



Views on export service performance metrics

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Export service performance reports

Potential Performance Metric	Usefulness of Metric
1. Basic export level(s) throughout service area: i) now, ii) in 12 months, and iii) in 24 months	Key insight for consumers to determine size of installation
2. Methodology, data and calculations for determining basic export level and 3. Methodology, data and calculations for determining upgrades and costs required to enable export above the basic export	<ul style="list-style-type: none"> • Networks use consumer data to make these determinations, and reciprocity demands they provide insights from data back to consumers • Provides transparency; enables independent verification • Encourages robust analysis • Highlights impact of poor data/visibility • Promotes best practices and alignment of analysis • Alignment with other AER guidance
4. Connection time	Key metric for consumers/installers satisfaction
5. Solar size satisfaction score	Key metric for consumers/installer satisfaction; informs network enhancements
6. Qualitative: network communications to consumers and installers about export limits and fees	<ul style="list-style-type: none"> • Provides insight into if/how networks are trying to share information • Promotes best practice



“How big of a solar system should I buy?”

When should I install them?

Should my panels face west to maximise late-afternoon production?”

-Stefanie, home renovator

Consumer issues

Can I connect the system I want now? and during the timeline of my renovation?

Why is there a cost to export my desired amount?
Are the costs of export services reasonable?

Potential Metrics

What is the available network capacity?

What is the basic export level?

What will the basic export level be if I wait?

Methodology, data and calculations for determining basic export level

Methodology, data and calculations for determining upgrades and costs required to enable export above the basic export

Why should DNSPs report the methodology, data and calculations used to determine export levels and costs of increasing exports?

Reciprocity in data provision

Transparency and independent verification

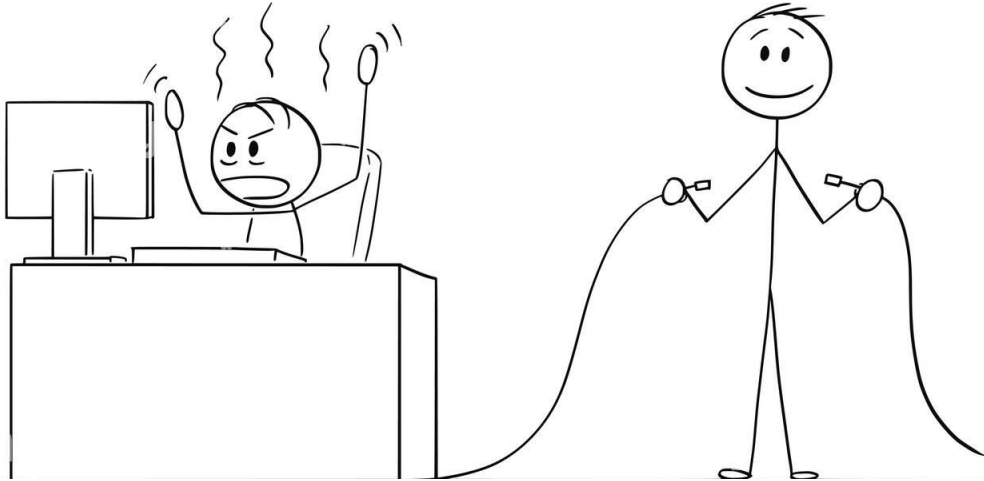
Encourages robust analysis

Highlights ramifications of bad data; builds data business cases

Promotes best practices and data alignment

Alignment with other AER guidance

How might you measure broadband service performance?



Potential Metrics

Connection time

Download speeds
(video and audio
quality)

Value for money

Customer
satisfaction

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“Sunlight is said to be the best of disinfectants; electric light the most efficient policeman.”

-Louis Brandeis
Harper's Weekly
December 20, 1913

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