



Economic Regulation Authority

Electricity Distribution Performance Reporting Form

Reporting year	FY2024-25
Licence holder	Eglinton Village Energy Pty Ltd (EDL10)
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Reporting category	Description	Indicator	Unit	Data input	Comments
Network & Asset Information					
Customer connections					
	New connections provided	CCD1	Number of	41.0	39 permanent residential connections, 1 business account and 1 account for streetlights. Temporary builder's power has not been included
	New connections not provided by the agreed date	CCD2	Number of	0.0	
	Reconnections provided	CCD4	Number of	0.0	
	Reconnections that were not provided within the prescribed time	CCD5	Number of	0.0	
	Connections on the distribution system as of June 30	CCD7	Number of	41.0	
Metered supply points by feeder category (customer type)		NQR12			
Residential	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of	39.0	permanent connections only; no temporary builder's power included in this number
	Short rural		Number of		
	Long rural		Number of		
	Standalone power systems		Number of		
Non-residential	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of	2.0	
	Short rural		Number of		
	Long rural		Number of		
	Standalone power systems		Number of		
Metered supply points by feeder category (supply voltage)					
Sub-transmission voltage					
	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of		
	Short rural		Number of		
	Long rural		Number of		
	Standalone power systems		Number of		
High voltage	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of		
	Short rural		Number of		
	Long rural		Number of		
	Standalone power systems		Number of		

Low voltage	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of	40.0	39 permanent residential and 1 business account
	Short rural		Number of		
	Long rural		Number of		
	Standalone power systems		Number of		
Unmetered supply points		NQR13			
Street lights	Perth CBD only		Number of		
	Urban areas excluding Perth CBD		Number of	1.0	streetlight account
	Short rural		Number of		
	Long rural		Number of		
	Street lights reported faulty in the metropolitan area	CCD24	Number of	0.0	
	Street lights reported faulty in regional areas	CCD25	Number of		
	Street lights not repaired within five days in the metropolitan area	CCD26	Number of	0.0	
	Street lights not repaired within nine days in regional areas	CCD28	Number of		
	Street lights in the metropolitan area as of June 30	CCD30	Number of	65.0	number of poles. 1 account for all streetlights
	Street lights in regional areas as of June 30	CCD31	Number of		
	Mean number of days to repair faulty street lights in the metropolitan area	CCD32	Days	0.0	
	Mean number of days to repair faulty street lights in the regional area	CCD33	Days		
	Energy delivered by feeder category (customer type)	NQR14			
Residential					
	Perth CBD only		GWh		
	Urban areas excluding Perth CBD		GWh	0.0	8441 KWh = 0.008441 GWh
	Short rural		GWh		
	Long rural		GWh		
Non-residential					
	Perth CBD only		GWh		
	Urban areas excluding Perth CBD		GWh	0.0	2030 KWh = 0.00203
	Short rural		GWh		
	Long rural		GWh		
Energy delivered by feeder category (supply voltage)					
Sub-transmission voltage					
	Perth CBD only		GWh		
	Urban areas excluding Perth CBD		GWh		
	Short rural		GWh		
	Long rural		GWh		
High voltage					
	Perth CBD only		GWh		
	Urban areas excluding Perth CBD		GWh		
	Short rural		GWh		
	Long rural		GWh		
Low voltage					
	Perth CBD only		GWh		
	Urban areas excluding Perth CBD		GWh	0.0	10471 KWh = 0.010471 GWh
	Short rural		GWh		
	Long rural		GWh		
Line length by feeder category (line type)		NQR15			
Underground lines					
	Perth CBD only		km		
	Urban areas excluding Perth CBD		km	0.1	
	Short rural		km		
	Long rural		km		

Overhead lines	Perth CBD only		km		
	Urban areas excluding Perth CBD		km	0.0	
	Short rural		km		
	Long rural		km		
Line length by feeder category (supply voltage)					
Sub-transmission voltage	Perth CBD only		km		
	Urban areas excluding Perth CBD		km		
	Short rural		km		
	Long rural		km		
High voltage	Perth CBD only		km		
	Urban areas excluding Perth CBD		km	0.6	
	Short rural		km		
	Long rural		km		
Low voltage	Perth CBD only		km		
	Urban areas excluding Perth CBD		km	2.5	
	Short rural		km		
	Long rural		km		
Other asset information					
	Sub-transmission transformers	NQR16	Number of		
	Total capacity of sub-transmission transformers		MVA		
	Distribution transformers		Number of	3.0	
	Total capacity of distribution transformers		MVA	2.6	estimate, includes unmetered supply
	Total distribution losses	NQR17	Percentage	2.60%	
	Size of network service area	NQR18	km ²	0.9	
	Total poles	NQR19	Number of	0.0	
	Peak electrical demand	NQR20	MW	0.0	
Network Reliability					
Extended or frequent interruptions					
	Small use customer premises interrupted for more than 12 hours continuously (whole network)	NQR1	Number of	0.0	
	Interruptions to small use customers that lasted for more than 12 hours continuously (whole network)		Number of	0.0	
	Small use customer premises interrupted more than 9 times (urban areas)	NQR2	Number of	0.0	
	Small use customer premises interrupted more than 16 times (non-urban areas)		Number of	0.0	
Mean duration of supply interruption to premises for each discrete area		NQR3			
	Perth CBD only		Minutes		
	Urban areas excluding Perth CBD		Minutes	36.5	
	Non-urban areas		Minutes		
	Standalone power systems		Minutes		
Mean number of supply interruptions to premises for each discrete area		NQR4			
	Perth CBD only		Number		
	Urban areas excluding Perth CBD		Number	1.5	
	Non-urban areas		Number		
	Standalone power systems		Number		
Mean percentage of time that electricity has been supplied to premises for each discrete area		NQR5			
	Perth CBD only		Percentage		
	Urban areas excluding Perth CBD		Percentage	99.8%	
	Non-urban areas		Percentage		
	Standalone power systems		Percentage		
Mean cumulative duration of supply interruptions to premises		NQR6			
	Perth CBD only		Minutes		
	Urban areas excluding Perth CBD		Minutes	985.0	
	Non-urban areas		Minutes		

SAIDI & SAIFI inputs	Standalone power systems	FC1-12	Minutes		
Customer base	Perth CBD only	FC1-12	Number of		
	Urban areas excluding Perth CBD		Number of	20.25	
	Short rural		Number of		
	Long rural		Number of		
Sum of all customer outage durations (total network)	Perth CBD only	FC1-12	Minutes		
	Urban areas excluding Perth CBD		Minutes	985.0	
	Short rural		Minutes		
	Long rural		Minutes		
Sum of all customer outage durations (distribution network - planned)	Perth CBD only	FC1-12	Minutes		
	Urban areas excluding Perth CBD		Minutes	478.0	
	Short rural		Minutes		
	Long rural		Minutes		
Sum of all customer outage durations (distribution network - unplanned)	Perth CBD only	FC1-12	Minutes		
	Urban areas excluding Perth CBD		Minutes	507.0	
	Short rural		Minutes		
	Long rural		Minutes		
Sum of all customer outage durations (normalised distribution network)	Perth CBD only	FC1-12	Minutes		
	Urban areas excluding Perth CBD		Minutes	985.0	
	Short rural		Minutes		
	Long rural		Minutes		
Unique customer interruptions (total network)	Perth CBD only	FC1-12	Number of		
	Urban areas excluding Perth CBD		Number of	41.0	
	Short rural		Number of		
	Long rural		Number of		
Unique customer interruptions (distribution network - planned)	Perth CBD only	FC1-12	Number of		
	Urban areas excluding Perth CBD		Number of	39.0	
	Short rural		Number of		
	Long rural		Number of		
Unique customer interruptions (distribution network - unplanned)	Perth CBD only	FC1-12	Number of		
	Urban areas excluding Perth CBD		Number of	2.0	
	Short rural		Number of		
	Long rural		Number of		
Unique customer interruptions (normalised distribution network)	Perth CBD only	FC1-12	Number of		
	Urban areas excluding Perth CBD		Number of	24.0	outage duration/number of interruption
	Short rural		Number of		
	Long rural		Number of		
Customer service		NQR8			
NQR Code complaints	Perth CBD only	NQR8	Number of		
	Urban areas excluding Perth CBD		Number of	0.0	
	Standalone power systems		Number of		
	All other areas		Number of		

Non-NQR Code complaints	Total amount spent addressing NQ&R Code complaints (that Part 2, or an instrument made under section 14(3) of the NQ&R Code, has not been, or is not being, complied with) other than by way of payment under sections 18 and 19 of the NQ&R Code	NQR9	Dollars	\$0.00	
	Total number of NQR Code complaints received (that Part 2, or an instrument made under section 14(3) of the NQR Code, has not been, or is not being, complied with)	NQR7	Number of	\$0.00	
	NQR Code complaints concluded within 15 business days	NQR7A	Number of	0.0	
Call centre performance	Complaints received total (excluding NQR7 complaints)	CCD8	Number of	2.0	
	Administrative process or customer service complaints	CCD9	Number of	2.0	
	Miscellaneous complaints	CCD10	Number of	0.0	
	Customer complaints concluded within 15 business days (excluding NQR7 complaints)	CCD11	Number of	2.0	
	Customer complaints concluded within 20 business days (excluding NQR7 complaints)	CCD13	Number of	0.0	
	Complaints about the installation or operation of a pre-payment meter at a customer's supply address	CCD19	Number of		
	Pre-payment meter complaints resolved within 15 business days	CCD20	Number of		
Compensation payments	Telephone calls to a call centre of the distributor	CCD34	Number of	212.0	
	Telephone calls to a call centre answered within 30 seconds	CCD35	Number of	203.0	
	Mean period before a call is answered	CCD37	Seconds	12.0	
	Calls unanswered	CCD38	Number of	9.0	
	Payments made under clause 98 of the Code of Conduct	CCD22	Number of	0.0	
	Total amount paid under clause 98 of the Code of Conduct		Dollars	\$0.0	
	Payments made under clause 97 of the Code of Conduct	CCD23	Number of	0.0	
	Total amount paid under clause 97 of the Code of Conduct		Dollars	\$0.0	
	Section 18 NQR Code payments made	NQR10	Number of	0.0	
	Section 18 NQR Code payment sum		Dollars	\$0.0	
	Section 19 NQR Code payments made	NQR11	Number of	0.0	
	Section 19 NQR Code payment sum		Dollars	\$0.0	