Electricity Distribution Performance Reporting Form

Reporting year	FY2025/26	Select reporting year
Licence holder	Eglinton Village Energy EDL10	Select licensee
Contact person name	Stephan Boras	Enter licensee contact details
Position	Regulatory Compliance Officer	
Email address	StephanBoras@ZenithEnergy.com.au	
Phone number	0407944 878	

Regulation references

Electricity Code	Code of Conduct for the Supply of Electricity to Small Use Customers 2022
NQRS Code	Electricity Industry (Network Quality and Reliability of Supply) Code 2005
Obligations	Electricity Compliance Reporting Manual

Category	Indicator	Description		
Customer connections				
	CCD1	New connections provided during the reporting year.		
	CCD2	New connections not provided by the agreed date during the reporting year.		
	CCD4	Reconnections provided during the reporting year.		
	CCD5	Reconnections not provided within the prescribed timeframe during the reporting year.		
	CCD7	Connections on the distribution system(s) as at 30 June.		
Metered supply points				
NQR12	NQR12bi	Metered supply points as at 30 June for:	Perth CBD feeder	Residential
NQR12	NQR12ci		Urban feeders excluding Perth CBD	Residential
NQR12	NQR12di		Short rural feeders	Residential
NQR12	NQR12ei		Long rural feeders	Residential
NQR12	NQR12ai		Standalone power systems	Residential
NQR12	NQR12bii		Perth CBD feeder	Non-residential
NQR12	NQR12cii		Urban feeders excluding Perth CBD	Non-residential
NQR12	NQR12dii		Short rural feeders	Non-residential
NQR12	NQR12eii		Long rural feeders	Non-residential

NQR12	NQR12aii		Standalone power systems	Non-residential
NQR12	NQR12biii	Metered supply points as at 30 June for:	Perth CBD feeder	Sub-transmission voltage
NQR12	NQR12ciii		Urban feeders excluding Perth CBD	Sub-transmission voltage
NQR12	NQR12diii		Short rural feeders	Sub-transmission voltage
NQR12	NQR12eiii		Long rural feeders	Sub-transmission voltage
NQR12	NQR12aiii		Standalone power systems	Sub-transmission voltage
NQR12	NQR12biv		Perth CBD feeder	High voltage
NQR12	NQR12civ		Urban feeders excluding Perth CBD	High voltage
NQR12	NQR12div		Short rural feeders	High voltage
NQR12	NQR12eiv		Long rural feeders	High voltage
NQR12	NQR12aiv		Standalone power systems	High voltage
NQR12	NQR12bv		Perth CBD feeder	Low voltage
NQR12	NQR12cv		Urban feeders excluding Perth CBD	Low voltage
NQR12	NQR12dv		Short rural feeders	Low voltage
NQR12	NQR12ev		Long rural feeders	Low voltage
NQR12	NQR12av		Standalone power systems	Low voltage
Unmetered supply points				
NQR13	NQR13b	Unmetered supply points as at 30 June for:	Perth CBD feeder	
NQR13	NQR13c		Urban feeders excluding Perth CBD	
NQR13	NQR13d		Short rural feeders	
NQR13	NQR13e		Long rural feeders	
Energy delivered				
NQR14	NQR14bi	Energy delivered for the reporting year for:	Perth CBD feeder	Residential
NQR14	NQR14ci		Urban feeders excluding Perth CBD	Residential
NQR14	NQR14di		Short rural feeders	Residential
NQR14	NQR14ei		Long rural feeders	Residential
NQR14	NQR14bii		Perth CBD feeder	Non-residential
NQR14	NQR14cii		Urban feeders excluding Perth CBD	Non-residential
NQR14	NQR14dii		Short rural feeders	Non-residential
NQR14	NQR14eii		Long rural feeders	Non-residential
NQR14	NQR14biii	Energy delivered for the reporting year for:	Perth CBD feeder	Sub-transmission voltage

NQR14	NQR14ciii		Urban feeders excluding Perth CBD	Sub-transmission voltage
NQR14	NQR14diii		Short rural feeders	Sub-transmission voltage
NQR14	NQR14eiii		Long rural feeders	Sub-transmission voltage
NQR14	NQR14biv		Perth CBD feeder	High voltage
NQR14	NQR14civ		Urban feeders excluding Perth CBD	High voltage
NQR14	NQR14div		Short rural feeders	High voltage
NQR14	NQR14eiv		Long rural feeders	High voltage
NQR14	NQR14bv		Perth CBD feeder	Low voltage
NQR14	NQR14cv		Urban feeders excluding Perth CBD	Low voltage
NQR14	NQR14dv		Short rural feeders	Low voltage
NQR14	NQR14ev		Long rural feeders	Low voltage
Distribution network				
NQR15	NQR15bvi	Line length as at 30 June for:	Perth CBD feeder	Underground lines
NQR15	NQR15cvi		Urban feeders excluding Perth CBD	Underground lines
NQR15	NQR15dvi		Short rural feeders	Underground lines
NQR15	NQR15evi		Long rural feeders	Underground lines
NQR15	NQR15bvii		Perth CBD feeder	Overhead lines
NQR15	NQR15cvii		Urban feeders excluding Perth CBD	Overhead lines
NQR15	NQR15dvii		Short rural feeders	Overhead lines
NQR15	NQR15evii		Long rural feeders	Overhead lines
NQR15	NQR15biii	Line length as at 30 June for:	Perth CBD feeder	Sub-transmission voltage
NQR15	NQR15ciii		Urban feeders excluding Perth CBD	Sub-transmission voltage
NQR15	NQR15diii		Short rural feeders	Sub-transmission voltage
NQR15	NQR15eiii		Long rural feeders	Sub-transmission voltage
NQR15	NQR15biv		Perth CBD feeder	High voltage
NQR15	NQR15civ		Urban feeders excluding Perth CBD	High voltage
NQR15	NQR15div		Short rural feeders	High voltage
NQR15	NQR15eiv		Long rural feeders	High voltage
NQR15	NQR15bv		Perth CBD feeder	Low voltage
NQR15	NQR15cv		Urban feeders excluding Perth CBD	Low voltage
NQR15	NQR15dv		Short rural feeders	Low voltage
NQR15	NQR15ev		Long rural feeders	Low voltage

Other network information			
NQR16	NQR16ai	Number of sub-transmission transformers as at 30 June.	
NQR16	NQR16bi	Total capacity of sub-transmission transformers as at 30 June.	
NQR16	NQR16aii	Number of distribution transformers as at 30 June.	
NQR16	NQR16bii	Total capacity of distribution transformers as at 30 June.	
	NQR19	Total number of power poles as at 30 June.	
	NQR18	Size of network service area as at 30 June.	
	NQR20	Peak electricity demand during the reporting year.	
	NQR17	Electricity distribution loss percentage during the reporting year.	
Significant interruptions			
NQR1	NQR1	Customer connection supply interruption occurrences lasting more than 12 hours during the reporting year.	
NQR1	NQR1a	Distribution interruption occurrences for which at least one customer connection experienced a supply interruption lasting more than 12 hours during the reporting year.	
NQR2	NQR2c	Number of urban customer connections that experienced supply interruption more than 9 times during the reporting year.	
NQR2	NQR2d	Number of non-urban customer connections that experienced supply interruption more than 16 times during the reporting year.	
Average cumulative supply interruption duration			
NQR6	NQR6b	Reporting year and prior three reporting years average of, the average cumulative electricity supply interruption duration during the reporting year for individual customer connections for:	Perth CBD
NQR6	NQR6c		Urban areas other than Perth CBD
NQR6	NQR6d		All other areas
NQR6	NQR6a		Standalone power systems
Average number of supply interruptions			
NQR4	NQR4b	Reporting year and prior three reporting years average of, the average number of electricity supply interruptions during the reporting year for individual customer connections for:	Perth CBD
NQR4	NQR4c		Urban areas other than Perth CBD
NQR4	NQR4d		All other areas
NQR4	NQR4a		Standalone power systems
Average duration of supply interruptions			
NQR3	NQR3b	Reporting year and prior three reporting years average of, the average duration of electricity supply interruptions during the reporting year for individual customer connections for:	Perth CBD
NQR3	NQR3c		Urban areas other than Perth CBD
NQR3	NQR3d		All other areas
NQR3	NQR3a		Standalone power systems
Average percentage of time that electricity has been supplied			
NQR5	NQR5b	Reporting year and prior three reporting years average of, the average of the percentage of	Perth CBD

NQR5	NQR5c	time individual customer connections had electricity supply during the reporting year for:		Urban areas other than Perth CBD
NQR5	NQR5d			All other areas
NQR5	NQR5a			Standalone power systems
Inputs for SAIDI & SAIFI (FC1-12)				
	Cust.base_b	Average of the number of customer connections at the start of each month of the reporting year for:		Perth CBD feeder
	Cust.base_c			Urban feeders excluding Perth CBD
	Cust.base_d			Short rural feeders
	Cust.base_e			Long rural feeders
Supply interruption durations				
	SAIDIinput_b	Sum of all electricity supply interruption durations for all customer connections during the reporting year for:		Perth CBD feeder
	SAIDIinput_c			Urban feeders excluding Perth CBD
	SAIDIinput_d			Short rural feeders
	SAIDIinput_e			Long rural feeders
Planned/unplanned/normalised supply interruption durations				
	SAIDIinput_bi	Sum of all electricity supply interruption durations for all customer connections during the reporting year for:	Perth CBD feeder	Planned interruptions
	SAIDIinput_ci		Urban feeders excluding Perth CBD	Planned interruptions
	SAIDIinput_di		Short rural feeders	Planned interruptions
	SAIDIinput_ei		Long rural feeders	Planned interruptions
	SAIDIinput_bii		Perth CBD feeder	Unplanned interruptions
	SAIDIinput_cii		Urban feeders excluding Perth CBD	Unplanned interruptions
	SAIDIinput_dii		Short rural feeders	Unplanned interruptions
	SAIDIinput_eii		Long rural feeders	Unplanned interruptions
	SAIDIinput_biii		Perth CBD feeder	Normalised interruptions
	SAIDIinput_ciii		Urban feeders excluding Perth CBD	Normalised interruptions
	SAIDIinput_diii		Short rural feeders	Normalised interruptions
	SAIDIinput_eiii		Long rural feeders	Normalised interruptions
Supply interruption occurrences				
	SAIFIinput_b	Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:		Perth CBD feeder
	SAIFIinput_c			Urban feeders excluding Perth CBD
	SAIFIinput_d			Short rural feeders
	SAIFIinput_e			Long rural feeders

Planned/unplanned/normalised supply interruption occurrences				
	SAIFIinput_bi	Sum of all electricity supply interruption occurrences for all customer connections during the reporting year for:	Perth CBD feeder	Planned interruptions
	SAIFIinput_ci		Urban feeders excluding Perth CBD	Planned interruptions
	SAIFIinput_di		Short rural feeders	Planned interruptions
	SAIFIinput_ei		Long rural feeders	Planned interruptions
	SAIFIinput_bii		Perth CBD feeder	Unplanned interruptions
	SAIFIinput_cii		Urban feeders excluding Perth CBD	Unplanned interruptions
	SAIFIinput_dii		Short rural feeders	Unplanned interruptions
	SAIFIinput_eii		Long rural feeders	Unplanned interruptions
	SAIFIinput_biii		Perth CBD feeder	Normalised interruptions
	SAIFIinput_ciii		Urban feeders excluding Perth CBD	Normalised interruptions
	SAIFIinput_diii		Short rural feeders	Normalised interruptions
	SAIFIinput_eiii		Long rural feeders	Normalised interruptions
Call centre performance				
	CCD34	Calls to the licensee call centre that selected to speak to an operator during the reporting year.		
	CCD35	Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year.		
	CCD37	Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year.		
	CCD38	Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year.		
NQRS Code complaints				
	NQR7	Network quality and reliability of supply (NQRS) complaints during the reporting year (per NQRS Code Part 2 or an instrument made under section 14(3)).		
	NQR7A	NQRS complaints concluded within 15 business days during the reporting year.		
NQR8	NQR8b	NQRS complaints during the reporting year for:		Perth CBD
NQR8	NQR8c			Urban areas other than Perth CBD
NQR8	NQR8d			All other areas
NQR8	NQR8a			Standalone power systems
Non-NQRS Code complaints				
	CCD8	Total complaints received during the reporting year, excluding NQRS complaints.		
	CCD9	Administrative or customer service complaints during the reporting year.		
	CCD19	Pre-payment meter installation or operation complaints during the reporting year.		

	CCD10	Other complaints during the reporting year, excluding NQRS complaints.
	CCD11	Complaints concluded within 15 business days during the reporting year, excluding NQRS complaints.
	CCD13	Complaints concluded within 20 business days during the reporting year, excluding NQRS complaints.
	CCD20	Pre-payment meter installation or operation complaints concluded within 15 business days during the reporting year.
Compensation payments		
	NQR9	Total payment to customers during the reporting year under NQRS Code Part 2 or an instrument made under section 14(3) during the reporting year.
NQR10	NQR10	Number of payments made to customers during the reporting year under section 18 of the NQRS Code for failure to give required notice of planned interruption.
NQR10	NQR10a	Total payment to customers during the reporting year under section 18 of the NQRS Code for failure to give required notice of planned interruption.
NQR11	NQR11	Number of payments made to customers during the reporting year under section 19 of the NQRS Code for supply interruptions exceeding 12 hours.
NQR11	NQR11a	Total payment to customers during the reporting year under section 19 of the NQRS Code for supply interruptions exceeding 12 hours.
CCD23	CCD23	Number of payments made to customers during the reporting year under clause 97 of the Electricity Code related to wrongful disconnections.
CCD23	CCD23a	Total payment to customers during the reporting year under clause 97 of the Electricity Code related to wrongful disconnections.
CCD22	CCD22	Number of payments made to customers during the reporting year under clause 98 of the Electricity Code related to customer service.
CCD22	CCD22a	Total payment to customers during the reporting year under clause 98 of the Electricity Code related to customer service.
Streetlights		
	CCD30	Number of streetlights in metropolitan areas as at 30 June.
	CCD31	Number of streetlights in regional areas as at 30 June.
	CCD24	Number of streetlights in metropolitan areas reported faulty during the reporting year.
	CCD25	Number of streetlights in regional areas reported faulty during the reporting year.
	CCD26	Number of streetlights in metropolitan areas reported faulty and not repaired within five days during the reporting year.
	CCD28	Number of streetlights in regional areas reported faulty and not repaired within nine days during the reporting year.
	CCD32	Mean number of days to repair faulty streetlights in metropolitan areas during the reporting year.
	CCD33	Mean number of days to repair faulty streetlights in regional areas during the reporting year.

Enter reporting year data into the "Input" column for each indicator - if the data value is zero, enter zero into the cell; if the indicator is not applicable, leave the cell blank.

If applicable, enter previous reporting year data corrections into the "Corrected" column for each indicator - if there is no correction to be applied, leave the cell blank.

Unit	Input FY2025/26	Reported FY2024/25	Corrected FY2024/25	Var.	Comments
Number	136	41		232%	Increased customers in recently established microgrid
Number	0	0			
Number	9	0			
Number	0	0			
Number	177	41		332%	Increased customers in recently established microgrid
Number		NA			
Number	174	39		346%	Increased customers in recently established microgrid
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number	3	2		50%	Increased customers in recently established microgrid
Number		NA			
Number		NA			

Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number	177	40		343%	Increased customers in recently established microgrid
Number		NA			
Number		NA			
Number		NA			
Number		NA			
Number	1	1		0%	
Number		NA			
Number		NA			
Gigawatt-hours		NA			
Gigawatt-hours	0	0		#####	0.428422 GWh increased customer consumption in recently
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours	0	0		774%	0.017736 GWh increased customer consumption in recently
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			

Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Gigawatt-hours	0	0		#####	0.446158 GWh increased customer consumption in recently
Gigawatt-hours		NA			
Gigawatt-hours		NA			
Kilometres		NA			
Kilometres	6	0		#####	expanding land development
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres	0	0			
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres	2	1		189%	Expanding land development
Kilometres		NA			
Kilometres		NA			
Kilometres		NA			
Kilometres	5	3		90%	Expanding land development
Kilometres		NA			
Kilometres		NA			

Number		NA			
Megavolt-amperes		NA			
Number	6	3		100%	New Network Expansion
Megavolt-amperes	5	3		100%	New Network Expansion
Number	0	0			
Square kilometres	1	1		0%	
Megawatts	0	0		#####	Inceased cusstomer numbers in recently established microgrid
Percent	2.6%	2.6%		0%	
Number	0	0			
Number	0	0			
Number	0	0			
Number	0	0			
Minutes		NA			
Minutes	379	985		-62%	longer interruptions in FY25 during establishment of the microgrid
Minutes		NA			
Minutes		NA			
Number		NA			
Number	0.25	1.48		-83%	less interruptions compared to FY25 during which microgrid was
Number		NA			
Number		NA			
Minutes		NA			
Minutes	7	36		-81%	longer interruptions in FY25 during establishment of the microgrid
Minutes		NA			
Minutes		NA			
Percent		NA			

Percent	99.9%	99.8%		0%	
Percent		NA			
Percent		NA			
Number		NA			
Number	12	20		-41%	longer interruptions in FY25 during establishment of the microgrid
Number		NA			
Number		NA			
Minutes		NA			
Minutes	533	985		-46%	less outages
Minutes		NA			
Minutes		NA			
Minutes		NA			
Minutes	533	478		12%	less outages
Minutes		NA			
Minutes		NA			
Minutes		NA			
Minutes	0	507		-100%	no unplanned outages on our network
Minutes		NA			
Minutes		NA			
Minutes		NA			
Minutes	533	985		-46%	less outages
Minutes		NA			
Minutes		NA			
ERROR, normalised > unplanned		**ERROR, normalised > unplanne**			
Number		NA			
Number	5	41	40	-88%	less outages
Number		NA			
Number		NA			

Number		NA			
Number	5	39		-87%	less outages
Number		NA			
Number		NA			
Number		NA			
Number	0	2	1	-100%	less outages
Number		NA			
Number		NA			
Number		NA			
Number	5	24	40	-88%	less outages
Number		NA			
Number		NA			
ERROR, normalised > unplanned		**ERROR, normalised > unplanned**			
Number	256	212		21%	increased customer numbers
Number	229	203		13%	increased customer numbers
Seconds	21	12		75%	still under 30 seconds
Number	14	9		56%	increased overall call volume resulted in greater number of calls that were terminated before being answered
Number	0	0			
Number	0	0			
Number	NA	NA			
Number	0	0			
Number	NA	NA			
Number	NA	NA			
Number	3	2		50%	one more complaints resulted in a large percentage increase
Number	0	2		-100%	no admin complaints received resulted in a large decrease
Number	NA	NA			

Number	3	0			
Number	2	2		0%	
Number	1	0			
Number	NA	NA			
Dollars	$0	$0			
Number	0	0			
Dollars	$0	$0			
Number	0	0			
Dollars	$0	$0			
Number	0	0			
Dollars	$0	$0			
Number	0	0			
Dollars	$0	$0			
Number	65	65		0%	
Number	NA	#N/A			
Number	0	0			
Number	NA	#N/A			
Number	0	0			
Number	NA	#N/A			
Days	0.0	0.0			
Days	NA	#N/A			