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Dr Patrick Walsh
Utilities Commissioner
Utilities Commission
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Dear Dr Walsh

Review of the Electricity Standards of Service Code and Guaranteed Service Level Code

The Power and Water Corporation (PWC) is pleased to provide this submission to the Utilities Commission's (UC) review of the Electricity Standards of Service Code (ESS Code) and Guaranteed Service Level Code (GSL Code).

With specific regard for the PWC network reporting obligations, the transition of network economic regulation from the Utilities Commission to the Australian Energy Regulatory (AER) under the National Electricity Market (NEM) framework has and will continue to change how and what PWC reports on. An overarching concern of PWC is that both codes should align with the relevant regulatory instruments in the NEM¹ and follow developments in the Market².

PWC notes that reporting can place a large administrative burden upon a business. While recognising its place in fostering transparency in the industry and facilitating performance monitoring, PWC suggests that reporting be rationalised, so that the need for duplication is removed. With this in mind, PWC draws attention to the Regulatory Information Notices (RINs) used by the AER to collect data for publication, and the annual planning reports that must be prepared under chapter 5 of the Rules. Ensuring no unnecessary duplication will result in an efficient use of PWC's resources and the optimal outcome for customers.

The AER recently indicated that it does not propose to impose its Service Target Performance Incentive Scheme (STPIS) on PWC in the 2019 Regulatory Control Period³. Nevertheless, PWC expects this scheme will apply in 2024 and in the interim must establish a historical reliability performance database using the standard NEM parameters.

¹ AER, *Electricity distribution network service providers Service target performance incentive scheme*, November 2009.

² AER, *Issues paper Reviewing the Service Target Performance Incentive Scheme and Establishing a new Distribution Reliability Measures Guidelines Electricity distribution network service providers*, January 2017.

³ AER, *Preliminary framework and approach - Power and Water Corporation Regulatory control period commencing 1 July 2019*, March 2017.

As such, the alignment of definitions, performance indicators and other parameters with those of the Rules and AER guidelines issued subject to the Rules is of critical importance to PWC. PWC proposes that in many instances it would be appropriate for the codes to make reference to these external documents to avoid inconsistency and the need to update the code when external NEM obligations are changed. Consequently, PWC's preference is that the new codes apply from 1 July 2019, in-line with the commencement of the next regulatory control period. In addition, the current document, which determines feeder definitions, varies significantly from the NEM standards and should be withdrawn.⁴

In discussion at the officer level, it has been indicated that the UC is considering combining the two existing codes. PWC propose that given the diversity of the businesses to which both codes apply and their specific requirements under the Rules, rearranging the codes as follows could be considered:

- (a) Networks GSL and ESS Code
- (b) Generation ESS Code
- (c) Retail ESS Code
- (d) System Control ESS Code

Discussions have also indicated that additional audit requirements would be considered within this review. PWC supports this additional quality assurance and is prepared to provide certification from an appropriately qualified auditor of GSL events and payments and network performance statistics to the UC. However, where data and measures are sourced from PWC's RINs, it is proposed that efficiencies be investigated where possible with the external audit requirements of the RINs to ensure there is no duplication and consequent inefficient use of PWC's resources.

Apart from issues of NEM alignment, PWC is of the view that the codes remain broadly in line with industry norms and community expectations. Changes required to the codes are thus mostly minor in nature. These and some minor editorial changes to the documents are included in the marked-up documents attached to this submission. Further detail on PWC's proposed code specific changes are provided below.

1.1 Guaranteed Service Level Code

- PWC propose that clauses 2.2.2 and 2.2.3, requiring PWC to seek approval for the exclusion of a natural event are not necessary. Major event days are natural events determined by a statistical outlier process and the definition of them does not require interpretation. The removal of this requirement would be consistent with the AER's approval process in the STPIS.
- The Rules at clause 6B.A2.4 specify that a DNSP must provide a statement of network charges, including any GSL payments, to the retailer. PWC considers that this is where PWC's responsibility ceases and any retail costs in passing through a GSL payment to a customer should be absorbed by the retailer. This should be a retail cost of doing business in the NT, as it is elsewhere in the NEM.

⁴ Utilities Commission, *Northern Territory Of Australia Electricity Standards Of Service Code Feeder Category Guidelines*, 1 December 2012.

- It is noted that there is no clear obligation to report on GSL payments. PWC suggests that this obligation could be contained within the ESS Code.
- PWC propose that only small customers should continue to be eligible for GSL payments. The scale of the payments makes them immaterial for larger customers.
- The possible introduction of any GSL payment timeframes should incorporate sufficient time to investigate the cause of any contributing outages (requiring System Control, Network and Generator agreement) and Network and retailer processing timeframes. Currently this takes approximately 2 months.

1.2 Electricity Standards of Service Code

- The definitions of feeder types used in the ESS Code, namely:
 - CBD
 - Urban
 - Rural
 - Long Rural

do not currently align with those in the NEM.⁵ PWC considers it is essential that they do align, in order that reliability performance reported to the AER is consistent with, and can be compared with, other distribution businesses.

- PWC's transmission and distribution systems have now been classified as distribution, for the purpose of regulation in accordance with the National Electricity Rules (the Rules).⁶ As a consequence, PWC does not consider the transmission performance indicators to be necessary. Regardless of function, all network elements are included within the distribution reliability statistics and would become subject to the AER's STPIS provisions. PWC therefore considers that the transmission network performance indicators in section 1.4 of the ESS Code and all references to transmission throughout the document should be removed. It should be noted that there is precedent for this "all distribution" approach to monitoring performance in the NEM. Both Ausgrid and ActewAGL have significant assets with a transmission function (termed "dual function" assets) and those organisations are not subject to the AER's transmission STPIS.⁷
- PWC also draws attention to the *Northern Territory Of Australia Electricity Standards Of Service Code Feeder Category Guidelines* published by the UC on 1 December 2012. These guidelines, which are made under the EESS Code, should be subject to review at this time because they act to clarify the application of the code. PWC suggests that these guidelines be amended to align with nationally used definitions.
- Discussions at the officer level have indicated that the requirement to provide an annual report to the UC by 1 November each year,⁸ could be reduced. PWC notes that the Regulatory

⁵ AER, *Electricity distribution network service providers Service target performance incentive scheme*, November 2009, p. 22.

⁶ Northern Territory Of Australia, *National Electricity (Northern Territory) (National Uniform Legislation) Act*, As in force at 2 July 2016

⁷ AER, *FINAL Electricity transmission network service provider Service target performance incentive scheme Version 5 (corrected)*, October 2015.

⁸ Section 4.1.1 of the ESS Code

Information Notices served upon network companies in the NEM, which require the reporting of similar service information, must be completed and submitted to the AER by 31 October of each year. PWC consider the current timeframe to be reasonable and would suggest that finalising the annual report any earlier would be problematic.

- PWC proposes that the Network reliability targets need to promote performance improvements only if the current performance is less than that considered desirable. Otherwise, they need only be framed to discourage performance deterioration.
- PWC notes that the regulatory bodies in the NEM are moving towards a more inclusive regime, where the views of customers and stakeholders are considered when making decisions. Of particular relevance is the approach taken by the Tasmanian Government in setting their jurisdictional distribution reliability standards. PWC supports increased influence over the targets by customers and stakeholders as long as this is supported by fully informed contributions. Therefore any engagement programs should be appropriately resourced to ensure considered outcomes.

PWC is also required to report retail services performance against indicators in Schedule 3 of the ESS Code for customers in grid connected IES communities.

Given data that is currently available, there are limitations in PWC being able to report useful information against these indicators, and the cost to either extract or obtain this information may be cost prohibitive. Maintaining customer confidentiality is sometimes an issue as well, given the very low numbers reported against some indicators.

Should you have any queries concerning this submission, could you please contact Jodi Triggs, Senior Manager Network Regulation at jodi.triggs@powerwater.com.au or on (08) 8985 8456.

Yours sincerely



Michael Thomson

Chief Executive

 April 2017

Northern Territory of Australia
Guaranteed Service Level Code

NORTHERN TERRITORY OF AUSTRALIA

GUARANTEED SERVICE LEVEL CODE

1 January 2012

Northern Territory of Australia
Guaranteed Service Level Code

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1 Introduction

1.1 Authority

1.1.1 This **Code** is made by the **Commission** under section 24 of the **Act**.

1.1.2 The **Commission** is authorised to make a code relating to the **supply** of electricity in the 'electricity supply industry' under section 24 of the **Act** and regulation 2B of the *Utilities Commission Regulations 2001* (NT).

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) the criteria for the **guaranteed service level** scheme;
- (a) the **GSL payment** arrangements; and
- (b) the dispute resolution process for the **guaranteed service level** scheme.

1.2.2 In making this **Code**, the **Commission** has:

- (b) sought to promote and achieve the object of the **Act**,
- (a) sought to promote and achieve the objects of the **ERA**, and
- (b) had regard to the matters listed in section 6(2) of the **Act**.

1.3 Date of commencement

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

1.4 Interpretation

1.4.1 Unless the contrary intention is apparent:

- (a) the **Interpretation Act** applies to the interpretation of this **Code**,
- (b) a reference to a clause is a reference to a clause in this **Code**,
- (c) 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;
- (d) a reference in this **Code** to a person includes the person's executors, administrators, successors, substitutes and permitted assigns; and
- (e) words appearing in bold and italics like **this** are defined in Schedule 1 of this **Code**.

1.5 Application

1.5.1 This **Code** applies to:

- (a) a **network provider** in relation to any portion of its **electricity network** that forms part of a **regulated network**,
- (b) a **small customer** whose **premises** is **connected** to a **regulated network**, and
- (c) a **retailer** that is **selling** electricity to a **small customer**.

1.6 Objectives

1.6.1 The objectives of this **Code** are to establish:

- (a) a ~~**guaranteed service level**~~ scheme providing for **GSL payments** to be made by a **network provider** to **small customers** where the **supply provision** of electricity and other related services does not meet the pre-determined **guaranteed service levels**, and
- (b) a dispute resolution process for this **Code**.

1.6.2 For the avoidance of doubt, this **Code** acknowledges that other laws and codes applying in the Northern Territory also govern the rights and obligations of the parties listed in clause 1.5.1.

2 Criteria setting out the guaranteed service level scheme

2.1 Performance measures, guaranteed service levels, GSL payment amounts and implementation dates

2.1.1 A **network provider** must comply with any directions issued by the **Commission** from time to time concerning the definition and interpretation of the **performance measures, guaranteed service levels**, the exclusions contained in this clause 2 and other relevant terms set out in Schedule 1 to this **Code**.

2.1.2 Table 1 sets out various:

- (a) **performance measures**,
- (b) **guaranteed service levels**,
- (c) **GSL payment** amounts; and
- (d) **implementation dates**.

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2.1.3 A **network provider** must use its best endeavours to meet the **guaranteed service levels** applying to the **network provider**.

2.1.4 If a **network provider** does not meet a **guaranteed service level** in relation to a **small customer**, that **network provider** must pay that **small customer** the relevant **GSL payment** set out in Table 1 for that **guaranteed service level** in the manner described in clause 3.

Table 1

Performance measures	Guaranteed Service Levels	GSL Payments	Implementation Dates
Duration of a single interruption .	More than 12 hours and less than 20 hours. More than 20 hours.	\$80.00 per event. \$125.00 per event.	1 January 2012
Frequency of interruptions .	A change to the feeder classifications in the STPIS will result in some customers in built-up areas on short rural feeders. To manage this situation the following change is proposed. CBD feeders or Urban feeders: More than 12 interruptions in a financial year. Rural short feeders or Rural long feeders: More than 16 interruptions in a financial year. <u>CBD feeders: More than 10 interruptions in a financial year</u> <u>urban and short rural feeders: More than 14 interruptions in a financial year</u> <u>long rural feeders: More than 20 interruptions in a financial year</u>	\$80.00 \$80.00	1 July 2012
Cumulative duration of interruptions .	More than 20 hours of interruptions in a financial year .	\$125.00	1 July 2012

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Performance measures	Guaranteed Service Levels	GSL Payments	Implementation Dates
<p>Time for establishing a connection.</p>	<p>Re-connection of an existing premises - Within 24 hours of receipt by the network provider of a valid request for re-connection from the small customer.</p> <p>New connection of a premises in a CBD area or Urban area (excluding connections requiring network extension or augmentation) - Within 5 business days of receipt by the network provider of a valid electrical certificate of compliance from the small customer, or as otherwise agreed with the customer.</p> <p>New connection of a premises in a Rural area (excluding connections requiring network extension or augmentation) - Within 10 business days of receipt by the network provider of a valid electrical certificate of compliance by the small customer, or as otherwise agreed with the customer.</p>	<p>\$50.00 per day late, up to a maximum of \$300.00</p>	<p>1 July 2012</p>

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Performance measures	Guaranteed Service Levels	GSL Payments	Implementation Dates
Time for giving notice of planned interruptions.	A planned interruption may not be on a business day. At least 2 business days notice prior to the commencement of the business day upon which the planned interruption will occur.	\$50.00	1 July 2012
Keeping appointments.	To be aligned with the feeder definitions in the STPIS In a CBD area or an Urban area , within 30 minutes of the time agreed with the small customer . In a Rural area , within 1 hour of the time agreed with the small customer . For a customer connected to a CBD, urban or short rural feeder , within 30 minutes of the time agreed with the small customer . For a customer connected to a long rural feeder , within 1 hour of the time agreed with the small customer .	\$20.00	1 July 2012
Time for responding to a written enquiry that is related to the regulated network .	Within 10 business days of receipt by the network provider of a written enquiry from a small customer .	\$80.00	1 July 2012

2.2 Exclusions

2.2.1 Despite clause 2.1.4, the following events will not give rise to a **GSL payment** under clause 2.1:

- (a) **load shedding** due to a generation shortfall;
- (b) **planned interruptions**, where at least two **business days** prior **notice** has been given to the **small customer** of the **planned interruption**,
- (c) **interruptions** of less than one minute;
- (d) **interruptions** caused by events that are outside the reasonable control of the **network provider** including (amongst other things):
 - i. traffic accidents;
 - ii. vandalism; and
 - iii. natural events that are identified as statistical outliers using the **2.5 beta method**.
- (e) **interruptions** resulting from:
 - i. the **System Controller** exercising any function or power under any applicable legislation or code;
 - ii. a direction by a police officer or other authorised person exercising powers in relation to public safety,

but only to the extent that the exercise of that function or power, or the giving of that direction, is not caused by a failure by the **network provider** to comply with any applicable laws or codes; and

- (f) an **interruption**.
 - i. requested by a customer (or a person acting on the customer's behalf); or
 - ii. caused by an action or electrical installation of a customer (or a person acting on the customer's behalf).

Clauses 2.2.2 and 2.2.3, requiring Power Networks to seek approval for the exclusion of a natural event are not necessary. Major event days are natural events determined by a statistical outlier process and the definition of them does not need interpretation. Moreover, the AER does not have such an approval process in the STPIS.

~~2.2.2—For natural events referred to in clause 2.2.1 (d)(iii), the **network provider** must apply in **writing** to the **Commission** within 30 **business days** of the event occurring identifying:~~

- ~~(a) the relevant event;~~
- ~~(b) the impact of the event on the **network provider's** ability to meet the **guaranteed service levels**;~~
- ~~(c) the proposed extent of the exclusion; and~~
- ~~(d) the reasons why the **Commission** should consider the event as an exclusion.~~

~~2.2.3—The **Commission** will respond as soon as practicable to an application submitted to it under clause 2.2.2. The **Commission** may reject an application if insufficient details have been provided to the **Commission** by the **network provider**.~~

Clause 2.2.4 is not necessary as all of the exclusion events listed in Clause 2.2.1 are beyond Power Networks' ability to control.

~~2.2.4—A **network provider** must use its best endeavours to minimise the events and **interruptions** set out in clause 2.2.1.~~

2.3 Information to be published and record-keeping

- 2.3.1 A **network provider** must publish no later than 1 July 2012 on its website, a map which will enable **small customers** to identify if their premises is located within a **CBD area, Urban area** or a **Rural area**.
- 2.3.2 A network provider must consult with the **Commission** before publishing the initial map and any updated version of the map to agree on the current boundaries of the **CBD area, Urban area** and **Rural area** set out in the map.
- 2.3.3 A **network provider** must keep sufficient records to monitor its performance levels and provide the information required by this clause 2.

3 GSL payment

3.1 Forms of GSL payments

- 3.1.1 A **network provider** must:
 - (a) determine the amount of the **GSL payment** (if any) that each **eligible small customer** is entitled to under clause 2 ;

- (b) notify the **retailer** 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
- (c) make that **GSL payment** to the **eligible small customer's retailer** in accordance with clause 3.1.3. as soon as reasonably practicable after that entitlement arises under clause 2.

The terminology in the Rules at 6B.A2.4 is "credit".

3.1.2 Subject to clauses 3.1.4 and 3.1.7, after receiving a **notice** from a **network provider** under clause 3.1.1, the **retailer** must:

- (a) **rebate credit** to the relevant **eligible small customer** the amount of the **GSL payment** for that **eligible small customer** on that **eligible small customer's** bill as soon as practicable; and
- (b) provide the **eligible small customer** with details provided by the **network provider** concerning the manner in which that **GSL payment** was determined.

3.1.3 A **network provider** must ensure that the **retailer** is reimbursed for any **GSL payment** passed through or required to be passed through by that **retailer** to an **eligible small customer** in its first bill to the **retailer** after notifying the **retailer** under clause 3.1.1.

3.1.4 If:

- (a) an **eligible small customer** ceases to be a **small customer** of the **network provider** before that person receives a **rebate credit** to which it is entitled to under clause 3.1.2(a); and
- (b) the **network provider** and that person (or a **retailer** on behalf of that person) have not agreed on another method of payment to that specified in clause 3.1.2 prior to that person ceasing to be a **small customer** of the **network provider**,

neither the **network provider** nor the **retailer** will have any further obligations under clause 3.1.2 or 3.1.3 in relation to that **GSL payment** or related **rebate credit**.

3.1.5 Nothing in this clause 3.1 or clause 4 will entitle a **network provider** to recover from an **eligible small customer** any **GSL payment** which has been notified to a **retailer** under clause 3.1.1.

Power Networks should not be responsible for any retail costs in passing through a GSL payment to a customer. This should be a retail cost of doing business in the NT, as it is elsewhere in the NEM. The Rules at clause 6B.A2.4 specify only that a DNSP must provide a statement of network charges, including any GSL payments, to the retailer.

~~3.1.6 At the request of the **retailer**, the **network provider** must pay any reasonable charges:~~

- ~~(a) incurred by the **retailer** in providing services under clause 3.1.2; and~~
- ~~(b) approved by the **Commission**.~~

3.1.7 If:

- (a) a **retailer** is required to **rebate credit** to an **eligible small customer** the amount of a **GSL payment** under clause 3.1.2; and

- (b) the **eligible small customer** has entered into a prepayment arrangement with the **retailer** under which no bills are issued by the **retailer** to the **eligible small customer**,

the **retailer** must (as soon as reasonably practicable after receiving a **notice** from a **network provider** under clause 3.1.1):

- (c) credit to the relevant **eligible small customer** the amount of the **GSL payment** for that **eligible small customer**, or
- (d) directly pay to the relevant **eligible small customer** the amount of the **GSL payment** for that **eligible small customer**, and
- (e) provide the **eligible small customer** with the details provided by the **network provider** concerning the manner in which that **GSL payment** was determined.

3.1.8 The **retailer** and the **network provider** must co-operate to ensure that a timely and accurate **GSL payment** is paid to each **eligible small customer** in accordance with this clause 3.

3.2 GST

3.2.1 All **GSL payments** specified in Table 1 in clause 2 are inclusive of GST.

3.3 Effect of a GSL payment

3.3.1 For the avoidance of doubt, a **network provider** does not make any admission of legal liability or a breach of the **Code** or other applicable codes and laws in giving a **GSL payment**.

3.3.2 For the avoidance of doubt, a **retailer** does not make any admission of legal liability or a breach of the **Code** or other applicable codes and laws when a **network provider** makes a **GSL payment** which is passed through by the **retailer**.

4 Dispute Procedures

4.1 Dispute resolution process

4.1.1 If a dispute arises in relation to a **network provider** in respect of any matter under or in connection with this **Code** then the **network provider** must attempt to resolve the dispute by negotiations in good faith.

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

4.1.3 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 about the **network provider** 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 provider** have failed,

to the appropriate body having the authority to deal with the matters set out under this clause 4.1.3.

4.1.4 A complaint under clause 4.1.3:

- (a) must be in **writing**,
- (b) must be made within 1 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 he or she is 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 provider**.

4.1.5 Should there be no appropriate body authorised to deal with the matters set out under clause 4.1.3 at the time of the dispute, the disputing parties may refer the dispute to the **Commission**. In this case, the arrangements set out under clause 4.1.4 apply.

4.1.6 A **small customer** can authorise a **retailer** to act on its behalf in relation to a dispute.

4.2 Determination to be made by the Commission

4.2.1 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.

4.2.2 In determining a dispute under clause 4.1.5, the **Commission** may:

- (a) seek and review all the information the **Commission** deems necessary;
- (b) consult such other person as the **Commission** sees fit;
- (c) take such measures as the **Commission** sees fit to expedite the completion of the dispute resolution process; and
- (d) make any order which it considers expedient to dispose of the dispute.

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

4.2.4 The findings of the **Commission** are final and binding on the disputing parties.

5 Reviewing, Adding to or Amending this Code

5.1 Review by the Commission under the Act

5.1.1 The **Commission** must review the **performance measures, guaranteed service levels** and **GSL payment** amounts in clause 2.1.4 prior to the beginning of each **regulatory control period**.

5.2 Variation or revocation by the Commission under the Act

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

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

5.3.1 In deciding whether to vary or revoke this **Code** (or any part of this **Code**) under clause 5.2, or impose any additional or varied obligations on a **network provider**, the **Commission** will have regard to:

- (a) the objectives of this **Code** (as set out in clause 1.6); and
- (b) the matters listed in section 6(2) of the **Act**.

Schedule 1 – Definitions

Feeder type definitions and some other definitions need to be brought into alignment with the AER's distribution STPIS. However these definitions are not used in this Code and can be removed.

"2.5 beta method" means the 2.5 beta method described in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2003.

"Act" means the *Utilities Commission Act 2000* (NT).

"business day" means any day that is not a Saturday, a Sunday or a public holiday in the Northern Territory of Australia.

~~**"CBD area"** means the area identified as the 'CBD area' in the map published by the network provider under clause 2.3.1.~~

~~**"CBD feeders"** means any feeder which forms part of the **regulated network** and is located within the **CBD area**.~~

"Code" means this 'Guaranteed Service Level Code'.

"Commencement Date" means the date on which the Gazette which establishes this **Code** is published or a later date specified by the **Commission**.

"Commission" means the Utilities Commission established under the **Act**.

"connect, connected, connection" means to form a physical link between a **regulated network** and a **premises** to allow the flow of electricity.

"connection alteration" means an alteration to an existing **connection**, including an addition, upgrade, extension, expansion, augmentation or any other kind of alteration.

"customer" has the meaning given in the **ERA**.

"electricity network" has the meaning given in the ~~**Network Access Code**~~ **ERA**.

"eligible small customer" means the **small customer** entitled to a **GSL payment** under clause 2.

The ENTPA Act will no longer be in place after 1 July 2019. Definitions that refer to the ENTPA should also be changed to reflect this. Ideally, the definitions will refer to either the ERA, the NEL or the NER, so that there is consistency.

~~**"ENTPA Act"** means the *Electricity Networks (Third Party Access) Act 2000* (NT).~~

"ERA" means the *Electricity Reform Act 2000* (NT).

"financial year" means a year commencing 1 July and ending 30 June.

"GSL payment" means a **guaranteed service level** payment to be made in accordance with clause 3 for the amount set out in clause 2.

"guaranteed service lever" means a guaranteed service level set out in Table 1 of clause 2.

"Implementation Date" means the date upon and from which a **guaranteed service level** will apply to a **network provider**.

"Interpretation Act" means the *Interpretation Act* (NT).

"interruption" means a temporary unavailability or temporary curtailment of the **supply** of electricity to a **premises**, but does not include unavailability or curtailment in accordance with the terms and conditions of that contract for the **supply** of electricity at that **premises**.

"load shedding" has the meaning given in the **System Control Technical Code**.

"Minister" means the Minister of the Crown who is responsible for the administration of the ERA.

"Network Access Code" means the code made by the *Minister* as set out in the *ENTPA Act*.

"network provider" has the meaning given in the ERA.

"new connection" means a new *connection* where there is no existing *connection* at the premises or a *connection alteration*.

A new definition for "notice" to incorporate the changes in technology.

"notice" means a communication in a form agreed between the sender and receiver. If the sender or receiver is a registered participant, record of the communication including content of the communication must be stored by the registered participant in a manner that permits retrieval for a period of 5 years.

"performance measure" means a performance measure set out in Table 1 of clause 2

"planned interruption" means an *interruption* of the *supply* of electricity for:

- (a) the planned maintenance, repair or augmentation of an *electricity network* to which the *regulated network* is *connected*, or
- (b) the planned maintenance, repair or augmentation of the *regulated network*, including planned or routine maintenance of metering equipment; or
- (c) the installation of a *new connection*.

"premises" means the address for which a *small customer* has a contract for the supply of electricity.

"re-connection" means re-installing a *connection* where there is an existing *connection* at the *premises*.

The definition of regulated network needs to be aligned with the NER.

"regulated network" means the *electricity networks* listed in Schedule 2 of the network licence issued to the Power and Water Corporation issued in accordance with the ERA.

"regulatory control period" has the meaning given in the *ENTPA Act*.

The definition of registered participants needs to be aligned with the NER.

"retailer" means a person who holds a retail license under Part 3 of the ERA.

~~**"Rural area"** means the 'Rural area' in the map published by the network provider under clause 2.3.1.~~

~~**"Long rural feeders"** means any feeder which forms part of the regulated network and is located within the Rural area and has a total route length of more than 200 kilometres.~~

~~**"Short rural feeders"** means any feeder which forms part of the regulated network and is located within the Rural area and is not classified as a Rural long feeder.~~

"small customer" means, in relation to a *premises* which is *connected* or proposed to be *connected* to a *regulated network*, a *customer* that is taking or is likely to take less than 160 megawatt hours of electricity in a *financial year* at that *premises* and is a registered participant.

"System Controller" has the meaning given in the ERA.

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"System Control Technical Code" means the code of that name authorised by the *Commission* and published by the Power and Water Corporation.

"selling" has the meaning given in the *ERA*.

"supply" has the meaning given in the *ERA*.

"Urban area" means the area identified as the 'Urban area' in the map published by the *network provider* under clause 2.3.1.

~~**"Urban feeders"** means any feeder which forms part of the regulated network and is located within the Urban area a feeder.~~

"writing" includes any electronic form capable of being reduced to paper form by being printed.

Northern Territory of Australia
Electricity Standards of Service Code

NORTHERN TERRITORY OF AUSTRALIA

ELECTRICITY STANDARDS OF SERVICE CODE

1 January 2012

Northern Territory of Australia
Electricity Standards of Service Code

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1 Introduction

1.1 Authority

1.1.1 This **Code** is made by the **Commission** 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** 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, this **Code** may deal with any one or more of the following:

- (a) **target standards**,
- (b) compliance with **target standards**,
- (c) **performance indicators** and reporting in relation to **performance indicators**, and
- (d) date quality.

1.2.2 For the avoidance of doubt, this **Code** will only apply to an **electricity entity** to the extent that it provides **generation services**, **network services**, or **retail services** in the **regulated network**.

1.2.3 In making this **Code**, the **Commission** has:

- (a) sought to promote and achieve the object of the **Act**,
- (b) sought to promote and achieve the objects of the **ERA**; and
- (c) had regard to the matters listed in section 6(2) of the **Act**.

1.3 Date of commencement

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

1.4 Interpretation

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

1.4.2 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;
- (c) words appearing in bold and italics like **this** are defined in Schedule 4 of this **Code**, and
- (d) without limiting clause 1.4.1:

- (i) the word "may" in conferring a power will be interpreted to imply that a power may be exercised or not, at discretion;
- (ii) the word 'must' in conferring a function will be interpreted to mean that the function so conferred must be performed.

1.5 Application

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

1.6 Objectives

1.6.1 The objectives of this **Code** are to:

- (a) establish standards of service and performance measures in the **electricity supply industry**,
- (b) develop, monitor and enforce compliance with and promote improvement in standards of service by **electricity entities** in the **electricity supply industry**, and
- (c) require **electricity entities** to have adequate systems in place which allow for regular reporting of actual performance in accordance with this **Code**.

1.7 Preservation of Other Obligations

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

1.8 Guidelines

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

- (a) the administrative procedures and arrangements that the **Commission** intends to adopt when administering the **Code**; and/or
- (b) the **Commission's** interpretation of any clauses or terms used in this **Code**.

1.8.2 In publishing a guideline under clause 1.8.1, the **Commission** must:

- (a) give notice to all **electricity entities**; and
- (b) publish the guideline on the **Commission's** website.

1.8.3 1.8.3 A guideline takes effect from the date of its publication or from such later date as the **Commission** specifies in the guideline.

1.9 Directions

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

1.9.2 Without limiting clause 1.9.1, the **Commission** may issue a direction requiring the **electricity entity** to:

- (a) segment **performance indicators**; and

- (b) report on *performance indicators*,

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

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 by an electricity entity for variation or revocation

- 2.2.1 An **electricity entity** may request the **Commission** to vary or revoke any part of this **Code**.
- 2.2.2 Unless the **Commission** considers that the request has been 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 which the Commission will have regard to in making a decision

- 2.3.1 In deciding whether to vary or to revoke this **Code** or any part of this **Code** under clause 2.1 or 2.2 above, or impose any additional or varied obligations on an **electricity entity**, the **Commission** will have regard to:
 - (a) the objectives of this **Code**; and
 - (b) the matters listed in section 6(2) of the **Act**.

2.4 Commencement of variation or revocation

- 2.4.1 A notice in relation to a variation or revocation will have effect:
 - (a) 30 days after the later of the date on which the notice is given to the relevant **electricity entity** or the date on which the notice is published in the Gazette; or
 - (b) on such later date as the **Commission** specifies in the notice.

3 Target Standards

3.1 Establishing *target standards*

3.1.1 An **electricity entity** that provides **network services** must, no later than the date notified in writing to the **electricity entity** by the **Commission** (being a date that is prior to the commencement of the **regulatory control period** in which the proposed **target standards** will apply) submit to the **Commission** for approval, the proposed **target standards** for that **regulatory control period** developed in accordance with this clause 3.1.

It is not reasonable for targets to be subject to continuous improvement if adequate funding is not provided by the regulator.

3.1.2 The proposed **target standards** submitted under clause 3.1.1 must:

- (a) include the **performance indicators** requiring a **target standard** in Schedule 2;
- (b) be calculated in accordance with clause 3.1.3;
- (c) be segmented in accordance with clause 6; and
- (d) ~~not be less than the target standards for the current regulatory control period.~~ be linked to the regulatory funding permitted to achieve target standards in the current regulatory control period

3.1.3 The proposed **target standards** must be calculated by:

- (a) averaging the **data** from the preceding five **financial years**;
- (b) if that type of **data** is not available, averaging comparable and available **data** from each of the preceding five **financial years**; or
- (c) utilising such other methodology that the **Commission** considers is appropriate and notifies to the **electricity entity** from time to time.

3.1.4 An **electricity entity** must provide all information that is requested by the **Commission** from time to time in relation to the proposed **target standards**.

3.1.5 In deciding whether to approve the proposed **target standards**, the **Commission** will have regard to:

- (a) the matters listed in section 6(2) of the **Act**,
- (b) the objectives of this **Code**; and
- (c) whether the proposed **target standards** comply with **good electricity industry practice**.

3.1.6 In deciding whether to approve the proposed **target standards**, the **Commission** may consult with other **electricity entities**, the **Minister** and anyone else the **Commission** considers should be consulted, in any way the **Commission** sees fit.

3.1.7 The **Commission** may approve the proposed **target standards** subject to such conditions as the **Commission** considers are appropriate.

3.1.8 If the **Commission** does not:

- (a) receive; or

- (b) approve,

proposed **target standards** under this clause 3.1 for a **regulatory control period**, the **Commission** may, prior to the commencement of that **regulatory control period**, set a **target standard** for each **performance indicator** that requires a **target standard** in any way the **Commission** sees fit.

3.2 Varying the **target standards**

3.2.1 If in the **Commission's** reasonable opinion a **target standard** is contrary to the objectives of this **Code** or the matters listed in section 6 (2) of the **Act**, the **Commission** may vary that **target standard** (in which case the **Commission** must provide reasonable notice to the relevant **electricity entity**) at any time and in any way the **Commission** sees fit (but not in a manner which is inconsistent with the **Act**).

3.2.2 An **electricity entity** that provides **network services** may at any time request the **Commission** to vary a **target standard**.

3.2.3 A request under clause 3.2.2 must:

- (a) state the reasons for varying the **target standards**;
- (b) contain sufficient information and supporting documentation to support the request to vary the **target standard**; and
- (c) specifically address the objectives of the **Code** and the matters listed in section 6 (2) of the **Act**.

3.2.4 The **Commission** must, within 20 **business days** of receiving a request under clause 3.2.2, advise the **electricity entity** of any further information or clarification which is required in support of the **electricity entity's** request if, in the **Commission's** reasonable opinion, the request:

- (a) is incomplete; or
- (b) contains information which requires clarification.

3.2.5 If any further information or clarification required pursuant to clause 3.2.4 is not provided to the **Commission's** satisfaction within 10 **business days** of the request, then the **electricity entity** will be deemed to have withdrawn the request.

3.2.6 If no further information or clarification is required pursuant to clause 3.2.4, the **Commission** will deal with a request under clause 3.2.2:

- (a) as soon as practicable after receipt of that request; and
- (b) in accordance with clause 3.1.5 and 3.1.6 of this **Code**.

3.2.7 In considering a request under clause 3.2.2, the **Commission** may consult with anyone the **Commission** considers is appropriate to consult with before considering whether to vary a **target standard**.

3.2.8 A variation to a **target standard** under this clause 3.2 will take effect:

- (a) on the date agreed upon by the **Commission** and the relevant **electricity entity**, or

- (b) if no such date exists, 20 **business days** after the date upon which the variation to the **target standard** is approved by the **Commission**, or such later date as the **Commission** specifies in that approval.

3.3 Target standard obligations

- 3.3.1 An **electricity entity** that provides **network services** 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** on the **Commission's** website.

4 Reporting

4.1 Obligations to report actual performance

4.1.1 An **electricity entity** that provides:

- (a) **generation services**;
- (b) **network services**; or
- (c) **retail services**;

must as soon as practicable after the end of each **financial year** (but by no later than 1 November of the next **financial year**) submit to the **Commission** a report on its actual performance against the **performance indicators** for those services during the preceding **financial year**.

4.1.2 A report under clause 4.1.1 must:

- (a) in relation to **generation services**, include the performance of the **electricity entity** against the **generation services performance indicators** set out in Schedule 1;
- (b) in relation to **network services**, include the performance of the **electricity entity** against the **network services performance indicators** set out in Schedule 2;
- (c) in relation to **retail services**, include the performance of the **electricity entity** against the **retail services performance indicators** set out in Schedule 3; and
- (d) be segmented in accordance with clause 6.

4.1.3 A report under this clause 4 must include a **responsibility statement**.

4.1.4 The **Commission** may request further information or clarification of a report submitted under this clause 4.

4.1.5 An **electricity entity** must respond to a request under clause 4.1.4 within 20 **business days** of receipt of that request or as otherwise specified by the **Commission**.

4.2 Reporting against target standards

4.2.1 This clause 4.2 applies to an **electricity entity** that provides **network services**.

4.2.2 If an **electricity entity** fails to meet a **target standard for a financial year**, the report submitted to the **Commission** by that **electricity entity** for that **financial year** under this clause 4 must include:

- (a) a statement of the reasons for that failure;
- (b) a statement that explains and demonstrates how the **electricity entity** has used its **best endeavours** to meet the relevant **target standard**; and
- (c) a statement on the measures the **electricity entity** proposes to take to ensure that the relevant **target standard** will be met during the next **financial year**.

4.3 Reporting of natural events identified using the IEEE 2.5 beta method

4.3.1 This clause 4.3 applies to an **electricity entity** that provides **network services**.

4.3.2 If an **electricity entity** excludes a **network outage** from the **adjusted** category in accordance with clause 6.2.3 (f), the report submitted to the **Commission** by that **electricity entity** for that **financial year** under this clause 4 must include information on that exclusion including:

- (a) the relevant event identified under clause 6.2.3 (f);
- (b) information and documentation on the circumstances surrounding the event;
- (c) information detailing the reasons why the event is excluded; and
- (d) the extent of the exclusion from the **adjusted** category.

4.4 The Commission's obligations

4.4.1 On receipt of a report submitted under this clause 4, the **Commission**:

- (a) will publish an assessment of the report;
- (b) may make the report publicly available; and
- (c) must ensure that any information made publicly available by the **Commission** complies with section 26 of the **Act**.

5 **Data Quality**

5.1 **Data quality**

5.1.1 An electricity entity must, in accordance with good electricity industry practice.

- (a) periodically collect and maintain such **data** (in connection with the **target standards, performance indicators** or reporting requirements under clause 4), 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** or an auditor appointed under clause 5.2.1.

5.1.2 **Audit of data**

5.1.3 The **Commission** may at any time, by giving notice to the **electricity entity**, require the **electricity entity** to appoint an independent auditor to undertake an audit of the **electricity entity's** compliance with clause 5.1.1(a).

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

5.1.5 An auditor appointed under this clause 5.2 must have the necessary technical expertise determined by the **Commission** and notified to the **electricity entity**.

5.1.6 If the **electricity entity** fails to comply with a notice given by the **Commission** under this clause 5.2 by the date set out in that notice, the **Commission** may appoint an independent auditor to undertake an audit of the **electricity entity's** compliance with clause 5.1.1(a).

5.1.7 An **electricity entity** must meet the costs of any audit under this clause 5.2.

6 Data Segmentation

6.1 Data segmentation

6.1.1 An **electricity entity** must segment the **performance indicators** in accordance with the categories listed against the relevant **performance indicator** in Schedules 1 to 3.

6.2 Adjusted and unadjusted performance indicators

6.2.1 This clause 6.2 applies to an **electricity entity** that provides **network services**.

6.2.2 An **electricity entity** must segment the **performance indicators** separately for the following categories:

- (a) **adjusted**; and
- (b) **unadjusted**,

in accordance with Schedule 2 and clause 6.2.3.

6.2.3 An **electricity entity** may only exclude a **network outage** from the **adjusted** category if the event that caused that **network outage** is listed below and was beyond the reasonable control of the **electricity entity**.

- (a) **load shedding** due to a shortfall in generation;
- (b) a **network interruption** where more than two **business days'** notice was given to **customers** by the **electricity entity** and the **electricity entity** has otherwise complied with the relevant requirements of the **applicable regulatory instruments**;
- (c) the **System Controller** exercising any functions or powers under an **applicable regulatory instrument**, a direction by a police officer or another authorised person exercising powers in relation to public safety, but only to the extent that the exercise of that function or power, or the giving of that direction, is not caused by a failure by the **electricity entity** to comply with any **applicable regulatory instrument**,
- (d) a traffic accident;
- (e) an act of vandalism;
- (f) a natural event that is identified as statistical outliers using the **IEEE 2.5 beta method**; or
- (g) a **network interruption** caused by a **customer's electrical installation**.

Schedule 1 - GENERATION SERVICES PERFORMANCE INDICATORS

Schedule 2 - NETWORK SERVICES PERFORMANCE INDICATORS

1.1 Interpretation

1.1.1 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**.

1.2 Application of Schedule 2

1.2.1 This Schedule defines the **performance indicators for electricity entities** that provide **network services**.

1.2.2 In particular, this Schedule specifies the way in which **data** is to be used to calculate those **performance indicators**.

1.2.3 This Schedule is separated into three sections; **transmission network performance indicators, distribution network performance indicators,** and transmission and distribution customer service **performance indicators**.

1.2.4 **An electricity entity** must calculate the **performance indicators**:

- (a) identified in the relevant tables of this Schedule; and
- (b) in accordance with the formulas set out in this Schedule.

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

As outlined in the submission, to maintain consistency with the NER delete Transmission Indicators and rely on the customer focused Distribution Indicators for the entire network.

~~1.3 — Transmission Network Performance Indicators~~

~~1.3.1 Table 2:~~

- ~~(a) lists the **performance indicators** to measure performance of the **transmission network** for the purposes of clause 4 of this **Code**;~~
- ~~(b) identifies whether a **target standard** needs to be set for each **performance indicator** for the purposes of clause 3 of this **Code**; and~~
- ~~(c) specifies the way in which the **performance indicators** are to be segmented for the purpose of setting **target standards** and reporting under this **Code**.~~

Performance Indicator	Report	Segmentation	Target Standard	Segmentation
Average Circuit Outage Duration (ACOD) Unadjusted	Yes	Power System	Not Required	N/A

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Average Circuit Outage Duration (ACOD)-Adjusted	Yes	Power System	Yes	Transmission network
Frequency of Circuit Outages (FCO)-Unadjusted	Yes	Power System	Not Required	N/A
Frequency of Circuit Outages (FCO)-Adjusted	Yes	Power System	Yes	Transmission network
Average Transformer Outage Duration (ATOD)-Unadjusted	Yes	Power System	Not Required	N/A
Average Transformer Outage Duration (ATOD)-Adjusted	Yes	Power System	Yes	Transmission network
Frequency of Transformer Outages (FTO)-Unadjusted	Yes	Power System	Not Required	N/A
Frequency of Transformer Outages (FTO)-Adjusted	Yes	Power System	Yes	Transmission network
System Average Interruption Duration Index (SAIDI)-Unadjusted	Yes	Power System	Not Required	N/A
System Average Interruption Duration Index (SAIDI)-Adjusted	Yes	Power System	Not Required	N/A
System Average Interruption Frequency Index (SAIFI)-Unadjusted	Yes	Power System	Not Required	N/A
System Average Interruption Frequency Index (SAIFI)-Adjusted	Yes	Power System	Not Required	N/A

1.3.2—A **network outage** must be reported as starting when the **remote monitoring equipment** signals a loss of supply.

1.4—**Transmission network circuit performance indicators**

1.4.1—When calculating **transmission network circuit performance indicators**:

- (a)—for each **power system**—only include a **network outage** if the **network outage** is caused by a **transmission network related event** that occurs on a part of the **transmission network** that forms part of the same **power system**; and
- (b)—by **transmission network**.
 - (i)—only include a **network outage** if the **network outage** is caused by a **transmission network related event** that occurred within the **transmission network**, and
 - (ii)—exclude **network outages** that are caused by **transmission network connection assets**.

1.4.2—**Average Circuit Outage Duration (ACOD)-Unadjusted**

$$\text{ACOD Unadjusted} = \left(\frac{\text{COD}}{\text{CO}} \right)$$

Where:

~~COD (or 'circuit outage duration') is the sum of the duration of each **network outage** expressed in minutes.~~

~~CO (or 'circuit outages') is the total number of **network outages**.~~

~~ACOD Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.4.1 of this Schedule 2.~~

~~1.4.3 Average Circuit Outage Duration (ACOD) Adjusted~~

$$\text{ACOD Adjusted} = \left(\frac{\text{COD}}{\text{CO}} \right)$$

Where:

~~COD (or 'circuit outage duration') is the sum of the duration of each **network outage** expressed in minutes.~~

~~CO (or 'circuit outages') is the total number of **network outages**.~~

~~ACOD Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.4.1 of this Schedule 2.~~

~~1.4.4 Frequency of Transmission Circuit Outages (FCO) Unadjusted~~

$$\text{FCO Unadjusted} = \text{CO}$$

Where:

~~CO (or 'circuit outages') is the total number of **network outages**.~~

~~FCO Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.4.1 of this Schedule 2.~~

~~1.4.5 Frequency of Transmission Circuit Outages (FCO) Adjusted~~

$$\text{FCO Adjusted} = \text{CO}$$

Where:

~~CO (or 'circuit outages') is the total number of **network outages**.~~

~~FCO Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.4.1 of this Schedule 2.~~

~~1.5 — Transmission network transformer performance indicators~~

~~1.5.1 — When calculating transmission network transformer performance indicators:~~

- ~~(a) — for each power system — only include network outages if the network outage is caused by a transformer related event that occurs on a part of the transmission network that forms part of the same power system; and~~
- ~~(b) — by transmission network:~~
 - ~~(i) — only include network outages if the network outage is caused by a transformer related event that occurred within the transmission network; and~~
 - ~~(ii) — exclude network outages caused by transmission network connection assets.~~

~~1.5.2 — Average Transformer Outage Duration (ATOD) Unadjusted~~

$$\text{ATOD Unadjusted} = \left(\frac{\text{TOD}}{\text{TO}} \right)$$

Where:

TOD (or 'transformer outage duration') is the sum of the duration of each **network outage** expressed in minutes.

TO (or 'transformer outages') is the total number of **network outages**.

ATOD Unadjusted must be **unadjusted**.

For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.5.1 of this Schedule 2.

~~1.5.3 — Average Transformer Outage Duration (ATOD) Adjusted~~

$$\text{ATOD Adjusted} = \left(\frac{\text{TOD}}{\text{TO}} \right)$$

Where:

TOD (or 'transformer outage duration') is the sum of the duration of each **network outage** expressed in minutes.

TO (or 'transformer outages') is the total number of **network outages**.

ATOD Adjusted must be **adjusted**.

For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.5.1 of this Schedule 2.

~~1.5.4 — Frequency of Transformer Outages (FTO) Unadjusted~~

$$\text{FTO Unadjusted} = \text{TO}$$

Where:

TO (or 'transformer outages') is the total number of **network outages**.

FTO Unadjusted must be **unadjusted**.

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.5.1 of this Schedule 2.~~

~~1.5.5 Frequency of Transformer Outages (FTO) Adjusted~~

~~FTO Adjusted = TO~~

~~Where:~~

~~TO (or 'transformer outages') is the total number of **network outages**.~~

~~FTO adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network outages** must be identified in accordance with clause 1.5.1 of this Schedule 2.~~

~~1.6 Transmission network reliability performance indicators~~

~~1.6.1 The **transmission network** reliability **performance indicators** in clause 1.6 of this Schedule are based on the reliability indices in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2012.~~

~~1.6.2 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.~~

~~1.6.3 When calculating **transmission network** reliability **performance indicators** for each **power system**:~~

~~(a) only include those **network interruptions** that are caused by a **transmission network related event** and occur on a part of the **transmission network** that forms part of the same **power system**; and~~

~~(b) only include those **customers** who are supplied by the same **power system**.~~

~~1.6.4 System Average Interruption Duration Index (SAIDI) Unadjusted~~

$$\text{SAIDI Unadjusted} = \left(\frac{\text{ID}}{\text{CS}} \right)$$

~~Where:~~

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

~~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** at the end of the **reporting period**.~~

~~SAIDI Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.6.3 of this Schedule 2.~~

~~1.6.5 System Average Interruption Duration Index (SAIDI) Adjusted~~

$$\text{SAIDI Adjusted} = \left(\frac{\text{ID}}{\text{CS}} \right)$$

~~Where:~~

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

~~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** at the end of the **reporting period**.~~

~~SAIDI Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.6.3 of this Schedule 2.~~

~~1.5.6 System Average Interruption Frequency Index (SAIFI) Unadjusted~~

$$\text{SAIFI Unadjusted} = \frac{\text{TI}}{\text{CS}}$$

~~Where:~~

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

~~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**.~~

~~SAIFI Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.6.3 of this Schedule 2.~~

~~1.5.7 System Average Interruption Frequency Index (SAIFI) Adjusted~~

$$\text{SAIFI Adjusted} = \frac{\text{TI}}{\text{CS}}$$

~~Where:~~

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

~~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**.~~

~~SAIFI Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.6.3 of this Schedule 2.~~

1.7 Distribution Network Reliability Performance Indicators

1.7.1 Table 3:

- (a) lists the **performance indicators** to measure performance of the **distribution network** for the purpose of clause 4 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** are to be segmented for **target standard** setting and reporting under this **Code**

TABLE 3: DISTRIBUTION NETWORK PERFORMANCE INDICATORS

Performance Indicator	Report	Segmentation	Target Standard	Segmentation
System Average Interruption Duration Index (SAIDI) Unadjusted	Yes	Region and Feeder Category	Not Required	N/A
System Average Interruption Duration Index (SAIDI) Adjusted	Yes	Region and Feeder Category	Yes	Feeder Category
System Average Interruption Frequency Index (SAIFI) Unadjusted	Yes	Region and Feeder Category	Not Required	N/A
System Average Interruption Frequency Index (SAIFI) Adjusted	Yes	Region and Feeder Category	Yes	Feeder Category
Poorly Performing Feeders	Yes	Individual Feeder	Not Required	N/A

1.7.2 The **distribution network** reliability **performance indicators** in clause 1.7 of this Schedule are based on the reliability indices in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2012.

1.7.3 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.

Remove exclusion as a consequence of deleting transmission indicators.

1.7.4 For the purpose of calculating **distribution network 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** ~~(excluding—transmission 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**.

For sections 1.7.5 to 1.7.8:

Definitions of performance indices should be reviewed to ensure alignment with the AER's STPIS guideline and any other guideline that pertains to distribution reliability reporting. This will allow consistency in reporting.

1.7.5 System Average Interruption Duration Index (SAIDI) Unadjusted

$$SAIDI = \frac{\sum r_i N_i}{Nt}$$

~~ETC... See IEEE1366 for definitions and details. The following definitions are incorrect but we 'know what they mean' so do it anyway. The numerator must be **Customer minutes**, not just minutes. This should be fixed, rather than rely on a weird definition of network interruption being per customer.... same for all SAIFI / SAIDI definitions throughout.~~

~~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**~~

~~SAIDI Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.7.4 of this Schedule 2.~~

1.7.6 System Average Interruption Duration Index (SAIDI) Adjusted

~~Where:~~

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

~~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**~~

~~SAIDI Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.7.4 of this Schedule 2.~~

1.7.7 System Average Interruption Frequency Index (SAIFI) Unadjusted

~~Where:~~

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

~~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**.~~

~~SAIFI Unadjusted must be **unadjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.7.4 of this Schedule 2.~~

1.7.8 System Average Interruption Frequency Index (SAIFI) Adjusted

~~Where:~~

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

~~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**.~~

~~SAIFI Adjusted must be **adjusted**.~~

~~For the avoidance of doubt, **network interruptions** and **customers** must be identified in accordance with clause 1.7.4 of this Schedule 2.~~

1.7.9 Poorly Performing Feeders

This is a useful device to identify feeders delivering sub-optimal performance. However, PWC is unable to locate a direction from the UC in relation to the threshold for a poorly performing feeder.

To determine whether an individual feeder has performed poorly in a **reporting period**, the 'SAIDI Performance Ratio' for the individual feeder must be determined:

$$\text{SAIDI Performance Ratio} = \left(\frac{\text{SAIDI Performance of Individual Feeder}}{\text{SAIDI Target Standard of Individual Feeder's Feeder Category}} \right)$$

Where:

SAIDI Performance of individual feeder is:

$$\left(\frac{\text{ID}}{\text{CS}} \right)$$

Where:

ID (or 'interruption duration') is the sum of the duration of each **network interruption** expressed in minutes and caused by the individual feeder.

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

SAIDI Performance of individual feeder must be **adjusted**.

For the avoidance of doubt **network interruptions** and **customers** must be identified in accordance with clause 1.7.4 of this Schedule 2.

SAIDI **target standard** of individual feeder's **feeder category** is the **target standard** approved by the **Commission** (and in effect for the relevant **reporting period**) for the individual feeder's **feeder category**.

This formula must be applied to the current **reporting period** and the previous **reporting period**.

If the SAIDI Performance Ratio for an individual feeder exceeds the **SAIDI threshold** in at least two consecutive **reporting periods** (including the current **reporting period**), the individual feeder will be deemed to have performed poorly in the current **reporting period**.

After determining the individual feeders that have performed poorly, the relevant **electricity entity** must provide the following information to the **Commission**:

- (a) the SAIDI Performance Ratio that was used to identify each individual feeder that has performed poorly;
- (b) the total number of individual feeders that have performed poorly; and
- (c) a statement that explains the poor SAIDI performance of each of these individual feeders for the current **reporting period** and the action the **electricity entity** intends to take to improve the poor SAIDI performance of these individual feeders for the next **reporting period**.

1.8 Transmission and Distribution Customer Service Performance indicators

1.8.1 Table 4:

- (a) lists the **performance indicators** to measure **customer** performance of the relevant **electricity entity**; and
- (b) specifies the way in which the **performance indicators** are to be segmented for the purpose of reporting under this **Code**.

TABLE 4: TRANSMISSION AND DISTRIBUTION CUSTOMER SERVICE PERFORMANCE INDICATORS

Performance Indicator	Report	Segmentation
Connections	Yes	CBD area/urban area; rural area
Phone Answering	Yes	NT
Network Complaints	Yes	Region
Written Enquiries	Yes	Region

1.8.2 Connections

- (a) **The performance indicators are:**
 - (i) the percentage and total number of re-connections not undertaken within 24 **hours** of receipt by the **network provider** of a valid request for re-connection from the **customer**;
 - (ii) the percentage and total number of new connections not undertaken in the **CBD area** or **urban areas** within 5 **business days** of receipt of a valid electrical certificate of compliance issued under Part 5 of the **ERA** from the **customer** or as otherwise agreed with the **customer**, excluding connections to new subdivisions where minor extensions or augmentation is required;

- (iii) the percentage and total number of new connections in **rural areas** not undertaken within 10 **business days** of receipt of a valid electrical certificate of compliance issued under Part 5 of the **ERA** from the **customer**, or as otherwise agreed with the **customer** excluding connections to new subdivisions where minor extensions or augmentation is required; and
- (iv) the number and average length of time taken to provide new connections in **urban areas** to new subdivisions where minor extensions or augmentation is required.

1.8.3 Phone Answering

- (a) The **performance indicators** are:
 - (i) the average time taken to answer the phone;
 - (ii) the percentage and total number of calls not answered within 30 seconds of caller asking to talk to a person; and
 - (iii) the percentage and total number of calls abandoned.
- (b) Where relevant, and unless the *Commission* otherwise considers appropriate, the results will be a combined total for both **PAWC Networks** and **PAWC Retail**.

1.8.4 Network Complaints:

- (a) The **performance indicators** are:
 - (i) the percentage and total number of **complaints** associated with **transmission network** and **distribution network** related activities segmented into **complaint categories**; and
 - (ii) the percentage and total number of **complaints** associated with the **transmission network** and **distribution network** quality of *supply* issues.

1.8.5 Written Enquiries

The **performance indicator** is the average time taken to respond to a **customer's written** enquiry.

Schedule 3 – RETAIL SERVICES PERFORMANCE INDICATORS

Schedule 4 – Definitions and Interpretation

Feeder type definitions and others need to be brought into alignment with the AER's distribution STPIS. To support this the feeder definitions guideline document that supports this code needs to be revoked.

“**Act**” means the *Utilities Commission Act*;

adjusted” means to exclude all **network outages** that meet the requirements of clause 6.2 of this **Code**;

“**applicable regulatory instruments**” means the **Act**, the **ERA**, the **ENTPA Act**, any regulation made under those Acts, 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**” means to act in good faith and use all reasonable efforts, skill and resources;

“**bulk supply point**” means a major substation where **transformers** reduce the **transmission network** voltage to a lower level suitable for the **distribution network**;

“**business day(s)**” means a day which is not a Saturday, Sunday or observed as a public holiday in the Northern Territory;

“**CBD area**” means the area identified as the 'CBD area' in the map published by the **network provider** under clause 2.3.1.

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

“**CBD feeders**” means ~~any feeder which forms part of the regulated network and is located within the CBD area~~ [a feeder defined as a CBD feeder in the AER's Service Target Performance Incentive Scheme](#).

“**Code**” means this Electricity Standards of Service Code;

“**Commencement Date**” means 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**” means the Utilities Commission of the Northern Territory established under the **Act**;

“**complaint**” means 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;

“**complaint category**” means the type of complaint specified by the relevant **electricity entity** which accurately reflects the type of dissatisfaction expressed by the **customer**;

“**connection point**” has the meaning given in the **ENTPA Act**;

“**customer(s)**” has the meaning given in the **ERA**;

“**customer hardship program**” is a scheme that is governed by an **electricity entity** that provides **retail services** and includes policies on any of the following matters:

- a) processes to identify **customers** experiencing payment difficulties due to **hardship**, including identification by the relevant **electricity entity** and self-identification by a **customer**;

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- b) process for early response by the relevant **electricity entity** in cases where **customers** are identified as experiencing payment difficulties due to **hardship**;
- c) flexible payment options (including a prepayment plan) for the payment of **electricity bills** by **hardship customers**;
- d) processes to identify appropriate government concession programs and appropriate financial counselling services and to notify **hardship customers** of those programs and services;
- e) an outline of a range of programs that the relevant **electricity entity** may use to assist **hardship customers**;
- f) process to review the appropriateness of a **hardship customer's** contract of **supply** in accordance with the purpose of the **customer hardship policy**;
- g) processes or programs to assist **customers** with strategies to improve their energy efficiency, where such processes or programs are required under an **applicable regulatory instrument**; and
- h) and other matter required by an **applicable regulatory instrument**;

“**data**” means the 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:

- (a) distribution lines including all poles and associated hardware;
- (b) terminating switchgear (circuit breakers and isolators) including associated protection and controls;
- (c) **transformers** between **distribution network** voltage levels;
- (d) switchgear for the above **transformers**; and
- (e) underground cable systems including conduits and trenching;

“**distribution network connection assets**” include:

- (a) 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**, and
- (b) 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**;

“**distribution network**” means that part of the **regulated network** that is not part of the **transmission network** and includes **distribution assets** and **distribution network connection assets** owned or operated by the relevant **network provider**;

“**distribution network related event**” means 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**;

“**electricity bill**” means the monetary amount billed to a **customer** in accordance with the relevant contract of **supply** between that **customer** and an **electricity entity**. For the avoidance of doubt, the monetary amount may be calculated through a meter reading at the relevant premises or an estimated meter reading for that premises;

“**electrical installation**” has the meaning given in the **ERA**;

“**electricity entity/entities**” has the meaning given in the **ERA**;

“**electricity network** or **network assets/facilities**” has the meaning given in the **ENTPA Act**;

“**electricity supply industry**” has the meaning given in the **ERA**;

The ENTPA will fall away on 1 July 2019. The definitions that rely on this act should be modified to reflect this. Ideally, the definitions would refer to the ERA, the NEL or the NER to ensure consistency.

“**ENTPA Act**” means the *Electricity Networks (Third Party Access) Act*;

“**entry point**” has the meaning given under the **ENTPA Act**;

“**ERA**” means the *Electricity Reform Act*;

“**equivalent partial outage hours**” is calculated in accordance with the ‘equivalent partial outage hours’ formula in Schedule 1 and represents the number of **hours** that a **generating unit** is **unavailable** due to a **generation outage** that results in a **unit derating**;

“**feeder category**” means any of the following:

- (a) **CBD feeders**;
- (b) **urban feeders**;
- (c) **rural-long short rural** feeders; and
- (d) **rural-short long rural** feeders;

“**financial year**” means a year commencing 1 July and ending 30 June;

“**forced outage**” means 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 can not be delayed until the next period of reduced **power system** demand as determined by the **System Controller**;

“**generator** or **generation unit/facilities**” has the meaning given in the **ENTPA Act**;

“**generation event(s)**” means any event caused by a **generator** or **generation unit/facilities** 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**;

“**generation interruption**” means 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**” means 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**” means 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/facilities**” has the meaning given in the **ENTPA Act**;

“**good electricity industry practice**” means 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**” is 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;

“**hardship**” includes financial **hardship**;

“**hour(s)**” means 60 minutes or part thereof;

“**IEEE 2.5 Beta Method**” means the 2.5 method described in the US Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2012;

“**Independent Power Producer**” means 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**” means the *Interpretation Act*;

“**load shedding**” has the meaning given in the **System Control Technical Code**;

“**Minister**” means the Minister of the Crown who is responsible for the administration of the **ERA**;

“**network interruption**” means 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**” means 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) minutes duration;

“**network services**” has the meaning given in the **ERA**;

“**network provider**” has the meaning given under the **ENTPA Act**;

“**operating capacity**” is the reduction of a **generating unit**’s output from its **gross maximum capacity**;

“**partial forced outage**” means 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 can not be delayed until the next period of reduced **power system** demand as determined by the **System Controller**;

“**partial unplanned outage**” means an **unplanned outage** that results in a **unit derating**;

“**partial planned outage**” means a **planned outage** that results in a **unit derating**;

“**performance indicators**” means the ‘**performance indicators**’ prescribed in Schedules 1 to 3 of this **Code**;

“**planned outage**” means a **generation outage** that is planned in advance and notified to **System Control** in accordance with the **System Control Technical Code**;

“**plant management control**” is 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 and Water Corporation**” has the meaning given in the **ENTPA Act**;

“**PAWC Networks**” has the meaning given in the **ENTPA Act**;

“**PAWC Retail**” means the business division of the **Power and Water Corporation** responsible for the operation of **retail services** operated by the **Power and Water Corporation**;

“**power station**” means 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**;

“**power system**” means:

- (a) the Darwin-Katherine power system;
- (b) Tennant Creek power system; and
- (c) Alice Springs power system;

“**remote monitoring equipment**” includes faulted circuit indicators (or equivalent) and related equipment commonly used to monitor **network outages**;

“**reporting period**” means the reporting period that corresponds with the reporting requirements in clause 4 of this **Code**;

“**residential customer**” means a **customer** who purchases electricity principally for its own personal, household or domestic use at premises;

“**responsibility statement**” means 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 services**” means the services provided by an **electricity entity** that is licensed to trade in electricity and to retail electricity to **customers** under the **ERA**;

“**regulatory control period**” has the meaning given under the **ENTPA Act**;

“**regulated network**” means an electricity network prescribed by the **Minister** by notice in the Gazette as an electricity network covered by the Network Access Code in accordance with the **ENTPA Act**. For the avoidance of doubt, the **regulated network** ceases at the **electrical installation**;

“**region**” includes the:

- (a) Darwin region;
- (b) Katherine region;
- (c) Tennant Creek region; and
- (d) Alice Springs region;

“**rural area**” means the area identified as the “rural area” in the map published by the **network provider** or as otherwise directed by the **Commission**;

STPIS: A feeder which is not a CBD or urban feeder with a total feeder route length greater than 200 km.

~~“**Rural long Long rural feeders**” means any feeder which forms part of the regulated network and is located within the Rural area and has a total route length of more than 200 kilometres. a feeder defined as an rural long feeder by the AER’s Service Target Performance Incentive Scheme.~~

STPIS: A feeder which is not a CBD or urban feeder with a total feeder route length less than 200 km.

~~“**Rural short Short rural feeders**” means any feeder which forms part of the regulated network and is located within the Rural area and is not classified as a Rural long feeder. a feeder defined as an urban feeder by the AER’s Service Target Performance Incentive Scheme.~~

“**SAIDI threshold**” means a multiple of a **distribution network** feeder’s **target standard** as directed by the **Commission**;

“**supply**” means the supply of electricity;

“**System Controller**” has the meaning given under the **ERA**;

“**System Control Technical Code**” means the code of that name authorised by the **Commission** and published by the **Power and Water Corporation**;

“**target standard**” means a standard of performance which is approved by the **Commission** from time to time in accordance with clause 3 of this **Code**;

~~“**transmission assets**” include:~~

- ~~(a) — transmission lines;~~
- ~~(b) — switchgear (circuit breakers and isolators) on transmission lines and **transformers** which form part of the **transmission network**;~~
- ~~(c) — **transformers** which transform voltage between transmission levels;~~
- ~~(d) — any dynamic reactive plant and associated switchgear and transformation regardless of voltage level;~~
- ~~(e) — all existing static reactive plant and associated switchgear; and~~
- ~~(f) — 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**” means a **customer** having a **connection point** with the **transmission network**;~~

~~“**transmission network**” means 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 provider**;~~

~~“**transmission network connection assets**” are assets used to supply **transmission customers** at the interface between the **transmission customer’s** facility and the **transmission network** (including transmission lines connecting a **generation unit/facility** to **transmission assets**);~~

~~“**transmission network related event**” means any event caused by assets or equipment within the **transmission network** that affects the conveyance or the control of conveyance of electricity within the **transmission network**;~~

“**transformer**” means a facility or device that reduces or increases the voltage of alternating current;

“**transformer related event**” means a **transmission network related event** that is caused by a **transformer** and affects the conveyance of electricity within the **transmission network**;

“**unadjusted**” means to include all **network outages** that would normally be excluded if **adjusted**;

“**unit derating**” for a **generating unit** is when the **generating unit** is partially operational and its output is the **unit derating value**;

“**unit derating value**” for a **generating unit** is the ‘unit derating’ expressed in MWs and calculated in accordance with US Institute of Electrical and Electronics Engineers (IEEE) Standard 762-2006;

“**unplanned outage**” means a **generation outage** that is not a **planned outage**;

“**urban area**” means the area identified as the “urban area” in a map published by the **network provider** or as otherwise directed by the **Commission**;

STPIS: A feeder which is not a CBD feeder, with actual maximum demand over the reporting period per total feeder route length greater than 0.3 MVA/km.

"Urban feeders" means ~~any feeder which forms part of the regulated network and is located within the Urban area a feeder,~~ a feeder defined as an urban feeder by the AER's Service Target Performance Incentive Scheme.

“**written**” includes any electronic communication capable of being reduced to paper form by being printed.

Schedule 5 – Transitional provisions

1.1 *Target standards 2009-14 regulatory control period*

1.1.1 This Schedule applies to the:

- (a) approval of **target standards**; and
- (b) reporting of actual performance against the **target standards**,

for the remainder of the 2009-14 **regulatory control period**.

1.1.2 The remainder of the 2009-14 **regulatory control period** will be the period commencing on the **Commencement Date** and ceasing immediately prior to the commencement of the 2014-19 **regulatory control period**.

1.1.3 Unless the **Commission** otherwise considers appropriate, any minimum standards approved by the **Commission** and in force prior to the **Commencement Date** will not apply to this **Code** and will immediately cease to apply.

1.1.4 A reference to minimum standards is taken to be a reference to the minimum standards approved by the **Commission** under the revoked Standards of Service Code in force immediately prior to the **Commencement Date**.

1.1.5 An **electricity entity** that provides **network services** must within 3 months of the **Commencement Date** submit to the **Commission** proposed **target standards** for the remainder of the 2009-14 **regulatory control period**.

1.1.6 The proposed **target standards** submitted under clause 1.1.5 of this Schedule 5 must:

- (a) include the **performance indicators** requiring a **target standard** in Schedule 2;
- (b) be calculated in accordance with clause 3.1.3 of this **Code**; and
- (c) be segmented in accordance with clause 6 of this **Code**.

1.1.7 Subject to clause 1.1.8 of this Schedule 5, the **Commission** may approve the proposed **target standards** submitted to the **Commission** under clause 1.1.5 of this Schedule 5 in accordance with clause 3.1.5 and clause 3.1.6 of this **Code**.

1.1.8 If the **Commission** does not approve the proposed **target standards** submitted to the **Commission** under clause 1.1.7 of this Schedule 5, the **Commission** may:

- (a) set **target standards** for each **network service performance indicator** requiring a **target standard** in any way the **Commission** sees fit; or
- (b) waive any of the requirements of this Schedule 5.

1.1.9 Nothing in this Schedule 5 will derogate from any other obligation under 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 Standards of Service 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 Standards of Service 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 Standards of Service 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.