UTILITIES COMMISSION
OF THE NORTHERN TERRITORY

NORTHERN TERRITORY ELECTRICITY INDUSTRY PERFORMANCE CODE

25 OCTOBER 2017

Version 3 - as varied XX XXXX 202X

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FOREWORD

This second version of the Northern Territory Electricity Industry Performance Code (Code):

- is made by the Utilities Commission of the Northern Territory pursuant to section 24 of the *Utilities Commission Act 2000* (NT);
- commences operation on 1 July 2023 and
- replaces the previous versions of the Code.

Notice of the making of the Code was published in the Gazette on 8 June 2023.

Any questions regarding the Code should be directed in the first instance to the Commission, at any of the following:

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Amendment History

Version	**Date made**	**Date of Commencement**
1	25 October 2017	25 October 2017
2	8 June 2023	1 July 2023
3	XX XXXX 202X	XX XXXX 202X

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1 Introduction

1.1 Authority

1.1.1 This Electricity Industry Performance Code *(*Code) is made by the Utilities Commission (Commission) of the Northern Territory under section 24 of the Act.

1.1.2 The Commission is authorised to make a Code relating to standards of service in the electricity supply industry and supply of electricity in the electricity supply industry under section 24 of the Act and regulation 2B of the Utilities Commission Regulations.

1.2 Scope

1.2.1 Without limiting clause 1.1.2, the Code may deal with any one or more of the following:

(a) standards of service by licensed entities in the electricity supply industry;

(b) performance indicators for standards of service by licensed entities in the electricity supply industry; and

(c) payments to certain customers if specified standards of service are not met.

1.2.2 In making this Code**,** making a decision to vary or revoke any part of the Code, or in approving the proposed target standards for network entities, or in making any other decision under this Code the Commission will:

(a) seek to promote and achieve the object of the Act***;***

(b) seek to promote and achieve the object of the ERA***;***

(c) have regard to matters listed in section 6(2) of the Act; and

(d) have regard to good electricity industry practice.

1.3 Date of commencement

1.3.1 This Code takes effect on and from the Commencement Date.

1.4 Application

1.4.1 This Code applies to electricity entities in the Northern Territory.

1.4.2 To avoid doubt, this Code will only apply to an electricity entity to the extent that it provides generation services, network services, or retail services in a regulated network.

1.5 Guidelines

1.5.1 The Commission may publish guidelines relating to (among other things) the application or interpretation of matters arising under this Code including, but not limited to:

(a) administrative procedures and arrangements the Commission intends to adopt when administering the Code; and

(b) the Commission's interpretation of any clauses or terms used in this Code.

1.5.2 In publishing a guideline under clause 1.5.1, the Commission must:

(a) give notice to all electricity entities; and

(b) publish the guideline on the Commission's website.

1.5.3 A guideline takes effect from the date of publication or from such later date as the Commission specifies in the guideline.

1.6 Directions

1.6.1 The Commission may issue a direction to an electricity entity regarding any matter related to this Code. An electricity entity must comply with any direction issued (and notified in writing) by the Commission to the electricity entity from time to time.

1.6.2 Without limiting clause 1.6.1, the Commission may issue a direction requiring the electricity entity to:

(a) segment performance indicators; and

(b) report on performance indicators and guaranteed service levels**;**

in any way the Commission considers is appropriate in the circumstances.

1.7 Interpretation

1.7.1 The *Interpretation Act* applies to the interpretation of this Code.

1.7.2 Unless the contrary intention is apparent:

(a) a reference to a clause or schedule is a reference to a clause or schedule in this Code;

(b) a reference in this Code to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, the document or provision; and

(c) not used.

(d) without limiting clause 1.7.1:

(i) the word ‘may’ in conferring a power will be interpreted to imply a power may be exercised or not, at discretion;

(ii) the word ‘must’ in conferring a function will be interpreted to mean the function so conferred must be performed.

1.7.3 Schedules to this Code form part of this Code.

1.7.4 If there is any inconsistency between the substantive provisions of this Code and the provisions of any schedules then the provisions of the substantive provisions will prevail to the extent of the inconsistency and the provisions of this Code will be construed accordingly.

1.8 Preservation of other obligations

1.8.1 Nothing in this Code will derogate from any obligation imposed upon an electricity entity under an applicable regulatory instrument.

1.9 Exemptions

1.9.1 The Commission may issue an exemption to an electricity entity or other person to whom this Code applies, that exempts the holder from the obligation to comply with one or more provisions of this Code.

1.9.2 An exemption:

(a) must be in writing;

(b) must identify the holder of the exemption and the provisions that the exemption applies to; and

(c) may be subject to conditions determined by the Commission.

1.9.3 The holder of an exemption must comply with any conditions of the exemption.

1.9.4 The Commission may, in writing, cancel or modify an exemption (including the conditions of an exemption).

1.9.5 Before it cancels or modifies an exemption, the Commission must notify the holder and must give the holder a reasonable opportunity to make representations to the Commission about the matter.

1.9.6 The Commission may publish information on its website about exemptions issued, modified or cancelled under this clause 1.9.

1.9.7 In deciding whether to issue, modify or cancel an exemption, the Commission:

(a) will have regard to the objects of the Act and the ERA and the matters listed in section 6(2) of the Act and section 44C of the ERA; and

(b) may have regard to such other matters that the Commission considers relevant.

2 Adding to or Amending this Code

2.1 Variation or revocation by the Commission under the Act

2.1.1 The Commission may at any time vary or revoke any part of this Code in accordance with section 24 of the Act.

2.2 Request for variation or revocation

2.2.1 An electricity entity or interested stakeholder may request the Commission to vary or revoke any part of this Code.

2.2.2 Unless the Commission considers the request is made on trivial or vexatious grounds (in which case the Commission may immediately reject the request) an application to vary or revoke any part of this Code will be dealt with by the Commission in accordance with this clause 2.

2.3 Matters to which the Commission will have regard to in making a decision

2.3.1 In deciding whether to vary or revoke this Code (or any part of this Code) under clause 2.1 and 2.2, or impose any additional or varied obligations on an electricity entity, the Commission will seek to promote and achieve the objects of the Act and the ERA and will have regard to the matters listed in section 6(2) of the Act and good electricity industry practice.

3 Target Standards for Network Entities

3.1 Establishing target standards

3.1.1 A network entity must develop target standards for a regulatory control period in accordance with this clause 3.1 and submit the proposed target standards to the Commission for approval.

3.1.2 The submission required under clause 3.1.1 must:

(a) set out the proposed target standards on a year-by-year basis for the regulatory control period;

(b) include the performance indicators requiring a target standard in schedule 3;

(c) be segmented in accordance with clause 7 and schedule 3;

(d) be calculated and defined in accordance with schedule 3;

(e) contain sufficient information and documentation to support the submission including:

i. historical outcomes (for example, at least the last four years and the current regulatory periods' performance data) and benchmarking information;

ii. a list of feeders by feeder categories;

iii. information on stakeholder engagement, including engagement with other electricity entities;

iv. evidence and justification for targets that do not match historical outcomes;

v. evidence and justification for any substantial change in targets including detailed information on the cost to achieve the current target and cost to achieve the proposed target, and specific stakeholder engagement;

vi. specifically addressing the object of the Code;

vii. where relevant, specifically addressing individual elements of section 6(2) of the Act; and

viii. any other information requested by the Commission

3.1.3 A network entity must provide all additional information requested by the Commission from time to time in relation to the proposed target standards within the timeframe specified by the Commission.

3.1.4 In deciding whether to approve the proposed target standards, the Commission may consult with other electricity entities, the Minister and anyone else it considers pertinent.

3.1.5 The Commission may approve the proposed target standards subject to such conditions as it considers appropriate.

3.1.6 If in the Commission's reasonable opinion a target standard is contrary to the object of the Act or the ERA or the matters listed in section 6(2) of the Act or good electricity industry practice, the Commission may vary that target standard (in which case the Commission must provide reasonable notice to the network entity) at any time and in any way the Commission sees fit (but not in a manner that is inconsistent with the Act).

3.1.7 If the Commission does not receive or approve the proposed target standards under this clause 3.1 by the date 12 months prior to the start of a regulatory control period, the Commission may, prior to the commencement of that regulatory control period, set a target standard for each performance indicator requiring a target standard in any way the Commission sees fit.

3.1.8 Where the submission is complete (as set out in clause 3.1.2) and provided sufficient stakeholder engagement has been undertaken, the Commission must make a decision on the network entity's proposed submission within three months of receipt of the submission.

3.2 Varying the target standards

3.2.1 A network entity may at any time request the Commission to vary one or more of its target standards.

3.2.2 A request under clause 3.2.1 must state the reasons for varying the target standards and include information as per clause 3.1.2.

3.2.3 The Commission will deal with the request as per clauses 3.1 to clause 3.1.8.

3.2.4 A variation to a target standard under this clause 3.2.1 will take effect on a date specified by the Commission. The Commission is to consult with the relevant network entity before deciding on the effective date of change.

3.3 Target standard obligations

3.3.1 A network entity must use its best endeavours to meet the target standards approved by the Commission under this clause 3.

3.4 Publication of target standards

3.4.1 The Commission will publish the target standards and associated information on the Commission's website

4 Guaranteed Service Level Scheme

4.1 GSL Payment

4.1.1 Clause 4 applies to network entities, retail entities and small customers**.**

4.1.2 A network entity must use its best endeavours to meet the guaranteed service levels applying to the network entity.

4.1.3 If a network entity does not meet a guaranteed service level in relation to a small customer it must pay that small customer the relevant GSL payment set out in schedule 1 for that guaranteed service level in accordance with this clause 4.

4.1.4 A network entity must determine the amount of the GSL payment (if any) that each eligible small customer is entitled to under this clause 4.

4.1.5 Where the guaranteed service level is based on performance within a financial year, the network entity must determine the amount of the GSL payment by 31 August following the end of the relevant financial year. Where the guaranteed service level is based on an event (with a payment made per event or per day) the network entity must determine the amount of the GSL payment as soon as practicable after the event.

4.1.6 When determining financial year-based GSL payments, network entities must base the assessment on the performance at the relevant premises across the financial year, which may include multiple customers and meters. Payment for these GSL payments must be made to the small customer at the premise as at 30 June of the financial year.

4.1.7 A network entity is not required to make a GSL payment under clause 4.1.3 if the cause of the network entity's failure to meet the guaranteed service level is one or more of the events set out in clause 7.2.3.

4.1.8 When a network entity has determined a GSL payment is required under clauses 4.1.4 and 4.1.5 then, subject to clause 4.1.7, the network entity must either (at its election):

(a) pay the eligible small customer the relevant amount of the GSL payment directly; or

(b) notify the retail entity for an eligible small customer of the amount of the GSL payment for that eligible small customer and the manner in which that GSL payment was determined and make that GSL payment to the eligible small customer's retail entity in accordance with clause 4.3;

as soon as reasonably practicable after that entitlement is determined under clause 4.1.5.

4.1.9 GSL payments to eligible small customers can be in the form of a rebate (that is, a credit on the customer's bill), credit, cheque or bank transfer, or as agreed between the eligible small customer and electricity entity.

4.1.10 After receiving a notice from a network entity under clause 4.1.8(b), the retail entity must pay the relevant eligible small customer the amount of the GSL payment as soon as practicable.

4.1.11 Upon payment of the GSL payment, the relevant electricity entity must provide the eligible small customer with the details provided by the network entity describing the manner in which that GSL payment was determined.

4.1.12 Nothing in this clause 4.1 will entitle a network entity to recover any GSL payment from an eligible small customer.

4.2 Ceased eligible small customer

4.2.1 If an eligible small customer, before receiving payment to which it is entitled under clause 4.1.4, notifies its retail entity or network entity that it will cease being a customer of the entity, the retail entity or network entity will include, if reasonably possible, the GSL payment in the customer's final bill.

4.2.2 If a GSL payment is not made in the eligible small customer's final bill then the network entity (and relevant retail entity) must use best endeavours to locate and pay the eligible small customer.

4.2.3 If, after 12 months of ceasing being a customer, the retail entity or network entity is not able to locate the eligible small customer under clause 4.2.2, neither the network entity nor the retail entity will have any further obligations under clause 4.1.8 or 4.2 in relation to that GSL payment.

4.3 Payments between network entities and retail entities

4.3.1 At the request of the retail entity**,** the network entity must pay any reasonable charges:

(a) for costs incurred by the retail entity in providing services under clauses 4.1.9, 4.1.10 and 4.1.11; and

(b) approved by the Commission.

4.3.2 A network entity must ensure that the retail entity is reimbursed for any GSL payment passed through or required to be passed through by that retailer to an eligible small customer after notifying the retail entity under clause 4.1.8(b).

4.3.3 A retail entity must provide written confirmation to the network entity of any GSL payments made by the retail entity to an eligible small customer under clause 4.1.8(b).

4.3.4 Upon receipt of confirmation pursuant to clause 4.3.3, a network entity must reimburse the retail entity for the payment of the GSL payment and any charges provided for in clause 4.3.1 within 21 days or as otherwise agreed with the retail entity.

4.3.5 The retail entity or network entity must cooperate to ensure a timely and accurate GSL payment is paid to each eligible small customer in accordance with this clause 4.

4.4 Effect of a GSL payment

4.4.1 To avoid doubt, a network entity does not make any admission of legal liability or a breach of the Code or other applicable codes and laws in making a GSL payment.

4.4.2 To avoid doubt, a retail entity does not make any admission of legal liability or a breach of the Code or other applicable codes and laws when a network entity makes, or is required to make, a GSL payment that is passed through the retail entity to a customer.

4.5 GSL complaints

4.5.1 If a dispute arises relating to a network entity in respect of any matter relating to or in connection with GSL payments, the network entity must attempt to resolve the dispute by negotiations in good faith.

4.5.2 Complaints against network entities owned by the Northern Territory Government must be made to the Northern Territory Ombudsman and must be made in accordance with applicable procedures in the Ombudsman Act.

4.5.3 Complaints against network entities not owned by the Northern Territory Government must be made to the Commission.

4.6 GSL complaints to the Commission

4.6.1 Complaints to the Commission under clause 4.5.3 are subject to the following rules and process.

4.6.2 A group of small customers with substantially the same dispute to resolve with a network entity may elect to resolve that dispute individually or collectively.

4.6.3 If the disputing parties cannot resolve the dispute by negotiations in good faith within 10 business days of the dispute first arising, a small customer may make a complaint to the Commission about the network entity on the following grounds:

(a) the small customer is eligible for a GSL payment;

(b) an error has been made in relation to a GSL payment and as a result, the small customer has been adversely affected; or

(c) the bona fide attempts made by the small customer to resolve the dispute with a network entity have failed.

4.6.4 A complaint under clause 4.5.3:

(a) must be in writing;

(b) must be made within one year after the small customer first becomes aware of the action or conduct that is the subject of the complaint; and

(c) contain details of the grounds of the complaint, including:

i. reasons why the small customer is of the view that they are entitled to receive a GSL payment; and

ii. details showing how the small customer has made a genuine, but unsuccessful, attempt to resolve the dispute with the network entity.

4.6.5 A small customer can authorise a retail entity to act on their behalf in relation to a dispute.

4.6.6 Subject to the rules of natural justice, the Commission must conduct a dispute resolution process with as little formality and technicality and as much expedition as possible.

4.6.7 In determining a dispute under clause 4.6.5, the Commission may:

(a) seek and review all the information the Commission deems necessary;

(b) consult other persons as the Commission sees fit;

(c) take measures as the Commission sees fit to expedite the completion of the dispute resolution process; and

(d) make any order that it considers expedient to dispose of the dispute.

4.6.8 The Commission must deliver to the disputing parties a written determination that sets out the reasons for the determination and findings of fact on which the determination is based.

4.6.9 The findings of the Commission are final and binding on the disputing parties and the network entity must give effect to the Commission's findings including making any GSL payments required by the Commission's findings.

4.7 Review of GSL Scheme

4.7.1 The Commission must complete a review of the performance indicators, guaranteed service levels and GSL payment amounts in schedule 1 at least 20 months prior to the start of a new regulatory control period for electricity networks.

5 Reporting

5.1 Obligations to report actual performance

5.1.1 Retail entities and generator entities must, no later than 31 August, submit to the Commission a report on their actual performance against the performance indicators for the previous financial year.

5.1.2 Network entities must, no later than 31 October, submit to the Commission a final report, on their actual performance against the performance indicators for the previous financial year.

5.1.3 Not used.

5.2 Requirements

5.2.1 A report under clauses 5.1.1 and 5.1.2 must:

(a) in relation to generation services, include the performance indicators set out in schedule 2;

(b) in relation to network services, include the performance indicators set out in schedules 1 and 3.

(c) in relation to retail services, include performance indicators set out in schedule 4, noting only small customers are required to be reported against; and

(d) be segmented in accordance with clause 7 and as per the relevant schedules.

5.2.2 A report under this clause 5 must include:

(a) a responsibility statement;

(b) relevant internal audit reports; and

(c) four years of historical data plus the reporting period data.

5.2.2A The methodology and segmentation used for the reporting of historical data under clause 5.2.2(c) must be consistent with the methodology and segmentation used for the reporting of reporting period data under clause 5.2.2(c).

5.2.3 The Commission may request further information or clarification in relation to a report submitted under this clause 5.

5.2.4 An electricity entity must respond to a request under clause 5.2.3 within 20 business days of receipt of request or as otherwise specified by the Commission.

5.3 Reporting against target standards for network entities

5.3.1 If a network entity fails to meet a target standard for a reporting period, the report submitted to the Commission by that network entity for the reporting period under this clause 5 must include:

(a) a statement of the reasons for that failure;

(b) a statement that explains and demonstrates how the network entity has used its best endeavours to meet the relevant target standard; and

(c) a statement on the measures the network entity proposes to take to ensure the relevant target standard will be met ongoing into the future.

5.4 IEEE 2.5 beta events for network entities

5.4.1 If a natural event occurs that is, or that may be, identified as a statistical outlier using the IEEE 2.5 beta method (IEEE 2.5 beta event) the network entity must notify the Commission in writing within 14 business days of the event occurring.

5.4.2 If a network entity excludes a network outage from the adjusted category or GSL payments in accordance with clause 7.2.3(f), the network entity must issue a report to the Commission within 30 business days of the network outage event.

5.4.3 A report submitted to the Commission under clause 5.4.2 must include:

(a) the relevant event identified under clause 7.2.3(f);

(b) information and documentation on the circumstances surrounding the event;

(c) the impact of the event on the network entity's ability to meet the guaranteed service levels*;*

(d) the extent of the exclusion from the adjusted category;

(e) the proposed extent of the exclusion;

(f) reasons why the Commission should consider the event as an exclusion; and

(g) the network entity's calculations and workings used to identify a statistical outlier using the IEEE 2.5 beta method.

5.4.4 The Commission will review the information provided by the network entity to verify that the event was outside the control of the network entity.

5.4.5 As part of its review under clause 5.4.4, the Commission may consult with other persons as the Commission sees fit and request additional information from the network entity.

5.4.6 If the Commission is not satisfied the event was outside the control of the network entity, it may disallow the event as an excluded event for GSL payments under clause 4.1 and reporting purposes under clause 5.

5.4.7 The network entity must use its best endeavours to minimise the events and interruptions set out in clause 7.2.3.

5.5 The Commission's obligations

5.5.1 On receipt of a report submitted under this clause 5, the Commission:

(a) must publish an assessment of the report within a reasonable time;

(b) may make the report publicly available; and

(c) must ensure any information made publicly available by the Commission complies with section 26 of the Act.

6 Data Quality

6.1 Data quality

6.1.1 An electricity entity must, in accordance with good electricity industry practice:

(a) periodically collect and maintain data (in connection with the target standards, performance indicators or reporting requirements under clause 5), as is reasonably sufficient for the purpose of complying with its obligations under this Code and enabling the Commission to perform its functions under this Code; and

(b) make this data available on request to the Commission and an auditor appointed under clause 6.2 or clause 6.3.

6.2 Periodic audit of data

6.2.1 An electricity entity must undertake an independent audit to ensure compliance with clause 6.1.1(a) at least once every three years for each performance indicator that the electricity entity is required to report against pursuant to clause 5.

6.2.2 The first auditing period will be from 2017-18 to 2019-20, and thereafter every three years.

6.2.3 An independent auditor appointed under this clause 6 must have the necessary technical expertise, be appointed for no longer than a six-year period and not be reappointed for a further three years after a six-year appointment.

6.2.4 An electricity entity must consult with the Commission in relation to the scope of an audit required by clause 6.2.1 and its preferred potential independent auditor before appointing an independent auditor.

6.2.5 If an electricity entity fails to appoint an independent auditor under clause 6.2.1 the Commission may appoint an independent auditor to undertake an audit of the electricity entity's compliance with clause 5.

6.3 Additional audit of data

6.3.1 In addition to the audit required under clause 6.2, the Commission may at any time give notice to the electricity entity to require it to appoint an independent auditor to undertake an audit of the electricity entity's compliance with clause 4 and clause 5.

6.3.2 The audit requirements will be determined by the Commission in consultation with the electricity entity.

6.3.3 An auditor appointed under this clause 6.3.1 must have the necessary technical expertise determined by the Commission and notified to the electricity entity.

6.3.4 If the electricity entity fails to comply with a notice given by the Commission under this clause 6.3 by the date set out in the notice, the Commission may appoint an independent auditor to undertake an audit of the electricity entity's compliance with clause 4 and clause 5.

6.3.5 An electricity entity must meet the costs of any audit under this clause 6 including an audit under clause 6.2.5 or 6.3.4.

7 Data Segmentation

7.1 Data segmentation

7.1.1 An electricity entity must segment the performance indicators and GSL payments in accordance with the categories listed against the relevant performance indicator in schedules 1 to 4.

7.2 Adjusted and unadjusted performance indicators

7.2.1 Clause 7.2 applies to network entities.

7.2.2 A network entity must segment the performance indicators separately for the following categories:

(a) adjusted***;*** and

(b) unadjusted***,***

in accordance with schedule 1 and 3 and clause 7.2.3.

7.2.3 A network entity may only exclude an unplanned network interruption from the adjusted category if the event that caused the unplanned network interruption is listed below and was beyond the reasonable control of the network entity:

(a) load shedding due to a generation shortfall;

(b) automatic load shedding due to the operation of under-frequency relays following the occurrence of a power system under-frequency condition;

(c) load shedding at the direction of the system controller;

(d) load interruptions caused by the exercise of any obligation, right or discretion imposed upon or provided for under jurisdictional electricity legislation or national electricity legislation applying to a network entity;

(e) for load interruptions caused or extended by a direction from state or federal emergency services, provided a fault in or the operation of the network did not cause, in whole or part, the event giving rise to the direction; and

(f) IEEE 2.5 beta event.

SCHEDULE 1: GUARANTEED SERVICE LEVEL SCHEME

S.1.1 Performance indicators, guaranteed service levels and GSL payment amounts

S.1.1.1 Table 1 sets out various:

(a) performance indicators;

(b) guaranteed service levels; and

(c) GSL payment amounts, by year.

S.1.2 Guaranteed service levels categories

S.1.2.1 Guaranteed service levels only apply to small customers.

S.1.3 GST

S.1.3.1 All GSL payments specified in Table 1 are inclusive of GST, if applicable.

Table 1

Performance indicators		**2023-24**	**2024-25**	**2025-26**	**2026-27**	**2027-28**	**2028-29**
Duration of a single unplanned network interruption:							
More than 12 hours and less than 20 hours	per event	$99.50	$112.50	$116.00	$119.00	$121.50	$125.00
More than 20 hours	per event	$155.50	$175.50	$181.00	$185.50	$190.00	$195.00
Frequency of unplanned network interruptions:							
More than 12 unplanned network interruptions in a financial year	per financial year	$99.50	$112.50	$116.00	$119.00	$121.50	$125.00
Cumulative duration of unplanned network interruptions:							
More than 20 hours of unplanned network interruptions in a financial year	per financial year	$155.50	$175.50	$181.00	$185.50	$190.00	$195.00
Time for establishing a connection:							
Re-connection of an existing premises – within one business day of receipt by the network entity of a valid request for re-connection from the small customer	per day late, up to a maximum of $300.00	$62.00	$70.00	$72.50	$74.00	$76.00	$78.00
New connection of a customer's premises (excluding connections requiring network extension or augmentation) – within 5 business days of receipt by the network entity of a valid electrical certificate of compliance from the small customer, or as otherwise agreed with the customer	per day late, up to a maximum of $300.00	$62.00	$70.00	$72.50	$74.00	$76.00	$78.00
Time for giving notice of planned interruptions:							
At least 2 business days' notice prior to the commencement of the day upon which the planned interruption will occur		$62.00	$70.00	$72.50	$74.00	$76.00	$78.00

SCHEDULE 2: GENERATION SERVICES PERFORMANCE INDICATORS

S.2.1 Interpretation

S.2.1.1 Where information in this schedule is set out in brackets (namely '[' and ']'), and preceded by the expression 'Example' or 'Note', the information:

(a) is provided to assist readers; and

(b) may be used in interpreting this Code.

S.2.2 Application of schedule 2

S.2.2.1 This schedule defines the performance indicators for generation entities.

S.2.2.2 In particular, this schedule specifies the way in which data must be used to calculate those performance indicators.

S.2.2.3 This schedule is separated into sections: generation service performance indicators; and generating unit availability performance indicators.

S.2.2.4 A generation entity must calculate the performance indicators:

(a) identified in Table 2 of this schedule; and

(b) in accordance with the formulas set out in this schedule or the Definitions and Interpretation schedule.

S.2.2.5 The data used to calculate each performance indicator must correspond with the reporting period for that performance indicator.

S.2.2.6 Intermittent generation, including solar photovoltaic systems and battery energy storage systems are excluded from the application of schedule 2 for the purpose of reporting generating unit availability performance indicators.

S.2.3 Generation services performance indicators

S.2.3.1 Table 2:

(a) lists the generation services performance indicators for the purpose of clause 5 of this Code; and

(b) specifies the way in which these performance indicators must be segmented for reporting under this Code; and

(c) specifies the performance indicators that will be treated as confidential.

S.2.3.2 Where a performance indicator is confidential, the Commission will seek to use the information in aggregated form (that is, combined with other generator entity data).

S.2.3.3 Where there is only one generator entity suppling to the power system, or there is sufficient reason, then individual generator entity data may be reported by the Commission.

Table 2: Generation Services Performance Indicators

Performance Indicator	Report	Confidential	Segmentation
Availability Factor (AF)	Yes	Yes	Power station
Unplanned Availability Factor (UAF)	Yes	Yes	Power station
Equivalent Availability Factor (EAF)	Yes	Yes	Power station
Forced Outage Factor (FOF)	Yes	Yes	Power station
Equivalent Forced Outage Factor (EFOF)	Yes	Yes	Power station

S.2.4 Generating unit availability performance indicators

S.2.4.1 The generating unit availability performance indicators in this clause S.2.4 of this schedule are based on the group performance indices in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 762-2006.

S.2.4.2 When calculating the generating unit availability performance indicators for each power station, only generation outages that are caused by a generation event that relates to generating units that form part of the *same power station* must be included.

[Note: Each value that is used to calculate the generating unit availability performance indicator must be weighted by multiplying the value with the generating unit's gross maximum capacity. All those products are then summed over all of the generating units which make up the relevant power station. Where necessary, this is reflected in the formula. To avoid doubt, each value is weighted while calculating the performance indicator and not after.]

S.2.4.3 Each electricity entity must provide the following information in relation to its generating units and power stations to the Commission in the report submitted to the Commission pursuant to clause 4.1.1 of this Code:

(a) the gross maximum capacity of each generating unit;

(b) any unit derating for each generating unit (permanent or otherwise); and

(c) information that explains any changes in gross maximum capacity or unit derating from the previous reporting period.

[Note: The Commission intends to compare this information with the report submitted for the previous reporting period to assess any changes in gross maximum capacity and unit derating and to ensure that the generating unit availability performance indicators are calculated correctly and accurately to reflect the true availability of generating units in the reporting period.]

S.2.4.4 In circumstances where it is necessary to calculate the 'equivalent partial outage hours' that a generating unit is unavailable due to a generation outage that results in a unit derating, the following formula will be used:

[Note: This formula is used to calculate the number of equivalent partial outage hours (EH) that a generating unit is unavailable due to partial planned outages, partial unplanned outages or partial forced outages. The EH due to partial planned outages and partial unplanned outages are used as an input to calculate the Equivalent Availability Factor (clause S.2.4.7 of this schedule) whereas the EH due to partial forced outages are used as an input to calculate the Equivalent Forced Outage Factor (clause S.2.4.9 of this schedule).]

$$\text{Equivalent Partial Outage Hours (EH)} = H \times \left(\frac{UD}{GMC} \right)$$

Where:

(a) H is the total number of hours that a generating unit is unavailable due to a generation outage that results in a unit derating:

(b) UD (or 'unit derating') is the unit derating value.

(c) GMC is the gross maximum capacity.

[Example: If a generating unit with a gross maximum capacity of 10.1 MW had its output reduced to 6.06 MW (unit derating value of 4.04 MW) for a period of 30 days the Equivalent Partial Outage Hours will be:

30 (days) x 24 (hours) x (4.04 / 10.1) = 288 hours]

S.2.4.5 Availability factor (AF)

$$AF = \left(1 - \left(\frac{\sum_{i=1}^{n} (UH_i \times GMC_i)}{\sum_{i=1}^{n} (H_i \times GMC_i)} \right) \right) \times 100$$

Where:

(a) i is each generating unit.

(b) UH (or 'unavailable hours') is the total number of hours that a generating unit is unavailable due to planned outages and unplanned outages. This excludes the number of equivalent partial outage hours due to partial planned outages and partial unplanned outages.

(c) H is the total number of hours. However, if a generating unit is commissioned during the relevant reporting period, H will be the total number of hours from the date the generating unit is commissioned up until the end of that reporting period.

[Example: If a generating unit is commissioned at 12:00 p.m on 1 December of the reporting period, H will be the total number of hours from 12:00 p.m on 1 December up until the end of the reporting period.]

(d) GMC is the gross maximum capacity (applicable to weighted multiple generating units that are part of the same power station).

(e) The AF is expressed as a percentage.

[Example: Assuming a power station *has two* generating units*, A and B, with a* gross maximum capacity *of 10 and 20 MW respectively – if* generating unit *A is shut down for a total of exactly 30 days and* generating unit *B is shut down for a total of exactly 20 days for* planned outages *or* unplanned outages *in a* reporting period *of one year, it would have been unavailable for 1,200 hours (720 hours for* generating unit *A and 480* hours ***for*** generating unit *B).*

The AF for the power station is calculated as follows:

AF = (1-((720 X 10) + (480 X 20)) / ((8760 X 10) + (8760 X 20))) X 100

AF = 93.61%]

S.2.4.6 Unplanned Availability Factor (UAF)

$$UAF = \left(1 - \left(\frac{\sum_{i=1}^{n} (UOH_i \times GMC_i)}{\sum_{i=1}^{n} (H_i \times GMC_i)} \right) \right) \times 100$$

Where:

(a) i is each generating unit.

(b) UOH (or 'unplanned outage hours') is the total number of hours that a generating unit is unavailable due to unplanned outages. This excludes the number of equivalent partial outage hours due to partial unplanned outages**.**

(c) H is the total number of hours. However, if a generating unit is commissioned during the reporting period, H will be the total number of hours from the date the generating unit is commissioned up until the end of the reporting period.

(d) GMC is the gross maximum capacity (applicable to the weighted multiple generating units that are part of the same power station).

(e) The UAF is expressed as a percentage.

[Example: Assuming a power station has two generating units*, A and B, with a gross maximum capacity of 10 MW and 20 MW respectively – if generating unit A is shut down for 12 days and generating unit B is shut down for 15 days for unplanned outages, both generating units would have been unavailable for 288 hours and 360 hours, respectively.*

The UAF for the power station is calculated as follows:

UAF = (1-((288 X 10) + (360 X 20))/((8760 X 10) + (8760 X 20))) X 100

UAF = 96.16%]

S.2.4.7 Equivalent Availability Factor (EAF)

$$EAF = \left(1 - \left(\frac{\sum_{i=1}^{n} ((UH_i + EUH_i) \times GMC_i)}{\sum_{i=1}^{n} (H_i \times GMC_i)} \right) \right) \times 100$$

Where:

(a) i is each generating unit*.*

(b) UH (or 'unavailable hours**'**) is the total number of hours that a generating unit is unavailable due to planned outages and unplanned outages. This excludes the number of equivalent partial outage hours due ***to*** partial planned outage and partial unplanned outages.

(c) EUH (or 'equivalent unavailable hours') is the total equivalent partial outage hours due to partial planned outages and partial unplanned outages.

(d) H is the total number of hours. However, if a generating unit is commissioned during the reporting period, H will be the total number of hours from the date the generating unit is commissioned up until the end of the reporting period.

(e) GMC is the gross maximum capacity (applicable to weighted multiple generating units that are part of the same power station).

(f) The EAF is expressed as a percentage.

[Example: *Assuming a* power station *has two generating units, A and B, with a gross maximum capacity of 10 MW and 20 MW, respectively – if generating unit A is shut down due to* planned outages *and unplanned outages for 30 days and generating unit B had its output reduced by a partial outage to 60% of its total generation output (unit derating value of 8 MW) for a further period of 30 days, its equivalent partial outage hours will be 30 (days) x 24 (hours) x 0.4 = 288 hours.*

The EAF for the power station is calculated as follows:

EAF = (1 – ((720 X 10) + (288 X 20))/((8760 X 10) + (8760 X 20))) X 100

EAF = 95.07%]

S.2.4.8 *Forced outage* factor (FOF)

$$FOF = \left(\frac{\sum_{i=1}^{n} (FOH_i \times GMC_i)}{\sum_{i=1}^{n} (H_i \times GMC_i)} \right) \times 100$$

Where:

(a) i each generating unit*.*

(b) FOH (or 'forced outage hours') is the total number of hours that a generating unit is unavailable due to forced outages. This excludes equivalent partial outages hours due to partial forced outages.

(c) H is the total number of hours. However, if a generating unit is commissioned during the reporting period, H will be the total number of hours from the date the generating unit is commissioned up until the end of the reporting period.

(d) GMC is the gross maximum capacity (applicable to weighted multiple generating units that are part of the same power station).

(e) FOF is expressed as a percentage.

[Example: *Assuming a* power station *has two generating units, A and B, with a gross maximum capacity of 10 MW and 20 MW respectively, if generating unit A is forced out of service on two occasions for periods of 5 days and 3 days in the reporting period, its total forced outage time is 192 hours. If generating unit B is forced out of service for a period of 2 days, its total forced outage time is 48 hours.*

The FOF for the power station is calculated as follows:

FOF = ((192 X 10) + (48 X 20)) / ((8760 X 10) + (8760 X 20)) X 100

FOF = 1.10%]

S.2.4.9 Equivalent forced outage factor (EFOF)

$$EFOF = \left(\frac{\sum_{i=1}^{n} ((FOH_i + EFOH_i) \times GMC_i)}{\sum_{i=1}^{n} (H_i \times GMC_i)} \right) \times 100$$

Where:

(a) i is each generating unit

(b) FOH (or 'forced outage hours') is the total number of hours that a generating unit is unavailable due to forced outages.

(c) EFOH (or 'equivalent forced outage hours') is the equivalent partial outage hours due to partial forced outages.

(d) H is the total number of hours. However, if a generating unit is commissioned during the reporting period, H will be the total number of hours from the date the generating unit is commissioned up until the end of the reporting period.

(e) GMC is the gross maximum capacity (applicable to weighted multiple generating units that are part of the same power station).

(f) EFOF is expressed as a percentage.

[Example: Assuming a power station has two generating units, A and B, with a gross maximum capacity of 10 MW and 20 MW respectively – During the reporting period generating unit A was forced out of service for 8 days and was also restricted to 50% of its total generation output for 80 hours because of a partial forced outage. Generating Unit B was restricted to 30% of its total generation output (unit dertating value of 14 MW) for 48 hours.

The power station's EFOF would be calculated as

EFOF = (((192 + (80 X 0.5)) X 10) + ((48 X 0.7) X 20)) / ((8760 X 10) + (8760 X 20)) X 100
EFOF = 1.14%]

S.2.5 Not used

SCHEDULE 3: NETWORK SERVICES PERFORMANCE INDICATORS

S.3.1 Interpretation

S.3.1.1 Where information in this schedule is set out in brackets (namely '[' and ']'), and preceded by the expression 'Example', the information:

(a) is provided to assist readers; and

(b) may be used in interpreting this Code.

S.3.2 Application of schedule 3

S.3.2.1 This schedule defines the performance indicators for network entities.

S.3.2.2 In particular, this schedule specifies the way in which data must be used to calculate those performance indicators.

S.3.2.3 For the purposes of this Code all transmission networks are classified as distribution networks and their performance must be reported as per the distribution network performance indicators.

S.3.2.4 An electricity entity must calculate the performance indicators identified in the relevant clauses of this schedule and in accordance with the formulas set out in this schedule.

S.3.2.5 The data used to calculate each performance indicator must correspond with the relevant reporting period.

S.3.3 Distribution network reliability performance indicators

S.3.3.1 Table 3:

(a) lists the performance indicators to measure performance of the distribution network for the purpose of clause 5 of this Code;

(b) identifies whether a target standard needs to be set for each performance indicator for the purpose of clause 3 of this Code; and

(c) specifies the way in which the performance indicators must be segmented for target standard setting and reporting under this Code.

Table 3: Distribution network reliability performance indicators

Performance Indicator	Report	Segmentation	Target Standard	Segmentation
System Average Interruption Duration Index (SAIDI) unadjusted inclusive of IEEE 2.5 beta events	Yes	Regional and Feeder Category	Not required	N/A
System Average Interruption Duration Index (SAIDI) unadjusted exclusive of IEEE 2.5 beta events	Yes	Regional and Feeder Category	Not required	N/A
System Average Interruption Duration Index (SAIDI) adjusted	Yes	Regional and Feeder Category	Yes	Feeder category
System Average Interruption Frequency Index (SAIFI) unadjusted inclusive of IEEE 2.5 beta events	Yes	Regional and Feeder Category	Not required	N/A
System Average Interruption Frequency Index (SAIFI) unadjusted exclusive of IEEE 2.5 beta events	Yes	Regional and Feeder Category	Not required	N/A
System Average Interruption Frequency Index (SAIFI) adjusted	Yes	Regional and Feeder Category	Yes	Feeder category
Poorly performing feeders	Yes	Individual feeder	Not required	N/A

S.3.3.2 The distribution network reliability performance indicators in clause S.3.3 of this schedule are based on the reliability indices in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2012.

S.3.3.3 A network interruption must be reported when the remote monitoring equipment signals a loss of supply or when the customer signals the loss of supply to the electricity entity whichever is the first to occur.

S.3.3.4 For the purpose of calculating distribution network reliability performance indicators:

(a) for each region:

i. only include those network interruptions that are caused by a distribution network related event and occur on a part of the

distribution network that is within the boundaries of the same region; and

ii. only include those customers who receive supply from within the boundaries of the same region; and

(b) for feeder category:

i. only include those network interruptions that are caused by individual feeders that are part of the same feeder category; and

ii. only include those customers who are supplied by a group of individual feeders that are part of the same feeder category.

S.3.3.5 System Average Interruption Duration Index (SAIDI) means the sum of the duration of each sustained unplanned network interruption (in customer minutes) divided by the total number of distribution customers. SAIDI excludes momentary interruptions of one minute or less.

S.3.3.6 SAIDI unadjusted (inclusive and exclusive of IEEE 2.5 beta events) and adjusted are to use the following formula using relevant data. That is, unadjusted SAIDI (inclusive and exclusive of IEEE 2.5 beta events) uses unadjusted data and adjusted SAIDI is to use adjusted data.

$$\text{SAIDI} = \left(\frac{\sum \text{IDi} * \text{Ci}}{\text{CS}} \right)$$

Where:

(a) ID (or 'interruption duration') is the sum of the duration of each unplanned network interruption expressed in minutes.

(b) C (or 'customers') is the sum of the number of impacted customers of each unplanned network interruption.

(c) CS (or 'customers supplied') is the average of the number of all customers supplied at the beginning of the reporting period and the number of all customers supplied at the end of the reporting period.

(d) Additional notes

i. Unmetered street lighting supplies are excluded. Other unmetered supplies can either be included or excluded from the calculation of reliability measures; and

ii. Inactive accounts are excluded

S.3.3.7 System Average Interruption Frequency Index (SAIFI) means the total number of unplanned network interruptions divided by the total number of distribution customers.

SAIFI excludes momentary interruptions of one minute or less. SAIFI is expressed per 0.01 interruptions.

S.3.3.8 SAIFI unadjusted (inclusive and exclusive of IEEE 2.5 beta events) and adjusted are to use the following formula using relevant data. That is, unadjusted SAIFI (inclusive and exclusive of IEEE 2.5 beta events)uses unadjusted data and adjusted SAIFI is to use adjusted data.

$$\text{SAIFI} = \left(\frac{\text{TI}}{\text{CS}} \right)$$

Where:

(a) TI (or 'total interruptions') is the total number of unplanned network interruptions*.*

(b) CS (or 'customers supplied') is the average of the number of all customers supplied at the beginning of the reporting period and the number of all customers supplied at the end of the reporting period.

(c) Additional notes

i. Unmetered street lighting supplies are excluded. Other unmetered supplies can either be included or excluded from the calculation of reliability measures; and

ii. Inactive accounts are excluded;

S.3.4 Reporting on Feeders

S.3.4.1 For each reporting period, network entities must provide the Commission with a list of feeders by feeder category as set out in the guidelines.

S.3.5 Poorly Performing Feeders

S.3.5.1 Network entities must report to the Commission on the 5 worst performing feeders for each feeder category for the reporting period including the following information:

(a) the SAIDI performance of the individual feeder that was used to identify each individual feeder that has performed poorly; and

(b) a statement that explains the poor SAIDI performance of each of these individual feeders and the action the network entity intends to take to improve the poor SAIDI performance of these individual feeders.

S.3.5.1A Individual feeder SAIDI is to be calculated using the following formula.

$$\text{Individual feeder SAIDI} = \left(\frac{\sum \text{IDi} * \text{Ci}}{\text{CS}} \right)$$

Where:

(a) ID (or 'interuption duration') is the sum of the duration of each unplanned network interruption for the individual feeder expressed in minutes.

(b) C (or 'customers') is the sum of the number of impacted customers of each unplanned network interruption for the individual feeder.

(c) C (or 'customers') is the sum of the number of impacted customers of each unplanned network interruption for the individual feeder.

(d) Additional notes

i. Unmetered street lighting supplies are excluded. Other unmetered supplies can either be included or excluded from the calculation of reliability measures; and

ii. Inactive accounts are excluded.

S.3.5.2 Network entities must provide the Commission with a list of feeders that will be subject to capital improvements in the current financial year. The information provided should include a brief description of the capital works, capital expenditure in the financial year, total capital expenditure for the project, and planned start and completion dates.

S.3.6 Network entities Customer Service Performance Indicators

S.3.6.1 Table 4

(a) lists the performance indicators to measure customer performance of network entities; and

(b) specifies the way in which the performance indicators must be segmented for the purpose of reporting under this Code.

Table 4: Network customer service performance indicators

Performance Indicator	Report	Segmentation
Connections	Yes	Region
Network Complaints	Yes	Region

S.3.6.2 Connections: The performance indicator is:

(a) the number and average length of time taken to provide network access to new subdivisions where minor extensions or augmentation is required.

S.3.6.3 Not used.

S.3.6.4 Not used.

S.3.6.5 Network Complaints: The performance indicators are:

(a) the percentage and total number of complaints associated with network related activities segmented into complaint categories; and

(b) the percentage and total number of complaints associated with the network quality of supply issues.

S.3.7 Guaranteed Service Performance indicators

S.3.7.1 Network entities are to report on their GSL payments. The report must be categorised by performance indicator and by Guaranteed Service Level, as specified in schedule 1, and is to include:

(a) 4 years of history plus reporting period outcome;

(b) the number of GSL payments made to customers (actual or forecast) by performance indicator;

(c) the number of payments that should have been made but where not as per clause 4.2; and

(d) the total value of GSL payments (actual or forecast) by performance indicator.

S.3.7.2 If a forecast is provided, the date of the forecast must also be included.

S.3.8 Exclusions

S.3.8.1 A network entity must provide details of each of the exclusions under clause 7.2.3 that has been applied in calculating the adjusted distribution network performance indicators and GSL payments.

S.3.8.2 At a minimum network entities must detail the number and type, as per clause 7.2.3 of exclusions by performance indicator and by region, and report these in a manner consistent with clause 5 of this Code.

SCHEDULE 4: RETAIL SERVICES PERFORMANCE INDICATORS

S.4.1 Retail Services Performance Indicators

S.4.1.1 This schedule defines the performance indicators for retail entities.

S.4.1.2 In particular, this schedule specifies the way in which data must be used to calculate those performance indicators.

S.4.1.3 This schedule is separated into two sections; AER based performance indicators and Northern Territory specific performance indicators.

S.4.1.4 A retail entity must calculate the performance indicators identified in the relevant clauses of this schedule.

S.4.1.5 The data used to calculate each performance indicator must correspond with the relevant reporting period.

S.4.2 Performance Indicators

S.4.2.1 Table 5:

(a) lists Northern Territory and the AER performance indicators to measure customer performance of a retail entity;

(b) specifies the relevant reporting period in which the performance indicators must be reported for the purposes of reporting under this Code; and

(c) specifies the way in which the performance indicators must be segmented for the purposes of reporting under this Code.

S.4.2.2 Where indicated in Table 5, for the purpose of calculating AER retail services performance indicators, retail entities must be consistent with the AER's, AER (Retail Law) Performance Reporting Procedures and Guidelines (version 3).

S.4.2.3 Notwithstanding any requirements of the AER, retail entities must, for the purpose of calculating:

(a) retail services performance indicators for this Code, only include small customers that are taking (or likely to take less than) 160 megawatt hours of electricity from the distribution network during the reporting period.

(b) AER retail services performance indicators that require segmentation by residential customers and small business customers**,** apply the definition of residential customer and small business customer in this Code.

(c) AER retail services performance indicators in relation to debt, count debt from the date a bill is due to be paid.

(d) AER retail services performance indicators in relation to debt, exclude customers with debt or energy bill debt of less than $10.

S.4.2.4 Where there is a conflict between this Code (or guidelines issued by the Commission) and AER guidelines, this Code and guidelines takes precedent.

Table 5: Retail Services Performance Indicators

Performance Indicator	AER (reference)/ NT	Relevant Reporting Period	Segmentation
Customer Service and Complaints			
Total number of calls to an operator	AER (S3.1)	AER	NT
Number and percentage of calls forwarded to an operator that are answered within 30 seconds.	AER (S3.2)	AER	NT
Number and percentage of calls abandoned before being answered by an operator.	AER (S3.4)	AER	NT
Complaints—billing	AER (S3.5)	AER	NT
Complaints—energy marketing	AER (S3.6)	AER	NT
Complaints—customer transfers	AER (S3.7)	AER	NT
Complaints - Hardship	NT	quarterly	NT
Complaints—Other	AER (S3.14)	AER	NT
Handling customers experiencing payment difficulties			
Number of smallcustomers repaying an energy bill debt	AER (S3.15)	AER	NT
Average amount of energy bill debt for small customers	AER (S3.17)	AER	NT
Amount of residential customer energy bill debt	AER (S3.18)	AER	NT
Number of residential customers on a payment plan	AER (S3.22)	AER	NT
Number of residential customers who successfully completed their payment plan	AER (S3.25)	AER	NT
Pre-payment meters			
Number of PPM customers using a PPM system capable of detecting and reporting self-disconnections	AER (S3.32)	AER	Region
Total number of PPM self-disconnection events	AER (S3.33)	AER	Region
Total number of PPM customers self-disconnected	AER (S3.34)	AER	Region
Average duration of self-disconnection events	AER (S3.35)	AER	Region
De-energisation (disconnection) and Re-energisation (reconnection)			
Number of customers disconnected for non-payment	AER (S3.36)	AER	NT
Number of customers reconnected within 7 days of disconnection	AER (S3.37)	AER	NT
Total number of residential customers reconnected in the same name at the same address	AER (S3.38)	AER	NT
Hardship Program			
Number of customers on a retailer's hardship program	AER (S4.1)	AER	NT
Average debt upon entry into the hardship program	AER (S4.3)	AER	NT
Levels of debt of customers entering the hardship program	AER (S4.4)	AER	NT
Average debt of hardship program customers	AER (S4.5)	AER	NT

Performance Indicator	AER (reference)/ NT	Relevant Reporting Period	Segmentation
Number of customers exiting the hardship program	AER (S4.11)	AER	NT
Assistance provided to hardship program customers	AER (S4.14)	AER	NT

S.4.2.5 Additional information for Northern Territory performance indicators is provided below:

(a) Complaints – Hardship, is the total number of customer service complaints associated with customer hardship measures.

(b) Not used.

SCHEDULE 5: TRANSITIONAL PROVISIONS

S.5.1 General

S.5.1.1 Clauses 1, 2, 3, 4, and 7 of the Code apply from the commencement date.

S.5.1.2 The target standards proposed for the 2019 regulatory control period determination must be based on this Code including schedule 3.

S.5.1.3 Clause 5 of the Code applies from the commencement date however the reports required by clause 5.1.1 for the 2016-17 financial year must be provided by 1 November 2017. Reports required subsequent to this financial year must be provided pursuant to clause 5.

S.5.1.4 Clause 6 of the Code applies from the commencement date. Thus initial audits of the performance indicators must be undertaken for either the 2017-18, 2018-19, or 2019-20 financial reports.

S.5.1.5 Generation entities must report against the revised schedule 2 from the 2016-17 financial year onwards.

S.5.1.6 Network entities must, with regard to schedule 1, report against the GSL payments from the 2016-17 financial year onwards.

S.5.1.7 Network entities must report against the Legacy ESS Code's schedule 2 including transmission performance indicators for the 2014-15 to 2018-19 determination period (excluding poor feeder information).

S.5.1.8 Subject to clause S.5.1.9 below**,** network entities must report against schedule 3 of this Code from the 2019-20 financial year onwards.

S.5.1.9 In relation to the poor feeders section of schedule 3, network entities must report against the schedule 3 of this Code from the 2016-17 financial year onwards.

S.5.1.10 Retail entities must report against Legacy ESS Code's schedule 3 for the 2016-17 financial year. From the 2017-18 financial year onwards, retail entities must report against schedule 4 of this Code.

SCHEDULE 6: RESPONSIBILITY STATEMENT

Responsibility Statement

This report has been prepared by [name of electricity entity] with all due care and skill in accordance with the requirements of the Electricity Industry Performance Code issued by the Utilities Commission of the Northern Territory.

The report covers the reporting period from [date] to [date] during which period [name of electricity entity] had effective policies, systems and procedures in place to monitor compliance with the Electricity Industry Performance Code in accordance with its license.

This report includes:

- if applicable, a list of the target standards relevant to [name of electricity entity] as agreed with the Utilities Commission of the Northern Territory on [date];
- if applicable, a list of performance indicators relevant to [name of electricity entity] which failed to meet the target standards; and
- a list of the results achieved for all performance indicators relevant to [name of electricity entity] for the period of this report.

Date:

Signed:

Print name:

_____

Chief Executive/Delegate of Chief Executive Officer

Failure to comply with the Electricity Industry Performance Code is a breach of the licence and the Electricity Reform Act and may attract civil penalties. The Utilities Commission Act and the Electricity Reform Act makes it a serious offence to give false or misleading information to the Utilities Commission. If a corporation contravenes this obligation, each director of the corporation is also taken to have contravened this obligation to comply.

SCHEDULE 7: DEFINITIONS AND INTERPRETATION

Term	Definition
Act	*Utilities Commission Act*
Adjusted	To exclude all network outages that meet the requirements of clause 7.2.3 of this Code
AER	Australian Energy Regulator
Applicable regulatory instruments	The Act, the ERA, any regulation made under those Acts, the National Electricity (NT) Rules, any condition of a licence issued to an electricity entity or any other code, rule, determination or relevant statutory instrument made by the Commission under the Act
Best endeavours	To act in good faith and use all reasonable efforts, skill and resources
Bulk supply point	A major substation where transformers reduce the transmission network voltage to a lower level suitable for the distribution network
Business day(s)	A day which is not a Saturday, Sunday or observed as a public holiday in the Northern Territory
Code	This Electricity Industry Performance Code
Commencement Date	The date on which this Code is gazetted, or a later date specified in that gazette as the date upon which this Code will commence operation
Commission	The Utilities Commission of the Northern Territory established under the Act
Complaint	Written or verbal expression of dissatisfaction about an action, or a proposed action, or a failure to act by an electricity entity**,** its employees, agents or contractors, and includes failure by an electricity entity to observe its published or agreed practices or procedures
Connect, connected, connection	To form a physical link between a regulated network and a premises to allow the flow of electricity
Connection alteration	An alteration to an existing connection, including an addition, upgrade, extension, expansion, augmentation or any other kind of alteration

Term	Definition
Connection point	Means a point at which electricity is transferred to or from an electricity network
Customer(s)	Has the meaning given in the ERA
Data	Data that results from measuring the performance of generation services***,*** network services, or retail services for the purpose of complying with the reporting requirements of this Code
Distribution assets	Include: • distribution lines including all poles and associated hardware; • terminating switchgear (circuit breakers and isolators) including associated protection and controls; • transformers between distribution network voltage levels; • switchgear for the above transformers***;*** • underground cable systems including conduits and trenching; and • transmission assets.
Distribution network	For the purpose of this Code, is the regulated network and includes the bulk supply points, distribution assets and distribution network connection assets owned or operated by the relevant network entity
Distribution network connection assets	Include: • service lines plus meters for customers that are taking (or likely to take less than) 160 megawatt hours of electricity from the distribution network in a financial year***;*** • service lines, high voltage lines and plant, meters, dedicated distribution network transformers and associated switchgear for customers that are taking (or likely to take more than) 160 megawatt hours of electricity from the distribution network in a *financial year*; and • transmission network connection assets.
Distribution network related event	Any event caused by assets or equipment within the distribution network that affects the conveyance or the control of conveyance of electricity within the distribution network.
Electrical installation	Has the meaning given in the ERA**.**
Electricity entity/entities	Has the meaning given in the ERA.

Term	Definition
Electricity network	Has the meaning given in the ERA
Electricity supply industry	Has the meaning given in the ERA
Eligible small customer	The small customer entitled to a GSL payment under clause 4
Energy bill debt	Means the dollar amount owed to the retailer by a customer for the sale and supply of electricity (excluding any charges for other services), which has been outstanding for a period of 90 calendar days or more from the date the bill was due to be paid. For the purposes of this Code: • the 90 calendar days is to be calculated from the due date for payment, not the bill issue date; • any amount less than $10 is excluded and must not be reported as energy bill debt; and • any amount owing after a final bill has been issued following termination of a customer contract (including where a customer has changed retailers) must not be counted as energy bill debt.
ERA	*Electricity Reform Act*
Equivalent partial outage hours	Represents the number of hours that a generating unit is unavailable due to a generation outage that results in a unit derating calculated in accordance with the 'equivalent partial outage hours' formula in schedule 2
Feeder category	Any categories defined in guidelines issued by the Commission including CBD, urban, short rural, and long rural feeders
Financial year	A year commencing 1 July and ending 30 June
Forced outage	A generation outage (that is not a partial forced outage) of a generating unit caused by a generation event that requires the performance of breakdown maintenance or repairs in relation to that generating unit which cannot be delayed until the next period of reduced power system demand as determined by the System Controller
Generation entity/entities	An electricity entity that provides generation services
Generation event(s)	Any event caused by a generating unit that affect a generating unit's operating capacity but excludes events caused by assets or equipment that are outside plant management control as determined by the relevant electricity entity

Term	Definition
Generation interruption	A generation outage that results in a temporary unavailability or temporary curtailment of supply to a customer by the relevant generator and excludes generation interruptions that are less than one (1) minutes' duration
Generation outage	Any full or partial unavailability of a generating unit, or related equipment and excludes generation outages that are less than one (1) minutes' duration
Generation services	The services provided by an electricity entity that is licensed to generate electricity for sale under the ERA and excludes the services provided by an Independent Power Producer
Generating unit	Has the meaning given in the National Electricity (NT) Rules
Good electricity industry practice	The exercise of that degree of skill, diligence, prudence and foresight that would reasonably be expected from a significant portion of electricity entities carrying on operations in the electricity supply industry under conditions comparable to those applicable to the relevant electricity entity consistent with the applicable regulatory instruments, safety and environmental protection. The determination of comparable conditions is to take into account factors such as the relative size, duty, age and technological status of the relevant electricity entity and the applicable regulatory instruments
Gross maximum capacity	The ‘gross maximum capacity’ value for a generating unit expressed in MWs and calculated in accordance with US Institute of Electrical and Electronics Engineers (IEEE) Standard 762-2006
GSL payment	A guaranteed service level payment to be made in accordance with clause 4 of the amount set out in schedule 1
Guaranteed service level	A guaranteed service level set out in Table 1 of schedule 1
Hardship	Includes financial hardship
Hour(s)	60 minutes or part thereof
IEEE 2.5 beta event	A natural event identified as a statistical outlier using the IEEE 2.5 beta method
IEEE 2.5 Beta Method	The 2.5 method described in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2012

Term	Definition
Independent Power Producer	An electricity entity identified as an 'Independent Power Producer' in the relevant generation licence issued by the Commission in accordance with the ERA
Interpretation Act	*Interpretation Act*
Interruption	A temporary unavailability or temporary curtailment of the supply of electricity to a premises, excluding interruptions resulting from a fault in the customer's electrical installation. Interruptions commence when the network entity first becomes aware of a loss of supply (either automatically or through customer notification), and end when supply is restored
Legacy ESS Code	The Electricity Standards of Service Code dated 1 December 2012.
Load shedding	Has the meaning given in the System Control Technical Code
Minister	The Minister of the Crown who is responsible for the administration of the ERA
National Electricity (NT) Rules	See section 3(1) of the *National Electricity (Northern Territory) (National Uniform Legislation) Act 2015*
Network access legislation	The legislation regulating connection to and use of electricity networks as in force in the Northern Territory from time to time, being the National Electricity (NT) Rules
Network entity/entities	An electricity entity that provides network services
Network interruption	A network outage that results in a temporary unavailability or temporary curtailment of supply to a customer by the relevant network and excludes network interruptions that are less than one (1) minutes duration
Network outage	Any full or partial unavailability of apparatus, equipment, plan and buildings used to convey, and control the conveyance of electricity and excludes network outages that are less than one (1) minute's duration
Network services	Has the meaning given in the ERA
New connection	A new connection where there is no existing connection at the premises or a connection alteration

Term	Definition
Operating capacity	The reduction of a generating unit's output from its gross maximum capacity
Partial forced outage	A generation outage (that is not a forced outage) of a generating unit that results in a unit derating that requires the performance of breakdown maintenance or repairs in relation to that generating unit which cannot be delayed until the next period of reduced power system demand as determined by the System Controller
Partial planned outage	A planned outage that results in a unit derating
Partial unplanned outage	An unplanned outage that results in a unit derating
Performance indicators	The *'*performance indicators' prescribed in schedules 1 to 4 of this Code
Planned interruption	An interruption of the supply of electricity for: • planned maintenance, repair or augmentation of an electricity network to which the regulated network is connected*;* or • planned maintenance, repair or augmentation of the regulated network, including planned or routine maintenance of metering equipment; or • installation of a new connection.
Planned network interruption	A network interruption where more than two business days' notice was given to customers by the network entity and the network entity has otherwise complied with the relevant requirements of the applicable regulatory instruments
Planned outage	A generation outage that is planned in advance and notified to System Control in accordance with the System Control Technical Code
Plant management control	The methodology in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 762-2006 that is used to determine causes that are internal or external to plant operation and equipment
Power station	The electricity generating plant identified as a 'power station' in a generation licence issued by the Commission in accordance with the ERA, which is connected to a regulated network, and excludes minor power stations as specified by the Commission

Term	Definition
Power system	Means: • the Darwin-Katherine power system; • the Tennant Creek power system; and • the Alice Springs power system.
Premises	The address for which a customer has a contract for the supply of electricity
Re-connection	Re-installation of a connection where there is an existing connection at the premises
Region	Includes the: • Darwin region, being the area where customers are able to be supplied by the Darwin 11 and 22 kilovolt distribution network; • Katherine region, being the area where customers are able to be supplied by the Katherine 11 and 22 kilovolt distribution network; • Tennant Creek region; and • Alice Springs region.
Regulatory control period	Has the meaning given under the National Electricity (NT) Rules
Regulated network	An electricity network that is subject to network access legislation. For the avoidance of doubt, the regulated network ceases at the electrical installation
Remote monitoring equipment	Includes faulted circuit indicators (or equivalent) and related equipment commonly used to monitor network outages
Reporting period	The last completed financial year, that is, 1 July to 30 June, or a period as otherwise stated within the Code
Residential customer	A small customer who purchases electricity principally for its own personal, household or domestic use at premises
Responsibility statement	A statement in the form of the template set out in schedule 6, completed, signed, and dated by the Chief Executive Officer or a delegate of the Chief Executive Officer of an electricity entity
Retail entity/entities	An electricity entity that provides retail services

Term	Definition
Retail services	The services provided by an electricity entity that is licensed to trade in electricity and to retail electricity to customers under the ERA
SAIDI (System Average Interruption Duration Index)	The sum of the duration multiplied by the number of customer affected of each sustained unplanned network interruption (in minutes) divided by the total number of distribution customers. SAIDI excludes momentary interruptions of one minute or less
SAIFI (System Average Interruption Frequency Index)	The total number of unplanned network interruptions divided by the total number of distribution customers. SAIFI excludes momentary interruptions of one minute or less. SAIFI is expressed per 0.01 interruptions
Small customer	In relation to a premises that is connected or proposed to be connected to a regulated network, refers to a customer that is taking or is likely to take less than 160 megawatt hours of electricity in a financial year at that premises
Small business customer	A small customer who is not a residential customer.
Supply	Has the meaning given in the ERA
System Control Technical Code	The code of that name authorised by the Commission
System Controller	Has the meaning given under the ERA
Target standard	A standard of performance that is approved by the Commission from time to time in accordance with clause 3 of this Code
Transformer	A facility or device that reduces or increases the voltage of alternating current

Term	Definition
Transmission assets	Include: • transmission lines; • switchgear (circuit breakers and isolators) on transmission lines and transformers which form part of the transmission network*;* • transformers which transform voltage between transmission levels; • any dynamic reactive plant and associated switchgear and transformation regardless of voltage level; • all existing static reactive plant and associated switchgear; and • all system controls required for monitoring and control of the integrated transmission system – this includes remote monitoring and associated communications, load shedding and special control schemes and voltage regulating plan required for operation of the system
Transmission customer	A customer having a connection point with the transmission network
Transmission network	That part of the regulated network that operates at a high voltage level suitable for the transmission network to convey electricity from the relevant entry point to the bulk supply point and to supply transmission customers, and includes the bulk supply points**,** transmission assets and transmission network connection assets owned or operated by the relevant network entity
Transmission network connection assets	Assets used to supply transmission customers at the interface between the transmission customer's facility and the transmission network (including transmission lines connecting a generating unit to transmission assets)
Unadjusted	Includes all network outages that would normally be excluded if adjusted
Unit derating	For a generating unit occurs when the generating unit is partially operational and its operating capacity is reduced to less than its gross maximum capacity by the unit derating value
Unit derating value	For a generating unit is equal to the difference (expressed in MW) between the gross maximum capacity and the operating

Term	Definition
	capacity of the generating unit when operating considerations necessitate a unit derating
Unplanned network interruption	A network interruption that is not a planned network interruption
Unplanned outage	A generation outage that is not a planned outage
Written	Any electronic communication capable of being reduced to paper form by being printed