

Service Target Performance Incentive Scheme Target Calculation Method

This document contains a description of the method used by TasNetworks to calculate the targets for the Service Target Performance Incentive Scheme which is to apply to TasNetworks for the regulatory control period that is to commence on 1 July 2017 and end on 30 June 2019, and is provided in response to requirement 23.1 of the Regulatory Information Notice (**RIN**) dated 28 October 2015 served on Tasmanian Networks Pty Ltd ABN 24 167 357 299 (**TasNetworks**) by the Australian Energy Regulator (**AER**), hereafter called the **Reset RIN**.

Reliability Targets 23.1(a), (c), (d), (e)

All calculations for STPIS have been undertaken in accordance with the AER's STPIS scheme November 2009 and comply with the STPIS definitions. The detailed methodology for each of the parameters listed above (other than MAIFI) can be found in TasNetworks DD17 STPIS targets workbook (Regulatory Proposal TN067), under the "Procedure" worksheet. No MAIFI targets have been proposed for each supply reliability area due to lack of sufficient historical data to propose targets.

Customer Service Targets 23.1(b)

There is only one customer service parameter for the forthcoming regulatory control period: telephone answering.

The method for calculating telephone answering target is:

1. Collect daily percentage answered data for the 2011-12 to 2014-15 years and the date to 31 October 2015. This data is in regulatory template 6.1.1.
2. Calculate annual percentage answered value, excluding missing records, and assuming that the average for the 2015-16 year will be the same as that for the part year.
3. Average the five annual averages.
4. Estimate the number of calls expected for 2016-17 to 2018-19, based upon the average number of calls received for the period 2011-12 to 2015-16 (scaled, where necessary).
5. Multiply the expected number of calls for 2016-17 to 2018-19 by the average calculated in step 3.