

ERGON ENERGY



Economic Benchmarking Regulatory Information Notice

Submission (Audited)
1 July 2016 to 30 June 2017

31 October 2017

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CONTENTS

GLOSSARY	4
1. INTRODUCTION	6
2. CONFIDENTIAL INFORMATION	7
2.1 Requirement	7
2.2 Response.....	7
3. DATA TEMPLATES	8
3.1 Requirement	8
3.2 Ergon Energy 2016-17 Economic Benchmarking RIN Templates	8
3.2.1 Key Information Systems Used.....	9
4. BASIS OF PREPARATION	13
4.1 Requirement	13
4.2 Basis of Preparation Applied By Ergon Energy	14
4.2.1 Addressing Minimum Requirements	14
5. AUDIT AND REVIEW REPORTS	15
5.1 Requirement	15
5.2 Response.....	15
6. STATUTORY DECLARATION	17
6.1 Requirement	17
6.2 Response.....	17
7. APPENDIX A – LIST OF ATTACHMENTS	18

GLOSSARY

ACRONYM	GLOSSARY TERM
Ergon Energy 16-17 Economic Benchmarking RIN	Ergon Energy's 2016-17 Economic Benchmarking Regulatory Information Notice
ACS	Alternative Control Services
AER	Australian Energy Regulator
AER FDD	AER's 2015-2020 Distribution Determination for Ergon Energy
Annual Reporting RIN	Annual Reporting Regulatory Information Notice
CAC	Connection Asset Customers
CAM	AER approved Cost Allocation Method
CAMP	Cost Allocation Methods and Procedures
Capex	Capital expenditure
CBD	Central business district
DNSP	Distribution Network Service Provider
EBSS	Efficiency Benefit Sharing Scheme (AER)
EG	Embedded Generator
Ergon Energy	Ergon Energy Corporation Limited
Excel	Microsoft Excel
Submission	The information required under the Notice as submitted to the AER on an audited basis in accordance with Appendix D of the Notice and verified by a Statutory Declaration in Appendix C to the Notice, on or before 5:00 pm Australian Eastern Daylight Time (AEDT) on 31 October 2017. The submission must be accompanied by the Audit and Review Report(s) and a signed Statutory Declaration.
GIS	Geographic information system
ICC	Individually Calculated Customer
KM	Kilometer
kV	Kilovolt
kVa	Kilovolt-amps
LR	Long Rural
MDA	Meter Data Agent

ACRONYM	GLOSSARY TERM
MED	Major event day
MVA	Megavolt ampere
MW	Megawatt
NER	National Electricity Rules
NMI	National Metering Identifier
Nominal	With respect to dollars – means dollar of the day
Notice	Regulatory Information Notice
Opex	Operating expenditure
PoE	Probability of Exceedance
QCA	Queensland Competition Authority
RAB	Regulatory Asset Base
RIN	Regulatory information notice
ROAMES	Remote Observation Advanced Modelling Economic Simulation
RRS	Regulatory Reporting Statements
SAC	Standard Asset Customer
SAIDI	System Average Interruption Duration Index
SAIFI	System Average Interruption Frequency Index
SCADA	Supervisory control and data acquisition
SCS	Standard Control Services
SMDB	Statistical Metering Database
STPIS	Service Target Performance Incentive Scheme (AER)
SWER	Single Wire Earth Return
STL	Street lighting
TMED	Major Event Day Threshold
UnMet	Unmetered Customer Category
WSP	WSP Australia Pty Ltd

1. INTRODUCTION

On 28 November 2013, the Australian Energy Regulator (AER) issued a Regulatory Information Notice (Notice) under Division 4 of Part 3 of the National Electricity (QLD) Law (NEL) to Ergon Energy Corporation Ltd (ABN 50 087 646 062) (Ergon Energy). The Notice was accompanied by the “Better Regulation Explanatory Statement, Regulatory Information Notices (RIN) to Collect Information for Economic Benchmarking (November 2013)” (RIN Explanatory Statement).

The Notice requires Ergon Energy to provide and to prepare and maintain the information in the manner and form specified in the Notice.

Ergon Energy notes that the AER’s Notice indicates that the AER require the information for the performance or exercise of its functions or powers conferred on it under the NEL or the National Electricity Rules (NER), namely to:

- publish network service provider performance reports (annual benchmarking reports) the purpose of which are to describe, in reasonably plain language, the relative efficiency of each Distribution Network Service Provider (DNSP) in providing direct control services over a 12 month period; and
- assess benchmark operating expenditure (Opex) and benchmark capital expenditure (Capex) that would be incurred by an efficient DNSP relevant to building block determinations.

Pursuant to sections 28F(1)(a) and 28M(e) of the NEL, the Notice requires Ergon Energy to provide the information specified in Schedule 1 to the Notice and prepare and maintain the information in the manner and form specified in Schedule 2 to the Notice.

The said information is required to be electronically delivered to AERInquiry@aer.gov.au, on or before 5:00 pm Australian Eastern Daylight Time on 31 October 2016 in respect of information for the 2016-17 regulatory year (1 July 2016 to 30 June 2017) (the ‘Submission’). The submission is to be accompanied by the Audit and Review Report(s) and signed Statutory Declaration.

Of note, the AER reissued Economic Benchmarking RIN templates (but not a revised Notice) to Ergon Energy on 8 June 2017. The reissued (protected) templates allow for submission of the 2016-17 Regulatory Year data only.

Accordingly, Ergon Energy is pleased to submit this Submission (audited) in relation to the 2016-17 Regulatory Year (**Ergon Energy 2016-17 Economic Benchmarking RIN Submission**), as made by:

Ergon Energy Corporation Limited
PO Box 1090
Townsville Qld 4810

Enquiries or further communications should be directed to:

Jenny Doyle
General Manager Regulation & Pricing
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2. CONFIDENTIAL INFORMATION

2.1 Requirement

In accordance with Schedule 1 of the Notice, if Ergon Energy makes a claim for confidentiality over any information provided in accordance with the Notice issued, Ergon Energy must:

- comply with the requirements of the AER's revised Better Regulation Confidentiality Guideline (30 August 2017)¹; and
- provide, in addition to a confidential version of any information, a version of the information that may be published by the AER.

The AER's Confidentiality Guidelines sets out the framework for how the AER will handle confidentiality claims and requirements for Ergon Energy.

A confidentiality claim, by itself, is insufficient to prevent disclosure. Both the NEL and the *Competition and Consumer Act 2010 (Cth)* provide for the AER to disclose confidential information in certain circumstances. In particular, section 28ZB of the NEL allows the AER to disclose information where:

- disclosure would not cause detriment to the information provider or the person from whom the information provider received the information; or
- public benefit in disclosing the information outweighs that detriment.

Making a confidentiality claim in the manner mentioned above will reduce the chance that the AER will exercise these powers. Ergon Energy notes the AER would provide notice and an opportunity to comment prior to exercising these powers.

2.2 Response

Ergon Energy notes that regard has been given to the AER's Confidentiality Guidelines in assessing confidentiality claims in preparation of its 2016-17 Economic Benchmarking RIN. Ergon Energy has not identified any claims for confidentiality in regards to its 2016-17 Economic Benchmarking RIN response.

Of note, Ergon Energy contacted its independent auditors (WSP and the Queensland Audit Office) to advise the AER's intention to disclose audit or review reports issued to Ergon Energy in respect of its 2016-17 Economic Benchmarking RIN, subject to any confidentiality claims made. Confirmation was obtained from both auditors agreeing to the release of their audit or review reports / audit opinion.

¹ Available at: : <https://www.aer.gov.au/networks-pipelines/guidelines-schemes-models-reviews/confidentiality-guideline-2017>

3. DATA TEMPLATES

3.1 Requirement

Schedule 1, paragraph 1.1 of the Notice requires Ergon Energy to provide the information required in the Microsoft Excel (Excel) workbooks attached at Appendix A to the Notice (the Templates), completed in accordance with the Notice and Instructions and Definitions attached therein (Appendix B).

Schedule 2, paragraph 2.1 requires the Templates to be prepared in a manner and form specified in the worksheets therein and reiterates that the Instructions and Definitions in Appendix B to the Notice are to be adhered to.

Specifically, the AER's Appendix B, Instructions and Definitions section 1.1.1 notes that, subject to a small number of exceptions, Ergon Energy must complete all input cells, meaning a value must be entered that corresponds to the unit required. For the avoidance of doubt, "N/A" or similar must not be input. Exceptions or variables to which this is not applicable (e.g. where input cells can be blacked out) are also detailed in section 1.1.1 of the RIN Instructions and Definitions. Some exceptions applying are identified in the Regulatory Templates with orange coloured cells.

- Data for cells in Regulatory Templates coloured grey or containing formulae do not require input and must not be amended by Ergon Energy.
- Where *Actual Information* (defined term) cannot be provided, Ergon Energy is required to provide *Estimated Information* and additional information in relation to *Estimated Information* is to be provided in accordance with Basis of Preparation requirements (refer section 0).

In relation to the 2016-17 Regulatory Year, the AER requires Ergon Energy to verify information provided in the templates by way of an Audit in accordance with Appendix D and a Statutory Declaration in accordance with Appendix C to the Notice.

3.2 Ergon Energy 2016-17 Economic Benchmarking RIN Templates

Ergon Energy's Submission of the completed 2016-17 Economic Benchmarking RIN templates (16-17 EBRIN Templates), being the (protected) Excel workbooks as reissued to Ergon Energy on 8 June 2017, are provided as attachments to this response as follows:

- Consolidated;
- Estimated; and
- Actual.

Refer to Table 7-1: List of Attachments.

Of note, the AER reissued Economic Benchmarking RIN templates (but not a revised Notice) to Ergon Energy on 8 June 2017. The reissued (protected) templates allow for submission of the 2016-17 Regulatory Year data only. Of note, there were also earlier changes to template and variable numbering (not all align to the Notice issued) and a number of new variables were inserted (though not all relevant to Ergon Energy) in the reissuing of templates in 2015. Care should be taken when comparing time series data for any EB RIN variable to ensure the correct submitted and resubmitted data has been included.

3.2.1 Key Information Systems Used

The table below gives a listing and brief description, of key information systems that Ergon Energy currently uses to provide its Distribution Services and which have been utilised in providing the information required in the templates (referred to as relevant in Basis of Preparation responses provided in section 4).

It is emphasised that this is not an exhaustive list of all of the information systems that Ergon Energy uses. For further explanations of specific processes and systems used to report RIN requirements refer to section 4 in this document.

Table 3-1: Key Information Systems used by Ergon Energy

System	Description
Artemis 7	Manages investment portfolio including project planning, scheduling and tracking, program and project governance and financial and resource management
Customer Management System (CMS)	Used with FACOM to manage customer service delivery
CSA	Current state assessment database used to record transformer capacity data for planning purposes
DBMS (Database Management System)	“Oracle” is a centralised database that stores information and supports applications that are used to facilitate data management. Corporate applications and SQL scripts developed by Ergon Energy’s Network Performance Group are used to extract information from Oracle to populate the RIN templates. All reporting relevant to the RIN is performed by the Network Reliability Group using SQL scripts and applications that run on the Oracle database.
DCOS Model	Distribution Cost of Supply (DCOS) Model is used in the network tariff setting process, where the output of the model is ‘forecast revenue’ for each customer group to be recovered via distribution tariffs. The DCOS Model output displays forecast revenues by geographic zones (East, West, Mount Isa) and customer categories (ICC, CAC, EG, SAC, UnMet&STL) with the Annual Charge disaggregated by Fixed Charge, Actual Demand Charge, Capacity Charge, and Volume Charge.
COGNOS	Budget planning modules
CONNECT	The Connect Application is used to maintain the feeder type data set.
ECORP	<p>ECORPMAIN contains the network asset topology utilised by FeederStat, Connect, Switching Sheet Writer and reliability reporting apps. The ECORP model hierarchy is primarily manually maintained by Network Data Officers and Customer Connection Officers i.e. association of premises with substations.</p> <p>An automated process (GELO) exist which updates selected feeders (approx. 3 feeders) in ECORPMAIN from NETAPP-GISEP. The ECORPMAIN model contains network objects like substations and switches required to model network connectivity it does not contain other assets e.g. poles, conductors, streetlights etc.</p>
ESATS	Standing data repository containing extracted data in tables storing all mandated NMI standing data.

4. BASIS OF PREPARATION

System	Description
Ellipse	<p>Ellipse is a large Enterprise Resource Planning (ERP) application used to manage assets, works, finance, supply chain, logistics, human resources and payroll. This application represents the logical group of modules of the Ellipse application which support the Financial Management sub segment.</p> <p>Ellipse was commissioned on 4 September 2006 as the Management and Financial reporting tool. The chart of accounts structure includes a district code and four segments forming an account line of four alphabetic and seventeen numeric characters.</p> <ul style="list-style-type: none"> ▪ District: Separate legal entities of Ergon Energy consisting of parent entity and subsidiaries; ▪ Responsibility Centre: Business unit groups responsible for revenues, expenses for a function/ location; ▪ Activity: Type of work being undertaken. Also used for balance sheet classification: asset, liability, equity and Work in Progress (WIP); ▪ Product: Product or service being provided, for example High Load Escort; and ▪ Element: the nature of the revenue received or expense incurred. <p>Each revenue, cost element, asset and liability that when combined constitute the sum of Ergon Energy activities, and any associated adjustment to these, must have its origin in an audited Statutory Accounts</p>
FeederStat	<p>Ergon Energy's outage management system. It pinpoints where a particular premise is located and what feeder or substation it is connected to. FeederStat is used when faults and outages are being analysed and facilitates the NCC logging fault related calls as they are received and providing information to customers on restoration times.</p> <p>FeederStat is the primary outage management system employed by Ergon Energy to capture, record, action and report: planned and unplanned outages. FeederStat was internally developed by Ergon Energy and is a common application used across all sites with access to Oracle which is used to both input and extract outage data and information</p>
Financial Asset Register (FAR)	Accounting asset register containing the RAB cost and life information
Lightmap	Lightmap is a geographical information system that provides information in relation to spatial location of public lighting assets and asset information. It is used as Public Lighting Management software.
NEMLink (MDP)	The Meter Data Provider's Market Gateway.
Outage Management System (OMS)	Oracle-based system used to export information about individual unplanned outages
PEACE	<p>PEACE is a web based premise information and billing system and has been implemented to support Ergon Energy in a Full Retail Competition (FRC) environment.</p> <p>PEACE interacts with multiple systems, enabling data to be sent to and received by MSATS (Market Settlement and Transfer Solution).</p> <p>The two major components of PEACE are:</p>

4. BASIS OF PREPARATION

System	Description
	<ol style="list-style-type: none"> 1. PEACE Customer Information System (CIS) - which enables us to: <ol style="list-style-type: none"> a. Store and update customer premise details; b. Create and manage Network Tariffs, reads and invoices; c. View External References (specific data required by Ergon Energy to publish to the Market, such as NMI and FRMP); d. Create and transition PEACE work requests (PTJs - Process Tracking Jobs); 2. PEACE Market Solution - which enables us to: <ol style="list-style-type: none"> a. Validate Market Transactions from external parties via Australian Energy Market Operator (AEMO) and business Rules; b. Publish mandatory data fields (Standing Data) in MSATS; c. Manage customer transfers, Service Orders and Change Requests and process these to PEACE CIS; d. Forward data to the relevant systems, e.g. MARS, PEACE CIS and MSATS. <p>PEACE was implemented in March 2016.</p>
PLUMS	Public lighting and unmetered supplies – intermediate system between Smallworld and PEACE for billing unmetered customers.
ROAMES	<p>Remote Observation Automated Modelling Economic Simulation (ROAMES) LiDAR program. ROAMES technology originally developed by Ergon Energy and partner organisations creates precise, 3D geo-spatial representations of network assets such as substations, poles and wire infrastructure to be displayed in a Google Earth-like database. The sheer size of Ergon Energy’s distribution area was a key motivator for finding smarter ways of managing the assets and the surrounding environment. It is anticipated that the information ROAMES provides will result in reduced maintenance and planning costs, while also increasing the safety and reliability of electricity supply for our customers and communities.</p> <p>The large volume of data captured during ROAMES flights is processed to enable reliable and precise measurement of Ergon Energy’s electricity network and surrounding objects such as buildings, terrain and vegetation. Information is then used to create a precise, virtual representation of Ergon Energy’s network infrastructure throughout Queensland, providing vital information for more effective and cost efficient vegetation maintenance and asset planning.</p> <p>From 1 March 2015, this capability is supplied via a Service Level Agreement from an unrelated corporation called ROAMES Asset Services Pty Limited.</p>
SCAMS	Substation Condition Assessment and Monitoring System used to manage assets and as a source of ZSS capacity data
Substation Investment Forecasting Tool (SIFT)	Used by planning team to plan substation augmentation and growth
Supervisory Control and Data Acquisition (SCADA)	While SCADA is a general term, it is used within Ergon Energy to refer specifically to the ABB system used for Network Operations.
Smallworld	A geographic information system used to manage the spatial location of assets.

4. BASIS OF PREPARATION

System	Description
Smallworld Oracle Replicated (SOREP) Spatial database.	Replicated version of Smallworld Electrical Data. Reference by Aires, Mapguide, Google Earth, Schematics etc.
Statistical Metering Database (SMDB)	Consists of Access databases maintained by Ergon Energy Planning department to capture the history of Ergon Energy's interval data for demand and weather (sourced from the Bureau of Meteorology data).
Tree Management Database (TMD)	Database used by vegetation management contractors to record trees trimmed and dates work undertaken

4. BASIS OF PREPARATION

4.1 Requirement

Schedule 1 paragraph 1.2 of the Notice requires Ergon Energy to provide a Basis of Preparation demonstrating how Ergon Energy has complied with the Notice, in respect of:

- each variable in each of the worksheets in the Economic Benchmarking Data Templates; and
- other information prepared in accordance with the requirements of the Notice and the RIN Instructions and Definitions at Appendix B to the Notice.

Schedule 2 paragraph 2.2 of the Notice requires the Basis of Preparation to provide, at a minimum, for each variable and any other information, commentary that:

- demonstrates how the information provided is consistent with the requirements of the Notice;
- explains the source from which Ergon Energy obtained the information provided; and
- explains the methodology Ergon Energy applied to provide the required information, including any assumptions Ergon Energy made.

In circumstances where Ergon Energy cannot provide input for a Variable using Actual Information and therefore must provide input using Estimated Information, Ergon Energy must also comment as to:

- why an estimate was required, including why it was not possible to use Actual Information; and
- the basis for the estimate, including the approach used, assumptions made and reasons why the estimate is a best estimate, given the information sought in this Notice.

Over and above this, Appendix B, Instructions and Definitions section 1.1.2 note (5) requires an additional minimum requirement for the Basis of Preparation for variables that contain Financial Information (Actual and Estimated) where accounting policies adopted by Ergon Energy have materially changed during any of the Regulatory Years covered by the Notice. In such instances, the relevant Basis of Preparation must include an explanation as to the:

- nature of the change; and
- impact of the change on the information provided in response to the notice.

Section 1.1.1 of the Appendix B, Instructions and Definitions also indicates which variables may not be applicable to Ergon Energy as displayed by yellow, orange, or blue shading in the Economic Benchmarking data Templates.

4.2 Basis of Preparation Applied By Ergon Energy

4.2.1 Addressing Minimum Requirements

The minimum requirements specified in the Notice are addressed for each of the variables or group of variables contained in the Category Analysis data templates, in the Basis of Preparation documents prepared by Ergon Energy and provided as attachments as summarised in Table 7-1: List of Attachments.

Unless otherwise noted, the following general comments are made as relevant to all variables in addressing the minimum requirement:

- Ergon Energy has to the best of its knowledge, complied in all material respects with the requirements of the Notice so issued to Ergon Energy.
- In doing so, Ergon Energy has referred to Instructions and Definitions of the Notice.
- Specifically (and as noted in relevant sections herein), Ergon Energy has referred the RIN Instructions and Definitions, which indicates variables that may not be applicable to Ergon Energy as displayed by either shading in the templates.
- Information has been reported for service categories: Standard Control Services (SCS) (and where relevant – Network Services) and Alternative Control Services (ACS) in accordance with RIN requirements and with reference to the Instructions and Definitions.
- As relevant (and as noted in relevant sections herein), Ergon Energy has included any additional information required to be prepared in accordance with the requirements of the Notice.
- In completing the templates, Ergon Energy notes financial inputs (monetary values) are presented in nominal terms unless otherwise stated.
- Where relevant, regard has also been given to the Better Regulation Explanatory Statement, Regulatory Information Notices to collect information for economic benchmarking (November 2013), though it is noted that in any instances of inconsistency, the Notice is taken to have precedence.
- Where relevant, regard has been given to ongoing clarifications provided by the AER to various Network Service Providers in its Issues Registers or subsequent correspondence, including as part of the release of amended templates.

5. AUDIT AND REVIEW REPORTS

5.1 Requirement

The Notice requires Ergon Energy's completed Templates and basis of preparation to be independently audited and verified by suitably qualified auditors.

Schedule 1 paragraph 1.4 requires the provision of Audit Report(s) and Review Report(s) as applicable, to be prepared in accordance with the requirements of the Notice, Instructions and Definitions at Appendix B and the Audit requirements in Appendix D of the Notice.

Furthermore, Paragraph 2.5 of Schedule 2 requires Ergon Energy to prepare these reports, using a person(s) who satisfies the requirements of paragraph 2 of Appendix D, in accordance with the requirements of the Notice and the Instructions and Definitions.

The Class of Person to conduct Audits is noted in Appendix D, paragraph 2.

Information subject to Audit includes all financial and non-financial information, whether estimated or actual. Audit and Review requirements (including the applicable Standards and opinion or conclusions required) are set out in Appendix D, paragraph 3.

Of note, the Covering Letter and the *Matters the Subject of this Notice* in the RIN specifically denoted that relevant to the subsequent regulatory years, Audit Report/Review Reports to the AER are required to accompany the Submission of the Benchmarking RIN response, as due to the AER by 31 October 2016 (presented and discussed herein)..

5.2 Response

Ergon Energy notes the following auditors were appointed to audit its 2016-17 Economic Benchmarking RIN and associated templates (as relevant):

- WSP to audit Non-Financial (actual or estimated) in accordance with the Audit scope at Appendix D of the RIN;
- Auditor-General of Queensland to audit Financial Information (actual or estimated) and specific Non-Financial (actual or estimated) data in accordance with the Audit scope at Appendix D of the RIN.

On issuance of the Notice, it is noted that relevant to the appointment of the Auditor-General of Queensland discussions were held with other Auditor-Generals' representatives around the country and a representative from the AER. Concern was raised, given requirements in Appendix D paragraph 2.1(a) of the Notice for the person to conduct the Financial Information audits to be a person who holds a Certificate of Public Practice.

This requirement precludes all Auditor-Generals from undertaking an audit of Ergon Energy's Benchmarking RIN given they do not hold a Certificate of Public Practice.

The AER advised at the time, that this drafting was unintentional and issued correspondence to the Auditor-Generals advising them should an Auditor-General be appointed, it would be appropriate to contract auditors who hold certificates of public practice as part of the engagements to satisfy Notice requirements.

In this regard, the Auditor-General of Queensland appointed Deloitte who hold certificates of public practice as part of the engagements to satisfy Notice requirements.

5. AUDIT AND REVIEW REPORTS

As required under Schedule 1 paragraph 1.4 of the Notice, Ergon Energy provides the following results of the abovementioned audits as attachments to this submission, namely the Audit Report(s) and Review Report(s):

- WSP - Review Report (Non-Financial) (Actual);
- Queensland Audit Office - Audit Opinion (Actual Financial Information);
- Queensland Audit Office - Audit Report (Non-Financial) (Actual Estimated); and
- Queensland Audit Office - Audit Review Report (Estimated Financial Information).

Refer to Table 7-1: List of Attachments.

6. STATUTORY DECLARATION

6.1 Requirement

The AER requires Ergon Energy to verify information provided under the Notice, by way of a statutory declaration by an Officer of the Company in accordance with Appendix C to the Notice. A pro forma Statutory Declaration was provided in this regard.

Similar to the purview of the Audit scope, information subject to Statutory Declaration includes all financial and non-financial information, whether estimated or actual.

A signed Statutory Declaration relevant to the initial regulatory years is required to accompany a Submission to the AER's Notice, as due to the AER by 31 October 2016 (presented and discussed herein).

6.2 Response

Ergon Energy herein provides a Statutory Declaration signed by an Officer of Ergon Energy Corporation Limited as an attachment to this submission.

Refer to Table 7-1: List of Attachments.

7. APPENDIX A – LIST OF ATTACHMENTS

Table 7-1: List of Attachments

Title	Attachment
EE1617EB CON	Ergon Energy 16-17 Economic Benchmarking RIN Templates, Consolidated Information
EE1617EB EST	Ergon Energy 16-17 Economic Benchmarking RIN Templates, Estimated Information
EE1617EB ACT	Ergon Energy 16-17 Economic Benchmarking RIN Templates, Actual Information
EE1617EB WSP NF(AE)	WSP - Review Report (Non-Financial)(Actual)
EE1617EB QAO F(A)	Queensland Audit Office - Audit Opinion (Actual Financial Information)
EE1617EB QAO NF(AE)	Queensland Audit Office - Audit Report (Non-Financial)(Actual Estimated)
EE1617EB QAO F(E)	Queensland Audit Office - Audit Review Report (Estimated Financial Information)
EE1617EB SDEC	Ergon Energy Corporation Limited, Statutory Declaration
Refer Table 7-2: Basis of Preparation	Template specific Basis of Preparations and Attachments

Table 7-2: Basis of Preparation

	Template Name	BOP Attachment Name
3.1	Revenue	EE1617EB T3.1 REV
3.2	Opex & Provisions	EE1617EB T3.2 OPEX
3.3	Assets (Regulatory Asset Base)	EE1617EB T3.3 RAB
3.4	Operational Data	EE1617EB T3.4 OPD
3.5	Physical Assets	EE1617EB T3.5 PHA
3.6	Quality of Services	EE1617EB T3.6 QOS
3.7	Operating Environment	EE1617EB T3.7 OPE

Note: Template 3.7 – information in relation to Weather Stations is no longer required by the AER.

Faults Only

13 22 96

24 hours a day, 7 days a week

Life-Threatening Emergencies Only

Triple zero (000) or 13 16 70

24 hours a day, 7 days a week

Ergon Energy Corporation Limited ABN 50 087 646 062

