Energex

Audit of Non-Financial Regulatory Templates RIN 2013/2014

RESET

22 October 2014

PARSONS BRINCKERHOFF
A BALFOUR BEATTY COMPANY

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Reviewer's Statement

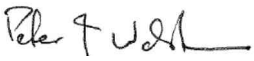
Parsons Brinckerhoff reviewed the Reset Regulatory Information Notice (RIN) non-financial information and Basis of Preparation prepared by Energex for the Australian Energy Regulator for the regulatory year 2014.

Parsons Brinckerhoff meets the requirements of "Class of person to conduct the audit" as outlined in Appendix C, paragraph 2.2 of the RIN.

This report has been prepared in accordance with the requirements outlined in Appendix C of the RIN. The review was undertaken as a 'Limited Assurance Audit' as required by the RIN and described in ASAE3000. The reviewer's responsibility is to assess whether the non-financial information has been presented fairly in accordance with the requirements of the RIN and Energex's Basis of Preparation. In doing this, the reviewer performed procedures to obtain evidence about the information. The procedures used depended on the reviewer's judgment, including the assessment of the risks of material misstatement at the disclosure level, whether due to fraud or error. In making the risk assessments, the auditor considered internal controls, system controls relating to the preparation and fair presentation of the estimates and disclosures made in the RIN in order to design review procedures that are appropriate in the circumstances.

The reviewer concludes that nothing has come to the reviewers' attention that causes it to believe that the non-financial information is not, in all material respects, presented fairly and in accordance with the requirement of the RIN and Energex's Basis of Preparation.

Yours sincerely



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Abbreviations

AER	Australian Energy Regulator
ASAE	Australian standard on assurance engagements
BoP	Basis of Preparation
km	Kilometre
kV	Kilovolts
MD	Maximum demand
MVA	Mega Volt Amps
NSP	Network service provider
RIN	Regulatory information notice
STPIS	Service target performance incentive scheme

1. Introduction

The Australian Energy Regulatory (AER) issued a Regulatory Information Notice (RIN) to Energex on the 25 August 2014. The RIN requires Energex to submit information set out in Appendix A of the RIN (the Reset templates) and prepare according to the instructions set out in Appendix E of the RIN ("Principles and Requirements") and the definitions set out in Appendix F of the RIN ("Definitions").

For Reset, NSP's are required to complete the RIN templates the AER has provided (dated 7 May 2014) which aims to collect information relevant for AER's assessment of forecast expenditures under the NER, as well as benchmarking reports. The category data requirements for the Reset RIN are essentially the same as the Category Analysis RIN with the main difference being the additional requirement for forecasting data under the Reset RIN. In some instances there are differences in requirements; however as set out in AER"s Explanatory statement[1] there are no differences in requirements that exist in the items audited by Parsons Brinckerhoff. As such, this audit is in accordance with the requirements, instructions and definitions provided in the AER Final Category Analysis RIN for distribution network service providers – March 2014.

Energex is required to have the non-financial information reviewed by an independent party meeting the requirements set out in Appendix C of the RIN. Parsons Brinckerhoff satisfies the requirements of section 2.2 of Appendix C of the RIN and was engaged by Energex to undertake a review of the non-financial information.

1.1 Scope of review

Parsons Brinckerhoff undertook the review of the Reset RIN non-financial information for the regulatory year 2014 in accordance with Appendix C of the RIN. The review was undertaken as a 'Limited Assurance Audit' as required by the RIN and described in ASAE3000. This included:

- A review of the Basis of Preparation document as required by the RIN.
- A review of non-financial information in worksheets titled:
  - 5.2 Asset age profile
  - 5.4 MD and Utilisation – Spatial
  - 6.1 Telephone answering
  - 6.2 Reliability and customer service performance
  - 6.3 Sustained Interruptions
  - 6.4 Historical MEDs
- Providing a conclusion as to whether or not anything has come to the Reviewer's attention that causes it to believe that the non-financial information is not, in all material respects, presented fairly in accordance with the requirements of the RIN and Energex's Basis of Preparation.

[1] AER, 2014, Better Regulation: Explanatory statement – Final regulatory information notices to collect information for category analysis

1.2 Our approach

To achieve the outcome required by the RIN, Parsons Brinckerhoff undertook this review in two parts:

- a desktop review to assess whether Energex's Basis of Preparation accords with the RIN Instructions and Definitions[2]
- an onsite review (including interviews) to assess whether the non-financial information contained in the worksheets was prepared in a manner that was consistent with the Basis of Preparation.

The desktop review involved:

- assessing whether or not definitions in the Basis of Preparation aligned to the definitions set out in the RIN
- assessing whether or not the methodology described in the Basis of Preparation aligned with the instructions set out in the RIN
- examining the excel spreadsheet templates for inconsistencies in data and/or trends, and whether those inconsistencies reflected the methodology set out in the Basis of Preparation.

The onsite review involved:

- clarification with key staff of the findings of the desktop review to determine if the data was generated in accordance with the RIN instructions and definitions
- discussion of any non-financial information that was estimated
- limited sampling of data in Energex's systems to confirm that the non-financial information is consistent with information held in those systems.

This also enabled verification that the data was prepared in a manner that was consistent with the Basis of Preparation. Data sources sighted are listed in section 2 of this document. The Parsons Brinckerhoff review team also observed numerous spreadsheets and databases, which were identified within the Basis of Preparation document and used by the interviewees to derive the RIN data. The most important of these are identified in Table 2.1 and Table 2.2 of this report.

Parsons Brinckerhoff's audit approach and subsequent report complied with the audit requirements outlined in the RIN and complied with the requirements of ASAE 3000[3] for a limited assurance audit.

1.3 Information provided for review

Initial and revised RIN information is presented in Table 1.1. Initial review findings were based on an assessment of the initial information. Energex subsequently revised the information. The final review findings reflect the revised information.

[2] AER, 2014, Category Analysis RIN for transmission network service providers – Appendices E and D

[3] Assurance Engagements Other than Audits or Reviews of Historical Financial Information

Table 1.1 RIN information provided

RIN Template	Document filename	Date
Initial submission		
5.2.1 Asset age profile	5.2 Asset Age Profile.xlsx	22 Sept 2014
5.2.1 Asset age profile	BoP 5.2.1 -Asset Age Profile_Quantities_updated.docx	22 Sept 2014
5.2.2 Asset age profile	BoP 5.2.2 -Asset Age Profile_Service Lines_updated.docx	22 Sept 2014
5.2.3 Asset age profile	BoP 5.2.3 -Asset Age Profile_Economic Life and SD_updated.docx	22 Sept 2014
5.2.4 Asset age profile	BoP 5.2.4 -Asset Age Profile_SCADA updated.docx	22 Sept 2014
5.4 Maximum Demand and utilisation - Spatial	5.4 MD Utilisation Spatial.xlsx	19 Sept 2014
5.4 Maximum Demand and utilisation - Spatial	BoP 5.4.1 - Maximum Demand and utilisation - Spatial_updated.docx	19 Sept 2014
Templates 6.1 to 6.4	Non-Financial_Audit data.xlsx	17 Sept 2014
6.1 Telephone answering	BoP 6 1 - Telephone Answering updated.docx	17 Sept 2014
6.2 Reliability and customer service performance	BoP 6.2.1 -Reliability and Cust Ser_updated.docx BoP 6.2.2 -Reliability and Cust Serv_updated.docx	17 Sept 2014
6.3 Sustained Interruptions	BoP 6.3 Sustained Interruptions updated.docx	17 Sept 2014
6.4 Historical MEDs	BoP 6.4 Historical MEDs updated.docx	17 Sept 2014
Revised/Final submission		
5.2.4 Asset age profile	BoP 5.2.4 -Asset Age Profile_SCADA updated.docx (1)	01 Oct 2014
5.4 Maximum Demand and utilisation - Spatial	5.4 MD Utilisation Spatial_revised.xlsx BoP 5 4 1 - MD and utilisation - Spatial update post audit.docx Attachment 1c –MD and Utilisation Spatial – Peak MVA Differing from Peak MW.xls BMS 00674 - Appendix 1 BoP 5.4.1.docx	10 Oct 2014 20 Oct 2014 17 Oct 2014 8 Oct 2014
5.2 Asset age profile	5.2 Asset Age Profile.xlsx	26 Sept 2014
6.1 Telephone answering	BoP 6.1 - Telephone Answering updated.docx	10 Oct 2014
6.2 Reliability and customer service performance	6.2 Reliability and Cust Serv_updated.xlsx BoP 6.2.2 -Reliability and Cust Serv_updated.docx	10 Oct 2014 10 Oct 2014

(1) File name unchanged but contents revised

2. Information sources

Energex used a number of business systems and planning reports as a basis for gathering information and converting it into the format required by the RIN. During the review, Parsons Brinckerhoff identified the following suite of information systems and documentation that were relied upon by Energex.

The scope of the review did not include reviewing the systems and procedures, so accordingly Parsons Brinckerhoff undertook the review on the assumption that the information contained in these systems was fit for purpose and the review concentrated on the use of correct definitions and the assumptions and estimates used to close information gaps. Our reviewers also sought to ascertain, where possible within the constraints of the review process, whether the source information was the most appropriate information to use to derive the information to populate the RIN tables.

Data sources - Information systems

Table 2.1 Information systems relevant to this review

Energex information system	Function
MARS	Meter Asset Register and Service System
NFM	Network Facilities Management Database
CBRM	Condition based risk management, a tool used for asset replacement planning on a condition and risk management basis
ROSS	The radio operational support system
MCCS	Multicore cable schedule
CBMD	The communications bearer management database
ERAT	The corporate ratings tool, Equipment rating database
NFM NO	Network Facilities management – Network outage system
SIFT	Substation Investment Forecasting Tool
SCADA	Supervisory, control and data acquisition – a real time system for remote control and data collection. Identifies operations of all telemetered equipment, with each operation time stamped.
GIS	A geographic information system

Other data sources provided for review

Table 2.2 Other data sources relevant to this review sighted by the reviewers

Template number	File names
5.2 Asset age profile	Public Lighting, Standard Conditions for Public Lighting Services Energex (EX Manual 00576 Ver 5) EGX CBRM 110.132kV TX v3.1.xls POLE_2014_v03_00.xlx Email from Ben Moran (Energex) to Rebecca Meehan (PB), with subject 'FW: Query regarding Average number of Defects per vegetation maintenance span [DLM=Sensitive]', dated Fri 26/09/2014 10:08 AM
5.4 MD and Utilisation – Spatial	
6.1 Telephone answering	Feb 14 Daily_vqg.zip; February 2014_vqg.xls; RIN Process Manual – CCG.pdf, calc file.xlsx
6.2 Reliability and customer service performance	Access_AUD_db.accdb; 00353 Network Reliability Performance Reporting.docx
6.3 Sustained Interruptions	CauseCodes1213.xls
6.4 Historical MEDs	Exception Event limit for 2013_14_STPIS_SLOS_Included_V2.0(1223Updated).xls

3. Our findings

This section sets out each table/template and the information required by the RIN. Any issues that were found and whether or not Parsons Brinckerhoff considers them to be material are detailed here. Where known, Parsons Brinckerhoff also describes how Energex rectified the issue.

The methodology used to assess the data is described in section 1.2 and the information sources and documents we reviewed are described in section 2.

3.1 Template 5.2 - Asset age profile

Table 5.2.1 – Asset age profile

		Economic life (years)		Installed assets - quantity currently in commission by year		
Asset group	**Asset category**	**Mean**	**Std. Dev'n**	**2012/13**	**↔**	**1910/11**
POLES BY: Highest operating voltage; Material type; Staking (if wood)"	<multiple asset categories>					
POLE TOP STRUCTURES BY: Highest operating voltage"	<multiple asset categories>					
OVERHEAD CONDUCTORS BY: Highest operating voltage; Number of phases (at HV)"	<multiple asset categories>					
UNDERGROUND CABLES BY: Highest operating voltage"	<multiple asset categories>					
SERVICE LINES BY: Connection voltage; Customer type; Connection complexity"	<multiple asset categories>					
TRANSFORMERS BY: Mounting type; Highest operating voltage; Ampere rating; Number of phases (at LV)"	<multiple asset categories>					
SWITCHGEAR BY: Highest operating voltage; Switch function"	<multiple asset categories>					
PUBLIC LIGHTING BY: Asset type ; Lighting obligation"	<multiple asset categories>					
SCADA, NETWORK CONTROL AND PROTECTION SYSTEMS BY: Function"	<multiple asset categories>					

		Economic life (years)		Installed assets - quantity currently in commission by year		
Asset group	**Asset category**	**Mean**	**Std. Dev'n**	**2012/13**	**↔**	**1910/11**
OTHER BY: DNSP defined"						

Key RIN requirements for this table:

1. Complete the table in accordance with instructions and definitions provided in Appendices E and F of the RIN.
2. DNSP must ensure that data entered against asset categories in Table 5.2.1 corresponds to expenditure data entered into Template 2.2.
3. DNSP must insert additional asset category rows and additional asset groups (where applicable) where the prescribed asset group/categorisations do not correspond to an asset on the DNSP's network.

Initial review findings:

1. SCADA, Network Control and protection systems category: The Basis of Preparation only included methodology for Field devices, Local Network wiring assets, communication network assets, master station assets and other (Pilot cable) assets. No methodology was found for three items in the RIN table, namely Communication site infrastructure, communications linear assets and AFLC.
2. An 'other' category was described in the Basis of Preparation (pilot cables). However, the data for this category was not entered in the RIN Table 5.2.1.

Final review findings:

1. SCADA, Network Control and protection systems category: The revised Basis of Preparation addresses the missing items and removal of the 'other' (pilot cable) category. Energex clarified that the pilot cables are included with the communications linear assets and therefore no modification of the data in the RIN table is required.
2. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Table 5.2.1.has not been presented fairly in all material respects.
3. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Table 5.2.1.has not been presented fairly in all material respects.

3.2 Template 5.4 – MD and Utilisation – Spatial

Table 5.4.1 Non coincident and coincident maximum demand

NETWORK LEVEL	SUBSTATION	FORECASTING ELEMENTS	**UNIT**	MAX DEMAND	**2013-14**
SUBSTRANSMISSION SUBSTATION		Substation Rating	MVA	Non-Coincident	
				Coincident	
		Raw Adjusted MD	MW	Non-Coincident	
				Coincident	
		Raw Adjusted MD	MVA	Non-Coincident	

				Coincident	
		Date MD occurred		Non-Coincident	
				Coincident	
		Half hour time period MD occurred		Non-Coincident	
				Coincident	
		Winter/Summer Peaking		Non-Coincident	
				Coincident	
		Adjustments - Embedded generation	MW	Non-Coincident	
				Coincident	
		Weather Corrected 10% POE	MW	Non-Coincident	
				Coincident	
		Weather Corrected MD 10% POE	MVA	Non-Coincident	
				Coincident	
		Weather Corrected MD 50% POE	MW	Non-Coincident	
				Coincident	
		Weather Corrected MD 50% POE	MVA	Non-Coincident	
				Coincident	

NETWORK LEVEL	SUBSTATION	FORECASTING ELEMENTS	**UNIT**	MAX DEMAND	**2013-14**
ZONE SUBSTATION		Substation Rating	MVA	Non-Coincident	
				Coincident	
		Raw Adjusted MD	MW	Non-Coincident	
				Coincident	
		Raw Adjusted MD	MVA	Non-Coincident	
				Coincident	
		Date MD occurred		Non-Coincident	
				Coincident	
		Half hour time period MD occurred		Non-Coincident	
				Coincident	
		Winter/Summer Peaking		Non-Coincident	
				Coincident	
		Adjustments - Embedded generation	MW	Non-Coincident	
				Coincident	
		Weather Corrected 10% POE	MW	Non-Coincident	
				Coincident	
		Weather Corrected MD 10% POE	MVA	Non-Coincident	
				Coincident	
		Weather Corrected MD 50% POE	MW	Non-Coincident	
				Coincident	
		Weather Corrected MD 50% POE	MVA	Non-Coincident	
				Coincident	

Key RIN requirements for this table:

1. Complete the table in accordance with definitions provided in Appendix E and F of the RIN.
2. Where maximum demand in MVA occurred at a different time to maximum demand in MW, DNSP must enter maximum demand figures for both measures at the time maximum demand in MW occurred. In such instances, DNSP must enter the maximum demand in MVA in the Basis of Preparation, noting the regulatory year in which it occurred.
3. If DNSP cannot use raw unadjusted maximum demand as the basis for the information it provides in tables 5.4.1 (on regulatory template 5.4), it must describe the methods it employs to populate those tables.
4. DNSP must input the rating for each element in each network segment. For tables 5.4.1 rating refers to normal cyclic rating.

   (a) DNSP must provide the seasonal rating that corresponds to the time of the raw adjusted maximum demand. For example, DNSP must provide the summer normal cyclic rating of the network segment if the raw adjusted maximum demand occurred in summer.

   (b) Where DNSP does not keep and maintain rating information (for example, where the TNSP owns the assets to which such ratings apply), it may estimate this information or shade the cells black.
5. DNSP must provide inputs for 'Embedded generation' if it has kept and maintained historical data for embedded generation downstream of the specified network segment and/or if it accounts for such embedded generation in its maximum demand forecast.

   (a) DNSP must allocate embedded generation figures to the appropriate element of the network segment under system normal conditions (consistent with the definition of raw adjusted maximum demand).

   (b) DNSP must describe the type of embedded generation data it has provided. For example, DNSP may state that it has included scheduled, semi-scheduled and non-scheduled embedded generation in the tables for connection points.

   (c) If DNSP has not kept and maintained historical data for embedded generation downstream of the specified network segment, it may estimate the historical embedded generation data or shade the cells black. For the Regulatory Years including and after 2015 DNSP must provide embedded generation data. It must do similarly if it accounts for embedded generation in its system level maximum demand forecast.
6. DNSP must provide inputs for the appropriate cells if it has calculated historical weather corrected maximum demand.

   (a) DNSP must describe its weather correction process in the Basis of Preparation. DNSP must describe whether the weather corrected maximum demand figures provided are based on raw adjusted maximum demand or raw unadjusted maximum demand or another type of maximum demand figure.

   (b) Where DNSP does not calculate weather corrected maximum demand it may estimate the historical weather corrected data or shade the cells black. For the Regulatory Years including and after 2015 DNSP must provide weather corrected maximum demand in accordance with best regulatory practice weather correction methodologies.
7. Tables requesting system coincident data are referring to the demand at that particular point on the network (e.g. zone substations) at the time of system (or network) peak.

   (a) Non coincident data is the maximum demand at a particular point on the network (which may not necessarily coincide with the time of system peak). For example, table 5.4.1 (on regulatory template 5.4) requests information about non-coincident raw maximum demand at zone substations. In table 5.4.1 (on regulatory template 5.4), DNSP must provide information about the maximum demand at each zone substation in each year, which may not correspond to demand at the time of system peak.

(b) If DNSP does not record and/or maintain spatial maximum demand coincident to the system maximum demand, DNSP must provide spatial maximum demand coincident to a higher network segment. DNSP must specify the higher network segment to which the lower network segment is coincident to in the Basis of Preparation. For example, if DNSP does not maintain maximum demand data for zone substations coincident to the system maximum demand, DNSP may provide maximum demand data coincident to the connection point.

Initial review findings:

1. The RIN requires that the 'normal conditions' assumed when providing 'normal cyclic rating' are defined in the Basis of Preparation. Energex has not explicitly defined this within the Basis of Preparation. Energex subsequently revised the Basis of Preparation and added clarifications to describe what is meant by normal cyclic rating. However, as per RIN requirements Energex need to clearly define what is meant by normal conditions in its Basis of Preparation.
2. As per RIN requirements, 'Where maximum demand in MVA occurred at a different time to maximum demand in MW, DNSP must enter maximum demand figures for both measures at the time maximum demand in MW occurred. In such instances, DNSP must enter the maximum demand in MVA in the basis of preparation, noting the regulatory year in which it occurred'. Energex has not included this maximum demand data in the Basis of Preparation. Energex indicated to Parsons Brinckerhoff that they frequently encounter MVA maximum demand at a different time to MW maximum demand and hence the data file containing those data is large, and therefore it is difficult to include it with the Basis of Preparation. Energex advised they will clarify this requirement with AER.
3. The Basis of Preparation mentions that temperature adjustment process at bulk supply substations is not implemented. However, during the interview Energex mentioned that this is not correct. The Basis of Preparation should be updated to reflect the actual approach taken.
4. As per RIN requirements, the DNSP must describe its weather correction process in the Basis of Preparation and whether they are based on raw adjusted maximum demand or raw unadjusted maximum demand. Energex have not provided details of the weather correction process in its Basis of Preparation.
5. As per AER requirements, the summer peaking refers to maximum demand experienced over the period 1 October to 31 march and winter peaking refers to maximum demand experienced of the period 1 April to 30 September. Energex have indicated in the Basis of Preparation summer refers to 1 June to 31 August and Winter refers to 1 December to 28 February, which is not in accordance with the RIN definition.

Final review findings:

1. Energex has provided the definition for normal conditions in the Basis of Preparation.
2. Energex has attached demand data for the substations where the maximum demand in MW and MVA occurred at different times for the 2013/14 regulatory year to the Basis of Preparation, titled Attachment 1c - MD and Utilisation Spatial – Peak MVA Differing from Peak MW.
3. Energex have corrected and updated the Basis of Preparation to reflect the actual approach taken when applying temperature adjustment at bulk supply substations.
4. The revised Basis of Preparation outlines that raw adjusted maximum demand is used in accordance with AER requirements.
5. Clarification supporting the weather correction process has been provided in the revised Basis of Preparation in accordance with AER requirements.
6. Energex have included in the revised Basis of Preparation a demand profile of an example zone substation to demonstrate that no peak occurs outside of Energex's defined period but within AER's defined periods, and hence complies with the AER definition.

7. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Table 5.4.1.has not been presented fairly in all material respects.
8. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Table 5.4.1.has not been presented fairly in all material respects.

3.3 Template 6.1 – Telephone Answering

Table 6.1.1 Telephone answering data

Date	Total number of calls received	*less* calls to payment lines and automated interactive services	*less* calls abandoned by the customer within 30 seconds of the call being queued for response by a human operator	Sub-total number of calls received	Calls to the fault line answered in 30 seconds

Key RIN requirements for this table:

1. Complete the table in accordance with instructions and definitions provided in Appendices E and F of the RIN.

Initial review findings:

1. A number of periods had no data available due to daily extracts not being obtained. Previously there was no formal process in place to check the daily reports against the monthly reports and no formal requirement to collect the daily report; rather it was up to the individual. This allowed gaps to occur in obtaining the daily reports. After a 60 day period the data is purged and cannot be extracted. Energex's method for estimating the days where data was not collect was reviewed and deemed to be appropriate, providing the best estimate available. Energex now have a process in place with detailed work instructions with a dedicated person responsible for extracting the information who is supported by a specified backup resource.
2. The Basis of Preparation states the number of days were data was not available in 2010/11 and 2012/13 as 18 days, however it does not indicate the total number of days over the 2011/12 period where the data was unable to be sought.

Final review findings:

1. Clarification regarding the number of days data was not available over the 2011/12 period has been included in the Basis of Preparation.
2. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Table 6.1 has not been presented fairly in all material respects.
3. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Table 6.1 has not been presented fairly in all material respects.

3.4 Template 6.2 – Reliability and customer service performance

Table 6.2.1 Unplanned minutes off supply (SAIDI) – Actual

		Actual				
SAIDI		**2009-10**	**2010-11**	**2011-12**	**2012-13**	**2013-14**
Total sustained minutes off supply	CBD	1.2	595.7	8.1	3.9	2.2
	Urban	75.9	517.9	43.1	383.7	72.7
	Short rural	209.6	582.3	142.9	975.6	164.4
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					
Total value of excluded events* ***see 3.3 of STPIS**	CBD	0.0	589.7	0.0	3.1	0.5
	Urban	8.3	460.5	0.0	329.2	18.6
	Short rural	45.6	440.0	0.0	871.0	50.5
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					
Total sustained minutes off supply after removing impact of excluded events	CBD	1.2	6.0	8.1	0.7	1.7
	Urban	67.6	57.5	43.1	54.4	54.1
	Short rural	164.0	142.3	142.9	104.6	113.9
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					

Table 6.2.2 Unplanned interruptions to supply (SAIFI) – Actual

		Actual				
SAIFI		**2009-10**	**2010-11**	**2011-12**	**2012-13**	**2013-14**
Total sustained customer interruptions	CBD	0.1	0.3	0.0	0.0	0.1
	Urban	1.3	1.2	0.6	1.1	0.8
	Short rural	2.7	2.4	1.5	2.1	1.6
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					
Total value of excluded events* ***see 3.3 of STPIS**	CBD	0.0	0.3	0.0	0.0	0.1
	Urban	0.2	0.3	0.0	0.4	0.1
	Short rural	0.4	0.6	0.0	0.8	0.2
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					
Total sustained customer interruptions after removing excluded events	CBD	0.1	0.0	0.0	0.0	0.0
	Urban	1.1	0.8	0.6	0.7	0.7
	Short rural	2.3	1.9	1.5	1.3	1.3
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total					

Table 6.2.4 Customer numbers – Actual

Customer numbers		Actual				
		2009-10	2010-11	2011-12	2012-13	2013-14
Average customer numbers	CBD	4,022.0	3,917.0	3,809.0	3,765.0	3,745.0
	Urban	945,585.0	973,317.0	992,027.0	998,335.0	986,289.0
	Short rural	323,099.0	330,169.0	330,670.0	340,494.0	365,251.0
	Long rural	n/a	n/a	n/a	n/a	n/a
	Total	1,272,706.0	1,307,403.0	1,326,506.0	1,342,594.0	1,355,285.0

Table 6.2.5 Customer service – Actual

Customer service	Actual				
	2009-10	2010-11	2011-12	2012-13	2013-14
Number of calls received	148,398	167,019	111,782	153,330	108,213
Number of calls answered within 30 seconds	122,326	141,664	98,993	101,185	88,706
Percentage of calls answered within 30 seconds	82%	85%	89%	66%	82%

Key RIN requirements for this table:

1. Complete the table in accordance with instructions and definitions provided in Appendices E and F of the RIN.
2. DNSP must provide performance actuals and proposed targets for the forthcoming regulatory control period under the STPIS.
3. The DNSP must provide detail of historical unplanned minutes off supply, unplanned interruptions, momentary interruptions, customer numbers and customer service in accordance with tables 6.2.1, 6.2.2, 6.2.3. 6.2.4 and 6.2.5.
4. Definitions of parameters under the AER's STPIS apply. Where exclusions apply, data provided below must exclude all events outlined under clause 3.3 of the AER's STPIS.

Initial review findings:

1. Parsons Brinckerhoff notes that no totals have been entered in RIN Tables 6.2.1 and 6.2.2, however this is viewed to be immaterial. Energex advised Parsons Brinkerhoff that these fields are locked and contain a predetermined formula controlled by the AER.
2. The audit findings for RIN Table 6.2.5 are covered in section 3.3 – initial review findings, as they draw on the same data.

Final review findings:

1. Per advice from Energex on 8 October 2014, definitions of parameters under the AER STPIS, specifically where exclusions apply, were not applied to table 6.2.5 in initially supplied information. Energex provided updated information to exclude Major Event Days and updated the related Basis of Preparation.
2. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Tables 6.2.1, 6.2.2, 6.2.4 and 6.2.5.has not been presented fairly in all material respects.
3. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Tables 6.2.1, 6.2.2, 6.2.4 and 6.2.5.has not been presented fairly in all material respects.

3.5 Template 6.3 – Sustained interruptions

Table 6.3.1 – Sustained interruptions to supply

Date of event (DD/MM/YYYY)	Time of interruption (HH:MM)	Asset ID (eg. feeder ID)	Feeder classification [drop down]	Reason for interruption [drop-down]	Detailed reason for interruption [select from options in column 'O' that correspond with reason in column 'F']	Number of customers affected by the interruption	Average duration of sustained customer interruption (minutes)	Effect on unplanned SAIDI (by feeder classification)	Effect on unplanned SAIFI (by feeder classification)	MED

Key RIN requirements for this table:

1. Complete the table in accordance with instructions and definitions provided in Appendices E and F of the RIN.
2. DNSP must input both planned and unplanned interruptions to supply.
3. DSNP must select a reason for interruption from the list provided and may, but is not required to provide a detailed reason from the list provided.

Initial review findings:

1. No issues were found.

Final review findings:

1. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Table 6.3.1 has not been presented fairly in all material respects.
2. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Table 6.3.1 has not been presented fairly in all material respects.

3.6 Template 6.4 – Historical major event day

Table 6.4.1 – Historical daily SAIDI

Date	Network SAIDI (after removing the impact of events excluded under 3.3(a))

Key RIN requirements for this table:

1. Complete the table in accordance with instructions and definitions provided in Appendices E and F of the RIN.
2. DNSP must provide historical daily performance data for the calculation of the major event day (MED) boundaries for the regulatory years 2009-10 to 2013-14.

Initial review findings:

1. No issues were found.

Final review findings:

1. Parsons Brinckerhoff did not find reason to believe that the data in the RIN Table 6.4.1 has not been presented fairly in all material respects.
2. Parsons Brinckerhoff did not find reason to believe that the Basis of Preparation for Table 6.4.1 has not been presented fairly in all material respects.

Table A.1 Energex staff interviewed

Name	Title/Function
Vern Fortuin	Senior Systems Technical Officer – Network performance
Rheena Walton	Business Performance Analyst -Customer Contact Group
Ben Chippendale	Business Performance Analyst -Customer Contact Group
Rhys Petty	Acting Network Strategic Data It Officer - Asset Management
Sam Cole	Network Strategic IT Officer - Asset Management
Gary Buckley	Senior Asset Refurbishment Engineer - Asset Management
Srinivasan Chinnarajan	Asset Refurbishment Engineer - Asset Management
David Hearne	Network Customer Data Custodian , Data, Services and Demand Management - Asset Management Division
Tim Hart	Asset Performance and Improvement Manager – Asset Management
David Simpson	Network Forecasting Manager - Asset Management
William Zhu	Senior Network Forecasting Analyst - Asset Management