller speaks to a human operator or is connected to an interactive service that provides the information requested

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

All calls that enter the IVR are assigned a call type. Call types ending with "_IVR" are used to identify the total number of calls that have been offered to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time). Call types ending with "_CC" indicate calls that have transitioned through IVR and have been offered to an operator in the call centre.

The reporting system counts the calls against many metrics, including 'Answered Wait Time' and 'Calls Answered'

Because of these call metrics and call types we are able to easily collate the wait time of calls before they are answered by an operator or are connected to an IVR that provides the information requested

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The data for these metrics comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct

format for the AER RIN document. This includes only using the correct call types depending on the business being reported

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially a number of raw metrics pulled from the telephony system and collated for AER reporting.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Customer Service**
Table name	**Customer Service**
Variable name	Calls abandoned - percentage
BOP ID	ANPAL2BOP13

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

(calls abandoned/calls to call centre fault line)* 100

Response: (provide affirmation that the above requirements have been met)

Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities.

All calls that enter the IVR are assigned a call type. Call types ending with "_IVR" are used to identify the total number of calls that have been offered to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time). Call types ending with "_CC" indicate calls that have transitioned through IVR and have been offered to an operator in the call centre.

The reporting system counts the calls against many metrics, including 'Calls Abandoned and 'Calls Answered'

Because of these call metrics and call types we are able to easily collate the abandoned calls and divide these by the total calls to the call centre fault line. This gives us the percentage as per the AER definition

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

The data for these metrics comes directly from our telephony reporting tool Exony. Exony connects to the CISCO database and provides the reporting interface.

Data is then exported from Exony into Excel so it can be formatted and presented in the correct format for the AER RIN document. This includes only using the correct call types depending on the

business being reported

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None. It is essentially a number of raw metrics pulled from the telephony system and collated for AER reporting.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Customer Service**
Table name	**Customer Service**
Variable name	Call centre - number of overload events
BOP ID	ANPAL2BOP14

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN) The number of times that the call centre queuing system is inadequate to queue all incoming calls
Response: (provide affirmation that the above requirements have been met) **Telstra** provides reports on request to identify times and details of situations where the IVR system was unable to queue incoming calls due to an 'overload event'

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response: The data for these metrics comes directly a Telstra reporting tool.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	None.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	not applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	not applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	not applicable

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**2. Quality of Service and Customer Service**
Table name	**Table 3: Customer Service**
Variable name	Customer Complaints (ALL)
BOP ID	ANPAL2BOP15

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Complaint	A written or verbal expression of dissatisfaction about an action, a proposed action, or a failure to act by a distributor, its employees or contractors. This includes failure by a distributor to observe its published practices or procedures
Complaint - administrative process or customer service	The number of complaints relating to the administrative process or customer service of Powercor, excluding those reported under 'connection and augmentation'
Complaint - connection or augmentation	The number of complaints about: (a) the quality and timeliness of a new connection; and (b) the cost, timeliness and quality of augmentation works
Complaint - other	The number of complaints that are not under the categories of 'connection & augmentation', 'reliability of supply', 'quality of supply' and 'administrative process or customer service'
Complaint - reliability of supply	The number of complaints relating to the reliability of supply
Complaint - technical quality of supply	The number of complaints relating to the technical quality of supply

Response: (provide affirmation that the above requirements have been met)

The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via a customised SAP based system CARE (Customer Action and Response).

It includes a written or verbal expression of dissatisfaction about an action, a proposed action, or a failure to act by a distributor, its employees or contractors.

This includes failure by a distributor to observe its published practices or procedures

Our business has clear definition of an Inquiry and complaint :

A customer inquiry is:

- any request for information on a product or service offered
- a request is to fix an error
- the first time a matter is raised and we are able to respond to the customer's satisfaction

A customer complaint is where:

- the customer expressly requests a complaint be made
- we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again

Special Notes for customer concerns with activities managed by major contractors:

On occasion, the business engages contractors to provide turn-key services including the management of all customer interactions associated with their respective activities. For such arrangements contractors are required to comply with Powercor complaints management requirements.

It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting

We are guided by our Customer complaints POLICY:

Our company vision "Connecting for a bright future" and the company value "Make it easy for your customer" includes the need for excellence in customer service.

To fulfil our vision and values, we treat all customer feedback on our performance as an opportunity to learn and improve our customer service.

We aim to resolve customer complaints at the interface between the customer and the officer responsible for service provision. Where this cannot be achieved, we have an internal escalation process that is designed to reach a mutually acceptable solution to the customer complaint.

We acknowledge receipt of customer complaints within 2 working days. Our aim is to resolve customer complaints within 8 working days. Where we cannot reach a resolution within 8 working days we will keep the customer informed of progress and seek agreement with the customer on the resolution timeframe.

We review trends in customer complaints to seek continual improvement in all aspects of our business.

Customer Inquiries and Complaints are covered in the Procedure 03-10-P0014– "Complaint & Dispute Resolution Procedure"

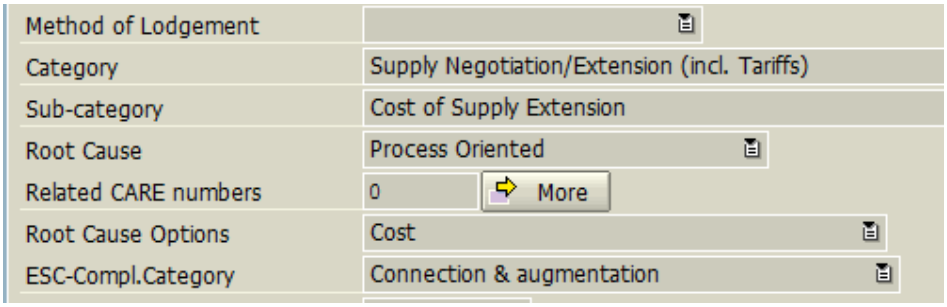
B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or

responsible managers. Reporting is extracted via the CARE system. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is accurate. The CARE administrators assess the CARE and ensure the relevant category and sub category is select.



It is an effective and efficient, complaints and Inquires management system that recognises and addresses the needs and expectations of customer's concerns in line with Australian Standards .It is a real time system with mandatory user fields with inbuilt escalation notifications. Reporting is customised. All personnel are aware of their roles and responsibilities and authorities in respect to updating and completing a CARE.

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Methodology used - It is essential that all information extracted from the CARE system is reviewed and validated at year end. We make no assumptions regarding data it is accurate data extracted from the CARE system

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Nil

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Nil

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Nil

2014 AER ANNUAL RIN

Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Information table

Template name	**4. Network Performance**
Table name	**4a. Table 1 Annual Feeder Reliability Data**
Variable name	All variables
BOP ID	ANPAL 4aBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

- Feeder ID/name - The unique code or feeder identifier that the DNSP uses internally.
- Description of feeder service area - A description of the location of the Feeder
- Feeder classification - "The following classification of the Feeder as:

  CBD: network is predominantly commercial, high-rise buildings, supplied by a predominantly underground distribution network containing significant interconnection and redundancy when compared to urban areas.

  Urban: the network is not a CBD network, with actual maximum demand over the reporting period per total feeder (network) route length greater than 0.3 MVA/km;

  Rural Short: not a CBD or urban network with a network route length less than 200 km;

  Rural Long: not a CBD or urban network with a total network route length greater than 200 km; or as otherwise agreed with by the AER."

- Number of distribution customers - The average of the number of Distribution Customers at the beginning of each Relevant Regulatory Year and the number of Distribution Customers at the end of the Relevant Regulatory Year.
- Length of high voltage distribution lines (overhead) - The route length (measured in kilometres) of overhead lines in service (the total length of Feeders including all spurs), where each SWER line, single-phase line, and three-phase line counts as one line. A double circuit line counts as two lines.
- Length of high voltage distribution lines (underground) - The route length (measured in kilometres) of underground lines in service (the total length of Feeders including all spurs), where each SWER line, single-phase line, and three-phase line counts as one line. A double circuit line

counts as two lines.

- Maximum demand (MVA) - The recorded maximum demand for the Feeder.

- Energy not supplied (unplanned & planned) (MWh) - "The estimate of energy not supplied (due to unplanned & planned outage) to be based on average Customer demand (multiplied by number of customers interrupted and the duration of the interruption). Average Customer demand to be determined from (in order of preference):
  (a) average consumption of the Customers interrupted based on their billing history
  (b) Feeder demand at the time of the interruption divided by the number of Customers on the Feeder
  (c) average consumption of Customers on the Feeder based on their billing history
  (d) average feeder demand derived from Feeder maximum demand and estimated load factor, divided by the number of customers on the Feeder."

- Unplanned outage -"The number of unplanned events causing interruptions on the DNSP's network, including deliberate interruptions in response to an emergency event but does not include:
  (a) momentary outages and single premise outages
  (b) subsequent outages caused by network switching during fault finding."

- Total unplanned customer minutes off supply (Mins) - The sum of the duration of each unplanned interruption experienced by Customers on a Feeder, including single premise outages but not including momentary interruptions.

- Unplanned interruptions (SAIFI) - "The total number of unplanned sustained Customer interruptions divided by the total number of Distribution Customers. Unplanned SAIFI excludes momentary interruptions (one minute or less). SAIFI is expressed per 0.01 interruptions.

  The number of Distribution Customers used to derive SAIFI should reflect the relevant network type:
  - Whole network - total Distribution Customers
  - Network classification (CBD/Urban/Rural short/Rural long) - CBD/Urban/Rural short/Rural long Customers respectively
  - Individual Feeder - Customers on that Feeder.

  Note: The number of Distribution Customers used to derive SAIDI and SAIFI is defined in the STPIS as: the average of the number of Customers at the beginning of the reporting period and the number of Customers at the end of the reporting period."

- Planned outage - The number of planned events causing interruptions and does not include single premise outages.

- Planned interruptions (SAIFI) - "The total number of planned sustained Customer interruptions divided by the total number of Distribution Customers. Planned SAIFI excludes momentary interruptions (one minute or less). SAIFI is expressed per 0.01 interruptions.

  The number of Distribution Customers used to derive SAIFI should reflect the relevant network type:
  - Whole network - total Distribution Customers
  - Network classification (CBD/Urban/Rural short/Rural long) - CBD/Urban/Rural short/Rural long Customers respectively
  - Individual Feeder - Customers on that Feeder.

  Note: The number of Distribution Customers used to derive SAIDI and SAIFI is defined in the STPIS as: the average of the number of Customers at the beginning of the reporting period and the number of Customers at the end of the reporting period."

- Total number of momentary feeder outages - The number of feeder outages of less than or equal to 1 minute (where each sequence of auto-reclose attempts resulting in a successful auto re-close is counted as one outage), but greater than 0.5 seconds, in duration, including any outage of an entire feeder (including due to a sub-transmission fault) that results in an interruption, and does not include an outage of a feeder section. Each sequence of auto-reclose attempts resulting in a successful auto re-close is counted as one momentary outage if the sequence is completed in no more than one minute. Re-closes that are followed by lockout are to be excluded from the momentary outage indicator.

- MAIFI Momentary Average Interruption Frequency Index - "As per the ESCV's Information specification (Service performance) for Victorian Electricity Distributors, 1 January 2009, p. 30: The total number of momentary interruptions divided by the total number of distribution customers.

- Exclusion category/ Excluded event/Event category - The exclusions allowed under clauses 3.3 and 5.4 of the service target performance incentive scheme that applies to the DNSP.

- Low Reliability Feeder (SAIDI) - "A Yes or No answer describing whether the annual reported SAIDI for a feeder is above or below the reporting threshold:
  CBD Feeder - 70, where the number of interruptions is greater than 1;
  Urban - 270;
  Short rural - 600;
  Long rural - 850.

  An answer of Yes is required if the reported SAIDI exceeds the threshold, and an answer of No is required if the reported SAIDI is less than or equal to the threshold. This definition includes both planned and unplanned SAIDI."

Response: (provide affirmation that the above requirements have been met)
The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:
For Powercor (PAL), the originating data sources are:

- OMS (Outage Management System)

- GIS (Geographical Information System)

- The annual customer aggregated consumption data were obtained from the feeder electrical energy meters

Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	**Outage Data** Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. • This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. • Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled "OM0056 - Annual Feeder Reliability Section of AER RIN Report" provides the data for this table. The data contained within this "OM0056 - Annual Feeder Reliability Section of AER RIN Report" report is calculated consistent with the methodology used for RIN Annual reporting 2009-2013. Refer "AER RIN Reporting -Phase 1 - ITCR 22860.doc" for detailed explanation relating to the build-up and calculations within this standard Business report. **Line Length Data** Line length data was obtained utilising a GIS (Geographical Information System) query that traces the in-service network connectivity model in GIS, to determine the circuit line length, which includes all spurs. Each circuit element was evaluated in its own right, for example: SWER lines, single-phase lines, and three-phase lines counted as one line Double circuit lines counted as two lines Note:- Although this methodology does not use the suggested Route Length methodology it does deliver the network circuit length using the criteria specified in this Information Notice. **Energy Not Supplied** The energy not supplied was determined using the third method (average consumption of customers on the feeder based on their billing history) utilising customer consumption aggregated at the feeder level in place of the billing data as stated. This aggregated consumption was applied to the planned and unplanned supply duration parameters exclusive of the excluded outages as specified in this Information Notice. • The individual feeder total aggregated annual energy consumed is used together with the planned & unplanned supply duration parameters exclusive of the excluded outages as specified in this Information Notice. Energy Not Supplied at Feeder Level =

	{(Feeder Energy Supplied Per Year÷Feeder Customer Numbers÷365÷24÷60) x (Feeder Minutes off Supply)}

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for CitiPower/Powercor to provide the information required;
2014	**Outage & Line Length Data** Not Applicable **Energy Not Supplied** Energy not supplied is an estimate of the energy that was not supplied as a result of customer interruptions. The energy not supplied was determined using the third method utilising customer consumption aggregated at the feeder level in place of the billing data.

Year	2. What steps CitiPower/Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is CitiPower/Powercor's best estimate.
2014	**Outage & Line Length Data** Not Applicable **Energy Not Supplied** The basis for the estimate was the third method (average consumption of customers on the feeder based on their billing history) as per the requirements of the Notice.

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Basis of Preparation (BOP) Template

The purpose of this template is to explain, for each Variable, the basis upon which the Businesses prepared information to populate the input cells. It is used to demonstrate to the AER that the information provided is consistent with the requirements of the RIN Notice.

This information must be provided for each variable and must be accurately described as it will be audited and provided to the AER.

Please use plain English, complete sentences and avoid acronyms.

Template name	**4. Network performance**
Table name	**4c. Table 1: Planned outages**
Variable name	All variables
BOP ID	ANPAL 4cBOP1

A. Demonstrate how the information provided is consistent with the requirements of the Notice (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(a))

Requirements of the Notice: (copy requirements from 'Definitions' or 'Principles and Requirements' sections of the RIN)

Appendix C – non- financial templates – Definitions

- SAIDI System Average Interruption Duration Index As per the STPIS: the sum of the duration of each sustained interruption (in minutes) divided by the total number of distribution customers as defined in the service target performance incentive scheme
- SAIFI System Average Interruption Frequency Index As per the STPIS: the total number of sustained interruptions divided by the total number of distribution customers as defined in the service target performance incentive scheme

Response: (provide affirmation that the above requirements have been met)

The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

B. Source (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(b))

Please explain the source from where the data has been obtained (i.e. systems such as GIS, SAP, OAS, Audited financial statements etc.). If the data is not being obtained from the *originating source* (i.e. it was sourced from a report), the originating source for the data in the report will need to be provided as well.

Response:

For Powercor, the originating data source is the:

- OMS (Outage Management System) 2014

Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions

C. Methodology & Assumptions (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(c))

Please explain for 2014, the methodology applied including any assumptions made to determine the final value populated in the RIN. Where applicable please reference the relevant processes and procedures used.

Year	Methodology & Assumptions
2014	Outage data is recorded in OMS for all Planned Sustained Interruptions. • This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. • Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled "OM0053 - STPIS Reliability Section of AER RIN Report" provides the data for this table. The data contained within this "OM0053 - STPIS Reliability Section of AER RIN Report" is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer "AER RIN Reporting - Phase 1 - ITCR 22860.doc" for detailed explanation relating to the build-up and calculations within this standard Business report.

D. Nil or estimate data (refer AER 2014-15 Annual RIN, Appendix A Section 10 – 1.1(d))

For those years where it is not possible to provide the data or where data has been estimated or derived from other data, please explain:

Year	1. Why it was not possible for Powercor to provide the information required;
2014	Not Applicable

Year	2. What steps Powercor is taking to ensure it can provide the information in the future; and
2014	Not Applicable

Year	3. If an estimate has been provided, the basis of the estimate, including the approach used, assumptions made and reasons why the estimate is Powercor's best estimate.
2014	Not Applicable