2017 RIN

Basis of Preparation

Annual

Document No: 2017 [CP] [AN] RIN BOP

Revision: 1.0

Overview

CitiPower is required to prepare a Basis of Preparation document which must,

a) demonstrate how the information provided is consistent with the requirements of the Notice;

b) explain the source from which CitiPower obtained the information provided;

c) explain the methodology CitiPower applied to provide the required information, including any assumptions CitiPower made;

d) advise if the information is actual or estimate;

e) explain circumstances where CitiPower cannot provide input for a variable using actual information, and therefore must provide estimated information:

    i. why an estimate was required, including why it was not possible for CitiPower to use actual information;

    ii. the basis for the estimate, including the approach used, assumptions made and reasons why the estimate is CitiPower's best estimate, given the information sought in the Notice.

In accordance with the requirements above, this document provides details to support the information provided by CitiPower in the Microsoft Excel workbooks titled:

- 2017 [CP] [AN] RIN Template Export - Consolidated

To satisfy the requirements of the *Notice*, the following information has been provided for each RIN table:

- classification of actual or estimated information;
- if estimated, appropriate justification provided;
- data source;
- methodology and assumptions adopted to prepare the information;
- any additional comments to support the basis of preparation.

Where estimates have been provided, CitiPower is currently considering the feasibility of improvement opportunities to allow actual information to be provided in the future.

BOP ID	Tab ID	Tab Name	Table and Rule Allocation	Estimated / Actual	Data Source	Why Estimated?	Methodology	Assumptions	Additional Comments
ANFCP2.11BOP1	2.11	Labour	Table 2.11.3.1 - Opex Table 2.11.3.2 - Capex	Actual	Variables: In-house labour expenditure, labour expenditure outsourced to related parties, labour expenditure outsourced to unrelated parties, controllable non-labour expenditure, uncontrollable non-labour expenditure The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower.	N/A	Variables: In-house labour expenditure, labour expenditure outsourced to related parties, labour expenditure outsourced to unrelated parties, controllable non-labour expenditure, uncontrollable non-labour expenditure The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology.	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANCP3.6BOP1	3.6	Quality of Service	TABLE 3.6.5 - QUALITY OF SUPPLY METRICS Over voltage events - due to high voltage injection [Volume] Over voltage events - due to lightning [Volume] Over voltage events - due to voltage regulation or other cause [Volume]	Actual	CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system. Customer numbers are based on the total number of complaints received and extracted out of CARE. The CARE administrators assess the CARE's and assign the relevant categories and sub categories. These are mandatory fields which assist us with reporting requirements.	N/A	The number of over-voltage events due to high voltage injection, lightning, voltage regulation or other cause (including unknown) leading to as least one customer complaint.	N/A	The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via a customised SAP based system CARE (Customer Action and Response). Our business has clear definition of an inquiry and complaint: A customer inquiry is: - any request for information on a product or service offered - a request is to fix an error - the first time a matter is raised and we are able to respond to the customer's satisfaction A customer complaint is where: - the customer expressly requests a complaint be made - we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting.
ANCP3.6BOP2	3.6	Quality of Service	TABLE 3.6.5 - QUALITY OF SUPPLY METRICS Customers receiving over-voltage - due to high voltage injection [Volume] Customers receiving over-voltage - due to lightning [Volume] Customers receiving over-voltage - due to voltage regulation or other cause [Volume]	Actual	The source data comes from MS Access and Excel. All claims are registered in this database based on gathering information from other core systems: CIS, OMS & UIQ. A report is generated on each of the requirements and data is filtered to provide the figures required.	N/A	The estimated number of customers receiving over-voltage due to high voltage injection, lightning, voltage variation or other cause (including unknown) based on confirmed damage (including estimated damage) and investigated by the DNSP.	N/A	The data provided is extracted from two separate sources. All claims received from CitiPower are registered in either a MS Access or MS Excel database depending on the area responsible for the claim (Customer Services or Corporate Risk). These databases capture the cause of all voltage variation events which result in a claim for damages or loss against the businesses.
ANCP3.6BOP3	3.6	Quality of Service	TABLE 3.6.5 - QUALITY OF SUPPLY METRICS	Actual	Power Monitoring Expert v8.0	Data will not be provided where a	Power Quality Meters:	N/A	The data source and methodology described below demonstrates that

			Voltage variations - steady state (zone sub) [Volume] Voltage variations - one minute (zone sub) [Volume] Voltage variations - 10 seconds (zone sub) Min<0.7 [Volume] Voltage variations - 10 seconds (zone sub) Min<0.8 [Volume] Voltage variations - 10 seconds (zone sub) Min<0.9 [Volume] Voltage variations - % zone subs monitored [Volume]			zone substation PQM had failed during the year, and data was not available while awaiting repair or replacement.	For PQMs the voltage thresholds are set within the meter and all voltage events that are outside the prescribed voltage limit are captured with a time stamp, duration and voltage level that is then stored in the centrally managed PQM Server. Reports are run in the PQM Server for the calendar year required to be reported on. The reports extract and filter all the captured voltage events against the variables listed above. % zone subs monitored: All zone substations are monitored through PQM.		zone substation voltage variation are captured in a systematic manner and stored in a managed environment. The reporting through the PQM server considers the nature and attributes of the voltage variation event and presents the number of events against the nominated variables. The percentage of zone substations monitored is assessed through knowing all zone substation managed through the PQM system. The requirements for reporting of the variables are therefore met.
ANCP3.6BOP4	3.6	Quality of Service	TABLE 3.6.5 - QUALITY OF SUPPLY METRICS Voltage variations - steady state (feeder) [Volume] Voltage variations - % feeders monitored [Volume]	Actual	AMI Energy Consumption Meters	N/A	Voltage variations - % feeders monitored AMI Meters: The total number of AMI meters installed across the network that have been programmed to record Steady State Voltage variations. This number was then used to determine the number of Zone Substation Feeders monitored out of the total population of Zone Substations to give the required %. Voltage variations - steady state (feeder) AMI Meters: Over recent years AMI meters have been installed across the distribution network to record customers' energy consumption and provide this data at regular intervals. One of the features of the AMI meter is the ability to record Voltage variations. Selected meters were identified across the network and reprogrammed to record Steady State Voltage variations according to the Distribution Code - December 2015, Section 4.2.2 Table 1. At the end of the reporting period the following Business Intelligence (BI) report will be run to obtain the number of Steady State Voltage variation at the extremity of one feeder per Zone Substation Meter Event Summary Reference should be made to the following documents which explain the running of the above report. AMI_Sentry_User_Guide.doc.	N/A	The data provided is consistent with the source data used for Voltage variation reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.
ANCP3.6BOP5	3.6	Quality of Service	Table 3.6.6.1 - TECHNICAL QUALITY OF SUPPLY Table 3.6.6.2 - PERCENTAGE OF COMPLAINTS BY CATEGORY	Actual	CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who	N/A	Total quality of supply complaints and percentage of these complaints by category and likely cause.	N/A	The information extracted for the purpose of reporting to the business and the AER, the total number of complaints made to the DNSP where the complaint raised issues about voltage variations is via a customised

			Table 3.6.6.3 - PERCENTAGE OF COMPLAINTS BY LIKELY CAUSE		monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is accurate. The CARE administrators assess the CARE and ensure the relevant category and sub category is select.				SAP based system CARE (Customer Action and Response). The categorisation of complaints is made in the following mandatory categories, - Category is selected by the CARE Administrator - Sub Category is selected by the CARE Administrator - Root cause, ESC Compl. Category, ESC Quality category, ESC likely cause, ESC-lighting, ESC/Volt/Reg/other, ESC - caused by HVI are all updated by the investigation manager based on their investigation of the event. Our business has clear definition of an inquiry and complaint: A customer inquiry is: - any request for information on a product or service offered - a request is to fix an error - the first time a matter is raised and we are able to respond to the customer's satisfaction A customer complaint is where: - the customer expressly requests a complaint be made - we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting.
ANCP3.6BOP6	3.6	Quality of Service	Table 3.6.7.1 - TIMELY PROVISIONS OF SERVICES	Actual	The record of truth for New Connections is eConnect. All new connections are processed through eConnect and each customer request processed is time and date stamped to prove activity has been undertaken and completed. The record of truth for customer re-energisations is CIS OV.	N/A	Number of connections made: The total number of newly energised and re-energised sites. Connections not made on or before agreed date: The number of supply connections (excluding re-energisations) not met on or before agreed date.	N/A	The Requirements of the RIN have been met as the information provided meets the required definitions.
ANCP3.6BOP7	3.6	Quality of Service	Table 3.6.7.2 - TIMELY REPAIR OF FAULTY STREET LIGHTS Street lights - average monthly number "out" [Volume]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing total number of streetlights reported by customers as not working in the reporting period, divided by twelve for CitiPower.	N/A	As per the requirements of the Notice, the total number of street lights reported by customers as not working within the reporting period, divided by twelve has been provided for CitiPower.
ANCP3.6BOP8	3.6	Quality of Service	Table 3.6.7.2 - TIMELY REPAIR OF FAULTY STREET LIGHTS Street lights - not repaired by "fix by" date [Volume]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing total number of streetlight faults reported by person as not working in the reporting period has been provided for CitiPower.	N/A	As per the requirements of the Notice, the total number of street light faults reported by person as not working in the reporting period has been provided for CitiPower.

ANCP3.6BOP9	3.6	Quality of Service	Table 3.6.7.2 - TIMELY REPAIR OF FAULTY STREET LIGHTS Street lights - average number of days to repair [Volume]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing average number of days to repair streetlights reported by customers as not working in the reporting period for CitiPower.	N/A	As per the requirements of the Notice, the average number of days to repair street lights that were reported by customers as not working within the reporting period has been provided for CitiPower.
ANCP3.6BOP10	3.6	Quality of Service	Table 3.6.7.2 - TIMELY REPAIR OF FAULTY STREET LIGHTS Total number of street lights [Volume]	Actual	Actual data is extracted from our Graphical Information System (GIS) for the reportable period.	N/A	Extraction from GIS of the total number of streetlights in the reporting period for CitiPower. This report is extracted on the 1st day of the January and used for the preceding year for reporting purposes.	N/A	As per the requirements of the Notice, the total number of street lights within the reporting period has been provided for CitiPower.
ANCP3.6BOP11	3.6	Quality of Service	Table 3.6.7.3 - CALL CENTRE PERFORMANCE Calls to call centre fault line [Volume]	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	N/A	The total number of calls to the fault line to be reported, including any answered by an automated response service and terminated without being answered by an operator. Excludes missed calls where the fault line is overloaded. Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. All calls that enter the IVR are assigned a call type. Call types ending with '_IVR' are used to identify the total number of calls that have been offered to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time). The reporting system counts the calls against many metrics, including 'Calls Offered'. Because of this, and the fact that call types denoted with '_IVR' include all calls for that call type/phone line, we are able to easily count the total number of calls to the call centre fault line as per the AER definition.
ANCP3.6BOP12	3.6	Quality of Service	Table 3.6.7.3 - CALL CENTRE PERFORMANCE Calls to fault line answered within 30 seconds [Volume]	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	N/A	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service). The reporting system records counts

									the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'. Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.
ANCP3.6BOP13	3.6	Quality of Service	Table 3.6.7.3 - CALL CENTRE PERFORMANCE Calls to fault line - average waiting time before call answered [Volume]	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	N/A	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. All calls that enter the IVR are assigned a call type. Call types ending with '_IVR' are used to identify the total number of calls that have been offered to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time). Call types ending with '_CC' indicate calls that have transitioned through IVR and have been offered to an operator in the call centre. The reporting system counts the calls against many metrics, including 'Answered Wait Time' and 'Calls Answered'. Because of these call metrics and call types we are able to easily collate the wait time of calls before they are answered by an operator or are connected to an IVR that provides the information requested.
ANCP3.6BOP14	3.6	Quality of Service	Table 3.6.7.3 - CALL CENTRE PERFORMANCE Call centre - number of overload events [Volume]	Actual	Telstra provides reports on request to identify times and details of situations where the IVR system was unable to queue incoming calls due to an 'overload event'.	N/A	The data comes directly from a Telstra reporting tool.	N/A	Telstra provides reports on request to identify times and details of situations where the IVR system was unable to queue incoming calls due to an 'overload event'.
ANCP3.6BOP15	3.6	Quality of Service	Table 3.6.7.3 - CALL CENTRE PERFORMANCE Percentage of calls abandoned [Volume]	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	N/A	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. All calls that enter the IVR are assigned a call type. Call types ending with '_IVR' are used to identify the total number of calls that have been offered

									to that IVR, which includes any call that receives an automated response service (such as estimated fault restoration time). Call types ending with '_CC' indicate calls that have transitioned through IVR and have been offered to an operator in the call centre. The reporting system counts the calls against many metrics, including 'Calls Abandoned and 'Calls Answered'. Because of these call metrics and call types we are able to easily collate the abandoned calls and divide these by the total calls to the call centre fault line. This gives us the percentage as per the AER definition.
ANCP3.6BOP16	3.6	Quality of Service	Table 3.6.7.4 - NUMBER OF CUSTOMER COMPLAINTS	Actual	CARE which is a SAP based system. It is a tractable workflow system that ensures everyone in the business can raise a CARE. The CARE system currently has two CARE administrators who monitor, assess and assign CAREs to relevant members of the business as investigation managers and or responsible managers. Reporting is extracted via the CARE system. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is accurate. The CARE administrators assess the CARE and ensure the relevant category and sub category is select.	N/A	Total number of complaints received. Number of complaints received related to each complaint reason.	N/A	The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via a customised SAP based system CARE (Customer Action and Response). It includes a written or verbal expression of dissatisfaction about an action, a proposed action, or a failure to act by a distributor, its employees or contractors. This includes failure by a distributor to observe its published practices or procedures Our business has clear definition of an Inquiry and complaint: A customer inquiry is: - any request for information on a product or service offered - a request is to fix an error - the first time a matter is raised and we are able to respond to the customer's satisfaction A customer complaint is where: - the customer expressly requests a complaint be made - we do not respond to the customer's issue or the customer is unhappy with our response and they contact us again Special Notes for customer concerns with activities managed by major contractors: On occasion, the business engages contractors to provide turnkey services including the management of all customer interactions associated with

									their respective activities. For such arrangements contractors are required to comply with CitiPower complaints management requirements. It is important that all information extracted out of CARE is reconciled and reviewed on a monthly basis. Our business reporting allows us to undertake this activity to maintain accurate and consistent reporting We are guided by our Customer complaints POLICY: Our company vision 'Connecting for a bright future' and the company value 'Make it easy for your customer' includes the need for excellence in customer service. To fulfil our vision and values, we treat all customer feedback on our performance as an opportunity to learn and improve our customer service. We aim to resolve customer complaints at the interface between the customer and the officer responsible for service provision. Where this cannot be achieved, we have an internal escalation process that is designed to reach a mutually acceptable solution to the customer complaint. We acknowledge receipt of customer complaints within 2 working days. Our aim is to resolve customer complaints within 8 working days. Where we cannot reach a resolution within 8 working days we will keep the customer informed of progress and seek agreement with the customer on the resolution timeframe. We review trends in customer complaints to seek continual improvement in all aspects of our business. Customer Inquiries and Complaints are covered in the Procedure 03-10-P0014-'Complaint & Dispute Resolution Procedure'
ANCP3.6.8BOP1	3.6.8	Network-feeders	Table 3.6.8 - NETWORK FEEDER RELIABILITY	Estimated	- OMS (Outage Management System) - GIS (Geographical Information System) - The annual network maximum demand, annual network energy consumption and feeder	Energy not supplied is an estimate of the energy that was not supplied as a result of customer	Outage Data Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. This information includes the following data per	N/A	The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

					maximum demands were obtained from electrical energy meters. Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions.	interruptions. The energy not supplied was determined using the fourth method utilising customer consumption estimated from the network maximum demand and the network energy consumed to derive a load factor. This load factor together with each feeder's specific customer numbers and maximum demand was used to estimate each feeder's energy consumption.	outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled 'OM0056 - Annual Feeder Reliability Section of AER RIN Report' provides the data for this table. The data contained within this 'OM0056 - Annual Feeder Reliability Section of AER RIN Report' report is calculated consistent with the methodology used for RIN Annual reporting 2009-2013. Refer 'AER RIN Reporting -Phase 1 - ITCR 22860.doc' for detailed explanation relating to the build-up and calculations within this standard Business report. SAIDI calculations utilised individual Feeder Customer Numbers. SAIFI calculations now utilised individual Feeder Customer Numbers. MAIFI calculations now utilise individual Feeder Customer Numbers. Line Length Data Line length data was obtained utilising a GIS (Geographical Information System) query that traces the in-service network connectivity model in GIS, to determine the circuit line length, which includes all spurs. Each circuit element was evaluated in its own right, for example: SWER lines, single-phase lines, and three-phase lines counted as one line. Double circuit lines counted as two lines. Note:- Although this methodology does not use the suggested Route Length methodology it does deliver the network circuit length using the criteria specified in this Information Notice. Energy Not Supplied The energy not supplied was determined using the fourth method (average feeder demand derived from feeder Maximum Demand and estimated load factor, divided by the number of customers on the feeder) utilising customer consumption estimated from the network maximum demand and the network energy consumed to derive a load factor. This load factor together with each feeder's specific customer numbers and maximum demand was used to estimate each feeder's energy consumption. This		

							estimated consumption was applied to the planned and unplanned supply duration parameters exclusive of the excluded outages as specified in this Information Notice. The network maximum demand and the network energy consumed is used to derive a load factor. This load factor together with each feeder's specific customer numbers and maximum demand is used to estimate each feeder's energy consumption. This estimate of each feeders consumption is used together with the planned & unplanned supply duration parameters exclusive of excluded outages as specified in this Information Notice to estimate the energy lost. Calculations involved 1. Network Maximum Demand = (A) MW 2. Network Energy Delivered = (B) GWh 3. C = Ax365x24 MWh 4. D = Bx1000 MWh 5. Load Factor (LF) = C /D Energy Not Supplied at Feeder Level = {LFx(Feeder Maximum Demandx0.8)} x {(Feeder Minutes off Supplyx60)/(Feeder Customer Numbers)}		
ANCP3.6.9BOP1	3.6.9	Network-reliability	TABLE 3.6.9 - NETWORK FEEDER RELIABILITY - PLANNED OUTAGES	Actual	OMS (Outage Management System) Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions.	N/A	Outage data is recorded in OMS for all Planned Sustained Interruptions. This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled 'OM0053 - STPIS Reliability Section of AER RIN Report' provides the data for this table. The data contained within this 'OM0053 - STPIS Reliability Section of AER RIN Report' is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer 'AER RIN Reporting - Phase 1 - ITCR 22860.doc' for detailed explanation relating to the build-up and calculations within this standard Business report.	N/A	The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.
ANFCP4.1BOP1	4.1	Public Lighting Tariffs	TABLE 4.1.4 - PUBLIC LIGHTING METRICS BY TARIFF Tariff Categories	Actual	The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting	N/A	The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts, the business uses cost elements within SAP in order to allocate costs between the regulatory	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: Derived and verifiable from the statutory accounts and state fairly the

					system and is the source of providing the audited statutory accounts. Pole inventory data is sourced from GIS.		segments in accordance with the cost allocation methodology. Number of lights are reported as per inventory recorded in GIS		financial position of CitiPower. Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANCP6.2BOP1	6.2	STPIS Reliability	TABLE 6.2.1 - UNPLANNED MINUTES OFF SUPPLY (SAIDI) TABLE 6.2.2 - UNPLANNED INTERRUPTIONS TO SUPPLY (SAIFI) TABLE 6.2.3 - UNPLANNED MOMENTARY INTERRUPTIONS TO SUPPLY (MAIFI) TABLE 6.2.4 - DISTRIBUTION CUSTOMER NUMBERS	Actual	OMS (Outage Management System) 2017 Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions.	N/A	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled 'OM0053 - STPIS Reliability Section of AER RIN Report' provides the data for this table. The data contained within this 'OM0053 - STPIS Reliability Section of AER RIN Report' report is calculated consistent with the methodology used for Annual RIN reporting for 2009-2013. Refer 'AER RIN Reporting - Phase 1 - ITCR 22860.doc' for detailed explanation relating to the build-up and calculations within this standard Business report.	N/A	The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.
ANCP6.6BOP1	6.6	STPIS Customer Service	Table 6.6.1 - TELEPHONE ANSWERING Number of calls received [Number of calls after removing excluded events] Number of calls received [Total number of calls]	Actual	Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document. This includes deducting the number of calls abandoned within 30 seconds from the total number of calls offered at the agent level.	N/A	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service) The reporting system counts the calls against many metrics, including 'Calls Offered' and 'Abandoned in 30 seconds'. Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls received by the fault line ('Calls Offered') excluding automated interactive calls and calls that have abandoned within 30

									seconds. To calculate correctly we deduct the number of calls abandoned from the number of calls offered in order to correctly present the data as per the above definition.
ANCP6.6BOP2	6.6	STPIS Customer Service	Table 6.6.1 - TELEPHONE ANSWERING Percentage of calls answered within 30 seconds [Number of calls after removing excluded events]	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	N/A	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service). The reporting system records counts the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'. Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.
ANCP6.7BOP1	6.7	STPIS Daily Performance	Table 6.7.1 - DAILY PERFORMANCE DATA - UNPLANNED	Actual	OMS (Outage Management System) Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions.	N/A	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions as well as Unplanned Momentary Interruptions. This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. Total Customer numbers at the beginning and end of the period was obtained from OMS. The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled 'OM0059 - STPIS Daily Performance' provides the data for this table. The data contained within this 'OM0059 - STPIS Daily Performance' report is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer 'AER RIN Reporting - Phase 2 - ITCR 23212.doc' for detailed explanation relating to the build-up and calculations within this standard Business report.	Refers to 'MAIFI' columns	The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.
ANCP6.7BOP2	6.7	STPIS Daily Performance	Table 6.7.1 - DAILY PERFORMANCE DATA - UNPLANNED	Actual	The data comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it	Refers to 'Customer Service' columns	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options

							can be formatted and presented in the correct format for the AER RIN document. This includes deducting the number of calls abandoned within 30 seconds from the total number of calls offered at the agent level.		they choose they are routed to the relevantly skilled agents and assigned queue priorities. The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service) The reporting system counts the calls against many metrics, including 'Calls Offered' and 'Abandoned in 30 seconds'. Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls received by the fault line ('Calls Offered') excluding automated interactive calls and calls that have abandoned within 30 seconds. To calculate correctly we deduct the number of calls abandoned from the number of calls offered in order to correctly present the data as per the above definition.
ANCP6.7BOP3	6.7	STPIS Daily Performance	Table 6.7.1 - DAILY PERFORMANCE DATA - UNPLANNED	Actual	The data for this variable comes directly from our telephony reporting tool Microsoft SQL Server Report Services (SSRS).	N/A	SSRS connects to the CISCO database and provides the reporting interface. Data is then exported from SSRS into Excel so it can be formatted and presented in the correct format for the AER RIN document.	Refers to 'Customer Service' columns	Customers that call the Faults line enter the phone system through an Interactive Voice Response (IVR) system. Based on the menu options they choose they are routed to the relevantly skilled agents and assigned queue priorities. The telephony system assigns them a certain call type only when they have been routed to queue to an agent (i.e. Not calls to a payment line or automated service) The reporting system records counts the calls against many metrics, including 'Answered in 30 seconds' and 'Abandoned in 30 seconds'. Because of this, and the fact that only certain call types have been queued to an agent, we are able to easily count the number of calls that have waited 30 seconds or less before being answered by an agent.
ANCP6.8BOP1	6.8	STPIS Exclusions	Table 6.8.1 - STPIS EXCLUSIONS	Actual	OMS (Outage Management System) Electricity distribution network service providers AER Service Target Performance Incentive Scheme (STPIS), November 2009, particularly section 3.3 Exclusions	N/A	Outage data is recorded in OMS for all Unplanned and Planned Sustained Interruptions and Unplanned Momentary Interruptions. This information includes the following data per outage - Date, Start Time, Feeder, Feeder Classification, Cause, Sub-Cause, Number of Customers Affected, Ave Cust Int Duration and Customer Minutes off Supply. Total Customer numbers at the beginning and end of the period was obtained from OMS.	N/A	The data provided is consistent with the source data used for reliability reporting over the past five years in the ESC/AER Annual RIN Reports and meets the requirements of this Information Notice.

							The data from OMS is made available through Business Intelligence (BI) reporting. A standard BI report entitled 'OM0057 - STPIS Exclusions Report' provides the data for this table. The data contained within this 'OM0057 - STPIS Exclusions Report' report is calculated consistent with the methodology used for Annual RIN reporting 2009-2013. Refer 'AER RIN Reporting -Phase 2 - ITCR 23212.doc' for detailed explanation relating to the build-up and calculations within this standard Business report.		
ANCP6.9BOP1	6.9	STPIS GSL	Appointments	Actual	Appointment data is extracted from the SAP BI report 'AMI Energisation - Work Volumes and Time Analysis Report'. The report extracts the information from CIS OV.	N/A	The number of missed appointments for GSL purposes is extracted from the SAP BI report - AMI Energisation - Work Volumes and Time Analysis Report. The report extracts the information from CIS OV.	N/A	The Requirements of the RIN have been met as the information provided meets the above definitions.
ANCP6.9BOP2	6.9	STPIS GSL	Connections	Actual	Connections: The data is extracted from eConnect via the '[Month] GSL 2017' report	N/A	Connections: The data is extracted from eConnect via the '[Month] GSL 2017' report. The report is filtered by: Connection Type - New Connection - No appointment - No unmetered supply - Closed/Fulfilled Business days >11 & Clock start to fulfilled >11	N/A	The Requirements of the RIN have been met as the information provided meets the above definitions.
ANCP6.9BOP3	6.9	STPIS GSL	Reliability of supply	Actual	OMS (Outage Management System), stored in SAP, and ultimately derived using BI (Business Intelligence) reports.	N/A	All customer Unplanned Outage data is captured through our OMS system (PowerOn). Business Intelligence takes customer outage data and interrogates according to GSL thresholds. On a monthly basis: - A BI query is made on YTD customer interrupt data to identify customers where GSL thresholds have been met - this establishes GSL liability - In following year January, after completion of full year fault data validation and on receipt of Management approval, Reliability GSL payments are processed for customers and sent to Retailers via the Network Bill for inclusion in the next customer bill.	N/A	The requirements of the RIN Notice have been met as well as the Victorian Electricity Distribution Code.
ANCP6.9BOP4	6.9	STPIS GSL	Street lights Streetlights [Volume] Streetlights [Value of GSL Payments]	Actual	Actual data is extracted from our Geographical Information System (GIS) for the reportable period.	N/A	Extraction from GIS of the total number of streetlights in the reporting period for CitiPower. This report is extracted on the 1st day of the January and used for the preceding year for reporting purposes.	N/A	As per the requirements of the Notice, the total number of street lights within the reporting period has been provided for CitiPower.
ANCP6.9BOP5	6.9	STPIS GSL	Street lights Street lights "out" during period [Volume] Street lights "out" during period [Value of GSL Payments]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing total number of streetlight faults reported by person as not working in the reporting period has been provided for CitiPower.	N/A	As per the requirements of the Notice, the total number of streetlight faults reported by person as not working in the reporting period has been provided for CitiPower.
ANCP6.9BOP6	6.9	STPIS GSL	Street lights Street lights not repaired by "fix by" date [Volume] Street lights not repaired by "fix by" date [Value of GSL Payments]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing total number of street light faults reported by person as not working in the reporting period has been provided for CitiPower.	N/A	As per the requirements of the Notice, the total number of street light faults reported by person as not working in the reporting period has been provided for CitiPower.
ANCP6.9BOP7	6.9	STPIS GSL	Street lights	Actual	Actual data is extracted from	N/A	Extraction from Streetlight Manager (Salesforce)	N/A	As per the requirements of the Notice,

			Street lights not repaired in 2 business days [Volume] Street lights not repaired in 2 business days [Value of GSL Payments]		Streetlight Manager (Salesforce) for the reportable period.		total number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business and not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, in the reporting period has been provided for CitiPower.		the total number of street light faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business and not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, in the reporting period has been provided for CitiPower.
ANCP6.9BOP8	6.9	STPIS GSL	Street lights Number of business days to repair [Volume] Number of business days to repair [Value of GSL Payments]	Actual	Actual data is extracted from Streetlight Manager (Salesforce) for the reportable period.	N/A	Extraction from Streetlight Manager (Salesforce) listing the average number of days to repair street lights that were reported as not working in the reporting period has been provided for CitiPower.	N/A	As per the requirements of the Notice, the average number of days to repair street lights that were reported as not working in the reporting period has been provided for CitiPower.
ANCP6.9BOP9	6.9	STPIS GSL	Street lights GSL payments [Volume]	Actual	Actual data is extracted from our SAP financial system and collaborated from reporting available in the Streetlight Manager (Salesforce) and CIS/OV for the reportable period.	N/A	Extraction from SAP financial system to list total GSL's payments for the reporting period. This is also supported with data inputted in CIS/OV.	N/A	As per the requirements of the Notice, the total number of street light faults not repaired within 2 business days of a fault report or a period otherwise agreed between the distributor and the person who is the first to report it and is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period has been provided for CitiPower.
ANCP6.9BOP10	6.9	STPIS GSL	Street lights GSL payments [Value of GSL Payments]	Actual	Actual data is extracted from our SAP financial system and collaborated from reporting available in the Streetlight Manager (Salesforce) and CIS/OV for the reportable period.	N/A	Extraction from SAP financial system to list total amount ($) of GSL payments for the reporting period. This is also supported with data imputed in CIS/OV.	N/A	Victorian jurisdictional GSL scheme - As per the Victorian Electricity Distribution Code and the Public Lighting Code. Public Lighting Code Dec 2015 - Where a distributor does not repair a public light within 2 business days of a fault report or a period otherwise agreed between the distributor and the person, it must pay the first person who reported the fault a minimum of $25 if that person is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business. The number of streetlight faults reported by person who is the occupier of an immediately neighbouring residence or is the proprietor of an immediately neighbouring business as not working in the reporting period.
ANCP6.9BOP11	6.9	STPIS GSL	Planned interruptions	Actual	CARE which is a SAP based system. It is a trackable workflow system that ensures everyone in the business can raise a CARE. CAREs are assigned to relevant members of the business as investigation managers and or responsible managers. It is the responsibility of the investigation managers and responsible managers to ensure data extracted from the system is	N/A	Each identified breach was fully investigated to determine root cause and extent of the breach. This investigation determined the number of customers involved in each breach.	N/A	The information extracted for the purpose of reporting to the business on a monthly basis along with our requirement to provide accurate figures to the AER Annual RIN report is via multiple reporting channels directed to the Network Access Manger including (but not limited to) the following: - CARE entries - Identified via AMI meter power down in Control Centre

					accurate. (Originating Source) AMI meter power downs occur when an AMI meter is interrupted and it sends a notification back to the Control Centre and Dispatch Room Outage Management System (OMS). AMI meters which have been notified as part of a planned outage do not display in the OMS. When an AMI power down is identified and associated with a planned interruption an email notification is sent to the Network Access Manager for investigation. (Originating Source) Customers will often directly approach field crews if their power is interrupted and they identify planned works in the area. These instances are reported back to the Control Centre and an email notification is sent to the Network Access Manager for investigation. All instances are consolidated and recorded in a spreadsheet maintained by the Manager Network Access which utilises the source and originating source data detailed above.				- Identified via AMI meter power down in Dispatch Room - Customers directly approaching field crews
ANFCP7.8BOP1	7.8	Avoided TUOS Payments	TABLE 7.8.1 - AVOIDED TUOS PAYMENTS	Actual	Avoided TUOS payments are based on records of embedded generator invoices.	N/A	The avoided TUOS payments disclosed in this template are based on avoided TUOS invoices received for the RIN reporting year, and any invoices received for prior RIN reporting years that has not yet been received at the time of preparing the prior RIN.	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower - Directly attributed to standard control services in accordance with the approved Cost Allocation Methodology for the particular regulatory year. Transmission charges from AEMO, AusNet (previously SPI Powernet), Jemena and SAPN (previously ETSA) are costs that are incurred to transport energy from the generator to the distribution business via the transmission businesses' assets. These charges are directly allocated to CitiPower and are an allowable pass-through cost under standard control services. Avoided Cost Payments are separately disclosed on this template. Payments

									are made to embedded generators on CitiPower's distribution network where their generation activities resulted in CitiPower avoiding payment for transmission services.
ANFCP7.10BOP1	7.10	Juris Scheme	TABLE 7.10.1 - JURISDICTIONAL SCHEME PAYMENTS	Actual	Jurisdictional scheme amounts for PFIT and TFIT are sourced from monthly CISOV reports. Total jurisdictional scheme payments agree to the ledger account 507600 in SAP excluding the accrual.	NA	Jurisdictional scheme amounts for PFIT and TFIT are sourced from monthly CISOV reports. The jurisdictional scheme payments disclosed in this template are billing credits recognised in the RIN reporting year.	NA	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower - Directly attributed to standard control services in accordance with the approved Cost Allocation Methodology for the particular regulatory year. Jurisdictional Scheme amounts are feed in tariff payments made to customers who have contributed energy onto CitiPower's distribution network. The costs are directly allocated to CitiPower and are an allowable pass through cost.
ANFCP7.11BOP1	7.11	DMIS DMIA	Table 7.11.1 - DMIA - PROJECTS SUBMITTED FOR APPROVAL	Actual	No projects reported. The data for the categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower.	N/A	No projects reported for 2017. The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs & revenues between the regulatory segments in accordance with the cost allocation methodology.	N/A	All revenue and expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANFCP7.13BOP1	7.13	TARC	TABLE 7.13.1 - TOTAL ANNUAL RETAILER CHARGES	Actual	The data for the categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower.	N/A	The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs & revenues between the regulatory segments in accordance with the cost allocation methodology.	N/A	All revenue and expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANFCP8.1BOP1	8.1	Income	Table 8.1.1 - INCOME STATEMENT Table 8.1.1.1 - REVENUE Table 8.1.1.2 - EXPENDITURE Table 8.1.1.3 - PROFIT	Actual	The data for the categories and cost allocations has been sourced from the SAP accounting system.	N/A	Variables: Distribution Revenue - Standard Control Distribution Revenue reported as per Benchmark RIN template 3.1.1. Variables: Distribution Revenue, Cross boundary revenue, Contributions, Jurisdictional Scheme amounts, Profit from sale of Fixed Assets, TUOS Revenue, Pass through revenue (F-Factor), Other Revenue, TUOS expenditure, Avoided TUOS expenditure, Cross boundary expenditure, Impairment Losses, Jurisdictional scheme amounts, Loss from sale of Fixed Assets, Other - The SAP financial system is used to extract the information required by category and regulatory	N/A	All revenue and expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.

							segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs & revenues between the regulatory segments in accordance with the cost allocation methodology. - Public Lighting Revenue is allocated between Energy Efficient and Non-efficient based on the number of lights. This is allocated on the same basis as the Maintenance Public Lighting Costs - see BOP (ANF CP8.4BOP1). Variables: Maintenance expenditure, Operating Expenditure excluding maintenance expenditure -Refer to Opex BOP (ANFCP8.4BOP1) Variables: Depreciation - The Depreciation balance has been calculated using the methodology and assumptions consistent with the published AER RAB roll forward model. The adjustment between statutory and regulatory disclosures relates to the differing methodologies on which depreciation is calculated. These differences are summarised below: 1) For regulatory purposes the asset base is revalued for inflation; 2) Certain assets are treated as capex for statutory purposes though not for regulatory purposes. i.e. ACS Capex where revenues are recovered directly from the customer. Variables: Interest Income, Finance Charges; - The RAB balance has been calculated using the methodology and assumptions consistent with the published AER roll forward model. - Statutory balances for each of these variables have been apportioned using the ratio of the RAB balances between each of the regulatory segments. Note, the RAB balances are only used to allocate the statutory balances and thus are not used to derive the above listed variables. Variables: Income Tax Expenses/(Benefit) - Apportions income tax expense as reported in the Statutory Accounts based on the ratio of profit before tax disclosed per regulatory segment in the Income Statement.		
ANFCP8.2BOP1	8.2	Capex	Table 8.2.1 - CAPEX BY PURPOSE - STANDARD CONTROL SERVICES	Actual	Variables: Replacement Capex, Augmentation Capex, Connections Capex, VBRC, IT Capex, Other Capex - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower.	N/A	Variables: Replacement Capex, Augmentation Capex, Connections Capex, VBRC, IT Capex, Other Capex - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. Variables Forecast (Standard Control Services):	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.

					Variables Forecast (Standard Control Services): Replacement Capex, Augmentation Capex, Connections Capex, VBRC, IT Capex, Other Capex - Forecast expenditure has been sourced from the 2016-20 Final Determination.		Replacement Capex, Augmentation Capex, Connections Capex, VBRC, IT Capex, Other Capex - Forecast expenditure has been sourced from the 2016-20 Final Determination		
ANFCP8.2BOP2	8.2	Capex	Table 8.2.3 - CAPEX OTHER	Actual	Variables: Public Lighting - Energy Efficient, Public Lighting - Non-Energy Efficient - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower. - Pole inventory data is sourced from GIS. Variables Forecast (Standard Control Services): Public Lighting - Energy Efficient, Public Lighting - Non-Energy Efficient - Forecast expenditure has been sourced from the 2016-20 Final Determination	N/A	Variables: Public Lighting - Energy Efficient, Public Lighting - Non-Energy Efficient - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. - Public Lighting Capex is allocated between Energy Efficient and Non-efficient based on the number of lights. Variables Forecast (Standard Control Services): Public Lighting - Energy Efficient, Public Lighting - Non-Energy Efficient - Forecast expenditure has been sourced from the 2016-20 Final Determination	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANFCP8.2BOP3	8.2	Capex	Table 8.2.4 - CAPEX BY ASSET CLASS Table 8.2.5 - CAPITAL CONTRIBUTIONS BY ASSET CLASS Table 8.2.6 - DISPOSALS BY ASSET CLASS	Actual	Variables: Subtransmission, Distribution system assets, Standard metering, Public lighting, SCADA/Network control, Non-network general assets - IT, Non-network general assets - Other, VBRC, Supervisory cables, Old SWER ACR's, Land - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower. Variables Forecast (Standard Control Services): Subtransmission, Distribution system assets, Standard metering, Public lighting, SCADA/Network control, Non-network general assets - IT, Non-network general assets - Other, VBRC, Supervisory cables, Old SWER ACR's, Land - Forecast expenditure has been sourced from the 2016-20 Final Determination.	N/A	Variables: Subtransmission, Distribution system assets, Standard metering, Public lighting, SCADA/Network control, Non-network general assets - IT, Non-network general assets - Other, VBRC, Supervisory cables, Old SWER ACR's, Land - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. Variables Forecast (Standard Control Services): Subtransmission, Distribution system assets, Standard metering, Public lighting, SCADA/Network control, Non-network general assets - IT, Non-network general assets - Other, VBRC, Supervisory cables, Old SWER ACR's, Land, Other - Forecast expenditure has been sourced from the 2016-20 Final Determination.	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.
ANFCP8.4BOP1	8.4	Opex	Table 8.4.1 - OPERATING &	Actual	Variables: SCADA/Network	For the columns,	Variables: SCADA/Network Control, Other -	N/A	All expenditures have been reported in

			MAINTENANCE EXPENDITURE - BY PURPOSE Table 8.4.2 - OPERATING & MAINTENANCE EXPENDITURE - BY PURPOSE - MARGINS ONLY Table 8.4.3 - OPERATING & MAINTENANCE EXPENDITURE - EXPLANATION OF MATERIAL DIFFERENCE		Control, Other - Standard Control Services, Network Operating Costs, Billing & Revenue Collection, Advertising/Marketing, Customer Service, Regulatory, Regulatory Reset, IT, License Fee, GSL Payments, Non-network alternative costs, debt Raising Costs, Other Operating - Standard Control Services, Connection Services, Metering Services, Ancillary Network Services, Negotiated Services - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower. Variables: Public Lighting - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower. - Pole inventory data is sourced from GIS. Variables: Ancillary Network Services - The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for Power. - CISO\V Billing system - Search based on contracts NMI (National Metering Identifier) to provide tariff information - Marginal cost of reinforcement analysis - customer contribution model based on an approved 2010 sample of completed projects expenditure and adjusted for CPI - RAB replacement value - taken from 2004 RAB uplifted for CPI Variables: Routine, Condition based, Emergency	'Ancillary network services': The organisations accounting structure does not readily capture costs relating to reserve feeder. The methodology has been applied using actual data variables in order to estimate the implied cost of reserve feeder.	Standard Control Services, Network Operating Costs, Billing & Revenue Collection, Advertising/Marketing, Customer Service, Regulatory, Regulatory Reset, IT, License Fee, GSL Payments, Non-network alternative costs, debt Raising Costs, Other Operating - Standard Control Services, Connection Services, Metering Services, Ancillary Network Services, Negotiated Services - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. Variables: Public Lighting - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. - Public Lighting Maintenance is allocated between Energy Efficient and Non-efficient based on the number of lights. Variables: Ancillary Network Services - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. - In order to identify costs relating to reserve feeder, that are not readily available from SAP, the following methodology has been applied to separate reserve feeder from Routine, Condition based and Emergency maintenance. - Apply a marginal cost of reinforcement to the total demand of Kilo Volt Amps (kva) for reserve feeder contracts to calculate a total reinforcement cost. Then apply the maintenance percentage which is calculated by taking current year's maintenance expenditure divided by the current years RAB adjusted for CPI. Variables: Routine, Condition based, Emergency - The SAP financial system is used to extract the information required by category and regulatory segment. Using the audited statutory accounts for CitiPower, the business uses cost elements within SAP in order to allocate costs between the regulatory segments in accordance with the cost allocation methodology. - Note: This expenditure is materially sourced from SAP. The only factor impacting reporting of these costs is where amounts have been		accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower. - Directly attributed to standard control services, alternative control services, negotiated distribution services, in accordance with the approved Cost Allocation Methodology for the particular regulatory year.

					- The data for the expenditure categories and cost allocations has been sourced from the SAP accounting system. SAP is the primary financial reporting system and is the source of providing the audited statutory accounts for CitiPower.		identified, as above, for asset inspection public lighting and reserve feeder ACS costs within cost elements associated with these activities due to the organisations accounting structure not readily separating these functions. Variables Forecast (Standard Control Services): Routine, Condition based, Emergency, SCADA/Network Control, Other - Standard Control Services, Network Operating Costs, Billing & Revenue Collection, Advertising/Marketing, Customer Service, Regulatory, Regulatory Reset, IT, License Fee, GSL Payments, Non-network alternative costs, debt Raising Costs, Other Operating - Standard Control Service Standard Control Services. - Forecast expenditure has been sourced from the 2016-20 Final Determination.		
ANFCP9.5BOP1	9.5	TUOS	Table 9.5.1 - TUOS CHARGES (AEMO) Table 9.5.2 - TRANSMISSION CONNECTION FEES Table 9.5.3 - CROSS BOUNDARY NETWORK CHARGES Table 9.5.4 - PAYMENTS TO EMBEDDED GENERATORS	Actual	Transmission costs and cross boundary network charges are based on records of actual invoices received.	N/A	Transmission costs and cross boundary network charges are based on records of actual invoices received relating to services provided in the RIN reporting year. Also included are invoices relating to services provided in prior years that had not yet been received at the time of preparing the prior year RIN.	N/A	All expenditures have been reported in accordance with the requirements of the RIN and are: - Derived and verifiable from the statutory accounts and state fairly the financial position of CitiPower - Directly attributed to standard control services in accordance with the approved Cost Allocation Methodology for the particular regulatory year. Transmission charges from AEMO, AusNet (previously SPI Powernet), Jemena and SAPN (previously ETSA) are costs that are incurred to transport energy from the generator to the distribution business via the transmission businesses' assets. These charges are directly allocated to CitiPower and are an allowable pass-through cost under standard control services. Avoided Cost Payments are separately disclosed on this template. Payments are made to embedded generators on CitiPower's distribution network where their generation activities resulted in CitiPower avoiding payment for transmission services.