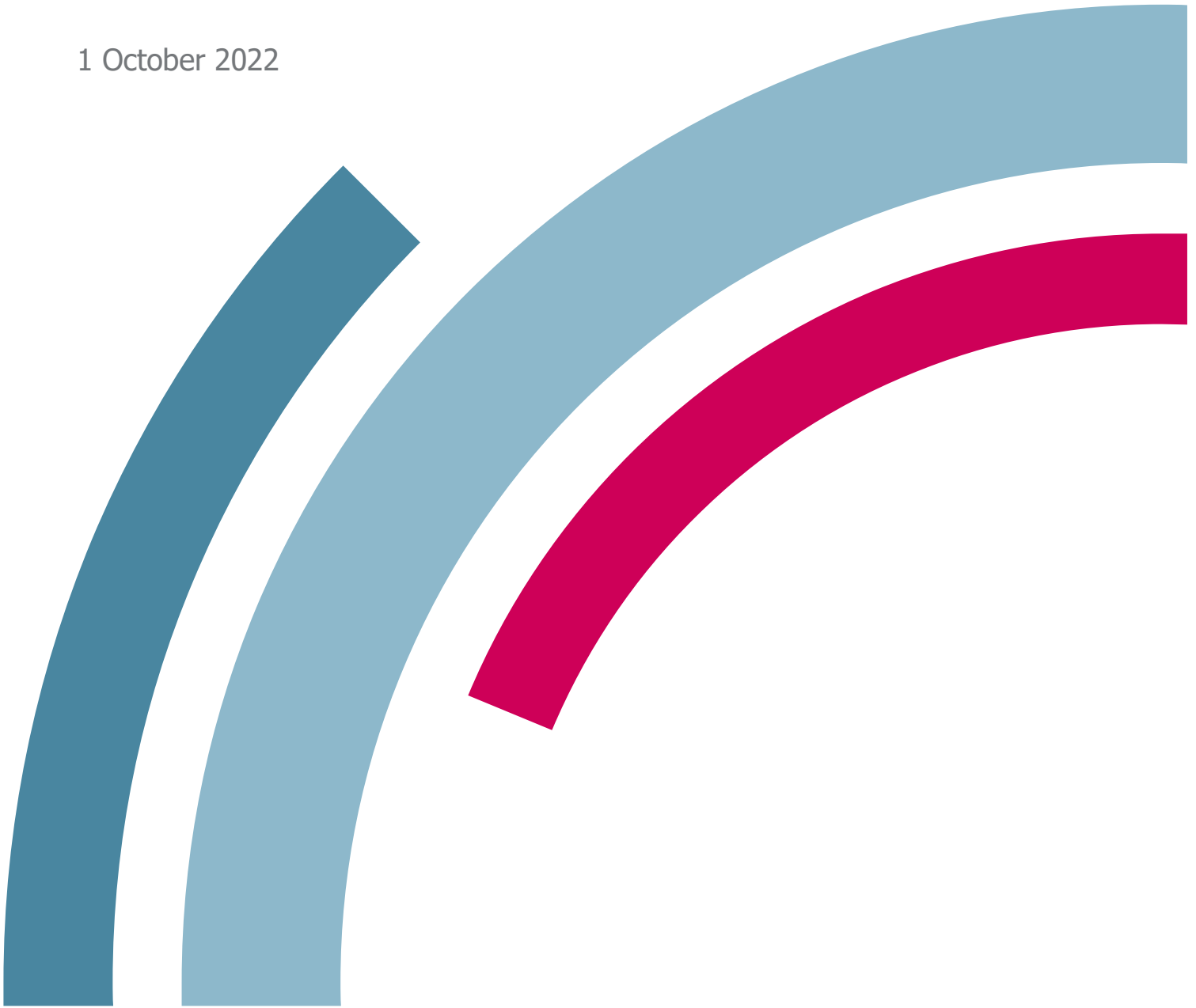


# Annex E - Compliance and Performance Reporting Guideline – transitional reporting

1 October 2022



# Transitional reporting obligations

## **Application of the Compliance Performance and Reporting Guideline (version 7) to obligations in the Electricity Distribution Code of Practice**

The Electricity Distribution Code of Practice (EDCOP) will take effect on 1 October 2022.

As a consequence of the remaking of the Electricity Distribution Code of Practice, we will need to review distributors' reporting obligations set out in the Compliance Performance and Reporting Guideline (CPRG) (version 7).

We intend to conduct further consultation on distributors' reporting obligations and to conclude such process by the end of 2022. This process may involve further consolidating distributors' obligations into a single instrument by moving reporting obligations into a Schedule of the Electricity Distribution Code of Practice.

Until then, distributors are required to report to the commission in accordance with the CPRG (version 7) as provided for by clause 8 of Schedule 5 of the Electricity Distribution Code of Practice. References to clauses of the Electricity Distribution Code shall be read as a reference to the equivalent clause in the Electricity Distribution Code of Practice taking effect on 1 October 2022.

To assist distributors, we have set out the equivalent provisions of the new Electricity Distribution Code of Practice to existing reporting requirements below.

# Compliance and performance reporting – revised clause referencing from 1 October 2022

## Type 1 breaches – energy distributors

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
DB0009	Clause 5.5a.2	Clause 11.5.1(b)(ii)	<p><b>Providing life support customers with written notices about interruptions</b></p> <p>Distributor obligation to, where a person residing at a supply address is a registered life support customer registered as requiring life support equipment, provide the affected customer with notices about interruptions by written notice in hard copy together with notice by means of electronic communication where the customer has nominated one or more methods of electronic communication.</p>
DB0001-2	Clause 5.5.1(b)	Clause 11.5.1(b)(i)	<p><b>Providing life support customers with advance notice of planned interruptions</b></p> <p>Distributor obligation to, in the case of a planned interruption and where a person residing at the supply address is a registered life support customer, provide the affected customer with at least 4 business days written notice in hard copy of the interruption (unless a longer period of notice is requested by the customer and provided that the longer period of notice is reasonably necessary and can be accommodated by the distributor).</p>
DB0013	Clause 5A.3.1(a)	Clause 12.2.1(a)	<p><b>Registering life support equipment – obligations when advised by customer</b></p> <p>Distributor obligation to, within one business day after being advised by a small customer that a life support resident resides, or is intending to reside, at the small customer’s premises, record in a register of life support customers and residents the life support customer details.</p>

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
DB0013-2	Clause 5A.3.1(b)	Clause 12.2.1(b)	<b>Registering life support equipment – obligations when advised by customer</b> Distributor obligation when advised by a small customer that a life support resident resides, or is intending to reside, at the small customer's premises – to determine whether the life support equipment is fueled by both electricity and gas and, if it is, inform the customer that the customer should inform the gas retailer or distributor who supply gas at the small customer's premises that a person residing or intending to reside at the customer's supply address requires life support equipment.
DB0013-3	Clause 5A.3.1(c)	Clause 12.2.1(c)	<b>Registering life support equipment – obligations when advised by customer</b> Distributor obligation to provide specified information, in plain English, within 5 business days after being advised by a small customer that a life support resident resides, or is intending to reside, at the small customer's premises.
DB0013-4	Clause 5A.3.1(d)	Clause 12.2.1(d)	<b>Registering life support equipment – obligations when advised by customer</b> Distributor obligation to, within one business day after being advised by a small customer that a life support resident resides, or is intending to reside, at the small customer's premises, notify the retailer that a person residing or intending to reside at the customer's premises requires life support equipment and the date from which the life support equipment is required.
DB0013-5	Clause 5A.3.2(a)	Clause 12.2.2(a)	<b>Registering life support equipment – obligations when advised by retailer</b> Distributor obligation to, within one business day after being advised by a retailer, under section 40SG(4)(a) of the Act, that a life support resident resides, or is intending to reside, at the small customer's premises – to record in a register of life support customers and residents the life support customer details.
DB0013-6	Clause 5A.3.2(b)	Clause 12.2.2(b)	<b>Registering life support equipment – obligations when advised by retailer</b> Distributor obligation within one business day after being advised by a retailer, under section 40SI(2) of the Act or under clause 170(1)(b) of the Energy Retail Code of Practice, that a life support resident resides, or is intending to reside, at the small customer's premises – to record in a register of life support customers and residents the life support customer details.
DB0014	Clause 5A.4.1	Clause 12.3.1	<b>Confirmation of supply address as requiring life support equipment</b> Distributor obligations where a medical confirmation form is provided to a customer.

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
DB0015	Clause 5A.5.1(a)	Clause 12.4.1(a)	<b>Life support – ongoing distributor obligations</b> Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, give certain information to the retailer within one business day after receiving relevant information about the life support equipment requirements for a customer’s premises.
DB0015-2	Clause 5A.5.1(b)	Clause 12.4.1(b)	<b>Life support – ongoing distributor obligations</b> Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, update the register of life support customers and residents within one business day after being advised by a customer or retailer of any update to the life support equipment requirements for the customer’s premises or any relevant contact details.
DB0015-3	Clause 5A.5.1(c)	Clause 12.4.1(c)	<b>Life support – ongoing distributor obligations</b> Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, not disconnect the supply address after the date the life support equipment will be required at the supply address, except in the case of an interruption or emergency.
DB0015-4	Clause 5A.5.1(d)	Clause 12.4.1(d)	<b>Life support – ongoing distributor obligations</b> Distributor’s ongoing obligation to, where the distributor is required to record life support customer details in a register of life support customers and residents, comply with clause 11.5.1(b) in the case of a distributor planned interruption.
DB0015-5	Clause 5A.5.2	Clause 12.4.2	<b>Life support – ongoing distributor obligations</b> Distributor’s ongoing obligation to notify the new retailer (within one business day after becoming aware) that a person residing at the customer’s supply address is a life support resident, if the distributor becomes aware (including by way of notification in accordance with the Market Settlement and Transfer Solution Procedures) that a life support customer has subsequently transferred to another retailer (a new retailer) at that supply address.

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
DB0015-6	Clause 5A.5.3(a)	Clause 12.4.3(a)	<b>Life support – ongoing distributor obligations</b> Distributor's ongoing obligation to, where a distributor is required to record a life support customer's details in a register of life support customers and residents under clause 12.2.2(b), give certain information to the retailer within one business day after receiving relevant information about the life support equipment requirements for a customer's premises and any relevant contact details.
DB0015-7	Clause 5A.5.3(b)	Clause 12.4.3(b)	<b>Life support – ongoing distributor obligations</b> Distributor's ongoing obligation to, where a distributor is required to record a life support customer's details in a register of life support customers and residents under clause 12.2.2(b), update the register of life support customers and residents within one business day after being advised by a retailer of any update to the life support equipment requirements for the customer's supply address or any relevant contact details.
DB0015-8	Clause 5A.5.3(c)	Clause 12.4.3(c)	<b>Life support – ongoing distributor obligations</b> Distributor's ongoing obligation to, where a distributor is required to record a life support customer's details in a register of life support customers and residents under clause 12.2.2 (b), – not disconnect the supply address after the date the life support equipment will be required at the supply address, except in the case of an interruption or emergency.
DB0015-9	Clause 5A.5.3(d)	Clause 12.4.3(d)	<b>Life support – ongoing distributor obligations</b> Distributor's ongoing obligation to, where a distributor is required to record a life support customer's details in a register of life support customers and residents under clause 12.2.2 (b), comply with clause 11.5.1(b) in the case of a distributor planned interruption.
DB0016	Clause 5A.6.1	Clause 12.5.1	<b>Deregistration of life support customer</b> Distributor obligation to not deregister a customer except in the circumstances permitted under this clause 12.5.
DB0017	Clause 5A.7.1	Clause 12.6	<b>Registration and deregistration details must be kept by distributors</b> Distributor obligation to establish policies, systems and procedures for registering and deregistering life support customers, and ensure that the register of life support customers and residents is maintained, kept up to date and includes certain information.

## Type 2 breaches – energy distributors

ESC ref	Existing EDCOP clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
DB0008	Clause 5.5a.1	Clause 11.4.1	<p><b>Interruptions: Customer communications</b>  Distributor obligation to provide customers the ability to nominate a preferred method or methods of communication to receive notices about interruptions and enable customers to nominate one or more methods of communication, nominate that they only receive written notices in hard copy and update their preferences from time to time.</p>
DB0010	Clause 5.5a.3	Clause 11.4.2	<p><b>Recording customer communication preferences</b>  Distributor obligation to create and maintain for a period of at least 2 years, a record of the preferred method or methods of communication nominated by a customer and any updates to the customer's nominated preferences.</p>
DB0007	Clause 5.5.2I	Clause 11.5.8	<p><b>Providing record of explicit informed consent on request</b>  Distributor obligation to, on request by a customer and at no charge, provide the customer with access to a copy of the record of explicit informed consent given by the customer and then retained by the distributor. relating to electronic communications where requested.</p>
DB0011	Clause 5.5a.4	Clause 11.4.3	<p><b>Interruptions: Customer communications</b>  Distributor obligation to ensure notices to customers about interruptions, whether written notices in hard copy or notices by way of electronic communication must be written in plain English and inform customers on how customers can nominate or update their preferred communication method.</p>
DB0001	Clause 5.5.1(a)	Clause 11.5.1(a)	<p><b>Providing notice of planned interruptions (non-life support customers)</b>  Distributor obligation in the case of a planned interruption where no person residing at the supply address is a life support customer, to provide each affected customer with at least 4 business days written notice of the interruption.</p>

ESC ref	Existing EDCOP clause	New EDCOP clause	Description
DB0002	Clause 5.5.2	Clause 11.5.2	<p><b>Notice of planned interruptions</b></p> <p>Notice of planned interruptions must specify the expected date, time and duration of the interruption, a 24-hour telephone number for fault enquiries, include high level information as to the reason for the planned interruption, provide information on the possibility of a planned interruption was to be cancelled or rescheduled and otherwise comply with the requirements of clause 11.4.3.</p>
DB0004	Clause 5.5.2B	Clause 11.5.3	<p><b>Notice of planned interruptions</b></p> <p>Distributor obligation to, where a distributor provides notice under clause 11.5.1, also send a reminder notice by the same electronic communication method that complies with the requirements of clause 11.5.2 one business day prior to the interruption.</p>
DB0006	Clause 5.5.2G	Clause 11.5.6	<p><b>Retaining records of explicit informed consent</b></p> <p>Distributor obligation to create a record of each explicit informed consent provided by a customer and retain the record for at least two years.</p>
DB0016-2	Clause 5A.6.2	Clause 12.5.2	<p><b>Deregistration of life support customer</b></p> <p>Distributor obligations if a customer is deregistered by a distributor – to notify the retailer of the date of deregistration and reason for deregistration within five business days of the date of deregistration, and update its register of life support customers and residents within one business day from deregistration.</p>
DB0016-3	Clause 5A.6.3	Clause 12.5.3	<p><b>Deregistration of life support customer</b></p> <p>Distributor obligations if a distributor is notified by a retailer that the retailer or an exempt retailer has deregistered a customer’s supply address – to (within one business day from notification) update the life support customer details entered in its register of life support customers and residents.</p>
DB0012	Clause 5.6.1	Clause 11.7.1	<p><b>Cancellation or rescheduling of planned interruptions</b></p> <p>Distributor obligation to, where a distributor cancels or re-schedules a planned interruption, provide notice of the cancellation or re-scheduling within specified timeframes.</p>
DB0018	Clause 6.1.1	Clause 14.3.1	<p><b>Appointments</b></p> <p>Distributor obligation to, where the distributor makes an appointment with a customer and is more than 15 minutes late for the appointment, make a payment to the customer.</p>



ESC ref	Existing EDCOP clause	New EDCOP clause	Description
DB0019	Clause 6.2	Clause 14.4	<b>Failure to connect new supply</b> Distributor obligation to, where the distributor does not connect a new customer within a specified timeframe, make a payment to the customer.
DB0020	Clause 6.3.1	Clause 14.5.1	<b>Supply restoration payment</b> Distributor obligation to make a supply restoration payment to a customer if a customer experiences a certain amount of unplanned sustained interruptions per year.
DB0021	Clause 6.3.2	Clause 14.5.2	<b>Low reliability payment</b> Distributor obligation to make a low reliability payment to a customer.
DB0022	Clause 6.3A(a)	Clause 14.6.1	<b>Major event day payment</b> Distributor obligation to make a payment to a customer where the customer experiences an unplanned sustained interruption of more than 12 hours on a major event day.
DB0024	Clause 6.4.1	Clause 14.8.1	<b>Time for payment</b> Distributor obligation to make a payment required to be made under clause 14.3.1 within a specific timeframe.
DB0025	Clause 6.4.2	Clause 14.8.2	<b>Time for payment</b> Distributor obligation to make a payment required to be made under clause 14.4 within a specific timeframe.
DB0026	Clause 6.4.3	Clause 14.8.3	<b>Time for payment</b> Distributor obligation to determine whether it must make a supply restoration or low reliability payment to a customer at the completion of each quarter in a financial year, and to make the payment within a specified timeframe.
DB0028	Clause 6.4.5	Clause 14.8.4	<b>Time for payment</b> Distributor obligation to make a major event day payment within a specified timeframe.
DB0029	Clause 9.1.12	Clause 25.8	<b>Access to interpreter services</b> Distributor obligation to provide access to interpreter services to meet the reasonable needs of its customers.

**Table 1.3 Performance indicator schedule - definitions**

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
Count of sustained interruptions	19; 6.3.3; 6.3.4	2.1; 14.5.3; 14.5.4	The total number of sustained interruptions for the relevant reporting quarter. Sustained interruption means an interruption of more than three minutes. Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clause 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice must not be included.
Cumulative hours of interruptions	19; 6.3.3; 6.3.4	2.1; 14.5.3; 14.5.4	The cumulative total number of hours without supply for sustained interruptions in the relevant reporting quarter. Sustained interruption means an interruption of more than three minutes. Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clause 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice must not be included.
Count of momentary interruptions	19; 6.3.3; 6.3.4	2.1; 14.5.3; 14.5.4	The total count of interruptions that were three minutes or less in the relevant reporting quarter. Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clause 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice must not be included.

**Table 1.4 Unplanned outage data (only showing items that require cross reference updates)**

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
UID07 – Count of sustained interruptions	19, 6.3.3, 6.3.4	2.1, 14.5.3, 14.5.4	<p>The total number of sustained interruptions that were more than three minutes for each individual NMI within the relevant reporting quarter. Relevant reporting quarter means the quarter where outage started. For example, if an interruption commenced at 11.59pm on 30 June and supply was restored at 12.01am on 1 July, the 1 April to 30 June quarter is the relevant reporting quarter.</p> <p>Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clauses 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice.</p>
UID08 – Cumulative hours of interruptions	19, 6.3.3, 6.3.4	2.1, 14.5.3, 14.5.4	<p>The cumulative total number of hours without supply for sustained interruptions that were more than three minutes for each individual NMI within the relevant reporting quarter. Relevant reporting quarter means the quarter where outage started. For example, if an interruption commenced at 11.59pm on 30 June and supply was restored at 12.01am on 1 July, the 1 April to 30 June quarter is the relevant reporting quarter.</p> <p>Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clauses 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice.</p>
UID09 – Count of momentary interruptions	19, 6.3.3, 6.3.4	2.1, 14.5.3, 14.5.4	<p>The total count of interruptions that were three minutes or less for each individual NIM within the relevant reporting quarter. Relevant reporting quarter means the quarter where outage started. For example if an interruption commenced at 11.59pm on 30 June and supply was restored at 12.01am on 1 July, the 1 April to 30 June quarter is the relevant reporting quarter.</p> <p>Data relating to interruptions on a major event day (as defined in clause 2.1 of the Electricity Distribution Code of Practice) or that are excluded pursuant to clauses 14.5.3 and 14.5.4 of the Electricity Distribution Code of Practice.</p>

**Table 1.5 Unplanned interruptions data (only showing items that require cross reference updates)**

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
MED04 – Major event day date	19	2.1	The date of the major day where major event day has the same meaning as clause 2.1 of the Electricity Distribution Code of Practice.

**Table 1.6 Voltage performance indicators (only showing items that require cross reference updates)**

ESC ref	Existing EDCOP (v14) clause	New EDCOP clause	Description
<b>Electricity Distribution Code of Practice</b>			
MED04 – Major event day date	Schedule 1, Table 6	Schedule 2, Table 7	The reporting period aligns with the Electricity Distribution Code of Practice – Schedule 2, Table 7 quarterly reporting period (eg December 2021 to February 2022) to be reported in the month following the reporting period (eg March 2022).