

Jemena Electricity Networks (Vic) Ltd


Response to the Annual Regulatory Information Notice

Basis of Preparation

Information for the 2020-21 regulatory year

Public

31 October 2021



For the purposes of this document, *regulatory year* means the period covering 1 July 2020 to 30 June 2021.

3.6 QUALITY OF SERVICES

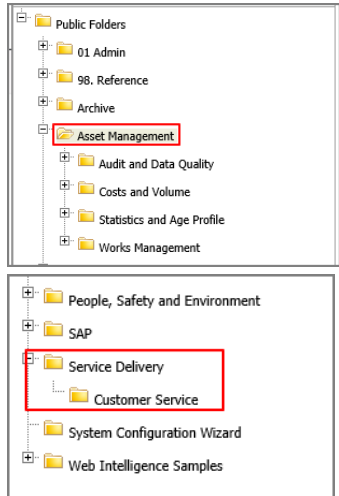
Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 3.6.5	Quality of Supply Metrics	Actual	N/A	N/A	<p>The sources of information for Over voltage events - due to high voltage injection (HVI) and Over voltage events - due to lightning are:</p> <ul style="list-style-type: none"> High Voltage Injection (HVI) Database Inspector Cards Outage Management System (OMS) <p>The sources of information for Over voltage events - due to voltage regulation or other cause is the Power Quality database managed by the Power Quality Specialists.</p>	<p>For Over voltage events - due to high voltage injection and Over voltage events - due to lightning:</p> <ul style="list-style-type: none"> The HVI database is checked for the relevant regulatory period in view. The database is then checked against the Inspector Cards (each premises that has been checked is issued an inspection card that details any damage that has occurred). The OMS is then utilised to determine whether the HVI event has occurred due to lightning. <p>For over voltage events - due to voltage regulation or other cause – Verified High Volts complaints from the Power Quality Specialist are reported monthly to the Asset and Operations team and customers affected are extracted from the respective monthly distribution substation customer numbers</p>	<p>Where there is no access to a premises believed to have been affected by a HVI event, an assumption is made that the premises has sustained damage.</p> <p>If the customer complaint of high volts is verified and the rectification action was “phase change” or “Other” in some cases, 1 customer was counted as affected by the event; for events rectified by other actions such as “Tap Change”, all customers supplied from the same distribution substation</p>

3.6 QUALITY OF SERVICES

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					The source of distribution substation customer numbers is the network model linked between GIS and SAP. The source of information for Voltage variations events are Power Quality meters at zone substations and at the end of one feeder from each zone substation. Data is downloaded and stored at the PQ meter servers	generated from the ASM497 BO report. Voltage variation events definition refers to Essential Services Commission, "Electricity Distribution Code". Reference voltage applied to zone substation data is set point voltage at individual zone substation.	are assumed to have experienced high volts and therefore the reported number of customers receiving over-voltage - due to voltage regulation or other cause is equal to the number of customers supplied from the distribution substation where high voltage has been verified.
Table 3.6.6	Complaints - Technical Quality of Supply	Actual	N/A	N/A	Power Quality Report provided by the Power Quality Specialists.	The Power Quality Team provides an annual report on Technical Quality of Supply Complaints. Each complaint is classified as Technical Quality of Supply as per Australian Energy Regulator categories.	N/A
Table 3.6.7	Customer Service Metrics	Actual	N/A	N/A	The source of information is SAP ERP and SAP ISU (Industry-	SAP Business Objects (BO) reports have been developed to cater to the required details in this template. These reports extract data from the	N/A

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					Specific Solution for Utilities).	<p>JEN Business Warehouse (BW), which sources the data from the SAP ERP and AMI environments. Data models (joins, associations and merging of data) and queries (filtering of data) have been developed to associate the data from different sources to present in the format required in the template. The logic for the queries for each category has been detailed in the sections below.</p> <p>There are different buttons in the report for each category with different filter criteria. Each button is used to get the final numbers for each category to be reported in the template</p> <p>Data load from SAP ERP and AMI into the business warehouse (BW) occurs every night as a batch job.</p>	

3.6 QUALITY OF SERVICES

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						<p>The reports reside in BO Portal at the below locations:</p>  <p>The screenshot shows a tree view of folders in the BO Portal. The 'Asset Management' folder is highlighted with a red box. Below it, the 'Service Delivery' folder is also highlighted with a red box. Other folders include 'Public Folders', '01 Admin', '98. Reference', 'Archive', 'Audit and Data Quality', 'Costs and Volume', 'Statistics and Age Profile', 'Works Management', 'People, Safety and Environment', 'SAP', 'System Configuration Wizard', and 'Web Intelligence Samples'.</p>	

3.6 QUALITY OF SERVICES

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Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 3.6.7.1	Timely Provision of Services	Actual	N/A	N/A	The data is sourced from SAP ERP & AMI Service Orders. Count of every service order with the appropriate filters gives the required result.	<p>The following BO Report is run to extract the required details for all the categories:</p> <ul style="list-style-type: none"> • CSM406 - JEN RIN Connections UG/OH Metrics (CONN 2.5.1, 6.9.1, 3.6.7.1) <p>The service orders are filtered by common filters:</p> <ul style="list-style-type: none"> • "Order TECO date" in the date range covering the regulatory year • Order Type = ZRSW, ZRNC • PM Order User Status List = Only TECO & CLSD { Excluding [*CANC* (Cancelled), *CARQ* (Cancelled Request), *-NC (Not Completed), *-IR (Initial Request), *NEW (new Orders)] } • Maintenance Activity Type = SW5, SW6, SW7 • Confirmation Work Centre set filter to exclude JEN_OAO (Internal Service orders) and REM_INT (Remote energisation SO) <p>Number of connections made filters:</p> <ul style="list-style-type: none"> • Order Work Centre excluding *Office Action* 	No assumptions have been made.

3.6 QUALITY OF SERVICES

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Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<ul style="list-style-type: none"> • Order Installation Type excluding “#” • Order User Status excluding “Printed Release to Field”. <p>Number of connections not made on or before agreed date = Total number of GSL Breaches</p> <p>GSL Breaches are calculated using the GSL Flag on the service order which is set programmatically by looking at the Order completion date and Order scheduled date.</p> <p>GSL Breaches filters:</p> <ul style="list-style-type: none"> • Rec Attention Required filter out “True” • Customer Consultation Required filter out “True” • Ord Missed GSL = “Y” <p>Sales Order Creation Date is used for cross checking GSL Breaches Service Orders are within reporting period.</p>	

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Table 3.6.7.2	Timely Repair of Faulty Street Lights	Actual	N/A	N/A	<p>Street Light maintenance works are recorded using SAP Notifications.</p> <p>The majority of the notifications are created by the 24x7 call centre which takes calls from the public regarding lights that require maintenance.</p> <p>The notification is created against the specific light that requires maintenance.</p> <p>This allows the attributes of the public light such as whether it is located on a Major Road or Minor Road, whether it is a GSL eligible light and the number of days to rectify</p>	<p>By extracting the SAP notifications related to specific SAP Public Lighting Codes, we can determine the quantity of light replacement and maintenance activities.</p> <p>The following BO Report is run to extract the required details for all the categories:</p> <ul style="list-style-type: none"> • ASM461 - JEN RIN Public Lighting (PUB LIGHT 4.1, 3.6.7.2, 6.9.1) <p>The notifications are filtered by:</p> <ul style="list-style-type: none"> • "Notification Date" in the date range covering the regulatory year • Planner Group = NSP • Priority = GSL < 2 bus. Days or P/L < 7 bus. days • Notification Status = NOT Deleted (DLFL), NOT CUSN <p>Average number of days to repair = Average of breakdown duration for each month recorded on the notifications divided by 24 [total number of hours in a day].</p> <p>Not repaired by "fix by" date = Count of overdue Notifications</p>	No assumptions have been made.

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Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					<p>or replace the light to be analysed and reported.</p> <p>For the total number of street lights, the source of data is the count of all in service equipment with equipment type = PUB LIGHT.</p>	<p>[Malfunction Date greater than Required End Date].</p> <p>For total number of street lights, the following BO Report is run to extract the required details for all the categories:</p> <ul style="list-style-type: none"> • ASM430 JEN RIN Equipment In Service (PHYS ASSETS 3.5) <p>The equipment are filtered by:</p> <ul style="list-style-type: none"> • "Date Installed" in the date range 01.01.1900 to 30.06.2021 • Equipment Type • Equipment Characteristics <p>The count includes Public Lighting Poles and Luminaires.</p>	
Table 3.6.7.3	Call Centre Performance	Actual	N/A	N/A	The source of information for call centre performance is the IVR at Startek.	The information is provided to JEN by its contractor Startek.	No assumptions have been made.
Table 3.6.7.4	Number of Customer Complaints	Actual	N/A	N/A	The source of information for customer complaints is the SAP Hybris Cloud for Customer Database.	<p>Each complaint is classified as per AER categories.</p> <p>The data is then extracted from the database for the reporting period.</p>	No assumptions have been made.

3.6.8 NETWORK-FEEDERS

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 3.6.8	Network Feeder Reliability	Actual Except for various information relating to SA shared Powercor feeders (see next column)	There are four SA shared Powercor feeders. There are no JEN monitoring devices at the point of connections on the four SA feeders. Maximum demand for SA2, SA6, SA10 and SA12 is actual. Load factor for all 4 SA feeders are assumed to be the same as SHM feeder based on nature of load. Power factor for JEN shared SA sections are estimates. Therefore the energy not supplied (planned and unplanned) for the 4 SA feeders is estimated.	Further analysis will be performed to determine whether the estimated load factor and power factor for SA feeders can be derived by available actual data.	Extract data from the Outage Management System OSI PI system for feeder demand data Maximum demand for SA12 is sourced from Powercor from their ACR at the point of connection. Maximum demand for SA2, SA6 and SA10 is aggregated from the AMI 5 minute-read meter data.	Verified and corrected data in CMOS database Refer to procedures JEN PR 0502 Section 3.2.3.1. Feeder MD, load factor and zone substation power factor refer to: JEN WI 0502; JEN PR 0507; JEN PR 0508 Feeder MD is sourced from the forecast. This data comes from OSI PI and is manually adjusted for abnormal. Load factor = feeder average demand / feeder MD. Average demand is sourced from OSI PI and is manually adjusted for significant abnormal. ZSS power factor comes from the forecast. This data comes from OSI PI or IMS and is manually adjusted for abnormal. For the reason that the data for FY21 could be used in the next regulatory	A factor of 0.3 has been applied to Energy not supplied – Planned assuming customers have been notified and energy consumption would mostly be shifted for the outage duration and only appliances that run continuously cannot be operated during the outage.

3.6.8 NETWORK-FEEDERS

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>period for performance purposes, and therefore, we report the data based on the new regulatory decision parameters:</p> <ul style="list-style-type: none"> • Momentary interruption threshold being 3 minutes or less and continue reporting as MAIFle; and • Feeder classification follows the Distribution Reliability Measures Guideline using 3-year average maximum demand over the 3 year average feeder route length with no adjustment for the nature of use of the feeder. 	

3.6.9 NETWORK RELIABILITY – PLANNED OUTAGES

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 3.6.9.1	Planned Minutes off Supply (SAIDI)	Actual	N/A	N/A	Extract data from the Outage Management System	<p>Verified and corrected data in CMOS database.</p> <p>Refer to procedures JEN PR 0502 Section 3.2.3.1.</p> <p>SAIDI associated with outages greater than 1 minute duration was calculated using the following equations:</p> <p>For each of the network categories applicable to JEN – Urban and Rural short:</p> <p>Total planned SAIDI = sum of Planned minutes off supply per category divided by average customer numbers of the respective category in Table 6.2.4.</p> <p>Planned SAIDI in this table includes Major Event Days (MED).</p>	N/A
Table 3.6.9.2	Planned Interruptions to Supply (SAIFI)	Actual	N/A	N/A	Extract data from the Outage Management System	<p>Verified and corrected data in CMOS database.</p> <p>Refer to procedures JEN PR 0502 Section 3.2.3.1.</p>	N/A

3.6.9 NETWORK RELIABILITY – PLANNED OUTAGES

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>SAIFI associated with outages greater than 1 minute duration was calculated using the following equations:</p> <p>For each of the network categories applicable to JEN – Urban and Rural short:</p> <p>Total planned SAIFI = sum of Planned customer interruptions per category divided by average customer numbers of the respective category in Table 6.2.4.</p> <p>Planned SAIFI in this table includes MEDs.</p>	

4.1 PUBLIC LIGHTING

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 4.1.4	Public Lighting Metrics By Tariff	Actual	N/A	N/A	<p>Public Lighting metrics sourced from billing modules of JEN's systems (SAP).</p> <p>As the data is maintained and sourced from within internal information systems, it is considered actual information.</p>	<p>Simple summation for volumes and revenue as per system generated reports. The amounts are then reconciled back to JEN's General Ledger in SAP.</p> <p>Notes:</p> <ul style="list-style-type: none"> The system generated public lighting volume is the count of bills for the light types. As two bills are issued for "cost shared" lights (one bill to each of the cost sharing party, i.e. VicRoads and the relevant local councils), this volume count would be higher than the actual numbers of lights. Therefore, to derive the actual public lighting volume, the number of bills for "cost shared" lights are divided by 2 Due to varying volumes throughout the year, the average public lighting volume has been reported. 	N/A

6.2 STPIS RELIABILITY

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.2.1	Unplanned Minutes off Supply (SAIDI)	Actual	N/A	N/A	Extract data from the Outage Management System (OMS)	<p>For 1 July 2020 to 6 October 2020, data was extracted from OMS using the Cognos reporting tool monthly.</p> <p>For 6 Oct 2020 to 30 June 2021, data was extracted from the OMS using BO OMS324 report. Verification and correction of data is as per the procedures outlined in Section 3.1.1 to 3.1.4 of procedure JEN PR 0502 and stored in the CMOS (Customer Minutes off Supply) database.</p> <p>Consistent with our change to our customer number methodology (described below), the data extracted from OMS excludes unmetered supply points.</p> <p>Annual data extraction from the CMOS database for processing Annual Reporting RIN Template 6.2 is outlined in procedure JEN 0502 Section 3.2.3.1.</p>	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>We have reported the data based on the new regulatory decision parameters (2021-26), so the data for this regulatory year could be used in the 2021-26 period for performance reporting purposes.</p> <p>SAIDI associated with outages greater than 3 minutes duration was calculated using the following equations:</p> <p>For each of the network categories applicable to JEN – Urban, Rural short and Whole network:</p> <p>Total unplanned SAIDI = sum of Unplanned minutes off supply per category divided by average customer numbers of the respective category in Table 6.2.4 below.</p> <p>SAIDI (after removing excluded events and MED) applies the same principle of calculation of total unplanned SAIDI with unplanned customer minutes off supply associated with the excluded events and MED subtracted from the total</p>	

6.2 STPIS RELIABILITY

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>unplanned minutes off supply before dividing by customer numbers.</p> <p>Excluded events and MED are defined as per STPIS Clause 3.3 (a) and 3.3 (b) respectively.</p>	
Table 6.2.2	Unplanned Interruptions to Supply (SAIFI)	Actual	N/A	N/A	Extract data from the Outage Management System	<p>For 1 July 2020 to 6 October 2020, data was extracted from OMS using the Cognos reporting tool monthly.</p> <p>For 6 Oct 2020 to 30 June 2021, data was extracted from the OMS using BO OMS324 report. Verification and correction of data is as per the procedures outlined in Section 3.1.1 to 3.1.4 of procedure JEN PR 0502 and stored in the CMOS (Customer Minutes off Supply) database.</p> <p>Consistent with our change to our customer number methodology (described below), the data extracted from OMS excludes unmetered supply points.</p> <p>Annual data extraction from the CMOS database for processing Annual Reporting RIN Template 6.2 is outlined in procedure JEN 0502 Section 3.2.3.1</p>	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>SAIFI associated with outages greater than 3 minutes duration was calculated using the following equations:</p> <p>For each of the network categories applicable to JEN – Urban, Rural short and Whole network:</p> <p>Total unplanned SAIFI = sum of Unplanned customer interruptions per category divided by average customer numbers of the respective category in Table 6.2.4 below.</p> <p>SAIFI (after removing excluded events and MED) applies the same principle of calculation of total unplanned SAIFI with unplanned customer interruptions associated with the excluded events and MED subtracted from the total unplanned customer interruptions before dividing by customer numbers.</p> <p>Excluded events and MED are defined as per STPIS Clause 3.3 (a) and 3.3 (b) respectively.</p>	

6.2 STPIS RELIABILITY

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.2.3	Unplanned Momentary Interruptions to Supply (MAIFI)	Actual	N/A	N/A	Extract data from the Outage Management System	<p>For 1 July 2020 to 6 October 2020, data was extracted from OMS using the Cognos reporting tool monthly.</p> <p>For 6 Oct 2020 to 30 June 2021, data was extracted from the OMS using BO OMS324 report. Verification and correction of data is as per the procedures outlined in Section 3.1.1 to 3.1.4 of procedure JEN PR 0502 and stored in the CMOS (Customer Minutes off Supply) database.</p> <p>Consistent with our change to our customer number methodology (described below), the data extracted from OMS excludes unmetered supply points.</p> <p>Annual data extraction from the CMOS database for processing Annual Reporting RIN Template 6.2 is outlined in procedure JEN 0502 Section 3.2.3.1.</p> <p>MAIFI associated with outages less than or equal to 3 minute duration was calculated using the following equations:</p>	<p>MAIFI is momentary interruptions per event, for auto circuit reclosers that have multiple recloses in one reclose sequence, the momentary customer interruptions are counted as per reclose sequence but not the sum of each individual reclose within the reclose sequence.</p> <p>This is consistent with JEN's application of the principle of MAIFI in JEN's regulatory reporting in previous years and Victorian reporting.</p>

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>For each of the network categories applicable to JEN – Urban, Rural short and Whole network:</p> <p>Total MAIFI = sum of momentary customer interruptions per category divided by average customer numbers of the respective category in Table 6.2.4 below.</p> <p>MAIFI (after removing excluded events and MED) applies the same principle of calculation of Total MAIFI with momentary customer interruptions associated with the excluded events and MED subtracted from the total momentary customer interruptions before dividing by customer numbers.</p> <p>Excluded events and MED are defined as per STPIS Clause 3.3 (a) and 3.3 (b) respectively.</p>	
Table 6.2.4	Distribution Customer Numbers	Actual	N/A	N/A	The source of Network customer numbers is from SAP ISU and SAP ERP. Each customer NMI is linked to a supply	JEN uses the Business Objects report ASM497 to report distribution customer numbers based on active NMIs excluding unmetered supply points for the customer reporting required under the AER's revised	There are some customer NMIs in SAP ISU and SAP ERP systems not link to GIS and therefore not associated with a

6.2 STPIS RELIABILITY

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					<p>point in the JEN Geographic Information System (GIS).</p>	<p>STPIS to apply to JEN for the 2021-2026 regulatory period (commencing 1 July 2021), under which unmetered supply points are specifically excluded.</p> <p>Customer numbers by feeder is extracted from ASM497 report. Each customer in SAP is linked to a supply point modelled in GIS and in turns, linked to the feeder. The number of customers by feeder is extracted at the first business day of each month for the number as at the end of the previous month. For the purpose of STPIS calculation, only "Active" NMI's are included.</p> <p>Customers at the start of the period = customer numbers at the end of the last day of the previous regulatory year (i.e. start of first day of the current regulatory year) and Customers at the end of the regulatory period = customer numbers at the last day of the regulatory year.</p> <p>Feeder classification follows the Distribution Reliability Measures</p>	<p>feeder. Consequently summation of feeder customers is less than the total customers in SAP. The discrepancy is only 0.17% and is immaterial. Therefore the calculated urban and rural short customer numbers are considered as Actual.</p>

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>Guideline using 3-year average maximum demand over the 3-year average feeder route length with no adjustment for the nature of use of the feeder.</p> <p>JEN PR 0502 Section 3.2.3.1 outlined the methodology that JEN has applied to calculate urban and rural customer numbers which basically derives the urban/rural short customer split ratio from the categorised feeder customer numbers at the start of the regulatory year and at the end of the regulatory year.</p> <p>The ratios are then applied to the actual network customer numbers respectively to calculate the number of urban and rural short customers.</p>	

6.6 STPIS CUSTOMER SERVICE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.6.1	Telephone Answering	Actual	N/A	N/A	The Interactive Voice Response (IVR) system operated by the Startek Call Centre is the source of information. The statistics are reported to JEN monthly.	<p>Startek sends the Daily Faults Telephony Summary Report to JEN Customer Care and Response monthly. This data is analysed for the total number of calls i.e.</p> <ul style="list-style-type: none"> • Calls to call centre fault line - total number – NCO Monthly Total • Calls to fault line forwarded to an operator – ACC Monthly Total • Calls to fault line answered within 30 seconds – ANS < Threshold • ESC Calls to fault line, average waiting time before call answered (seconds) – ESC ASA • Calls abandoned - Abd • Call centre - number of overload events – Startek will advise us if an overload event occurred. • ABD < 30secs (Abd < Threshold) <p>JEN PR 0503 Section 3.3.1 outlines the procedure for calculating the telephone answering performance</p>	In the 2011-2013 Annual RIN the Cells D9 and D10 have been reported under the heading of "Total - after removing MED". Since 2014, the equivalent Cells C11 and C12 in the Annual RIN has the heading label as "Total - after removing excluded events". Given that this is the STPIS related item, JEN assumed that the intent is consistent with Clause 5.4 (a) of the Service Target Performance Incentive Scheme (November 2009) thus the data reported is Total - after removing excluded events and MED" to be precise.

6.6 STPIS CUSTOMER SERVICE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>based on the AER definition and is also explained below:</p> <p>Verify data provided by Customer Care and Response in the "JEN Daily 2021" worksheets of the 2021 Faults GOS JEN only" Excel workbook by performing checksum as well as comparing with the previous regulatory year for:</p> <ol style="list-style-type: none"> 1. Total number of calls <ol style="list-style-type: none"> a) Number of calls received = $\text{sum}(\text{Calls to fault line forwarded to an operator}) - \text{sum}(\text{ABD} < 30\text{secs})$ b) Number of calls answered within 30 seconds = $\text{sum}(\text{ANS} < 30\text{secs})$ 2. Number of calls after removing excluded events: <p>This data entry provides the annual telephone answering performance excluding the performance on Excluded Events and Major Event Dates (MED). Excluded Events and MED are defined as per STPIS Clause 3.3 (a) and 3.3 (b) respectively. There were no STPIS Clause 3.3 (a) and 3.3 (b) exclusions in the regulatory year.</p>	

6.6 STPIS CUSTOMER SERVICE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						Note: 1 July 2020 to 31 December 2020 data has been subject to assurance during the 2020 calendar year annual RIN.	
Table 6.6.2	Inadequately served customers	N/A	N/A	N/A	N/A	N/A	The new inadequately served customer measure in the AER's Reliability Guideline did not apply to Jemena in the 2020-21 reporting year.

6.7 STPIS DAILY PERFORMANCE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.7.1	Daily Performance Data - Unplanned (Customer Service)	Actual	N/A	N/A	The Interactive Voice Response (IVR) system operated by the Startek Call Centre is the source of information. The statistics are reported to JEN monthly.	<p>Number of calls received and Number of calls answered in 30 seconds are extracted from the "JEN Daily 2020-21" worksheet combined from the "JEN Daily 2020" and "JEN Daily 2021" worksheets of the Startek report.</p> <p>Number of calls answered in 30 seconds is under the heading ANS < Thres. This column of data is copied directly into the relevant column in Table 6.7.1 including the performance on MED.</p> <p>Number of calls received is calculated based on the AER definition in the STPIS that is excluding:</p> <ul style="list-style-type: none"> • calls to payment lines and automated interactive services • ACC is the direct measure of calls to fault line forwarded to an operator • calls abandoned by the customer within 30 seconds of the call being 	N/A

6.7 STPIS DAILY PERFORMANCE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>queued for response by a human operator</p> <p>= ACC minus Abd < Threshold</p>	
Table 6.7.1	Daily Performance Data – Unplanned (MAIFI)	N/A	N/A	N/A	N/A	N/A	N/A
Table 6.7.1	Daily Performance Data – Unplanned (MAIFle)	Actual	N/A	N/A	Extract data from the Outage Management System (OMS)	<p>For 1 July 2020 to 6 October 2020, data was extracted from OMS using the Cognos monthly reporting tool. For 6 Oct 2020 to 30 June 2021, data was extracted from the new OMS using BO OMS324 report. Verification and correction of data is as per the procedures outlined in Section 3.1.1 to 3.1.4 of procedure JEN PR 0502 and stored in the CMOS (Customer Minutes off Supply) database.</p> <p>Annual data extraction from the CMOS database for processing Annual Reporting RIN Template 6.7 is outlined in procedure JEN 0502 Section 3.2.3.2.</p>	<p>MAIFI is momentary interruption per event, for auto circuit reclosers that have multiple recloses in one reclose sequence, the momentary customer interruptions are counted as per reclose sequence but not the sum of each individual reclose within the reclose sequence.</p> <p>This is consistent with JEN's application of the principle of MAIFI in JEN's regulatory</p>

6.7 STPIS DAILY PERFORMANCE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<ul style="list-style-type: none"> We have reported the data based on the new regulatory decision parameters (2021-26), so the data for this regulatory year could be used in the 2021-26 period for performance reporting purposes: Momentary interruption threshold being 3 minutes or less and continue reporting as MAIFle; and Feeder classification follows the Distribution Reliability Measures Guideline using 3-year average maximum demand over the 3 year average feeder route length with no adjustment for the nature of use of the feeder. <p>MAIFle were calculated using the following equations:</p> <p>For each of the network categories applied to JEN – Urban, Rural short and Whole network:</p> <p>MAIFle = sum of respective daily quantity per category divided by average customer numbers of the respective category in Table 6.2.4.</p>	reporting in previous years and Victorian reporting.

6.7 STPIS DAILY PERFORMANCE

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						MAIFle (after removing excluded events) applies the same principle of calculation of the daily total above with the respective quantity – momentary customer interruptions associated with the excluded events per category (refer to STPIS Section 3.3 (a)) subtracted from the total before dividing by the customer numbers per category.	

6.8 STPIS EXCLUSIONS

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.8.1	STPIS Exclusions	Actual	N/A	N/A	Extract data from the Outage Management System.	<p>Extract verified data from CMOS (Customer Minutes off Supply) database by modifying the date range of the queries in the database.</p> <p>Run Queries – a) Exclusions-Upstream 1_Cat and b) Exclusions-Upstream 2_Cat.</p> <p>If the query runs no events and no data exists, the template 6.8 is left blank.</p> <p>An excluded event which is referring to upstream event in JEN is defined in STPIS Section 3.3 (a).</p>	N/A

6.9 STPIS GSL

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 6.9.1	Guaranteed Service Levels - Jurisdictional GSL Scheme	Actual	N/A	N/A	<p>Appointments and Connections - SAP</p> <p>Reliability of supply – JEN Outage Management System</p> <p>Street lights – SAP Notifications are the source of the number of public lighting faults</p> <p>Planned interruptions - 4 business days' notice not given – data are captured on a daily basis in Excel spreadsheet and reported monthly in the Service Delivery Monthly Report</p>	<p><u>Appointments and Connections</u></p> <p>The following BO Report is run to extract the required details:</p> <ul style="list-style-type: none"> • CSM 406 – JEN RIN Connections • CSM 408 – JEN RIN Service Orders Volume Metrics (STPIS GSL Appointments 6.9.1) <p>The service orders are filtered by:</p> <ul style="list-style-type: none"> – “Order TECO date” in the date range for the regulatory year – Confirmation Work Centre – set filter to exclude JEN_OAO (Internal Service orders) and REM_INT (Remote energisation SO) <p><u>GSL Appointments</u></p> <p>Additional filters:</p>	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<ul style="list-style-type: none"> Order type exclude ZRDE (de-energisation and ZRRE (re-energisation)) <p><u>GSL Connections</u></p> <p>Additional filters</p> <ul style="list-style-type: none"> PM Order User Status List = Only TECO & CLSD { Excluding [*CANC* (Cancelled), *CARQ* (Cancelled Request), *-NC (Not Completed), *-IR (Initial Request), *NEW (new Orders)] } Maintenance Activity Type = SW5, SW6, SW7 Rec Attention Required filter out "True" Customer Consultation Required filter out "True" Ord Missed GSL = "Y" <p>Sales Order Creation Date is used for cross checking GSL Breaches Service Orders are within reporting period.</p> <p>Where the GSL flag missed is populated with a "Y", the Ord Scheduled date and Ord Actual Finish</p>	

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>date are used to calculate the no of days missed by.</p> <p><u>Reliability of supply</u> GSL payments in Victoria are jurisdictional and governed by the Electricity Distribution Code, which runs on calendar year in 2020 and a transitional GSL scheme for the first six months in 2021. Based on the Jemena - AR RIN - Notice - varied Sept 2021 - tracked change version Clause 2.22 (c) "Jemena must only include prescribed payments under the jurisdictional GSL scheme." The jurisdictional GSL scheme does not apply for the relevant regulatory year and the table has therefore been left blank.</p> <p><u>Street lights</u></p> <ul style="list-style-type: none"> Street lights (total number) is extracted from the Business Object (BO) report ASM420 JEN Network Asset Statistics. Key filters include Equipment Status 	

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						= INSV (in-service) and Tariff Type = 1 (Standard) <ul style="list-style-type: none"> Other Street lights items in 6.9.1 are generated from the BO report ASM461 – JEN RIN PUBLIC LIGHTING <p><u>Planned interruptions - 4 business days' notice not given</u></p> <p>Verify planned interruption data provided by Operations Planning in the "AER Planned interruptions reporting 2020-21_JEN" Excel workbook by performing checksum as well as comparing to the previous regulatory year.</p> <p>Planned interruptions - 4 business days' notice not given – refer to COC PR 9667</p>	
Table 6.9.2	Guaranteed Service Levels - AER GSL Scheme	N/A	N/A	N/A	N/A	N/A	N/A

7.8 AVOIDED TUOS PAYMENTS

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 7.8.1	Avoided TUOS Payments	Actual	N/A	N/A	Invoices sourced from JEN's billing system.	Reflects the value of payments to two generators. The value of these payments has been captured via the actual invoices.	N/A

7.10 JURIS SCHEME

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 7.10.1	Jurisdictional Scheme Payments	Actual	N/A	N/A	The relevant General Ledger account for the Premium Solar Feed-in Tariff Scheme (PFIT) jurisdictional scheme.	JEN captures payments for the PFIT solar rebate scheme in a specific GL account. Data from this GL account is used to populate the template.	N/A

7.11 DMIS-DMIA

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 7.11.1	DMIS – Projects submitted for approval	N/A	N/A	N/A	JEN did not have any DMIS projects during the regulatory year. Therefore, this template has not been populated.	N/A	N/A
Table 7.11.2	DMIAM – Projects Submitted For Approval Note: although this table refers to the DMIAM, JEN has reported projects under the previous DMIA scheme, which applied for the 2016-20 regulatory period. The DMIAM won't apply until the 2021-26 regulatory control period,	Actual	N/A	N/A	Information is sourced from SAP, the ERP system that JEN uses to capture financial information. The relevant Business Objects (BO) report is: OPR401 – JEN RIN - Project Costs - Base Analytical Report. The projects eligible for DMIA/DMEGIA are also identified manually.	Data is extracted from JEN's cost collectors and the methodology included analysing all of the SAP Plant Maintenance (PM) cost collectors that were assigned to DMIA projects. This is a standard SAP report, which is filtered based on the actual projects included in the DMIA scheme for the regulatory year. The following projects are included in the DMIA scheme for the regulatory year: <ul style="list-style-type: none"> • Behavioural demand response trial (residential) in collaboration with an energy retailer • C&I customer demand response trial (testing demand response service provider market response) • Dynamic Electric Vehicle Charging Trial 	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>For the dynamic electric vehicle charging trial, JEN received an ARENA milestone payment in May 2021. We have reported the project cost net of the ARENA funding received, consistent with the DMIAM.¹ Specifically, the compliance reporting requirements state that the costs being claimed for each demand management project are not recoverable under any state or Australian Government scheme.²</p> <p>Considering the total DMIA availability of only \$1M over the five years, not all costs incurred against an initiative are claimed under DMIA to accommodate other initiatives and to maximise learnings.</p> <p>Network overheads have been excluded from expenditure, as the requirement is to disclose direct costs only.</p>	

¹ AER, Demand management innovation allowance mechanism, December 2017.

² AER, Demand management innovation allowance mechanism, December 2017, p. 11.

8.1 INCOME

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.1; 8.1.1.2; 8.1.1.3	Audited statutory accounts column	Actual	N/A	N/A	<p>The audited financial statements have been prepared to assist Jemena Electricity Networks (Vic) Ltd (JEN) in meeting the financial reporting requirements stated in paragraph 3.2 of Schedule 1 of the Regulatory Information Notice (RIN) issued by the AER on 7 November 2019 (and as varied on 8 September 2021).</p> <p>The data agrees to JEN's audited financial statements for the current regulatory year and the underlying trial balance (TB) and supporting documents.</p>	<p>JEN has enhanced its regulatory reporting capability by developing a suite of reports that were designed to provide data that facilitates the population of the annual RIN templates.</p> <p>General ledger data are extracted from SAP's business warehouse (BW) using a data extraction tool, Business Objects (BO) and exported into Excel.</p> <p>BO reports were developed based on a requirement to provide data that will populate the tables within these templates. The reports use underlying data models and queries to report the data.</p> <p>JEN executes the BO reports that are associated with the templates, based on the report selection criteria. The report output provides</p>	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						the data required by the table in this template.	
	Adjustments column	Actual	N/A	N/A	Various adjustments to the audited financial statements to arrive at the JEN distribution business' regulatory amounts to reflect the AER's RIN submission guidelines that differ from recognition or measurement requirements of Australian Accounting Standards.	The adjustment column is part of a reconciliation required by the notice. Refer to section 1.2 of Schedule 1 of the JEN submission for this reconciliation.	N/A
	Distribution Business column	Actual	N/A	N/A	This column summates the regulatory categories in this template excluding unregulated services and negotiated services.	N/A	N/A
	Standard Control Services column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying TB and supporting documents.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
	Alternative Control Services - Public Lighting column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying TB and supporting documents.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
	Alternative Control Services – Other – Connection Services column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying TB and supporting documents.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
	Alternative Control Services – Other – Metering Services column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying TB and supporting documents.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
	Alternative Control Services – Other – Ancillary Network Services column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying TB and supporting documents.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
	Negotiated Services column	Actual	N/A	N/A	JEN agreed this section to audited financial statements and underlying	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					TB and supporting documents.		
8.1.1.1	REVENUE Distribution Revenue	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
8.1.1.1	REVENUE Cross Boundary Revenue	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting table 9.5.3 Cross Boundary Network Charges in the RIN response.	N/A
8.1.1.1	REVENUE Contributions	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	Contributions are not carried into the distribution business (column E), as contributions are shown as a deduction against capex rather than income. This is in accordance with method approved in the relevant Distribution Determination.	N/A
8.1.1.1	REVENUE Interest Income	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.1	REVENUE Jurisdictional Scheme Amounts	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB. Jurisdictional Scheme Amounts are embedded within Transmission Use of System (TUoS) Revenue in Audited Statutory Column. Jurisdictional Scheme Amounts are reported separately under the Distribution Business column.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
8.1.1.1	REVENUE TUoS Revenue	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB. TUoS Revenue includes Jurisdictional Scheme Amounts in Audited Statutory Column. TUoS Revenue in Distribution Business column is reported separately net of	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					Jurisdictional Scheme Amounts.		
8.1.1.1	REVENUE F-Factor	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
8.1.1.1	REVENUE Recoverable Works	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
8.1.1.1	REVENUE Other Revenue	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents. JEN has ensured that Public Lighting revenue items within the income statement link to supporting table 4.1 Public Lighting in the RIN response. Unregulated revenue is not included in the RIN response.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.2	EXPENDITURE TUoS Expenditure	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB. TUoS Expenditure includes Avoided TUoS Expenditure in Audited Statutory Column. TUoS Expenditure in Distribution Business column is reported separately net of Avoided TUoS Expenditure.	JEN has ensured that the items within the income statement link to supporting tables 9.5.1 TUoS Charges and 9.5.2 Transmission Connection Fees in the RIN response.	N/A
8.1.1.2	EXPENDITURE Avoided TUoS Expenditure	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB. Avoided TUoS Expenditure is embedded within TUoS Expenditure in Audited Statutory Column. Avoided TUoS Expenditure is reported separately under the Distribution Business column.	JEN has ensured that the items within the income statement link to supporting table 9.5.4.1 Avoided Transmission Costs in the RIN response.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.2	EXPENDITURE Cross Boundary Expenditure	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to supporting table 9.5.3 Cross Boundary Network Charges in the RIN response.	N/A
8.1.1.2	EXPENDITURE Jurisdictional scheme amounts	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to supporting template 7.10 for Jurisdictional schemes in the RIN response.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.2	EXPENDITURE Depreciation	Actual	N/A	N/A	Percentage allocation is derived from the CY12 depreciation by regulatory category, as disclosed in the RIN response. The total actual depreciation for the current reporting year is sourced from the audited financial statements. JEN amends the audited financial statements depreciation by adjusting for the depreciation impact of customer contributions and depreciation that was not reduced against the RAB but adjusted for acquisition accounting purposes.	JEN allocated statutory depreciation across the regulatory categories, by deriving a percentage of that sourced from the CY12 RIN response. This response had a requirement to disclose depreciation across the regulatory categories. JEN has continued to apply this methodology in its subsequent RIN submissions.	N/A
8.1.1.2	EXPENDITURE Finance Charges	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	Finance charges are not incurred by JEN and are not included in the RIN response.	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.1.1.2	EXPENDITURE Loss from sale of Fixed Assets	Actual	N/A	N/A	JEN agreed this section for the current reporting year audited financial statements and the underlying TB.	Loss from sale of Fixed Assets related to unregulated and other excluded expenditure is not included in the RIN response.	N/A
8.1.1.2	EXPENDITURE Maintenance expenditure; Operating expenditure excluding maintenance expenditure	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to supporting template 8.4 Opex in the RIN response.	N/A
8.1.1.2	EXPENDITURE Recoverable Works	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	JEN has ensured that the items within the income statement link to the underlying TB and supporting documents.	N/A
8.1.1.3	PROFIT Income Tax Expense	Actual	N/A	N/A	JEN's audited financial statements for the current reporting year and the underlying TB.	Income tax charges are not included in the RIN response.	N/A

8.2 CAPEX

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Overall commentary – JEN’s sources of cost collection and financial recording methodology & processes for the underlying data reported in the AER defined templates		All data reported are actual.	N/A	N/A	<p>Capex is categorised in accordance with the Expenditure Summary categories in JEN’s Reset RIN Response.</p> <p>JEN uses its ERP system (SAP) to capture costs associated with capital expenditure.</p> <p>PM orders in SAP collect costs based on the activity on which an employee works and the activity to which external costs are associated. These aggregate into Work Breakdown Structures (higher level cost collector), which in turn aggregates the costs at a project level. Master data that is part of the WBS is used to categorise the</p>	<p>JEN has enhanced its regulatory reporting capability by developing a suite of reports that were designed to provide data that facilitates the population of the annual RIN templates.</p> <p>Project cost information is extracted from SAP’s business warehouse (BW) using a data extraction tool, Business Objects (BO) and exported into Excel.</p> <p>BO reports were developed based on a requirement to provide data that will populate the tables within these templates. The reports use underlying data models and queries to report the data.</p> <p>JEN executes the BO Reports that are associated with the templates, based on the report selection criteria. The report output provides</p>	No significant assumptions have been made by JEN for each Table number provided below.

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					<p>data into the appropriate regulatory categories as required by the tables within the templates.</p> <p>JEN uses time writing and SAP assessment cycle functionality in SAP to capture internal labour costs. Where practical and appropriate, all employees time write or are assessed using SAP assessment cycles to an activity/PM order or to a client e.g. JEN. These form the direct costs incurred for a respective activity. External costs are goods receipted against purchase orders issued to external vendors. Purchase orders contain the PM order and WBS Element information.</p> <p>JEN capitalises corporate and network overheads</p>	the data required by the table in this template.	

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					based on a percentage of direct costs.		
8.2.1	Capex By Purpose - Standard Control Services – Including total Capital Contributions (Actual)	Actual	N/A	N/A	Refer to JEN's source of information, cost collection and financial recording processes for the templates as described above.	Refer to JEN's methodology for the tables within the templates as described above.	N/A
8.2.1	Capex By Purpose - Standard Control Services – Including total Capital Contributions (CPI Adjusted forecast)	Actual	N/A	N/A	<p><u>Six months to Dec'20</u> AER Substitute Decision 2016-20 Post-tax Revenue Model (PTRM) released May 2016.</p> <p><u>Six months to Jun'21</u> Final determination 2021-26 roll-forward model</p>	<p>Allowances were extracted from AER Substitute Decision 2016-20 PTRM and escalated from real 2015 dollars to nominal dollars. JEN made an adjustment by taking 50% of 2020 Allowances for the six months to Dec'20.</p> <p>Actual CPI inputs are sourced from the Australian Bureau of statistics (ABS) (6401.0 - Consumer Price Index, Australia) with reference to the all groups CPI inflation series A2325846C,</p>	N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>which is the weighted average for the eight capital cities.</p> <p>The AER's substitute determination for JEN's 2016-20 regulatory period specified that Consumer Price Index (CPI) should be calculated based on a June quarter end, which assumes mid-year timing for calendar year analysis. As regulatory allowances within the AER's PTRM are set as 'end of period', real 2015 dollar allowances are first deflated from December 2015 to June 2015 by a half year adjustment. For escalating a real 2015 allowance to nominal dollars, the half year adjustment factor = $1/(1 + 2.31\%)^{(0.5)} = 0.989$</p> <p>Consistent with the lagged CPI approach applied by the AER within JEN's price control mechanism formulas, the June 2020 CPI value is based on the movement between June 2019</p>	

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>and June 2014 = $(\text{Jun19}/\text{Jun14})-1 = (114.8/105.9)-1 = 0.08404$</p> <p>The real 2015 allowance is therefore escalated to nominal dollars by multiplying the allowance by a factor of $0.989 \times (1 + 0.09726) = 1.0852$.</p> <p>Six months to Jun'21</p> <p>The AER's capex allowance in JEN's determination for the intervening period (i.e. January to June 2021) are set in real December 2020 dollar basis. For escalating the real December 2020 allowance to June 2021, consistent with the AER's final determination, the inflation rate is sourced directly from the final determination 2021-26 roll-forward model of 1.22%. The real 2020 allowance is therefore escalated to June 2021 dollars by multiplying a factor of $(1+1.22\%)=1.0122$.</p>	

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.2.1	Capex By Purpose - Standard Control Services – Including total Capital Contributions (Related Party Margin)	Actual	N/A	N/A	JEN obtained related party margin information from its Related Entity's SAP transactions.	The related party margins of Capex by Purpose – Standard Control Services – Including total Capital Contributions activities of reported category is derived from SAP ERP system.	N/A
8.2.2	Capex By Purpose - Material Difference Explanation	Actual	N/A	N/A	N/A	The difference between forecast and actual capital expenditure reported in table 8.2.1 is below +/- 10 per cent. Therefore, no explanations are required to be populated in this table.	N/A
8.2.3	Capex Other – Including Total Capital Contributions	CPI Adjusted Forecast (Actual)	N/A N/A	N/A N/A	Six months to Dec'20 AER Substitute Decision 2016-20 Public Lighting Model. Six months to Jun'21 Final determination 2021-26 roll-forward model.	As per method described in table 8.2.1 above. Public Lighting and Metering Capex have been included because they have a RAB and a Substitute Decision 2016-20 PTRM (for six months to Dec'20)	N/A N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
		Actual			Refer to JEN's source of information, cost collection and financial recording processes for the templates as described above.	and a roll-forward model for 2021-26. Refer to JEN's methodology for the tables within the templates as described above.	
8.2.3	Capex Other – Including Total Capital Contributions (Related Party Margin)	Actual	N/A	N/A	JEN obtained related party margin information from its Related Entity's SAP transactions.	The related party margins of Capex Other activities of reported category is derived from SAP ERP system.	N/A
8.2.4	Capex By Asset Class – Standard Control Services	CPI Adjusted Forecast (Actual)	N/A	N/A	Six months to Dec'20 AER Substitute Decision 2016-20 Roll Forward Model and Post-tax Revenue Model (PTRM). Six months to Jun'21 Final determination 2021-26 roll-forward model.	Converted to nominal amounts using the escalation methodology outlined for the table 8.2.1 allowances above. Refer to JEN's methodology for the tables within the templates as described above.	N/A N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
		Actual	N/A	N/A	Refer to JEN's source of information, cost collection and financial recording processes for the templates as described above.	There are no provisions reportable for the period.	
		Movements in provisions allocated to as-incurred capex	N/A	N/A	As above.		
8.2.5	Capital Contributions By Type – Standard Control Services B. Type 1 capital contributions; and C. Type 2 capital contributions	CPI Adjusted Forecast(Actual)	N/A	N/A	<u>Six months to Dec'20</u> JEN customer contributions model submitted for 2016-20 distribution determination. <u>Six months to Jun'21</u> JEN customer contributions model submitted for Jan'21 to Jun'21 intervening period distribution determination.	Converted to nominal amounts using the escalation methodology outlined for the table 8.2.1 allowances above. Type 1 and Type 2 allowance prorated based on actuals. Refer to JEN's methodology for the tables within the templates as described above. Cash contributions reported as Type 1 and contributions in kind (gifted assets) reported as Type 2.	N/A N/A

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
		Actual	N/A	N/A	Refer to JEN's source of information, cost collection and financial recording processes for the templates as described above.		
8.2.6	Disposals By Asset Class – Standard Control Services	CPI Adjusted Forecast (Actual)	N/A	N/A	<p>Six Months to Dec'20 AER Substitute Decision 2016-20 Post-tax Revenue model.</p> <p>Six Months to Jun'21 JEN post-tax revenue model submitted for Jan'21 to Jun'21 intervening period distribution determination.</p> <p>Cash proceeds data is sourced directly from SAP</p>	<p>Converted to nominal amounts using the escalation methodology outlined for the table 8.2.1 allowances above.</p> <p>Cash proceeds from disposals are extracted from the Jul'20 to Jun'21 Fixed Assets Movements report, which is developed based on SAP transaction data.</p>	<p>N/A</p> <p>N/A</p>

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.2.7	Immediate Expensing of Capex – Standard Control Services	Actual	N/A	N/A	JEN eligible assets for the period 6 Oct 2020 to 30 June 2021.	Assets that qualify for Instant Asset Write-Off were assessed by the Tax team and the Standard Control Services related costs populated in this table.	N/A

8.4 OPEX

Base information		Data Type			Population approach		
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
8.4	Opex	Actual	N/A	N/A	<p>Opex is categorised in accordance with the Expenditure Summary categories in JEN's Reset RIN Response.</p> <p>JEN uses its ERP system (SAP) to capture costs associated with opex expenditure.</p> <p>PM orders in SAP collect costs based on the activity on which an employee works and the activity to which external costs are associated. These aggregate into Work Breakdown Structures (higher level cost collector) which in turn aggregates the costs at a project level. Master data that is part of the WBS is used to categorise the data into the appropriate regulatory categories as required by the tables within the templates.</p> <p>JEN uses time writing and assessment cycle functionality in SAP to capture internal labour costs. Where practical and appropriate, all employees time write or are assessed using SAP</p>	<p>JEN has enhanced its regulatory reporting capability by developing a suite of reports that were designed to provide data that facilitates the population of the annual RIN templates.</p> <p>Project cost information and general ledger data are extracted from SAP's business warehouse (BW) using a data extraction tool, Business Objects (BO) and exported into Excel.</p> <p>BO reports were developed based on a requirement to provide data that will populate the tables within these templates. The reports use underlying data models and queries to report the data.</p> <p>JEN executes the BO Reports that are associated with the templates, based on the report selection criteria. The report output provides the data required by the table in this template.</p>	Where relevant, assumptions have been made by JEN for each Table number provided below.

Base information		Data Type		Population approach			
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
					assessment cycles to an activity/PM order or to a client e.g. JEN. These form the direct costs incurred for a respective activity. External costs are goods receipted against purchase orders issued to external vendors. Purchase orders contain the PM order and WBS Element information.		
Table 8.4.1	Operating & Maintenance Expenditure – By Purpose (Audited Statutory Accounts)	Actual	N/A	N/A	Refer to overall comments for table 8.4 above. The data agrees to JEN's audited financial statements for the current reporting year and the underlying TB.	Refer to JEN's methodology for the tables within the templates as described above.	N/A
Table 8.4.1	Operating & Maintenance Expenditure – By Purpose	Actual	N/A	N/A	Refer to overall comments for table 8.4 above.	The direct costs of operating & maintenance activities of each service category is derived from SAP ERP system. JEN allocates overheads to these activities based on its internal policies and in accordance with the AER approved Cost Allocation Method. The overheads included in this template consist of an allocation of	N/A

Base information		Data Type		Population approach			
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>residual Asset Management, Service Delivery, Property and corporate overheads.</p> <p>These residual costs are allocated on the basis of direct costs. JEN believes that allocating overheads on the basis of direct cost to each WBS element is the best approach to provide data.</p> <p>In addition, refer to JEN's methodology for the tables within the templates as described above.</p>	
		Allowances	N/A	N/A	<p>Six months to Dec'20</p> <p>AER Substitute Decision 2016-20 PTRM and the regulatory reporting statement submitted by JEN alongside its 2016-20 regulatory proposal (30 April 2015) (regulatory proposal), table 3.2.1.1.</p> <p>Six months to Jun'21</p> <p>Final determination 2021-26 opex model</p>	<p>Six months to Dec'20</p> <p>Allowances were extracted from AER Substitute Decision 2016-20 PTRM and converted to nominal amounts that align to the categories identified in JEN's regulatory proposal at table 3.2.1.1 current opex categories and cost allocations. JEN made some adjustments to these allocations to these categories, including taking 50% of 2020 allowances for the six months to Dec '20, to make this information more meaningful, based on cost analysis of its 2014 base year. The</p>	N/A

Base information		Data Type		Population approach			
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>adjustments that JEN has made are set out in Appendix A.</p> <p>Actual CPI inputs are sourced from the ABS (6401.0 - Consumer Price Index, Australia) with reference to the all groups CPI inflation series A2325846C, which is the weighted average for the eight capital cities.</p> <p>The AER's substitute determination for JEN's 2016-20 regulatory period specified that CPI should be calculated based on a June quarter end, which assumes mid-year timing for calendar year analysis. As regulatory allowances within the AER's Post Tax Revenue Model are set as 'end of period', real 2015 dollar allowances are first deflated from December 2015 to June 2015 by a half year adjustment. For escalating a real 2015 allowance to nominal dollars, the half year adjustment factor is $= 1/(1 + 2.31\%)^{(0.5)} = 0.989$.</p> <p>Consistent with the lagged CPI approach applied by the AER within JEN's price control mechanism formulas, the June 2020 CPI value is</p>	

Base information		Data Type		Population approach			
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
						<p>based on the movement between June 2019 and June 2014 = $(\text{Jun19}/\text{Jun14})-1 = (114.8/105.9)-1 = 0.08404$.</p> <p>The real 2015 allowance is therefore escalated to nominal dollars by multiplying the allowance by a factor of $0.989*(1 + 0.08404) = 1.0730$.</p> <p><u>Six months to Jun'21</u></p> <p>The AER's opex allowance in JEN's determination for the intervening period (i.e. January to June 2021) are set in real December 2020 dollar basis.</p> <p>For escalating the real December 2020 allowance to June 2021, consistent with the AER's final determination, the inflation rate is sourced directly from the final determination 2021-26 opex model of 0.54%.</p> <p>The real 2020 allowance is therefore escalated to June 2021 dollars by multiplying by a factor of $(1+0.54\%)=1.0054$.</p>	

Base information		Data Type		Population approach			
Table number	Table Name	Actual or Estimate	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 8.4.2	Operating and Maintenance Expenditure - By Purpose - Margins Only	Actual	N/A	N/A	JEN obtained related party margin information from its Related Entity's SAP transactions.	The related party margins of operating & maintenance activities of each service category is derived from SAP ERP system.	N/A
Table 8.4.3	Operating and Maintenance Expenditure - Explanation Of Material Difference	N/A	N/A	N/A	N/A	Where applicable, JEN's experienced engineers analyse the actual data against the allowances. From this analysis, variance commentary is drawn and reported for items where the variance is > ±10%.	N/A

9.5 TUOS

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 9.5.1	TUOS Charges (AEMO)	Actual	N/A	N/A	General Ledger (GL) Account and AEMO invoices.	Amount is taken from the relevant General Ledger account at year end. This amount is then reconciled to the AEMO invoice data that is captured in an excel file on a monthly basis.	N/A
Table 9.5.2	Transmission Connection Fees	Actual	N/A	N/A	GL Account and AusNet Services invoices.	Amount is taken from the relevant General Ledger account at year end. This amount is then reconciled to the AusNet Services invoice data is captured in an excel file on a monthly basis.	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 9.5.3	Cross Boundary Network Charges	Actual	N/A	N/A	<p>CitiPower and Powercor: The data is obtained from 'IMS_WholesaleMeterReporting' database for each month. The data is then captured in an excel file on a monthly basis. The data is then reported out of JEN's relevant GL account at the year end.</p> <p>AusNet Services: The data is received from AusNet and checked for accuracy. The data is then captured in an excel file on a monthly basis. The amount is reported out of JEN's relevant GL account at year end.</p>	<p>CitiPower and Powercor: Cross-boundary charges are calculated using the AER approved rates (exclusive of Jurisdictional Scheme tariffs) and sent to CitiPower and Powercor for checking. Once confirmed, JEN sends out the invoices. Total charged for the year is reported out of the relevant General Ledger account.</p> <p>AusNet Services: AusNet Services calculates the charges and sends to JEN for approval. Total incurred for the year is reported out of the relevant General Ledger account.</p>	N/A
Table 9.5.4.1	Payments to Embedded Generators – Avoided Transmission Costs	Actual	N/A	N/A	As per schedule 7.8 Avoided TUOS Payments	As per schedule 7.8 Avoided TUOS Payments.	N/A

Base information		Data Type			Population approach		
Table number	Table name	Actual or Estimated	Basis for, approach used and assumptions made for estimates, and reasons why best estimate	If estimate, actions to report actual data in future	Source	Methodology	Assumptions
Table 9.5.4.2	Payments to Embedded Generators – Avoided TUoS Usage Charges	Actual	N/A	N/A	N/A	N/A	N/A

P1 COST REFLECTIVE TARIFF AND METERING

P1.1 DISTRIBUTION CUSTOMER NUMBERS – BY METER TYPE

Actual Information

Variable	Source and why actual	Methodology	Assumptions
A. Residential Type 1-3 Type 4 Type 5 Type 6	<p>The data is sourced from SAP ERP & SAP AMI. Type 4 and 5 meters are created as assets in SAP AMI system and Type 1-3 and Type 6 meters were created as assets in SAP ERP system.</p> <p>Customer accounts by tariff type are based on the billing system (SAP ISU module)</p>	<p>Distinct count of billable distribution customer data is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The materials are filtered by following parameters:</p> <ul style="list-style-type: none"> ➤ Material numbers = 22912, 22913, 22901, 22905, 22917, 22911, 22999, 22918 (Type 1-3) ➤ Material numbers = 22305, 22306, 22308, 22310, 22311, 22312 (Type 4,5) ➤ Material numbers = 22316, 22317 (Type 6) <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. • Customers can have more than one meter. Therefore, this is different to the methodology of reporting the volumes of meter types in JEN's RIN C Category Analysis Table 4.2.1 where multiple devices for an individual distribution customer are included in the count. Therefore the figures for Type 4, 5 and 6 in Table 4.2.1 will not match figures in Table P1.1 	No assumptions have been made
B. Non-residential (Low Voltage)		<p>Distinct count of billable distribution customer data is extracted from SAP's business warehouse (BW) and exported into Excel.</p>	No assumptions

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
Type 1 -3 Type 4 Type 5 Type 6		<p>The materials are filtered by following parameters:</p> <ul style="list-style-type: none"> ➤ Material numbers = 22912, 22913, 22901, 22905, 22917, 22911, 22999, 22918 (Type 1-3) ➤ Material numbers = 22305, 22306, 22308, 22310, 22311, 22312 (Type 4,5) ➤ Material numbers = 22316, 22317 (Type 6) <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. • Customers can have more than one meter. Therefore, this is different to the methodology of reporting the volumes of meter types in JEN's RIN C Category Analysis Table 4.2.1 where multiple devices for an individual distribution customer is included in the count. Therefore the figures for Type 4, 5 and 6 in Table 4.2.1 will not match figures in Table P1.1 	have been made
C. Non- residential (High Voltage and above) Type 1 -3 Type 4	Jemena is not responsible for metering for any customers that fit into the "Non- residential (High Voltage and above)".		

P1.2 DISTRIBUTION CUSTOMER NUMBERS – NON COST REFLECTIVE TARIFFS -INTERVAL/SMART METERS

Actual Information

Variable	Source and why actual	Methodology	Assumptions
A. Residential	<p>The data is sourced from SAP. Type 4 and 5 meters are created as assets in SAP AMI system.</p> <p>Customer accounts by tariff type are based on the billing system (SAP ISU module).</p>	<p>Distinct count of billable distribution customer data for the A100 tariff is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The materials are filtered by following parameters:</p> <ul style="list-style-type: none"> ➤ Material numbers = 22305, 22306, 22308, 22310, 22311, 22312 (Type 4,5) <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. <p>Residential non cost reflective tariff:</p> <ul style="list-style-type: none"> • A100 – Residential Single Rate 	N/A
B. Non – residential (Low Voltage)		<p>Distinct count of billable distribution customer data for the A200 tariff is extracted from SAP's business warehouse (BW) and exported into Excel.</p>	

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
		<p>The materials are filtered by following parameters:</p> <ul style="list-style-type: none"> ➤ Material numbers = 22305, 22306, 22308, 22310, 22311, 22312 (Type 4,5) <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. <p>Non – residential low voltage non cost reflective tariff:</p> <ul style="list-style-type: none"> • A200 – Small Business Single Rate 	

P1.3 NMI COUNT – BY TARIFF TYPE

Actual Information

Variable	Source and why actual	Methodology	Assumptions
<p>A. Residential</p> <p>1. Cost Reflective</p>	<p>JEN's AMI SAP and ERP SAP systems are the source of actual data for network customer numbers.</p> <p>Customer accounts by tariff type are based on the billing system (SAP ISU module)</p>	<p>Distinct count of billable NMIs (distribution customers) by tariff type is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The distribution customers by tariff type reported is the number of customers at the end of the reporting period. The data extracted only</p>	N/A

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
		<p>includes energised customers. De-energised customers are excluded from the count.</p> <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. Unmetered customers are also excluded from the report. • This is different to the methodology for reporting customer numbers in JEN's Economic Benchmarking RIN template Table 3.4.2.1 where the total network customers are reported as the average number of customers at the start and at the end of the reporting period, and include all energised, de-energised and unmetered customers. Therefore, the total customer numbers in Table P1.3 will not match Table 3.4.2.1. <p>Residential cost reflective tariffs:</p> <ul style="list-style-type: none"> • A10D – Residential Demand • A10X – Flexible • A10I - Time of Use Interval Meter (closed to new entrants) • A140 - Time of Use (closed to new entrants) 	
<p>A. Residential</p> <p>2. Non-Cost Reflective</p>	<p>JEN's AMI SAP and ERP SAP systems are the source of actual data for network customer numbers.</p>	<p>Distinct count of billable NMI's (distributed customers) by tariff type is extracted from SAP's business warehouse (BW) and exported into Excel.</p>	<p>N/A</p>

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
	Customer accounts by tariff type are based on the billing system (SAP ISU module) which does not include de-energised and unmetered customers	<p>The distribution customers by tariff type reported is the number of customers at the end of the reporting period. The data extracted only includes energised customers. De-energised customers are excluded from the count.</p> <p>2020-21</p> <ul style="list-style-type: none"> Number of distinct energised distribution customers based on the type of meter device reported are: <ul style="list-style-type: none"> as at 30 June for the period 2020-21 De-energised customers are excluded in the report as those customers are not billable. Unmetered customers are also excluded from the report. This is different to the methodology for reporting customer numbers in JEN's Economic Benchmarking RIN template Table 3.4.2.1 where the total network customers are reported as the average number of customers at the start and at the end of the reporting period, and include all energised, de-energised and unmetered customers. Therefore, the total customer numbers in Table P1.3 will not match Table 3.4.2.1. <p>Residential non cost reflective tariff:</p> <ul style="list-style-type: none"> A100 – Residential Single Rate 	
<p>B. Non-Residential – Low Voltage</p> <p>1. Cost Reflective</p>	JEN's AMI SAP and ERP SAP systems are the source of actual data for network customer numbers.	<p>Distinct count of billable NMLs (distributed customers) by tariff type is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The distribution customers by tariff type reported is the number of customers at the end of the reporting period. The data extracted only</p>	N/A

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
	<p>Customer accounts by tariff type are based on the billing system (SAP ISU module) which does not include unmetered customers</p>	<p>includes energised customers. De-energised customers are excluded from the count.</p> <p>2020-21</p> <ul style="list-style-type: none"> • Number of distinct energised distribution customers based on tariff type reported are: <ul style="list-style-type: none"> ○ as at 30 June for the period 2020-21 • De-energised customers are excluded in the report as those customers are not billable. Unmetered customers are also excluded from the report. • This is different to the methodology for reporting customer numbers in JEN's Economic Benchmarking RIN template Table 3.4.2.1 where the total network customers are reported as the average number of customers at the start and at the end of the reporting period, and include all energised, de-energised and unmetered customers. Therefore, the total customer numbers in Table P1.3 will not match Table 3.4.2.1. <p>Non- residential – low voltage cost reflective tariffs:</p> <ul style="list-style-type: none"> • A20D - Small Business Demand • A210 - Time of Use Weekdays • A230 - Time of Use Weekdays - Demand • A23N - Time of Use - Opt Out • A250 - Time of Use Extended (closed to new entrants) • A270 - Time of Use Extended - Demand (closed to new entrants) • A300 - LV 0.4 - 0.8 GWh • A30E- LVEN Annual Consumption <= 0.8 GWh 	

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
		<ul style="list-style-type: none"> A320 - LV 0.8+ - 2.2 GWh A32E - LVEN 0.8+ - 2.2 GWh A340 - LV 2.2+ - 6.0 GWh A34E - LVEN 2.2+ GWh A34M - LVMS 2.2+ - 6.0 GWh (closed to new entrants) A370 - LV 6.0+ GWh A37M - LVMS 6.0+ GWh (closed to new entrants) 	
<p>B. Non-Residential – Low Voltage</p> <p>2. Non- Cost Reflective</p>	<p>JEN's AMI SAP and ERP SAP systems are the source of actual data for network customer numbers.</p> <p>Customer accounts by tariff type are based on the billing system (SAP ISU module) which does not include de-energised and unmetered customers</p>	<p>Distinct count of billable distribution customer data by tariff type is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The distribution customers by tariff type reported is the number of customers at the end of the reporting period. The data extracted only includes energised customers. De-energised customers are excluded from the count.</p> <p>2020-21</p> <ul style="list-style-type: none"> Number of distinct energised distribution customers based tariff type reported are: <ul style="list-style-type: none"> as at 30 June for the period 2020-21 De-energised customers are excluded in the report as those customers are not billable. Unmetered customers are also excluded from the report. This is different to the methodology for reporting customer numbers in JEN's Economic Benchmarking RIN template Table 3.4.2.1 where the total network customers are reported as the average number of customers at the start and at the end of the reporting period, and include all energised, de-energised 	

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
		<p>and unmetered customers. Therefore, the total customer numbers in Table P1.3 will not match Table 3.4.2.1.</p> <p>Non - residential non cost reflective tariff:</p> <ul style="list-style-type: none"> A200 – Small Business Single Rate 	
<p>C. Non-Residential – High Voltage</p> <p>1. Cost Reflective</p>	<p>JEN's AMI SAP and ERP SAP systems are the source of actual data for network customer numbers.</p> <p>Customer accounts by tariff type are based on the billing system (SAP ISU module) which does not include unmetered customers</p>	<p>Distinct count of billable distribution customer data by tariff type is extracted from SAP's business warehouse (BW) and exported into Excel.</p> <p>The distribution customers by tariff type reported is the number of customers at the end of the reporting period. The data extracted only includes energised customers. De-energised customers are excluded from the count.</p> <p>2020-21</p> <ul style="list-style-type: none"> Number of distinct energised distribution customers based on tariff type reported are: <ul style="list-style-type: none"> as at 30 June for the period 2020-21 De-energised customers are excluded in the report as those customers are not billable. Unmetered customers are also excluded from the report. This is different to the methodology for reporting customer numbers in JEN's Economic Benchmarking RIN template Table 3.4.2.1 where the total network customers are reported as the average number of customers at the start and at the end of the reporting period, and include all energised, de-energised and unmetered customers. Therefore, the total customer numbers in Table P1.3 will not match Table 3.4.2.1. 	<p>N/A</p>

P1 COST REFLECTIVE TARIFF AND METERING

Variable	Source and why actual	Methodology	Assumptions
		<p>Non- residential – high voltage cost reflective tariffs:</p> <ul style="list-style-type: none"> • A400 - HV • A40E - HVEN • A40R - HVRF (closed to new entrants) • A480 - HV Annual Consumption >= 55 GWh • A500 - Subtransmission • A50A - Subtransmission MA • A50E - Subtransmission EG 	