



# ICRC

independent competition and regulatory commission

Compliance and performance report  
for 2011–12

## **Licensed electricity, gas, water and sewerage utilities**

Report 7 of 2013

August 2013



The Independent Competition and Regulatory Commission is a Territory Authority established under the *Independent Competition and Regulatory Commission Act 1997* (ICRC Act). The Commission is constituted under the ICRC Act by one or more standing commissioners and any associated commissioners appointed for particular purposes. Commissioners are statutory appointments and the current Commissioners are Senior Commissioner Malcolm Gray and Commissioner Mike Buckley. We, the Commissioners who constitute the Commission, take direct responsibility for delivery of the outcomes of the Commission.

We have responsibilities for a broad range of regulatory and utility administrative matters. We have responsibility under the Independent Competition and Regulatory Commission Act 1997 (ICRC Act) for regulating and advising government about pricing and other matters for monopoly, near-monopoly and ministerially declared regulated industries, providing advice on competitive neutrality complaints and government-regulated activities. We also have responsibility for arbitrating infrastructure access disputes under the ICRC Act. In discharging our objectives and functions, we provide independent robust analysis and advice.

Our objectives are set out in section 7 of the ICRC Act and section 3 of the Utilities Act.

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# Foreword

For some time now the Commission has collected a wide range of data from utilities licensed by us in the ACT and published an annual “Compliance and Performance Report”. Much of the report is concerned with the energy retailers licensed operating here and licensed by the Commission. With the coming into effect of the National Energy Customer Framework, the responsibility for licensing these entities has passed to the national regulator, the Australian Energy Regulator (AER). This report covers the last year, 2011–12, in which the Territory’s energy retailers were licensed by the Commission. The Commission, therefore, needs to consider the future of these annual reports now that a major sector covered by the report is no longer licensed by the Commission.

Production of the report consumes a significant volume of resources, both in the Commission and within the utilities from which information is sourced. While the benefit the community of the ACT derives from the availability of the report is hard to measure, it would appear that the readership is limited and the benefit likely to be small. Much of the information the report contains is available from other sources, e.g. the National Water Commission and, prospectively, the AER. In these circumstances, the Commission believes there is a strong case for ceasing production of the Compliance and Performance Report, collecting a smaller amount of data more directly related to the Commission’s statutory responsibilities from those utilities that remain licensed by us, and reporting on that data in the Commission’s Annual Report.

The Commission is soliciting views on this proposal directly from key stakeholders, and would welcome views from any of the report’s readers. If you would like to offer your thoughts, please email us at [icrc@act.gov.au](mailto:icrc@act.gov.au), or write to us at PO Box 161, Civic Square ACT 2608.

This report represents something of a milestone, providing a picture of the utilities licensed by the Commission in the last year before licensing of the energy retailers passed to the AER. It contains a wide range of information about the utilities operating in the Territory. If you have an interest in the operations of these entities, I commend it to you.



Malcolm Gray  
Senior Commissioner  
29 August 2013



# Executive Summary

## Utility services—main features

The following is an overview of the utility services regulated by the Commission, including information on customer numbers, consumption volumes and overall trends in each utility sector.

### Electricity—distribution and supply (retail)

As at 30 June 2012, ActewAGL Distribution's electricity network comprised 173,186 metered supply points, of which 156,926 were to residential customers and 16,260 were to non-residential customers.

In 2011–12, ActewAGL Distribution delivered 2,931 GWh of electricity, with 1,142 GWh delivered to residential customers and 1,788 GWh to non-residential customers.

During 2011–12, 18 utilities were licensed to supply (retail) electricity in the ACT, however, only 11 of those licensed companies supplied electricity to customers during the year.

The ACT electricity retail market consists of mainly residential customers. As at 30 June 2012, there was a total of 164,477 customers, 150,388 of which were residential customers. Although residential customers accounted for 91 per cent of total customer numbers, they represented only 40 per cent of total electricity consumption. There were 14,089 non-residential customers at 30 June 2012.

Average annual electricity consumption by residential customers decreased by 3 per cent to 7.67 MWh per customer. Average consumption by non-residential increased by 3 per cent to 123.41 MWh per customer.

Total sales of electricity during the year amounted to 2,893 GWh, with 1,211 GWh, or 42 per cent, attributed to customers on standard contracts and 1,682 GWh, or 58 per cent, to customers on negotiated contracts.

Small customers who purchased less than 100 MWh accounted for just under 51 per cent of all sales, with large customers accounting for the remaining 49 per cent.

### Natural gas—transmission, distribution and supply

The ACT accommodates a 6 km section of the Dalton to Canberra lateral pipeline, with East Australian Pipeline Limited (EAPL) licensed under the Utilities Act to carry out the transmission operation.

At 30 June 2012, ActewAGL Distribution's network comprised 3,771 km of medium-pressure and 255 km of high-pressure mains, a total pipeline length of 4,026 km.

In 2011–12, ActewAGL distributed 8,730 TJ of gas to almost 111,645 delivery point identifiers.

During 2011–12, nine utilities were licensed to retail gas in the ACT, however, only three of those licensed companies—ActewAGL Retail, Essential Energy (formerly Country Energy), and TRUenergy Pty Ltd—supplied gas to customers during the year.

The ACT gas retail market is predominantly residential customers. As at 30 June 2012, of a total 107,302 customers, 105,064 were residential customers. Residential customers accounted for 98 per cent of total customer numbers and 65 per cent of total gas consumption. There were 2,238 non-residential customers at 30 June 2012.

Average annual gas consumption by residential customers was 47 GJ per customer, which is similar to the amount for the previous year. Average consumption by non-residential customers decreased by 5.1 per cent to 1,220 GJ per customer.

Total sales of gas during the year amounted to 7,712 TJ, with 1,211 GWh, or 42 per cent, attributed to customers on standard contracts and 1,682 GWh, or 58 per cent, to customers on negotiated contracts.

Small customers who purchased less than 1 TJ per year accounted for 71.5 per cent of total sales, with large customers accounting for the remaining 28.5 per cent.

### **Water and sewerage services**

ACTEW Corporation delivered 43,105 ML of water to 153,915 ACT properties, which was an increase of approximately 2.5 per cent on the previous period.<sup>1</sup>

As at 30 June 2012, ACTEW Corporation had a total of 154,210 customers, of which 142,470 were residential customers. Residential customers accounted for 92.4 per cent of total customer numbers and 65.2 per cent of total water consumption. There were 11,740 non-residential customers at 30 June 2012.

Residential use accounted for approximately 65 per cent of total urban water supplied in 2011–12 and non-residential use accounted for the remaining 35 per cent.

During 2011–12, ACTEW Corporation provided sewerage services to 150,065 customers, an increase of 2.6 per cent on the previous period, and treated approximately 5.5 per cent less sewage.

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<sup>1</sup> Includes volumes reported for total surface water and recycled water supplied.

## Utility compliance

As in 2010–11, licensees did not report any breaches of their regulatory requirements in 2011–12 that the Commission considered material.

The Office of Regulatory Services (ORS) reported that it did not receive any formal complaints about the market activities of utilities or their agents during 2011–12.

The ACT Civil and Administrative Tribunal (ACAT) reported that there were no industry-wide compliance issues in 2011–12, relating to gas and electricity supply. ACAT reported no material compliance issues with respect to water supply in 2011–12.

ACT Health advised that it had not recorded any complaints in the 2011–12 reporting period about the operation of licensed utilities.

The Environment Protection Authority (EPA) reported that utilities holding Environmental Authorisations under the *Environment Protection Act 1997* generally complied with the conditions of their authorisation during 2011–12.

## Financial outcomes

During 2011–12, total revenue from electricity retail, gas retail and water and sewerage services all increased.

Of the total revenue of \$460 million raised by electricity retailers during the year, non-residential customers accounted for \$261 million (57 per cent), with residential customers accounting for the remaining \$199 million (43 per cent).

In 2011–12, total revenue raised by gas retailers amounted to \$158.7 million, with non-residential customers accounting for \$39.3 million (25 per cent) and residential customers accounting for the remaining \$119.4 million (75 per cent).

In 2011–12, ACTEW's water services revenue increased to almost \$113 million, an increase of 22 per cent on 2010–11. Sewerage services also experienced an increase in revenue of 10 per cent on the previous year's figures, to approximately \$125 million.

## Technical regulation—network reliability, serviceability and maintenance

Technical regulatory functions are performed by the Environment and Sustainability Development Directorate (ESDD). The functions of the Director General in relation to technical regulation are set out in section 66 of the Utilities Act. The functions include monitoring and enforcing utilities' compliance with technical codes made under the Utilities Act, advising the Commission and the responsible minister, and providing a report to the Commission on the operation of Part 5 of the Utilities Act. The technical

regulator's submission to the Commission highlights findings during the 2011–12 year in regards to the compliance of electricity, gas, and water and sewerage services to the Utilities Act and relevant technical codes. A summary of the technical regulator's report to the Commission follows.

In 2011–2012, the technical regulator continued working to a four year business plan that identified future audit programs, scheduling of reporting requirements and consequent funding for those four years. Audit work in the electricity sector continues to identify issues and provides momentum for improvements to the electricity network operator's systems. Audit work in the gas sector continues to identify meter placement and boundary issues that the network operator is addressing. The water and sewerage network systems continue to be scrutinised, ensuring the network operator benchmarks against national data.

## **Customer service**

In 2011–12, all utility network providers satisfied the service standard specified in the Consumer Protection Code for customer connection times.

During 2011–12, the number of complaints for electricity retail and gas distribution services increased compared to those reported in 2010–11. Over the same period, electricity distribution, gas retail, and water and sewerage services experienced a decrease in the number of complaints.

During 2011–12, the number of planned interruptions to both gas and water services increased compared to the number reported in 2010–11. Over the same period, the number of planned interruptions to electricity services decreased.

The amount of rebates paid in 2011–12 was \$2,470, which was much lower than the previous year's level of \$4,320. As in previous years, most rebate payments were made without the customer submitting a claim.

## **Customer safety net arrangements**

In 2011–12, 420 residential electricity customers were disconnected for non-payment of an account, a 5 per cent increase on the level of 402 in the previous year. Of the total residential electricity customers disconnected during 2011–12, approximately 89 per cent were reconnected within seven days, compared with 67 per cent in 2010–11

In 2011–12, 2,356 residential gas customers were disconnected for non-payment of an account, a significant increase on the level of 1,411 reported in the previous year. Of the total residential gas customers disconnected during 2011–12, 28 per cent were reconnected within seven days, compared to 27 per cent in 2010–11.

ACTEW Corporation did not restrict the water flow to any customer for failure to pay an account in 2011–12.

## **Environmental Performance**

### **Network losses**

Network losses refer to the difference in the amount of electricity, gas, or water recorded by utilities entering a network, and the amount of each recorded exiting the network for consumption. Network losses are referred to as unaccounted for gas and unaccounted for water for gas and water, respectively.

In 2011–12 network losses for electricity were 4.13 per cent of total network inputs, a decrease from the previous year's level of 4.70 per cent.

In 2011–12 unaccounted for gas decreased to 1.69 per cent from 2.03 per cent reported in 2010–11.

In 2011–12, the percentage of unaccounted for water decreased to 7.6 per cent from 8.1 per cent in 2010–11.

### **Consumption trends**

In 2011–12, annual electricity consumption per residential customer in the ACT was 7.67 MWh, maintaining a broad downward trend since 2009–10.

In 2011–12, annual gas consumption per residential customer in the ACT was 47.4 GJ. Gas consumption per residential customer in the ACT has remained relatively stable over the last three years

Water supplied by ACTEW per residential property has increased slightly to 181 kL in 2011–12 from the previous year, but remains relatively low compared to levels recorded in the three years prior to 2010–11

### **ACT greenhouse gas emissions reduction schemes**

As required under the Electricity Feed-in Code, ActewAGL Distribution reported 11,033 sites were connected in 2011–12, with a capacity of 26.79 MW and total metered output to end June 2012 of 7,450 MWh..

Following the introduction of the *Clean Energy Act 2011* (Commonwealth), the ACT Greenhouse Gas Abatement Scheme (GGAS) was closed on 30 June 2012. Over the life of the scheme, certificates equivalent to 3.848 million tonnes of CO<sub>2</sub>-equivalent emissions were surrendered.

## **Environmental flows**

In 2011–12, 6.2 GL of environmental flows was released by ACTEW from water storages, representing just over 13 per cent of the total water supplied by ACTEW (surface water and recycled water).

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# 1 Introduction

The Independent Competition and Regulatory Commission (the Commission) has a statutory obligation to monitor licensed utilities (that is, electricity, gas, and water and sewerage network service providers and/or retail suppliers) operating in the Australian Capital Territory (ACT). One of those obligations is to monitor licensees' compliance with the conditions of their licences and to report the status of their compliance to the ACT Government.

## 1.1 Purpose of this report

The purpose of this report is to present information relating to the compliance and performance of licensed utilities which supplied services in the ACT during 2011–12. The utility services include electricity and gas distribution, the retailing (supply) of electricity and gas and the provision of water and sewerage services.

This report draws upon information obtained by the Commission through reporting required under the Utilities Act, Electricity (Greenhouse Gas Emissions) Act, and Electricity Feed-in (Renewable Energy Premium) Act.

Information presented in this report is ACT specific unless otherwise stated.

### 1.1.1 Administering compliance and performance under the Utilities Act

A licence issued under the Utilities Act requires licensees to notify the Commission of any material breaches of their licence conditions, legislation, codes of practice, directions or guidelines as soon as practicable. Licensees are also required to report annually on the performance of their functions under the statute and on their compliance with licence conditions, including any non-material breaches.

Utility licences specify that reports must be submitted on a financial year basis to the Commission no later than three months after the end of the financial year (that is, by 1 October).

Licensees are also required to report against a number of key performance indicators, such as customer numbers, sales volumes, number of complaints received and responses to those complaints.

### 1.1.2 Regulation of the ACT Greenhouse Gas Abatement Scheme (GGAS)

The Commission has oversight of GGAS in the ACT. The Scheme is implemented through the Electricity (Greenhouse Gas Emissions) Act 2004. Under this Act, the Commission's main functions are to:

- establish greenhouse gas benchmarks for participants;
- monitor benchmark participants' compliance, and report to the Minister on the extent to which participants comply with greenhouse gas benchmarks; and
- impose penalties if required.

Each year, benchmark participants are required to reduce their emissions of greenhouse gases to the level of their greenhouse gas benchmarks. Where a benchmark participant's emissions are above its benchmark, excess emissions must be offset through the surrender of abatement certificates. The scheme's operation is effected through electricity supply licences. With the introduction of the *Clean Energy Act 2011*, the scheme closed on 30 June 2012<sup>2</sup> and the Commission's functions for the Greenhouse Gas Abatement Scheme ceased.

### 1.1.3 Reporting under the Electricity Feed-in Scheme

The Electricity Feed-in Scheme for feed-in electricity from renewable energy generators to the electricity network is established under the Electricity Feed-in (Renewable Energy Premium) Act 2008. The Scheme commenced on 1 March 2009. The Electricity Feed-in Code is an industry code determined by the Commission under Part 4 of the Utilities Act. The Code sets out practices and standards for the operation of the Scheme.

## 1.2 Commercial-in-confidence information

To enable the Commission to undertake its responsibilities for compliance and performance reporting, licensees are required to provide commercial-in-confidence information. Such information has been excluded from this report or published in an aggregated form to protect confidential commercial information. For example, this report gives the total volume of electricity sold in the ACT, rather than the volume of electricity sold by each retailer.

## 1.3 Accuracy of data

This report contains a unique set of data sourced from third parties including licensees and relevant regulators. While every reasonable effort is made to ensure that the information provided in this report is accurate, no guarantees for the currency or accuracy of information are made. The Commission's report is provided 'as is'. It is provided without any representation or endorsement made and without warranty of any kind, whether express or implied, including but not limited to the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

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<sup>2</sup> Commonwealth; 2011.

This report is provided for informational purposes only. Before relying on this report whether in part or full, the user should contact the Commission or other appropriate source to review the official records of the organisations, and confirm that the information is current. Our staff will be glad to assist you with obtaining the most current information and to answer questions. This report may not be reproduced in part or full for sale to any person or persons without prior approval of the Commission.

## **1.4 Utilities licensed in the ACT**

Licensed utilities in the ACT during 2011–12 are set out in Table 1.1. As electricity and gas retailers are issued with a licence to supply electricity or gas respectively, they are sometimes referred in this report as supplier. Further details on those utilities are provided in Appendix 3, including information on the dates licences were first issued and, for the 2011–12 reporting year, whether the retailers sold electricity or gas to customers in the ACT.

Table 1.1 ACT licensed utilities, 1 July 2011 to 30 June 2012

No.	Utility service	Licensed utility	
1	Electricity distribution and connection	ActewAGL Distribution	
2	Electricity supply (retail)	ActewAGL Retail	
3		AGL Sales Pty Ltd	
4		AGL Sales (Queensland Electricity) Pty Ltd	
5		Aurora Energy Pty Ltd	
6		Ausgrid <sup>1</sup>	
7		Australian Power and Gas Pty Ltd	
8		Dodo Power & Gas Pty Ltd	
9		ERM Power Retail Pty Ltd	
10		Essential Energy (formerly Country Energy) <sup>2</sup>	
11		GoEnergy Pty Ltd (formerly Cozero Retail Pty Ltd) <sup>3</sup>	
12		Momentum Energy Pty Ltd	
13		Origin Energy Electricity Ltd	
14		Powerdirect Pty Ltd	
15		Red Energy Pty Ltd	
16		Sanctuary Energy Pty Ltd <sup>4</sup>	
17		SUN Retail Pty Ltd	
18		TRUenergy Pty Ltd	
19		TRUenergy Yallourn Pty Ltd	
21		Gas transmission	East Australian Pipeline Limited
22	Gas distribution and connection	ActewAGL Distribution	
23	Gas supply (retail)	ActewAGL Retail	
24		AGL Sales Pty Ltd	
25		Ausgrid <sup>5</sup>	
26		Australian Power and Gas Pty Ltd	
27		Dodo Power & Gas Pty Ltd	
28		Essential Energy (formerly Country Energy) <sup>2</sup>	
29		GoEnergy Pty Ltd (formerly Cozero Retail Pty Ltd) <sup>3</sup>	
30		SUN Retail Pty Ltd	
31		TRUenergy Pty Ltd	
32		Water supply	ACTEW Corporation Ltd
		Sewerage services	ACTEW Corporation Ltd

1. On 8 July 2011 Ausgrid (formerly Energy Australia) wrote to the Commission seeking to surrender its electricity supply licence. The Commission has accepted an early surrender of Ausgrid's electricity supply licence effective from 31 July 2011.

2. Name change effective 19 October 2011

3. Name change effective 24 April 2012
4. The Commission decided to revoke Sanctuary Energy's electricity supply licence effective from 2 September 2011
5. On 6 October 2011 Ausgrid (formerly Energy Australia) wrote to the Commission seeking to surrender its gas supply licence. The Commission has accepted an early surrender of Ausgrid's gas supply licence effective from 31 October 2011.

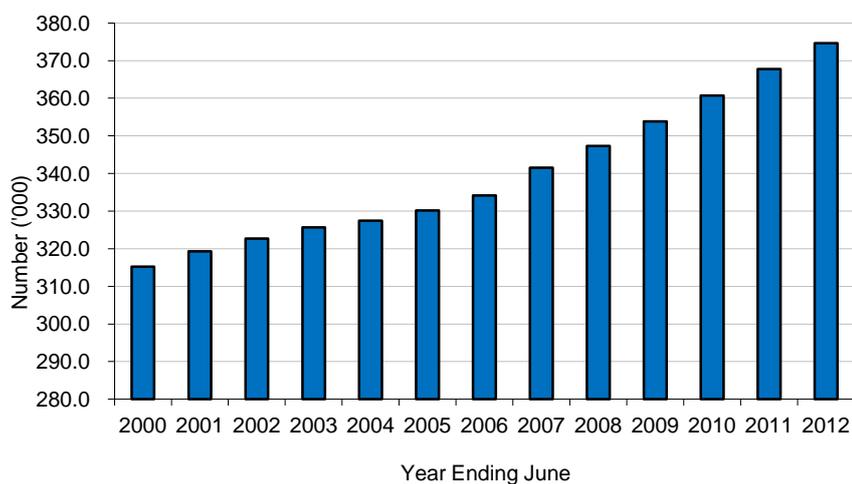
## 1.5 Key features of the ACT

This section outlines the population, climate and topography of the ACT.

### 1.5.1 Population

At 30 June 2012, the ACT had an estimated resident population of 374,700, an increase of 1.9 per cent on the 2011 level, and a 16 per cent increase over the previous 10 years (see Figure 1.1).

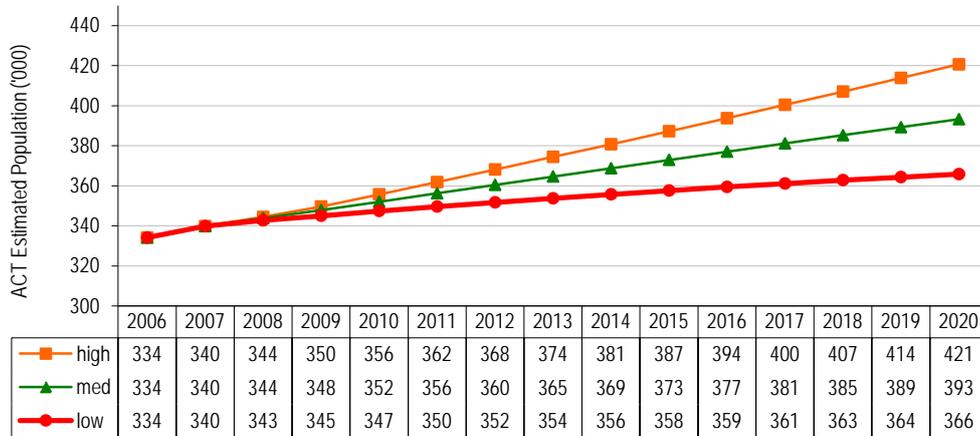
Figure 1.1 ACT population, 2000 to 2012



Source: ABS, 2012.

Figure 1.2 presents ACT forecast population figures based on specified low, medium, and high estimated ranges.

Figure 1.2 ACT forecast population, low, medium and high ranges, 2006 to 2020



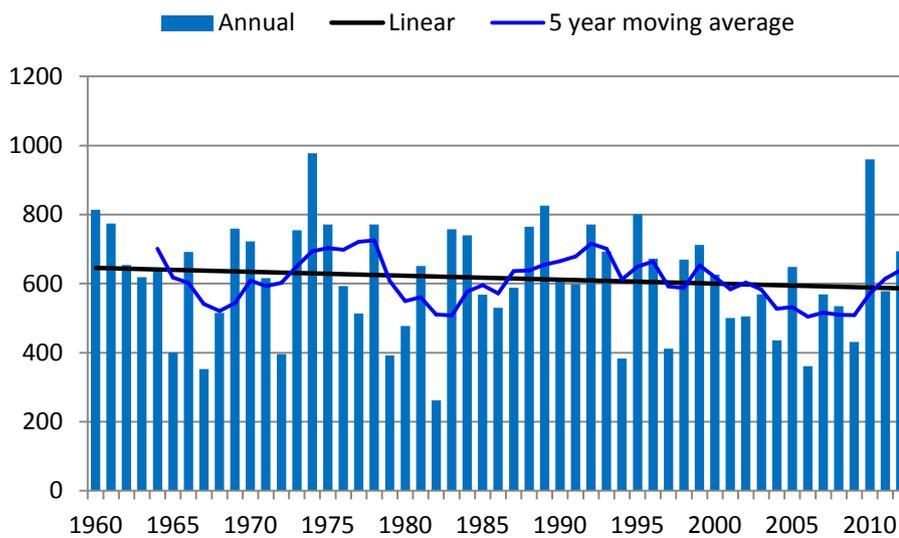
Source: ABS, *Population projections, Australia (3222.0)*

The projected population levels provide an indication of future demand for utility services.

### 1.5.2 Climate

The ACT's climate is continental and is characterised by hot summers and relatively cold winters. Much of the rain that falls during the summer occurs during storms. As shown in Figure 1.3, annual rainfall has remained relatively constant from 1960 to 2012.

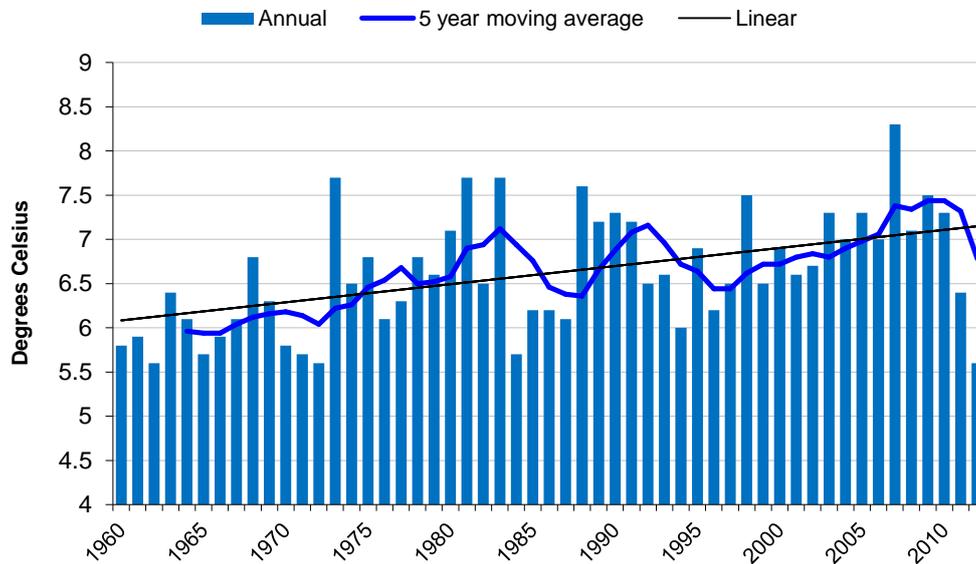
Figure 1.3 ACT annual rainfall (mm), calendar years 1960 to 2012



Source: Bureau of Meteorology, n.d..

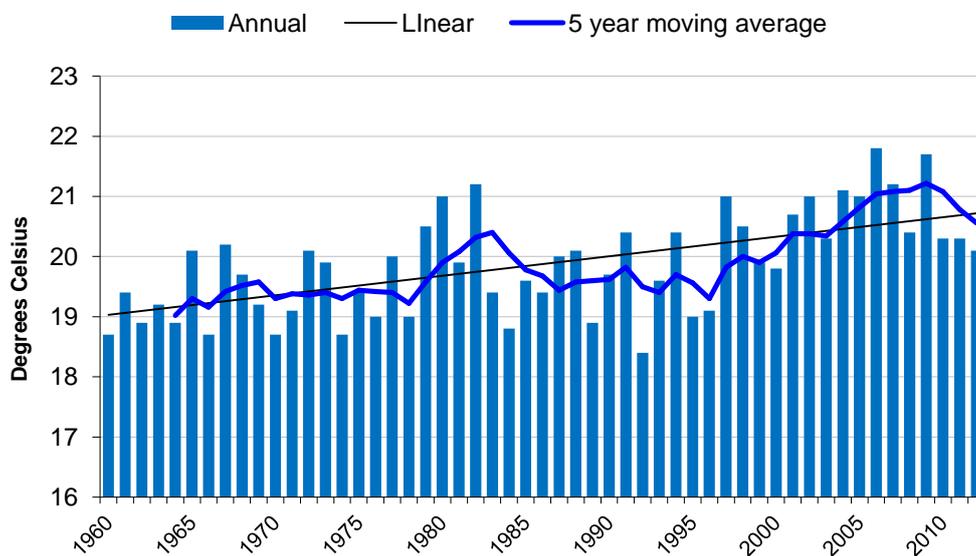
As shown in Figure 1.4 and Figure 1.5, both average minimum daily and average maximum daily temperatures in the ACT have tended to rise over the past few decades.

Figure 1.4 ACT mean minimum temperatures, calendar years 1960 to 2012



Source: Bureau of Meteorology, n.d.

Figure 1.5 ACT mean maximum temperatures, calendar years 1960 to 2012



Source: Bureau of Meteorology, n.d.

The total area of the ACT is 2,351.6 square kilometres, of which 60 per cent is hilly or mountainous. The highest peak in the ACT is Mount Bimberi (1,911 metres). The ACT's main physical features are timbered mountains (in the south and west), and plains and hill country (in the north).

The ACT is within the upper Murrumbidgee River catchment in the Murray–Darling Basin. The Murrumbidgee flows through the territory from the south, and its tributary, the Molonglo, from the east. Other tributaries of the Murrumbidgee include the Cotter, Paddys, Naas and Gudgenby rivers. The Molonglo River was dammed in 1964 to form Lake Burley Griffin.

## 2 Utility services—main features

This chapter provides key statistics on customer numbers, consumption volumes and trends in each utility sector of utilities licensed by the Commission.

### 2.1 Electricity transmission

ACT electricity transmission is provided by TransGrid, the NSW transmission network service provider. TransGrid's network extends to the ACT border and is connected to the ACT electricity distribution network. The Utilities (Electricity Transmission) Regulation 2006 made transmission a utility service when declared by the Minister. In 2006, TransGrid was exempted from the requirement to hold a licence on condition that it comply with specific conditions relating to minimum reliability standards governing bulk electricity supply arrangements as well as appropriate technical, safety and prudential standards detailed in the exemption instrument.<sup>3</sup>

### 2.2 Electricity distribution

The ACT has one licensed electricity distributor: ActewAGL Distribution.<sup>4</sup> ActewAGL Distribution's licence authorises it to provide electricity distribution services and electricity connection services. During 2011–12, ActewAGL Distribution's network delivered electricity to 173,186 metered supply points, of which 156,926 were to residential customers and 16,260 to non-residential customers.<sup>5</sup> During the same period, 2,931 GWh of electricity was delivered, with 1,142 GWh delivered to residential customers and 1,788 GWh delivered to non-residential customers (see Table 2.1).

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<sup>3</sup> *Utilities (Exemption) 2012 (No. 3) Disallowable Instrument DI2012-267.*

<sup>4</sup> Country Energy (now Essential Energy) was granted an exemption from the obligation to hold a licence to provide electricity distribution and connection services for the electricity distribution line that it owns and operates in the ACT ( *Utilities (Exemption) 2012 (No.1) DI2012-146*). The line is approximately 12 km long and runs along the ACT – New South Wales border.

<sup>5</sup> This number is based on the number of metered supply points on the network, or 'national metering identifiers' (NMIs). It includes both connected and disconnected (non-active) supply points.

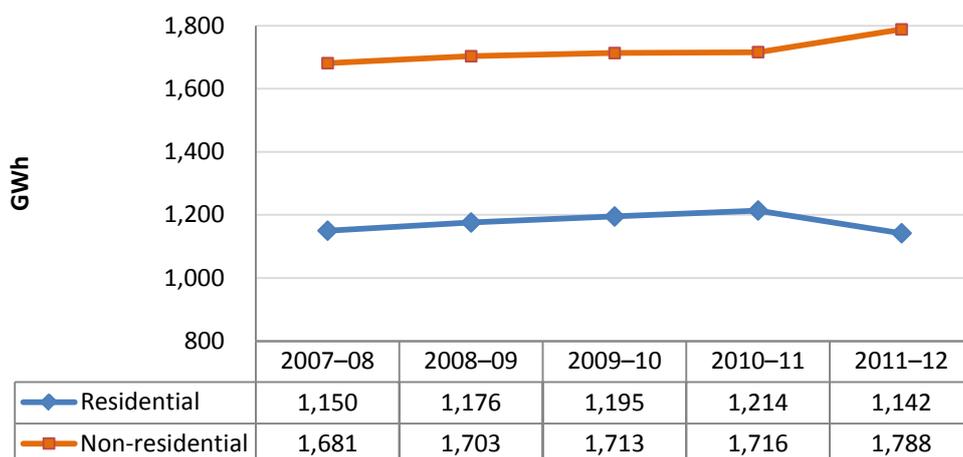
**Table 2.1 ActewAGL Distribution’s network, metered supply point numbers and energy delivered, 2011–12**

	By type of customer		By supply voltage	
	Residential	Non-residential	High voltage	Low voltage
Number of metered supply points (at end June 2012)	173,186	156,926	23	173,163
Energy delivered (GWh)	2,931	1,142	385	2,545

Source: ActewAGL Distribution’s 2011–12 annual report to ICRC.

As shown in Figure 2.1, energy delivered to residential customers has decreased, while energy delivered to non-residential customers has increased.

**Figure 2.1 Energy distributed (GWh), electricity distribution, ActewAGL Distribution, 2006–07 to 2011–12**



Source: ActewAGL Distribution’s annual reports to ICRC.

At 30 June 2012 there were 28 sub-transmission transformers with a capacity of 1,348 MVA, and 4,525 distribution transformers with a capacity of 1,984 MVA (see Table 2.2).

**Table 2.2 Number of transformers, electricity distribution, ActewAGL Distribution, end June 2012**

Network Type	Number	Capacity (MVA)
Sub-transmission <sup>1</sup>	28	1,348
Distribution <sup>2</sup>	4,525	1,984

MVA = megavolt ampere

1. Number of transformers and their capacity at 132 kV and 66 kV.

2. Number of substations and their capacity at 22 kV and 11 kV.

Source: ActewAGL Distribution’s 2011–12 annual report to ICRC

Table 2.3 shows key business descriptors used by ActewAGL's electricity distribution network for financial years 2010–11 and 2011–12. Distribution losses decreased, while peak demand increased, with:

- distribution losses decreasing by 12.1 per cent
- peak demand increasing by 9.8 per cent

Table 2.3 Key business descriptors, electricity distribution, ActewAGL Distribution, 2010–11 and 2011–12

Item	2010–11	2011–12	Change (%)
Distribution losses <sup>1</sup> (%)	4.7	4.13	-12.1
Network service area (km <sup>2</sup> )	2,358	2,358	0
Number of poles—distribution	52,745	52,965	0.4
Peak demand—distribution (MW)	614	674	9.8

1. Based on five-year moving average.

Source: ActewAGL Distribution's annual reports to ICRC.

## 2.3 Electricity Retail

The Commission regulates the retail tariff for the electricity retail market in the ACT for electricity supplied to franchise customers on standard contracts. A franchise customer is any customer who consumes less than 100 MWh/year and who remains on the standard customer contract subject to a regulated tariff. Customers become non-franchise customers if they elect to enter into a negotiated supply contract with any electricity retailer. Any franchise customer is eligible to become a non-franchise customer. The retail tariff for non-franchise customers is not regulated.

### 2.3.1 Electricity sales and consumption

Table 2.4 provides details of customer numbers, customer sales and average electricity consumption for residential and non-residential customers in 2010–11 and 2011–12.

**Table 2.4** Customer numbers, sales and average consumption, electricity retail, ACT, 2010–11 and 2011–12

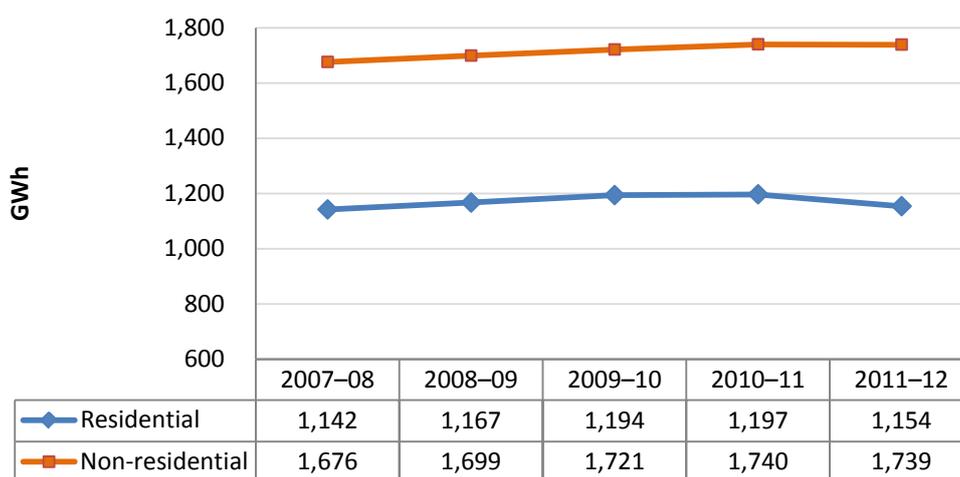
Item	2010–11	2011–12	Change (%)
<b>Customer numbers</b>			
Residential	151,290	150,388	-0.60
Non-residential	14,536	14,089	-3.08
<b>Total numbers</b>	<b>165,826</b>	<b>164,477</b>	<b>-0.81</b>
<b>Customer sales (GWh)</b>			
Residential	1,197	1,154	-3.61
Non-residential	1,740	1,739	-0.07
<b>Total sales</b>	<b>2,937</b>	<b>2,893</b>	<b>-1.51</b>
<b>Per customer consumption (MWh)</b>			
Residential	7.91	7.67	-3.01
Non-residential	119.70	123.41	3.10
<b>Average, all categories</b>	<b>17.71</b>	<b>17.59</b>	<b>-0.71</b>

Note: The reported sales by suppliers may not equate to the distribution volumes reported by distributors because of differences in timing of billing cycles.

Source: Licensed electricity utilities' annual reports to ICRC.

Figure 2.2 shows the quantity of electricity sold to residential and non-residential customers from 2007–08 to 2011–12. Residential and non-residential electricity sales have decreased by 3.6 per cent and 0.1 per cent, respectively.

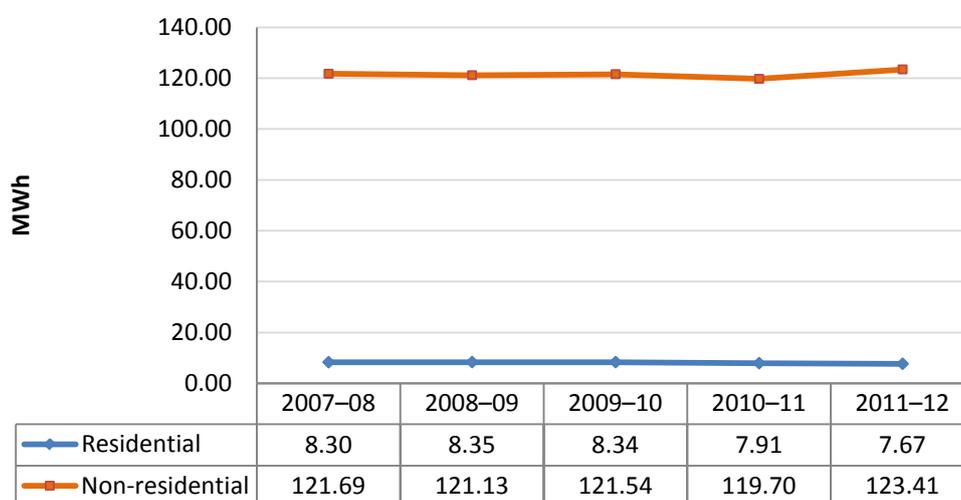
**Figure 2.2** Sales volume (GWh), electricity retail, residential and non-residential, 2007–08 to 2011–12



Source: Licensed electricity suppliers' annual reports to ICRC.

Average electricity consumption levels for both residential and non-residential customers over the five years from 2007–08 to 2011–12 are shown in Figure 2.3.

Figure 2.3 Average electricity consumption (MWh per customer), residential and non-residential customers, 2007–08 to 2011–12



Source: Licensed electricity suppliers' annual reports to ICRC.

Sales of electricity to various categories of customers during 2011–12 are listed in Table 2.5.

Table 2.5 Electricity sales by contract type and usage level, electricity retail (MWh), ACT, 2011–12

	Sales to small <sup>1</sup> customers (MWh)	Sales to large <sup>2</sup> customers (MWh)	Total
<b>Customers on standard contracts</b>			
Residential	928,620	0	928,620
Non-residential	282,411	0	282,411
<b>Sub-total</b>	<b>1,211,031</b>	<b>0</b>	<b>1,211,031</b>
<b>Customers on negotiated contracts</b>			
Residential	225,175	0	225,175
Non-residential	46,692	1,409,637	1,456,329
<b>Sub-total</b>	<b>271,867</b>	<b>1,409,637</b>	<b>1,681,504</b>
<b>Total sales</b>			
Residential	1,153,795	0	1,153,795
Non-residential	329,103	1,409,637	1,738,740
<b>Total sales</b>	<b>1,482,898</b>	<b>1,409,637</b>	<b>2,892,535</b>

1. 'Small' customers use <100 MWh/year.

2. 'Large' customers use >100 MWh/year.

Source: Licensed electricity utilities' annual reports to ICRC.

### 2.3.2 Competition in the retail electricity market

The process of allowing customers to choose their preferred electricity retailer commenced in 1998 for customers using more than 160 MWh/year. From 1 July 2003,

all customers were able to choose their preferred retailer. Table 2.6 shows customer and retailer numbers from 2007–08 through to 2011–12. In 2011–12, only one retailer had more than 10,000 customers; four from a total of eighteen had more than a 100 customers, two had between 10 and 50 customers, while another eleven had fewer than 10 customers.

**Table 2.6** Number of suppliers by customer number categories, electricity supply, ACT, 2007–08 to 2011–12

Customer number category	2007–08	2008–09	2009–10	2010–11	2011–12
Fewer than 10	5	3	6	11	11
10 to 50	2	2	2	0	2
51 to 100	0	0	3	0	0
More than 100	4	6	7	6	4
More than 10,000	1	1	1	1	1
<b>Total</b>	<b>12</b>	<b>12</b>	<b>19</b>	<b>18</b>	<b>18</b>

Source: Licensed electricity utilities' annual reports to ICRC.

## 2.4 Gas transmission

The ACT receives its gas through the Moomba to Sydney gas pipeline, which is owned by the Australian Pipeline Trust and operated by East Australian Pipeline Limited (EAPL) (and the Eastern Gas Pipeline). The ACT accommodates a 6 km section of that pipeline, with EAPL licensed under the Utilities Act to carry out the transmission operation.

## 2.5 Gas distribution

The ACT has one licensed gas distributor: ActewAGL Distribution (gas). ActewAGL Distribution's licence authorises it to provide gas distribution and gas connection services. ActewAGL's high-pressure gas network in the ACT includes all primary and secondary pressure pipelines. A primary pipeline connects the Gungahlin primary regulating station (PRS), Watson PRS, Jerrabomberra packaged off-take station (POTS) and the Phillip PRS.

At 30 June 2012, ActewAGL Distribution's network consisted of 3,771 km of medium-pressure and 255 km of high-pressure mains, a total pipeline length of 4,026 km. In 2011–12, ActewAGL distributed 8,730 TJ (Tera Joules) of gas to 111,645 delivery point identifiers (see Table 2.7).<sup>6</sup>

<sup>6</sup> The number of distribution customers (supply points) is not the same as the number of customers with contracts for gas supply, as the former includes supply points in Queanbeyan and Bungendore in New South Wales.

**Table 2.7 Gas distribution, pipeline lengths, delivery point identifiers and quantities of gas delivered, 2010–11 and 2011–12**

Item	2010–11	2011–12	Change (%)
Pipeline length at 30 June (km)			
Medium pressure <sup>1</sup>	3,797	3,771	-0.7
High pressure <sup>2</sup>	267	255	-4.5
<b>Total pipeline length</b>	<b>4,064</b>	<b>4,026</b>	<b>-0.9</b>
Number of delivery point identifiers at 30 June	107,825	111,645	3.5
Quantity of gas entering the distribution network (TJ) <sup>3</sup>	8,663	8,730	0.8
Quantity of gas billed (TJ) <sup>4</sup>			
Small customers (<1 TJ/year)	5,442	5,515	1.3
Large customers (>1 TJ/year)	2,201	2,197	-0.2
<b>Total quantity of gas billed</b>	<b>7,643</b>	<b>7,712</b>	<b>0.9</b>

1. ActewAGL mains operating at <1,050 kPa in the ACT only.

2. ActewAGL mains operating at 1,050 kPa and above in the ACT only.

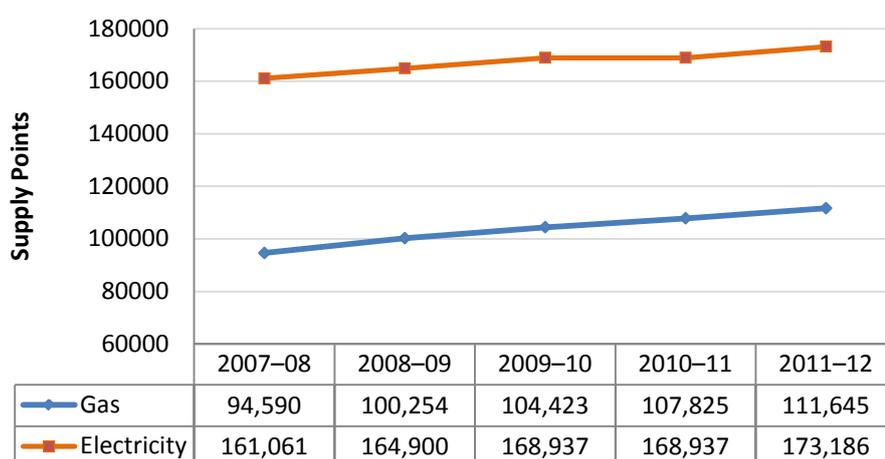
3. ACT only.

4. ACT only.

Source: ActewAGL Distribution's annual reports to ICRC.

There are fewer ActewAGL Distribution customer supply point numbers for gas than electricity, however, the number of gas supply points is continuing to grow (refer to Figure 2.4).

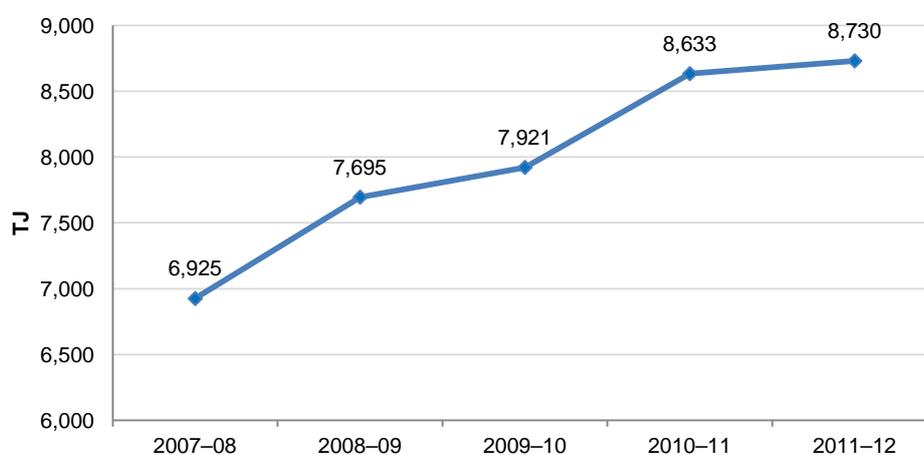
**Figure 2.4 Customer supply point numbers, gas and electricity distribution, 2007–08 to 2011–12**



Source: ActewAGL Distribution's annual reports to ICRC.

Figure 2.5 shows that the volume of gas distributed in the ACT has continued to rise since 2008–09.

Figure 2.5 Volume of gas distributed (TJ), gas distribution, 2007–08 to 2011–12



Source: ActewAGL Distribution's annual reports to ICRC.

## 2.6 Gas retail

### 2.6.1 Gas sales and consumption

Table 2.8 compares gas consumption and sales data for residential and non-residential customers for 2010–11 and 2011–12.

Gas retail data shown in the table may not reconcile with the data for gas distribution, as gas distribution data includes quantities supplied to Queanbeyan and Bungendore (both in New South Wales), whilst gas retail sales data applies to customers in the ACT only.

Table 2.8 Customer numbers and sales, gas supply, 2010–11 and 2011–12

	2010–11	2011–12	Change (%)
<b>Customer numbers</b>			
Residential	102,993	105,064	2.0
Non-residential	2,167	2,238	3.3
<b>Total numbers</b>	<b>105,160</b>	<b>107,302</b>	<b>2.0</b>
<b>Customer sales (TJ)</b>			
Residential	4,855	4,982	2.6
Non-residential	2,787	2,730	-2.0
<b>Total sales</b>	<b>7,642</b>	<b>7,712</b>	<b>0.9</b>
<b>Average consumption (GJ/customer)</b>			
Residential	47	47	0.9
Non-residential	1,286	1,220	-5.1
<b>Overall consumption per customer</b>	<b>73</b>	<b>72</b>	<b>-1.5</b>

Source: Licensed gas supply utilities' annual reports to ICRC.

Table 2.9 lists gas customer numbers by contract type and size of supply during 2011–12.

**Table 2.9 Customer numbers by category, gas supply, ACT, 2010–11**

	Small (<1 TJ/year)	Large (>1 TJ/year)	Total
<b>Customers on standard contracts</b>			
Residential	79,932	0	79,932
Non-residential	1,545	297	1,842
<b>Sub-total</b>	<b>81,477</b>	<b>297</b>	<b>81,774</b>
<b>Customers on negotiated contracts</b>			
Residential	25,132	0	25,132
Non-residential	284	112	396
<b>Sub-total</b>	<b>25,416</b>	<b>112</b>	<b>25,528</b>
<b>Total customer numbers</b>			
Residential	105,064	0	105,064
Non-residential	1,829	409	2,238
<b>Total</b>	<b>106,893</b>	<b>409</b>	<b>107,302</b>

Source: Licensed gas supply utilities' annual reports to ICRC.

Table 2.10 lists gas sales by scale of supply for 2011–12.

**Table 2.10 Customer sales by category, gas supply (TJ), ACT, 2011–12**

	Sales to small customers <sup>1</sup>	Sales to large customers <sup>2</sup>	Total
<b>Sales</b>			
Residential	4,982	0	4,982
Non-residential	533	2,197	2,730
<b>Total sales</b>	<b>5,515</b>	<b>2,197</b>	<b>7,712</b>

1 'Small' customers use <1 TJ/year.

2 'Large' customers use ≥1 TJ/year.

Source: Licensed gas supply utilities' annual reports to ICRC.

## 2.7 Water and sewerage services

ACTEW Corporation is 100 per cent owned by the ACT government and is the only entity licensed to supply water and sewerage services in the ACT.

ACTEW Corporation owns and manages the water and sewerage system in the Territory, including water storage and harvesting, treatment, bulk supply, reticulation and supply, and sewage collection and treatment. It has a range of retail customer service functions, such as reading meters, issuing accounts and handling customer complaints.

ACTEW Corporation also provides bulk water to the Queanbeyan City Council but does not provide reticulated services to Queanbeyan residents.

### 2.7.1 Sources of water supply

The ACT draws most of its water supply from two separate catchment systems, the Cotter River catchment in the west and the Googong Dam on the Queanbeyan River. The majority of the water supply is drawn from the Cotter system.

Under its licence conditions, ACTEW Corporation is required to release water from the Cotter and Googong catchments for environmental purposes. The volume of water released as an environmental flow is in accordance with the Environmental Flow Guidelines approved by the minister responsible for water resources.<sup>7</sup>

Table 2.11 sets out the relative contributions of surface water and recycled water to total water supplies over the period for 2010–11 and 2011–12. It shows there has been an increase in the amount of surface water since 2010–11 of 1,274ML and an increase in recycling water of 302ML. Overall, there has been an increase in water supplied to the Territory of 1,576ML (or 3.8 per cent) since 2010–11. The use of recycled water currently represents 10.7 per cent of the total water supplied by ACTEW.

Table 2.11 Sources of volumes of water supply (ML), ACT, 2010–11 and 2011–12

Sources of water	2010–11	2011–12	Change
Surface water <sup>1</sup>	37,224	38,498	1,274
Recycled Water	4,305	4,607	302
<b>Total supply</b>	<b>41,529</b>	<b>43,105</b>	<b>1,576</b>

1. An ACT-exclusive figure was calculated by subtracting ACTEW's reported volume of bulk water exports from the volume of water sourced from surface water

Source: National Water Commission, 2012

### 2.7.2 Uses of water supplied

Table 2.12 shows the total volume of urban water supplied by ACTEW to the ACT during 2010–11 and 2011–12. In 2011–12, total urban water supplied increased by 8 per cent to 40,355 ML compared to the previous year. Of the total urban water supplied in 2011–12, 65.2 per cent was for residential use, and the remaining 34.8 per cent related to non-residential use.

Table 2.12 Volume of urban water supplied (ML), ACT, 2010–11 and 2011–12

	2010–11	2011–12	Change
Residential	25,204	26,326	1,122
Non-residential <sup>1</sup>	12,167	14,029	1,862
<b>Total urban water supplied</b>	<b>37,371</b>	<b>40,355</b>	<b>2,984</b>

1. Combines commercial, municipal and industrial, and other uses as classified by the National Water Commission.

Source: National Water Commission, 2012.

<sup>7</sup> *Water Resources Environment Flow Guidelines 2006 (No.1)* ACT DI2006-13.

**Error! Reference source not found.** Table 2.13 shows that ACTEW Corporation had 154,210 customers during 2011–12, an increase of 3,900 on the previous year’s figures. The Queanbeyan City Council is represented by one customer in ACTEW’s reported customer numbers. Of ACTEW’s total customers, residential customers accounted for just over 92 per cent. During 2011–12, 153,916 properties were connected to ACTEW Corporation’s network, representing an increase of 3,398 properties on the previous year’s figures, corresponding with the similar increase in customers. The Queanbeyan City Council is represented by one property in ACTEW’s reported customer numbers. Residential properties accounted for approximately 92 per cent of all properties connected to the network.

Table 2.13 Customer numbers and properties serviced, water services, 2010–11 and 2011–12

Item	2010–11	2011–12	Change (number)
Number of customers at 30 June	150,310	154,210	3,900
Residential	138,755	142,470	3,715
Non-residential	11,555	11,740	185
Number of properties receiving water services at 30 June	150,518	153,916	3,398
Residential	142,467	145,748	3,281
Non-residential	8,051	8,104	53
Number of new properties connected to network	3,702	3,901	199

Source: ACTEW Corporation’s 2010–11 and 2011–12 annual report to ICRC.

### 2.7.3 Sewerage services

Sewage is collected by ACTEW Corporation through the sewerage network and treated at the Lower Molonglo Water Quality Control Centre. Table 2.14 lists key statistics on sewerage services for 2010–11 and 2011–12. In 2011–12, ACTEW Corporation operated 3,174 km of sewerage mains and treated a decreased volume of 30,594 ML of sewage. The average volume of sewage collected per person decreased to 204 kL.

Table 2.14 Sewerage service statistics, ACTEW Corporation, 2010–11 and 2011–12

Item	2010–11	2011–12	Change (number)
Number of customers	146,231	150,065	3,834
Quantity of sewage treated (ML)	32,382	30,594	-1,788
Sewage treated per customer (kL)	216	204	-12
Length of mains (km)	3,134	3,174	40

Source: National Water Commission, 2012 and ACTEW Corporation’s 2010–11 and 2011–12 annual report to ICRC.

## 3 Utility compliance

*This chapter documents licensed utilities' compliance during 2011–12 with the Utilities Act, utility licences, industry codes and minimum service standards set out in schedules to the Consumer Protection Code. It reports on compliance issues from previous Commission reports as well as those during 2011–12.*

*This chapter has been prepared following consideration of reports received from utilities in relation to their compliance, consultation with other relevant ACT regulators, and consideration of reports of non-compliance provided by utilities under the terms of their licences.*

*Having considered the reports submitted and the advice of other regulators, the Commission has assessed that utility licensees demonstrated compliance with the requirements of the Utilities Act, licence conditions and industry codes. The ACT Civil and Administrative Tribunal (ACAT) in its report to the Commission noted some issues and noted that these issues were assessed as non-material. These issues are described in section 3.4.*

### 3.1 Statutory compliance framework

#### 3.1.1 Utilities Act conditions

Section 25 of the Utilities Act provides, among other things, that a utility licence is subject to the condition that the utility comply with any requirement of the Utilities Act or a related law, a requirement under any other law in force in the Territory that applies to the utility in relation to the provision of a utility service, relevant industry and technical codes, and directions given to it by the Commission or the Technical Regulator. Section 25 also provides that the utility must give the Commission, in accordance with any written requirements by the Commission, an annual report for each financial year in relation to its compliance with the conditions of the licence.

#### 3.1.2 Licence provisions

There are specific provisions in all utility licences relating to compliance with applicable laws and reporting of breaches to the Commission. Relevant provisions include clauses 6.2, 7.2 and 7.3.

### 3.2 Approach taken to compliance assessment

The Commission requires all utilities to complete reports as part of the annual reporting requirements and sought

- specific information in relation to the requirement under clause 7.2 of utility licences for reporting of material breaches to the Commission;

- specific information in relation to the requirement under clause 7.3 of utility licences for reporting of other breaches to the Commission;
- specific information on compliance with certain additional regulatory requirements introduced during 2008–09 (the GreenPower Scheme and Electricity Feed-in Scheme); and
- assurances relating to compliance with other key obligations contained in the Utilities Act, the utility licence and industry codes and, where applicable, ring fencing guidelines.

In addition, the Commission seeks advice on utilities' compliance and performance from other regulators and considers the quarterly progress reports that all electricity supply utilities are required to submit under the Electricity Feed-in Code.

### 3.3 Material breaches

Licence condition 7.2 concerns material breaches. In previous compliance reports, the Commission has defined a material breach as anything that:

- affects a licensee's ability to provide utility services
- adversely affects a significant number of consumers, financially and in terms of service provision
- threatens public health or safety, or the environment.

The guidance note issued in March 2009, *Utility reporting of material breaches and non-compliance*, sets out the Commission's position on what constitutes utility compliance under the terms of clauses 7.2 and 7.3 and provides a fuller account of materiality.<sup>8</sup>

As in 2010–11, licensees did not report any breaches of their regulatory requirements in 2011–12 that the Commission considered material.

Since the introduction of the Utilities Act in 2000, no material breaches have been notified.

### 3.4 Assessment of licensee compliance by other ACT regulators

As part of its assessment of licensee compliance, the Commission sought the advice of the Office of Regulatory Services, ACT Civil and Administrative Tribunal (ACAT), ACT Health, and the Environment Protection Authority.

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<sup>8</sup> ICRC, 2009.

### 3.4.1 Office of Regulatory Services

The Office of Regulatory Services (ORS) within the Justice and Community Safety Directorate reported that it did not receive any formal complaints about the market activities of utilities or their agents during 2011–12.

### 3.4.2 ACT Civil and Administrative Tribunal (ACAT)

Applications made to ACAT (the Tribunal) under Part 12 of the Utilities Act 2000 fall into two broad categories. They are:

- applications regarding hardship issues (hardship complaints) and;
- applications regarding a complaint or claim for compensation (non hardship complaints)

The Tribunal provided commentary along with an extract from its annual report in regard to these applications and response times.<sup>9</sup>

#### Hardship complaints

In relation to hardship, the Tribunal reported no significant issues for the 2011–12 financial year, beyond the gradual increase in applications. The increase followed a sharp decrease in new applications during 2009–10 that was mainly attributable to the introduction of ActewAGL’s in-house hardship program for electricity and water customers. The Tribunal suggests that the program’s effect was one-off and unsustainable.

#### Non hardship complaints

In its annual report, the Tribunal highlighted a 300 per cent increase in complaints concerning TRUenergy over the 2011–12 financial year.

“This increase was due to a widespread systemic issue affecting TRUenergy’s billing system, exacerbated by the necessity to manually calculate solar feed-in credits and consequent delays in billing.” (p.292)

More information on this matter is provided in section 3.4.5, where TRUenergy’s statement of non-compliance for the 2011–12 year is summarised.

#### Response Times

During the 2011–12 financial year, the Tribunal reported significant improvements in response times of several utilities when compared with the previous financial year.

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<sup>9</sup> JACS, 2012.

The average response times for ActewAGL Electricity Retail and ACTEW Corporation decreased from 28 days in 2010–11 to 22 days in 2011–12. The Tribunal reported that ActewAGL Gas Retail's response times had improved, with 90 per cent of complaints receiving a response with 28 days from notification. The Tribunal also noted that TruEnergy had responded to all complaint notifications in 2011–12 within 28 days.

### 3.4.3 ACT Health

ACT Health advised that it recorded no complaints or reports in 2011–12 about the operation of licensed utilities to the Health Directorate.

### 3.4.4 Environment Protection Authority

Routine reports about sewer overflows are generally not recorded unless there are significant environmental or health implications.

There were no reported incidents investigated by the Environment Protection Authority (EPA) during the 2011–12 financial year.

The EPA reported that utilities holding Environmental Authorisations under the *Environment Protection Act 1997* generally complied, to the satisfaction of the EPA, with the conditions of their authorisation.

### 3.4.5 TRUenergy customer billing 2011–12

During the 2011–12 compliance year, TRUenergy reported to the Commission on two breaches of their regulatory requirements.

The first breach involved non-compliance with Clause 13.3 of the Consumer Protection Code, regarding retailer obligations in relation to the frequency of issuing bills to customers. In particular, TRUenergy failed to provide customers with their electricity and/or gas bill within the prescribed timeframes; impacting 95 customers. TRUenergy reports that although customers were generally not disadvantaged by the breach, it continues to monitor internal objectives to achieve better performance in this area.

The second breach reported by TRUenergy was its non-compliance with Clause 13.12 of the Consumer Protection Code stating that a retailer must apply any payment to electricity and/or gas charges as directed by the customer or in proportion to the respective values. The breach occurred as a result of TRUenergy's billing system not applying the payment to electricity and gas in proportion to their respective values. Remedial actions taken include reallocation of payments as directed by the customer when complaints are received, payment plans, and voluntary hardship assistance programs put in place to help customers having difficulty paying their bills.

### 3.5 Part 7 of the Utilities Act—network operations

Part 7 of the Utilities Act places obligations on network operators to take reasonable steps to minimise inconvenience to landowners and damage to property. The Act specifies minimum notice requirements and also requires network operators to restore property affected by the work of the utility.

To gain an appreciation of issues that may indicate a utility's compliance with these requirements, the Commission considers the number of complaints made against the utility about its performance of network operations. Information on network operation complaints received by each network licensee is set out in chapter 5, taking into consideration ACT's Consumer Protection Code's minimum service standards.

### 3.6 Ring fencing guidelines and compliance

The Commission's ring fencing guidelines are binding on ActewAGL Distribution under its current utility licence obligations. The guidelines also reflect policies and obligations on distribution networks under national regulatory instruments.

The guidelines place a number of obligations on the electricity and gas distributors for the legal, operational, physical and accounting separation of the monopoly distribution businesses from contestable retail activities. ActewAGL Distribution (electricity) and ActewAGL Distribution (gas) reported compliance with their ring fencing obligations and a high level of understanding among staff about those obligations.

ActewAGL Distribution advised the Commission of the specific measures carried out to ensure ring fencing compliance during 2011–12. The measures included:

- the implementation of appropriate procedures and policies
- staff training
- maintenance of a ring fencing issues register
- regular reporting of breaches, including of ring fencing obligations
- legal advice on potential ring fencing issues.

The Australian Energy Regulator has been responsible for the economic regulation of ActewAGL Distribution since 2008. It has developed a ring fencing reporting regime under its compliance framework that takes account of the ring fencing obligations that exist under the National Electricity Rules and the National Gas Rules. The Commission and the Australian Energy Regulator have sought to ensure that no duplicate reporting is required.

## 4 Financial outcomes

This chapter presents a range of financial indicators for both aggregated electricity and gas retailers. Some financial details are also provided for the ACT's supplier of water and sewerage services (ACTEW Corporation).

### 4.1 Electricity retailers: revenue and customer charges

Table 4.1 provides information about aggregated revenue levels and customer charges for 2010–11 and 2011–12. In 2011–12 total revenue increased by 4.7 per cent to \$460 million, with a 7.7 per cent increase in non-residential revenue and a slight increase of 0.9 per cent in residential revenue. The average charge to residential customers rose by 1.5 per cent and the average charge to non-residential customers rose by approximately 7.7 per cent. The average charge per unit of power supplied to all customers rose by 6.2 per cent during the year, resulting from an increase for both the residential and non-residential sector, of 4.7 per cent and 7.8 per cent, respectively.

Table 4.1 Revenue and customer charges, electricity retail, ACT, 2010–11 and 2011–12

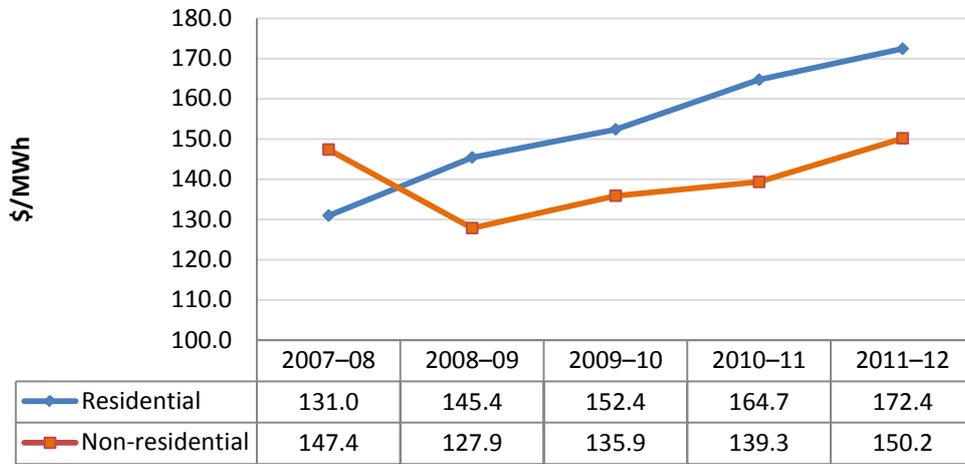
Indicator	2010–11	2011–12	Change (%) <sup>1</sup>
<b>Revenue (\$m, nominal)</b>			
Residential	197.1	198.9	0.9
Non-residential	242.4	261.1	7.7
<b>Total revenue</b>	<b>439.5</b>	<b>460.0</b>	<b>4.7</b>
<b>Average charge per customer (\$/customer, nominal)</b>			
Residential	1,303.1	1,322.9	1.5
Non-residential	16,678.4	18,532.6	11.1
<b>Average charge all customers</b>	<b>2,650.8</b>	<b>2,797.0</b>	<b>5.5</b>
<b>Average charge per unit (\$/MWh)</b>			
Residential	164.7	172.4	4.7
Non-residential	139.3	150.2	7.8
<b>Average charge per unit all customers</b>	<b>149.7</b>	<b>159.0</b>	<b>6.2</b>

1. Change from 2010–11 to 2011–12.

Source: Licensed electricity utilities' annual reports to ICRC.

Average costs trends for residential and non-residential customers from 2007–08 to 2011–12 are shown in Figure 4.1.

Figure 4.1 Average electricity charges for residential and non-residential customers (\$/MWh), electricity retailers, 2006–07 to 2010–11



Source: Licensed electricity utilities' annual reports to ICRC.

Table 4.2 lists revenues from various customer categories during 2011–12. Of the total \$460 million in revenue raised by electricity suppliers during the year:

- customers on standard contracts accounted for \$220 million (47.8 per cent) and customers on negotiated contracts accounted for \$240 million (52.2 per cent);
- non-residential customers accounted for \$261.1 million (56.8 per cent) and residential customers accounted for \$198.9 million (43.2 per cent), and
- small size customers accounted for \$266.1 million (58 per cent) and large-sized customers accounted for the remaining \$193.9 million (42 per cent).

Table 4.2 Customer revenues by category, electricity retail, ACT, 2011–12 (\$m)

Contract type	Small customers <sup>1</sup> (\$m)	Large customers <sup>2</sup> (\$m)	Total (\$m)
<b>Standard</b>			
Residential	160.6	0	160.6
Non-residential	59.4	0	59.4
<b>Subtotal</b>	<b>220.0</b>	<b>0</b>	<b>220.0</b>
<b>Negotiated</b>			
Residential	38.3	0	38.3
Non-residential	7.8	194	201.7
<b>Subtotal</b>	<b>46.1</b>	<b>193.9</b>	<b>240.0</b>
<b>Standard and negotiated</b>			
Residential	198.9	0	198.9
Non-residential	67.2	193.9	261.1
<b>Total</b>	<b>266.1</b>	<b>193.9</b>	<b>460.0</b>

1. 'Small' customers use <100 MWh/year.

2. 'Large' customers use >100 MWh/year.

Source: Licensed electricity utilities' annual reports to ICRC.

## 4.2 Gas retailers: revenue and customer charges

During 2011–12, three of the nine licensed gas retailers supplied gas in the ACT. Table 4.3 provides details on revenue and average charges for residential and non-residential gas customers for 2010–11 and 2011–12. The total revenue of ACT gas retailers in 2011–12 increased by 10 per cent to \$158.7 million. The average charge to residential and non-residential customers rose by 8.2 per cent to \$1,137 and 5.7 per cent to \$17,453, respectively.

Table 4.3 Revenue and customer charges, gas retail, ACT, 2010–11 and 2011–12

	2010–11	2011–12	Change (%) <sup>1</sup>
<b>Revenue (\$m, nominal)</b>			
Residential	108.2	119.4	10.4
Non-residential	36	39.3	9.1
<b>Total revenue</b>	<b>144.2</b>	<b>158.7</b>	<b>10.0</b>
<b>Average charge per customer (\$/customer)</b>			
Residential	1,050	1,136.5	8.2
Non-residential	16,601	17,543.3	5.7
<b>Average total charge all customers</b>	<b>1,371</b>	<b>1,479</b>	<b>7.9</b>
<b>Average charge per unit (\$/GJ)</b>			
Residential	22.3	24.0	7.5
Non-residential	12.9	14.4	11.5
<b>Average unit charge all customers</b>	<b>18.9</b>	<b>20.6</b>	<b>8.9</b>

1. Change from 2010–11 to 2011–12

Source: Licensed gas utilities' annual reports to ICRC

Table 4.4 shows the prices for gas being charged by ActewAGL Retail from 1 July 2010.

Table 4.4 Residential and non-residential gas prices, ActewAGL Retail, ACT, from 1 July 2010

Category	Units	Price <sup>1</sup> from 1 July 2010	Price <sup>1</sup> from 1 July 2011	Price <sup>1</sup> from 1 July 2012
<b>Residential<sup>2</sup></b>				
Supply fee	cents/day	57.893	60.313	62.359
Usage fee	cents/MJ	2.0164	2.2308	2.5234
<b>Non-residential</b>				
Supply fee	cents/day	113.058	113.058	113.927
Usage rate	cents/MJ			
First 1,643.8356 MJ/day		1.9822	2.0009	2.3232
Thereafter		1.7171	1.9536	2.1923

1. Prices are inclusive of GST.

2. The Always Home@ActewAGL plan and the Always Home@ActewAGL Saver plan.

Source: ActewAGL, 2012a.

### 4.3 Water and sewerage services

Water and sewerage services in the ACT continue to be provided by ACTEW Corporation and managed by the ActewAGL joint venture.

The Commission is responsible for determining the tariffs that ACTEW Corporation applies to water and sewerage services in the ACT. To determine those charges, the Commission undertakes a comprehensive inquiry into ACTEW Corporation's water and sewerage businesses towards the end of each current regulatory period. Each inquiry results in a price direction to apply for the length of the subsequent review period. The price direction for the most recent review applies for five years from 1 July 2008 to 30 June 2013.

### 4.3.1 Water supply

Table 4.5 shows some key indicators of ACTEW Corporation's water supply for 2010–11 and 2011–12. Some of the key features over the two year period are:

- the number of connected properties in 2011–12 increased, which corresponds with an increase in total urban water supplied and total revenue
- the typical annual residential charge has increased in 2011–12 by 16 per cent; and
- capital expenditure on water services has decreased by just over 12 per cent.

Table 4.5 Revenue and capital expenditure, water services, ACTEW Corporation, 2009–10 and 2010–11

Indicator	2010–11	2011–12	Change (number)
Number of connected properties ('000) <sup>1</sup>	151	154	3
Total urban water supplied (ML)	37,371	40,355	2,984
Total revenue—water (\$'000) <sup>2</sup>	92,431	112,800	20,369
Typical annual residential charge (\$/customer) <sup>3</sup>	446	517.36	71.36
Capital expenditure(\$'000 nominal) <sup>3</sup>	218,745	192,363	-26,382

1. Residential and non-residential.

2. Does not include ACT government water abstraction charge or utilities network facilities tax.

3. Historical data updated to match Water Services Association Australia, National performance report 2011–12.

Note: Figures may vary from earlier data supplied by ACTEW Corporation due to different definitions used.

Source: Water Services Association Australia, National performance report 2011–12: urban water utilities.

### 4.3.2 Sewerage services

Table 4.6 shows that in 2011–12 ACTEW Corporation's sewerage services revenue increased by approximately 10 per cent, with the average revenue received per property increasing by just over 9 per cent. There was an increase in the number of connected properties, which is consistent with the increase in connected properties for water services.

**Table 4.6** Property numbers, revenue and capital expenditure, sewerage services, ACTEW Corporation, 2010–11 and 2011–12

Indicator	2010–11	2011–12	Change (number)
Number of connected properties ('000)	146	150	4
Total revenue (\$'000) <sup>1,3</sup>	113,821	125,260	11,439
Average revenue per property <sup>2</sup>	764	835	71
Capital expenditure (\$'000 nominal)	21,955	23,575	1,620

1. Nominal. Levels quoted may vary from earlier data supplied by ACTEW due to different definitions used.

2. Does not include ACT government utilities network facilities tax.

3. Historical data updated to match Water Services Association Australia, National performance report 2010–11.

Source: Water Services Association Australia, National Performance Report 2010–2011: urban water utilities.

### 4.3.3 Residential tariff structure—water and sewerage

The residential tariff structure for water and sewerage since 1 July 2010 is shown in Table 4.7.

**Table 4.7** ACT residential tariff structure for water and sewerage, from 1 July, 2010 to 2012

Tariff item	Description	Tariffs from 1 July 2010 (\$)	Tariffs from 1 July 2011	Tariffs from 1 July 2012
Fixed charge (\$/property—water)		92.08	95.63	99.83
User charge water—first step (\$/kL)	Up to 548 litres per day	2.00	2.33	2.43
User charge water—second step (\$/kL)	Above 548 litres	4.01	4.66	4.86
Fixed charge – sewerage (\$/property)		516.11	555.39	600.65

Source: ActewAGL, 2012b.

## 5 Technical regulation—network reliability, serviceability and maintenance

This chapter details matters relevant to network reliability and serviceability and, in particular, compliance and monitoring reporting by utilities.

### 5.1 ACT technical regulation framework

Part 5 of the Utilities Act provides for technical regulation of ACT utility services. Technical regulatory functions are performed by the Environment and Sustainability Development Directorate (ESDD). The functions of the Director General in relation to technical regulation are set out in section 66 of the Utilities Act. The functions include monitoring and enforcing utilities' compliance with technical codes made under the Utilities Act, advising the Commission and the responsible minister, and providing a report to the Commission on the operation of Part 5.

This chapter is largely based on extracts from the Utilities Technical Regulation Annual Report 2011–12, provided by the Technical Regulator to the Commission.<sup>10</sup> The report deals with both utility compliance and performance as established from the utilities' annual reports to the Commission, and from any available benchmarking information and results of any direct audits of utility operations or of network condition.

### 5.2 Objectives of technical regulation

Section 64 of the Utilities Act sets out the following purpose of technical codes:

- protecting the integrity of a utility network;
- protecting health and safety of workers and others;
- ensuring proper connection of premises to a network;
- ensuring design and performance features to protect public and private property, and the environment;
- ensuring design and performance features in equipment used to connect a premises to a network;
- ensuring emergency planning by a utility; and

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<sup>10</sup> Environment and Sustainable Development Directorate, 2012.

- connection at premises of customer’s installation to a network by persons accredited for prescribed utility work.

The first four items in the list relate to the long-term serviceability of the networks and the technical regulator has defined its objective as being to ensure:

- the serviceability of networks over the long-term; and
- the effective deployment by the utility of technical skills and systems to deliver the required performance.

In this context:

Serviceability of a network means the ability of the physical infrastructure of the network, in terms of its size, nature and condition to provide required performance.

Required performance means the delivery of utility services to required technical standards in relation to:

- health and safety of utility workers, customers and the protection of public and private property;
- provision of utility services to customers and for any relevant community service obligations; and
- environmental performance.

### **5.3 Utilities Technical Regulator’s annual report to the Commission**

In 2011–2012, the technical regulator continued working to a four year business plan that identified future audit programs, scheduling of reporting requirements and consequent funding for those four years. Audit work in the electricity sector continues to identify issues and provides momentum for improvements to the electricity network operator’s systems. Audit work in the gas sector continues to identify meter placement and boundary issues that the network operator is addressing. The water and sewerage network systems continue to be scrutinised, ensuring the network operator benchmarks against national data. The new roller compacted concrete dam project nears completion and operational handover to ACTEW Water, subject to the final auditing analysis of the quality control process and its conformance to the Dam Safety Code.

#### **5.3.1 Electricity distribution**

ActewAGL Distribution’s responses to the questions concerning maintenance, quality of supply and safety of the network was comparable to previous years. Based on the information received, the technical regulator raised the following issues.

## Reliability of supply

Three indices were measured (SAIDI, SAIFI and CAIDI) returning results better than the previous year.<sup>11</sup> SAIDI is the total number of minutes, on average, that a customer on a distribution network is without electricity in a year. SAIDI reduced by 23.6 minutes during 2011–12 compared to the previous year, to a value of 78.4 minutes compared to the minimum reliability target of 91 minutes. SAIFI is the average number of times a customer's supply is interrupted per year. During 2011–12, SAIFI was 0.82, an improvement of 21 per cent over the previous year's level, and 32 per cent better than the target level of 1.2. CAIDI is the average duration, in minutes, of each interruption. During 2011–12, CAIDI was 21.4 minutes greater than the minimum reliability target of 74.6 minutes per customer.

## Voltage regulation

ActewAGL Distribution carried out proactive monitoring of customers' voltage, however, this was mainly restricted to monitoring the transformer terminals and did not appear to extend to the residential customers located at the ends of the network.

Under the Electricity Distribution (Supply Standards) Code, ActewAGL Distribution is obliged to supply voltage in accordance with AS 60038.<sup>12</sup> This standard states that the voltage must be +10 per cent to -6 per cent of 230V (216.2V to 253V). However, ActewAGL Distribution states that it maintains voltage at 240V +/- 6 per cent (225.6V to 254.4V), in accordance with the old standard AS 2926 that no longer exists. Additionally, it uses a criterion of *95 per cent of the time* under test, which is not specified under either the new or the old standard. Consequently, voltage can be well outside the range specified in the standard for over an hour every day.

In 2011–12 the number of *brown outs*, which occur when one phase of high voltage supply is lost, was 68 compared to 145 in the previous year and an average of 50 for the past three years.

## Notification of serious accidents

Under the *Electricity Safety Act 1971*, ActewAGL Distribution must notify the Construction Occupations Registrar of all serious electrical accidents. ActewAGL Distribution reported 103 serious accidents and one death to the Construction Occupations Registrar in its annual report for 2011–12. Three such accident reports were received by the technical regulator throughout the year.

## Quality of Supply

Although the technical regulator found information provided by ActewAGL Distribution regarding the quality of supply to be satisfactory, the technical regulator

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<sup>11</sup> System average interruption duration index (SAIDI); system average interruption frequency index (SAIFI); customer average interruption duration index (CAIDI).

<sup>12</sup> *Utilities (Technical Codes) Determination 2000*, ACT DI2000-369.

recommended that more testing is undertaken at the ends of networks for low voltages at customers' terminals. ActewAGL Distribution reported to the Commission that it received 22 complaints of high voltages (HV) and four complaints of low voltages (LV). Of these complaints, seven HV complaints and one LV complaint were substantiated by ActewAGL Distribution. The technical regulator has advised the Commission that previous voltage audits disclosed a far higher incidence of HV and LV than the levels reported by ActewAGL Distribution.

### **Bushfire mitigation**

ActewAGL Distribution inspects private power poles on an annual basis. In 2011–12, ActewAGL Distribution inspected a total of 586 private power poles and found 10 condemned and another 110 requiring maintenance. Although these 120 power poles present a severe fire risk to the Territory, a risk assessment carried out by the technical regulator found that faulty private power poles in rural areas present the highest bushfire risk. The rural leaseholder is responsible for repairing and maintaining private power poles. The technical regulator raised a particular concern that rural leaseholders may not have the expertise, competency, resources or will to carry out repairs and maintenance, and has not received evidence that repairs and maintenance have been undertaken.

### **Required documents**

The Technical Regulator is still awaiting receipt of the Safety Plan, which is in the process of being approved, and the Maintenance Plan, which has been sought from ActewAGL Distribution for at least two years.

### **Audits**

The technical regulator engaged Andrew Cox and Associates to undertake a desktop audit of ActewAGL Distribution's compliance with training requirements under the *Management of Electricity Networks Code 2000* under Part 5 of the *Utilities Act 2000*. The audit found satisfactory compliance with all aspects of the code and made recommendations addressing unsatisfactory record keeping and the maintenance of position descriptions.

### **5.3.2 Gas distribution**

#### **ACT major gas infrastructure extension completion**

The technical regulator reports that information obtained from the ActewAGL Safety and Operating Plan, ACT Natural Gas Networks, disclosed an additional five kilometres of primary pipeline to the previously reported length of the recently completed major gas pipeline extension in the ACT. The technical regulator has brought to the Commission's attention that there is an issue concerning the adequacy of information obtained from the gas utility in assessing its compliance under licence conditions.

### **Cathodic Protection points (CP)**

The technical regulator was concerned that ActewAGL Distribution did not report the number of CP points on the secondary network within the ACT.

### **Notification of specific events**

The following events are to be notified to the technical regulator:

- the augmentation of, or major maintenance of, the primary and secondary steel mains; and
- an increase in the network operating pressure.

The technical regulator has not received notification from the utility on the above matters and has requested that the gas utility implements the correct notification process.

### **Audits**

The technical regulator engaged Andrew Cox and Associates to undertake a desktop audit of ActewAGL Gas's contractors and employees training requirements under the *Safety and Operating Plan* under Part 5 of the *Utilities Act 2000*. The audit found satisfactory compliance with most aspects of the training records and made recommendations for record keeping and the maintenance of position descriptions.

## **5.3.3 Water and sewerage services**

### **The *Utilities Act 2000* Framework**

In 2011–12, the technical regulator brought to the Commission's attention three issues:

- the need for explicit and measurable performance standards to facilitate effective technical regulation of ACTEW Water;
- the decline in network serviceability not being a compliance issue; and
- the technical codes not being applicable to the supply of non-drinking water which may be considered a non-essential service.

### **Performance Assessment**

In addition to ACTEW Water's technical report to the Commission, the technical regulator has based its performance assessment for 2011–12 on NWI/WSAA benchmarking data for 2011.<sup>13</sup>

#### *Water Supply (Drinking Water)*

There was a significant improvement in the key performance indicators (KPI) for network serviceability for the year. The long-term trend, however, still remains one of

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<sup>13</sup> National Water Initiative/Water Services Association of Australia (NWI/WSAA)

decreasing serviceability. The utility did not comply with provisions in its asset management plan for network renewal.

### *Sewerage*

There was a major reduction in sewer main breaks, chokes and overflows compared to the previous year. Two factors contributing to this outcome were improved planned maintenance and increased rainfall. The technical regulator advised the Commission that although ACTEW Water reported that they had undertaken sewer renewal work in accordance with their asset management plan, they had in fact incurred less expenditure than provided for in the asset management plan.

### *Dam Safety*

ACTEW Water had in place *Dam Safety Emergency Plans* as required by the *Utilities Act 2000*. The Commission is advised that ACTEW Water co-operated fully in following the procedures for construction endorsements for the new Cotter Dam. The technical regulator identified a number of dam safety issues that will need to be investigated in subsequent years.

## 6 Customer service

This chapter provides information on licensees' compliance with Schedule 1 (Minimum Service Standards) of the Consumer Protection Code. The Schedule includes standards for customer connection times, responding to complaints and notification of problems or concerns, and planned and unplanned interruptions to utility services.

### 6.1 Customer connection times

In relation to customer connection times, all utility network providers satisfied the service standard specified in the Consumer Protection Code.

### 6.2 Customer complaints

The ACT's Consumer Protection Code establishes a range of minimum service standards which apply to suppliers of utility services in the ACT. Customer service indicators cover the timely provision of services and complaints.

During 2011–12, the number of complaints to electricity retail and gas distribution services increased compared to those reported in 2010–11. Over the same period, electricity distribution, gas retail, and water and sewerage services experienced a decrease in the number of complaints, with sewerage services having the largest percentage decrease of 31 per cent.

Table 6.1 lists the number of complaints per 1,000 customers for all licensed utilities in 2011–12, and categorises the most common complaints made during the year. In the electricity distribution sector, complaints about failure to provide notice or provision of sufficient notice were highest, at 34.9 per cent of the total. In the gas distribution sector, complaints about network operations and maintenance were the most common, at 66.7 per cent of all complaints. Complaints relating to billing and affordability were the most common for electricity and gas retailers, at 53.2 per cent and 51.7 per cent, respectively. For water services, complaints regarding water quality were most common, at 23.8 per cent of the total. 'Other networks' complaints were highest in sewerage services, at 32.8 per cent of the total.

Table 6.1 Complaints, ACT utility groups, 2011–12

Licensee	Total number of complaints	Complaints per 1,000 customers	Most common complaints	Proportion of total (%)
ActewAGL Distribution (electricity)	453	2.62	Failure to provide notice or provision of sufficient notice	34.9
ActewAGL Distribution (gas)	24	0.22	Network operations and maintenance	66.7
ACT electricity retailers	575	3.50	Billing and affordability	53.2
ACT gas retailers	1519	0.00	Billing and affordability	51.7
ACTEW Corporation – water	550	3.57	Water quality	23.8
ACTEW Corporation – sewerage	290	1.93	Other networks <sup>1</sup>	32.8

1. Complaints largely related to blowbacks, damage to assets, environmental damage, customer service, noise, water leaks, pressure, and waste.

Source: Licensed utilities' 2012–11 annual reports to ICRC

### 6.2.1 Electricity distribution

Table 6.2 details the customer complaints about electricity distribution for 2010–11 and 2011–12. The number of complaints received decreased by 183 in 2011–12. A main source of complaints in both years related to failure to provide notice or provision of sufficient notice.

Table 6.2 Customer complaints, electricity distribution, ActewAGL Distribution, 2010–11 and 2011–12

Complaint item	2010–11	2011–12	Change (number)
Reliability of supply	10	25	15
Technical quality of supply	9	35	26
Administrative process or customer service	259	34	-225
Property damage/restoration of property	75	36	-39
Connections	11	10	-1
Metering/meter reading	13	19	6
Failure to provide notice or provision of sufficient notice	183	158	-25
Unplanned interruption	1	0	-1
Other	75	136	61
<b>Total</b>	<b>636</b>	<b>453</b>	<b>-183</b>

The total number of complaints may differ from the total number reported by ActewAGL Distribution. The totals presented in the table represent the sum of the complaints attributed to each category.

Source: ActewAGL Distribution's annual reports to ICRC.

Table 6.3 compares responses to complaints and notifications for electricity distribution for 2010–11 and 2011–12.

**Table 6.3** Response to complaints and notifications, electricity distribution, ActewAGL Distribution, 2010–11 and 2011–12

	2010–11	2011–12	Change (number)
Complaints received	696	453	-243
Complaints responded to within 20 business days	472	434	-38
<b>Notifications of network problems or concerns about licensee's network received</b>	<b>9,252</b>	<b>8,705</b>	<b>-547</b>
Notifications of network problems likely to affect public health or cause damage to people or property	281	207	-74
Responses not made within 6 hours <sup>1</sup>	-	-	-
Notifications of network problems not likely to affect public health, or cause damage to people or property	8,983	8,497	-486
Responses not made within 48 hours <sup>1</sup>	-	-	-

1. Information unavailable

Source: ActewAGL Distribution's annual reports to ICRC.

## 6.2.2 Electricity retail

During 2011–12, ACT electricity retailers received a total of 575 complaints, an increase of 71 complaints from the previous year (refer Table 6.4). Complaints about billing and affordability in 2011–12 accounted for 53 per cent of the total, marketing accounted for 4 per cent, and the general category of 'other retail matters' accounted for just over 43 per cent. Included within the 'other retail matters' category were complaints relating to bundled deals, discounts, disconnections, and feed-in tariffs.

**Table 6.4** Complaints, electricity retailers, 2010–11 and 2011–12

Complaint item	2010–11	2011–12	Change (number)
Billing and affordability	199	306	107
Marketing	10	20	10
Other retail matters	295	249	-46
<b>Total number</b>	<b>504</b>	<b>575</b>	<b>71</b>

Source: ActewAGL Distribution's annual reports to ICRC.

While the number of complaints lodged against utilities is a useful indicator of customer service standards, it is perhaps more important to gauge the responses to those complaints by utilities. Table 6.5 shows the responses by electricity retailers to complaints during 2011–12, and in particular the number responded to within 20 business days. Of the 575 complaints received during the year, 420 or 73 per cent were responded to within 20 business days.

Table 6.5 Responses to complaints, ACT electricity retailers, 2010–11 and 2011–12

Complaint response item	2010–11	2011–12	Change (number)
Total number of complaints	504	575	71
Complaints responded to within 20 business days	437	420	-17

Source: Licensed electricity utilities' annual reports to ICRC.

### 6.2.3 Gas distribution

Table 6.6 shows responses made to complaints about gas distribution in 2010–11 and 2011–12. There has been a 60 per cent increase in the number of complaints compared to the previous year. Of the 24 complaints received during 2011–12, all were responded to within 20 business days.

Table 6.6 Response to complaints and notifications, gas distribution, ActewAGL Distribution, 2010–11 and 2011–12

Complaint and notification response item	2010–11	2011–12	Change (number)
Total number of complaints	15	24	9
Number responded to in 20 business days	12	24	12
Number of notifications of network problems or concerns about licensee's network received in 2011–12	2,042	2,036	-6
Notifications likely to affect public health, or cause damage to person/property	273	238	-35
Number of responses not made within 6 hours	0	0	0
Notifications not likely to affect public health, or cause damage to person or property	1,769	1,798	29
Number of responses not made within 48 hours	98	222	124

Source: ActewAGL Distribution's annual reports to ICRC.

### 6.2.4 Gas retail

Table 6.7 provides a comparison of complaints in the gas retail sector for the two years, 2010–11 and 2011–12. During 2011–12, ACT gas retailers reported receiving 1,519 complaints, representing a decrease of 4 per cent from the previous year's level of 1,583.

Table 6.7 Complaints, gas retail, ACT, 2010–11 and 2011–12

Complaint item	2010–11	2011–12	Change (number)
Billing and affordability	815	785	-30
Marketing	19	20	1
Other retail	749	714	-35
Total	1,583	1,519	-64

Source: Licensed gas utilities' annual reports to ICRC.

The responses to gas retail complaints provide an indicator of improvement in handling complaints. Table 6.8 shows that during 2011–12 ACT gas retailers responded to nearly all complaints within 20 business days.

Table 6.8 Response to complaints, ACT gas retailers, 2010–11 and 2011–12

Complaint response	2010–11	2011–12	Change (number)
Total number of complaints	1,583	1,519	-64
Complaints acknowledged within 20 business days	1573	1,506	-67

Source: Licensed gas utilities' annual reports to ICRC.

## 6.2.5 Water and sewerage services

### Water supply complaints

In 2011–12, ACTEW Corporation received a total of 550 complaints about water supply to premises in the ACT, 41 less than the previous year's level. Table 6.9 lists the types and numbers of complaints received by ACTEW Corporation over the past two years. Complaints about water quality again featured prominently in 2011–12, with 131 received during the year.

Table 6.9 Complaints, water supply, 2010–11 and 2011–12

Complaint item <sup>1</sup>	2010–11	2011–12	Change (number)
Water quality <sup>2</sup>	155	131	-24
Water supply reliability	14	48	34
Property damage / restoration of property	81	78	-3
Accounts / billing / retail	91	49	-42
Metering / meter reading	95	97	2
Failure to provide, or insufficient, notice	50	47	-3
Unplanned interruptions	14	27	13
Other network	91	73	-18
<b>Total</b>	<b>591</b>	<b>550</b>	<b>-41</b>

Source: ACTEW Corporation's annual reports to ICRC.

1. A complaint is defined as 'any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected'. It does not include queries or requests for advice.

2. A water quality complaint is any complaint about discolouration, taste, odour, stained washing, illness, etc.

Source: ACTEW Corporation's annual reports to ICRC.

### Sewerage service complaints

Numbers of complaints about sewerage services for 2010–11 and 2011–12 are summarised in Table 6.10. In 2011–12, 290 complaints were received, 131 below the

previous year's levels. The main categories of complaints during 2011–12 related to property damage and other networks complaints. The two categories accounted for approximately 62 per cent of total complaints.

Table 6.10 Complaints, sewerage services, 2010–11 and 2011–12

Complaint item	2010–11	2011–12	Change (number)
Sewage odour <sup>1</sup>	7	6	-1
Sewerage services reliability and quality	76	30	-46
Property damage / restoration of property	125	85	-40
Accounts / billing / retail	0	71	71
Failure to provide, or insufficient, notice	8	3	-5
Unplanned interruptions	40	0	-40
Other networks	165	95	-70
<b>Total sewerage services</b>	<b>421</b>	<b>290</b>	<b>-131</b>

1. This includes all sewage odour complaints, irrespective of whether the business believes the odour was attributable to another non-business source.

Source: ACTEW Corporation's annual reports to ICRC.

### 6.3 Planned and unplanned interruptions to services

During 2011–12, the number of planned interruptions to both gas and water services increased compared to the number reported in 2010–11. Over the same period, the number of planned interruptions to electricity services decreased.

#### 6.3.1 Electricity distribution

Table 6.11 compares the number of planned and unplanned interruptions to ActewAGL Distribution's electricity services in 2010–11 and 2011–12. During 2011–12, instances of both planned and unplanned interruptions decreased compared to 2010–11. However, in 2011–12 the number of times ActewAGL Distribution failed to provide at least two days notice of a planned interruption increased by 141, which is a significant increase from the number reported in 2010–11.

Table 6.11 Planned and unplanned interruptions to services, electricity distribution, 2010–11 and 2011–12

	2010–11	2011–12	Change (number)
<b>Planned interruptions to services</b>	<b>1,631</b>	<b>1,555</b>	<b>-76</b>
Times licensee did not provide at least 2 days notice	15	156	141
Times supply not restored within 12 hours of the initial interruption	10	0	-10
<b>Unplanned interruptions to services</b>	<b>839</b>	<b>822</b>	<b>-17</b>
Times supply not restored within 12 hours of the initial interruption <sup>1</sup>	18	-	-

1. Information for 2011–12 unavailable

Source: ActewAGL Distribution's annual reports to ICRC.

### 6.3.2 Gas distribution

Table 6.12 compares the number of planned and unplanned interruptions to ActewAGL Distribution's gas services in 2010–11 and 2011–12. During 2011–12, instances of planned interruptions increased while unplanned interruptions decreased compared to 2010–11.

Table 6.12 Planned and unplanned interruptions to services, gas distribution, 2010–11 and 2011–12

Interruption Item	2010-11	2011-12	Change (number)
<b>Planned interruptions to services</b>	<b>1,860</b>	<b>2,572</b>	<b>712</b>
Instances where licensee did not provide at least 2 days' notice of the planned interruption to each of the premises affected	0	0	0
Instances where supply was not restored within 12 hours of the initial interruption	1	0	-1
<b>Unplanned interruptions to services</b>	<b>86</b>	<b>76</b>	<b>-10</b>
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0
Burst or leaking pipes that affected public health, or were causing, or likely to cause, substantial damage or harm to people or property	273	238	-35

Source: ActewAGL Distribution's annual reports to ICRC.

### 6.3.3 Water and sewerage services

#### Water supply

Table 6.13 compares the number of planned and unplanned interruptions to ACTEW's water services for 2010–11 and 2011–12. The number of properties connected to ACTEW's water supply increased by 12,000 in 2011–12 from the number in the previous year. The number of planned interruptions increased by 1,330 and the number of unplanned interruptions decreased by 287 compared to the numbers reported in 2010–11.

**Table 6.13 Planned and unplanned interruptions to services, water supply, 2010–11 and 2011–12**

	2010–11	2011–12	Change (number)
<b>Planned interruptions to services</b>	<b>5,481</b>	<b>6,811</b>	<b>1,330</b>
Instances where licensee did not provide at least 2 days' notice of the planned interruption to each of the premises affected	22	0	-22
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0
Total number of connected properties ('000s)	142	154	12
Average water supply interruption duration <sup>1</sup> (minutes)	21.6	19.1	-2.5
Average number of planned interruptions per 1,000 properties	38.6	44.3	5.7
Total interruption faced by an average customer <sup>2</sup> (minutes per property)	0.69	0.71	0.02
<b>Unplanned interruptions to services</b>	<b>752</b>	<b>465</b>	<b>-287</b>
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0
Average water supply interruption duration <sup>3</sup> (minutes)	110.7	126.7	26.0

1. Calculated as follows: total time of all planned interruptions/total number of interruptions

2. Calculated as follows: total time of all planned interruptions/total number of water properties

3. Includes mains only, and not connections owned or maintained by the utility.

Source: ACTEW Corporation's annual reports to ICRC; National Water Commission, 2012.

### Sewerage services

As was the case in 2010–11, ACTEW reported no planned interruptions to sewerage services in 2011–12. Table 6.14 shows that the number of unplanned interruptions decreased by 342 to 1,266 in 2011–12 compared to the previous year. In 2011–12 there was a significant decrease in the number of sewer main breaks and chokes reported compared to 2010–11.

**Table 6.14 Planned and unplanned interruptions to services, sewerage services, 2010–11 and 2011–12**

Unplanned interruptions items	2010–11	2011–12	Change (number)
<b>Total number of unplanned interruptions</b>	<b>1,608</b>	<b>1,266</b>	<b>-342</b>
Instances where supply was not restored within 12 hours of the initial interruption	3	1	-2
Total number of connected properties ('000s)	149	153	4
Average interruption time (minutes)	40	37	-3
Average number of outages per 1,000 properties	10.8	8.3	-2.5
Sewer main breaks and chokes	2,435	1,336	-1,099
Sewer main breaks and chokes caused by tree roots	1,607	1,189	-418
Property connection sewer main breaks and chokes	1,637	1,256	-381
Property connection sewer main breaks and chokes caused by tree roots	1,293	1,089	-204

Source: ACTEW Corporation's annual reports to ICRC, National Water Commission, 2012.

## 6.4 Rebates payable for failure to meet Consumer Protection Code minimum service standards

The Consumer Protection Code specifies a number of minimum service standards. Most apply only to network operators, but some also apply to retailers. In some instances, failure to meet a standard may attract a rebate.

Table 6.15 summarises the payment of rebates for failure to meet minimum service standards in 2010–11 and 2011–12. The amount of rebates paid in 2011–12 was \$2,470, which was much lower than the previous year's level of \$4,320. As in previous years, most rebate payments were made without the customer submitting a claim.

Table 6.15 Payment of performance rebates, selected utilities, 2010–11 and 2011–12

Utility	2010–11		2011–12			
	Number of claims made (no.)	Number of rebates paid (no.)	Value of rebates (\$)	Number of claims made (no.)	Number of rebates paid (no.)	Value of rebates (\$)
ACTEW Corporation (water)	0	0	0	1	1	50
ACTEW Corporation (sewerage)	0	0	0	0	0	0
ActewAGL Distribution (electricity)	0	76	3,800	0	48	2,400
ActewAGL Distribution (gas)	1	1	300	0	0	0
ActewAGL Retail (electricity)	2	11	220	0	1	20
ActewAGL Retail (gas)	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>88</b>	<b>4320</b>	<b>1</b>	<b>50</b>	<b>2470</b>

Source: Licensed utilities' annual reports to ICRC.

The Commission notes the ACT Civil and Administrative Tribunal's comments on the level of rebates prescribed under the Consumer Protection Code, customers' knowledge of their possible entitlement to rebate payments, and the interaction of rebate payments with goodwill payments made voluntarily by utilities.

Under clause 11 of the Consumer Protection Code, utilities are required to inform customers of the minimum service standards and of their entitlement to a rebate if the standards are not met. The code provides that this information must be provided in the customer contract or, for franchise customers, in the statement of rights and responsibilities provided to customers under the code. The figures above suggest that, despite this provision, many complainants remain unaware of their rights.

The continuing efficacy of the rebates regime is a matter of concern for the Tribunal. This matter is scheduled for further examination in the periodic review of the Consumer Protection Code.



## 7 Customer safety net arrangements

This chapter outlines the various safety net arrangements available to customers and covers items such as the availability of instalment plans, flexibility in payment arrangements, credit management strategies and the use of security deposits.

Access to utility services is determined by the availability of the infrastructure and the ability of customers to pay bills (which is a function of the price of the service and the amount of the service consumed). Accessibility is also affected by utilities' safety net arrangements (for example, the availability of instalment plans and flexibility in payment arrangements) and credit management strategies (such as security deposits).

For electricity retailers, customers' ability to access services is measured by hardship indicators, such as disconnections for non-payment of accounts, reconnections of customers within seven days of disconnection, the use of instalment payment plans, direct debit defaults, and the use of security deposits.

### 7.1 Disconnection for non-payment of accounts

Before a supplier disconnects a customer for non-payment of an account, the supplier must issue reminder notices, allow a certain number of days between notices, and make personal contact with the customer. Disconnection for failure to pay an account is very much a last resort for suppliers attempting to recover a debt.

However, failure to pay an account does not differentiate between households that can afford to pay and those that cannot. For this reason, a second indicator is used in conjunction with failure to pay an account, to more accurately identify customers in genuine hardship: reconnection of a customer with the same name at the same premises within seven days.

#### 7.1.1 Electricity customers

Table 7.1 shows that in 2011–12, 420 residential electricity customers were disconnected for non-payment of an account, a slight increase on the level of 402 in the previous year while 356 were reconnected within seven days, compared with 282 in 2010–11. The number of customers not reconnected within seven days decreased by 56 in 2011–12 compared to the previous year.

In 2011–12, 420 residential electricity customers were disconnected for non-payment of an account, a 5 per cent increase on the level of 402 in the previous year. Of the total residential electricity customers disconnected during 2011–12, approximately 89 per cent were reconnected within seven days, compared with 67 per cent in 2010–11.

**Table 7.1** Disconnections and reconnections of residential customers for non-payment of an account, electricity retail, 2010–11 and 2011–12

Item	2010–11	2011–12	Change (%)
Customers disconnected for non-payment of an account	402	420	4.5
Customers reconnected in the same name within seven days	282	356	26.2
Customers not reconnected in the same name within seven days	120	64	-46.7

Source: Licensed electricity utilities' annual reports to ICRC.

### 7.1.2 Gas customers

The reported instances of disconnections of residential gas retail customers for non-payment of an account for 2010–11 and 2011–12 are shown in Table 7.2. In 2011–12, 2,356 residential gas customers were disconnected for non-payment of an account, a significant increase on the level of 1,411 in the previous year. Of the total residential gas customers disconnected during 2011–12, 28 per cent were reconnected within seven days, compared to 27 per cent in 2010–11.

**Table 7.2** Disconnections and reconnections of residential customers for non-payment of an account, gas retail, 2010–11 and 2011–12

Item	2010–11	2011–12	Change (%)
Customers disconnected for non-payment of an account	1,411	2,356	67.0
Customers reconnected in the same name within seven days	387	655	69.3
Customers not reconnected in the same name within seven days	1,024	1,701	66.1

Source: Licensed gas utilities' annual reports to ICRC.

### 7.1.3 Water and sewerage services customers

Under the Consumer Protection Code, a utility is not permitted to disconnect water supply or withdraw sewerage services for failure to pay an account. However, it may restrict the water flow to a level that allows for essential uses only. ACTEW Corporation did not restrict the water flow to any customer for failure to pay an account in 2011–12.

## 8 Environmental performance

This chapter covers the Commission's responsibility regarding the reporting on the environmental performance of utilities.

### 8.1 Network losses

Network losses refer to the difference in the amount of electricity, gas, or water recorded by utilities entering a network, and the amount of each recorded exiting the network for consumption.

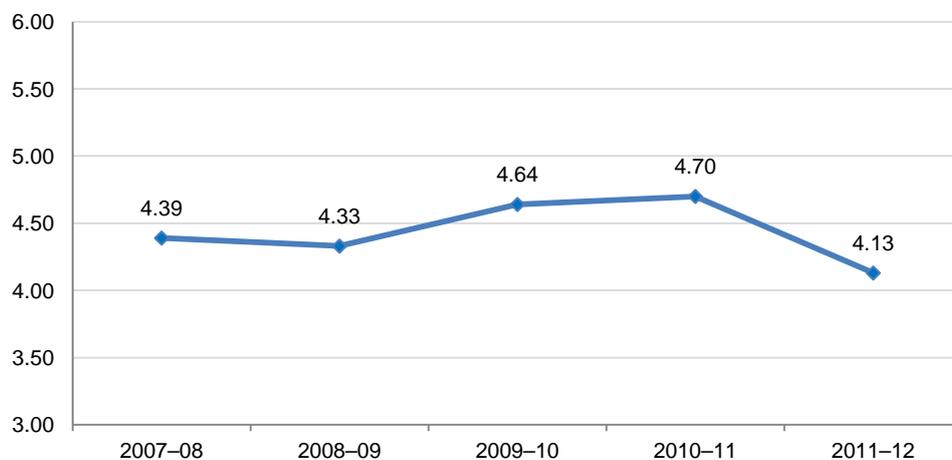
Network losses may indicate the condition and efficiency of a utility's network, which may have implications for the environment. The greater the amount of electricity, gas or water that is needed to be sourced in order to meet demand, the greater the potential impact on the environment through greenhouse gas emissions and/or the scale of infrastructure required to provide these services.

In addition to actual losses of electricity, gas, or water within a network, network losses reported to the Commission may include consumption that has not been billed, unauthorised consumption and metering inaccuracies or errors.

#### 8.1.1 Electricity distribution network losses

Electricity networks lose energy mainly through heat generated by resistance in wires and transformers. Figure 8.1 summarises ActewAGL Distribution's electricity network losses from 2007–08 to 2011–12. In 2011–12 network losses for electricity were 4.13 per cent of total network inputs, a decrease from the previous year's level of 4.70 per cent.

Figure 8.1 Network losses (%), electricity distribution, ActewAGL Distribution, 2007–08 to 2011–12



Source: ActewAGL Distribution's annual reports to ICRC.

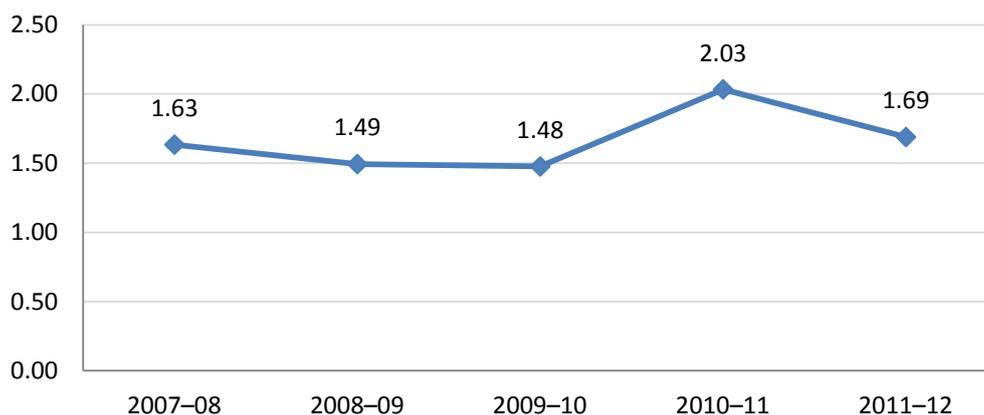
ActewAGL Distribution is required to report annually to the Commission on the strategies it has in place to reduce network losses. ActewAGL Distribution referred the Commission to the ActewAGL Environmental Management Plan and Sustainability Report for details on strategies employed to reduce network losses.<sup>14</sup> The Commission was unable to find any specific details on network loss mitigation in either report.

### 8.1.2 Unaccounted for gas

Gas network losses mainly arise through leakages. ActewAGL Distribution reports annually to the Commission on the amount of unaccounted for gas in its network. As noted above, this amount may be due to factors other than strictly physical gas losses.

Figure 8.2 summarises ActewAGL Distribution’s unaccounted for gas as a proportion of total gas entering its network from 2007–08 to 2011–12. In 2011–12 unaccounted for gas decreased to 1.69 per cent from 2.03 per cent reported in 2010–11.

Figure 8.2 Unaccounted for gas, proportion of gas entering the distribution network (%), gas distribution, ActewAGL Distribution, 2007–08 to 2011–12



Source: ActewAGL Distribution’s annual reports to ICRC.

In 2011–12 ActewAGL Distribution reported to the Commission the following actions being taken to reduce gas losses:

- flaring of natural gas rather than venting;
- improvements in construction techniques to reduce the likelihood of gas leaks;
- leakage surveys to identify areas in need of rehabilitation or other action; and
- review of network receipt meters to ensure correcting accounting.

<sup>14</sup> ActewAGL: 2005, 2012c, 2012d.

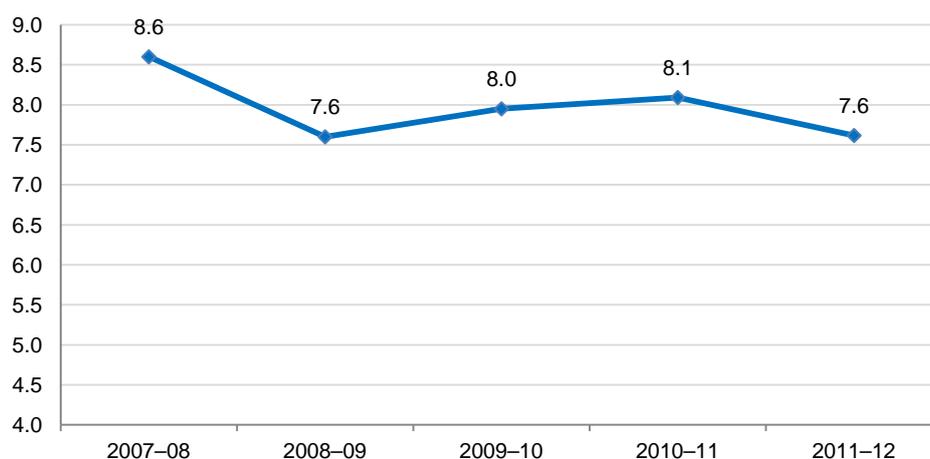
### 8.1.3 Unaccounted for water

Water network losses mainly arise through water that has been wasted or lost through leakages, bursts or evaporation from open-air treatment and storage facilities. ACTEW reports annually to the Commission on the amount of unaccounted for water in its network. As noted above, this amount may be due to factors other than strictly physical water losses.

Water extracted from the river system for consumption purposes reduces the natural flow rate of the river system. The greater the amount of unaccounted for water, the greater the amount of water that needs to be extracted to meet demand, and hence the less water available to meet the environmental needs of the river system.

Figure 8.3 shows the annual quantity of unaccounted for water in the ACT, as a proportion of total volume of water supplied by ACTEW from 2007–08 to 2011–12. The percentage of unaccounted for water has decreased over the past year, from 8.1 per cent to 7.6 per cent.

Figure 8.3 Unaccounted-for water, proportion of total volume (%), ACTEW Corporation, 2006–07 to 2011–12



Source: ACTEW Corporation's annual reports to ICRC.

In 2011–12 ACTEW Corporation reported to the Commission the following measures taken during 2011–12 to minimise unaccounted for water from the network:

- continued implementation of the meter replacement program;
- monitoring through district metering and the large customer demand; management program; and
- completion of the design of one new district meter area with installation planned for early 2012–13.

## 8.2 Consumption trends

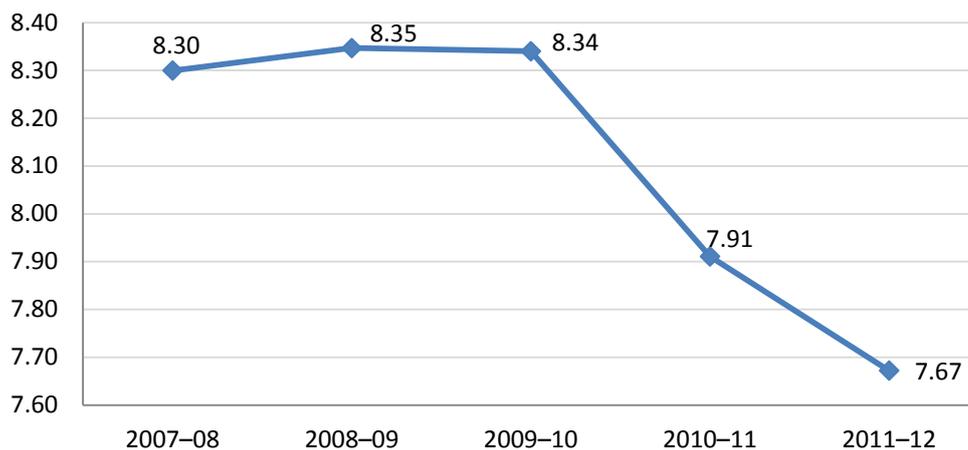
The consumption trend of utility services is another important environmental consideration. Similar to network losses, the more electricity, gas, and water used by customers, the greater the potential impact on the environment through greenhouse gas emissions and/or the scale of infrastructure required to provide these services.

Residential per customer consumption provides an indicative measure of the efficiency in the use of services that accounts for the effects of population growth over time.

### 8.2.1 Electricity consumption trends

Figure 8.4 shows that electricity consumption per residential customer in the ACT has maintained a broad downward trend since 2009–10, with a compound annual growth rate (CAGR) of -1.6 per cent.

Figure 8.4 Annual residential electricity consumption (MWh per customer), 2007–08 to 2011–12

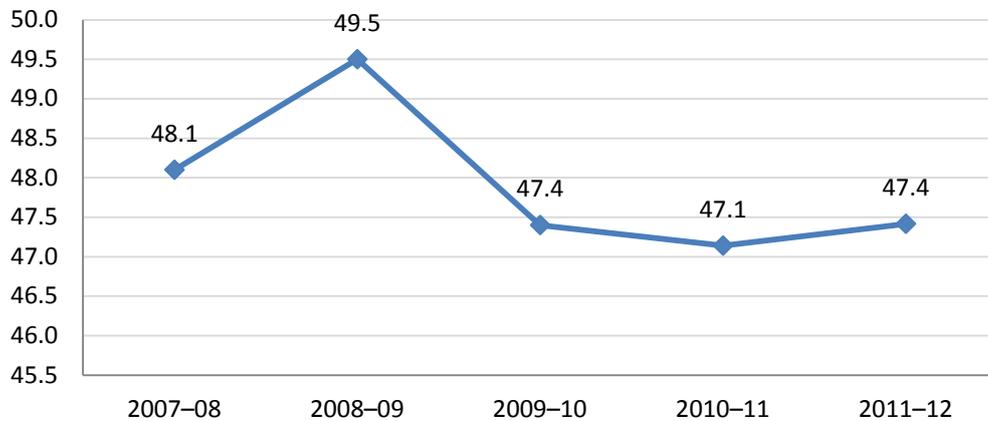


Source: Licensed electricity utilities' annual reports to ICRC.

### 8.2.2 Gas consumption trends

Figure 8.5 shows that gas consumption per residential customer in the ACT has remained relatively stable over the last three years.

Figure 8.5 Annual residential gas consumption (GJ per customer), 2007–08 to 2011–12

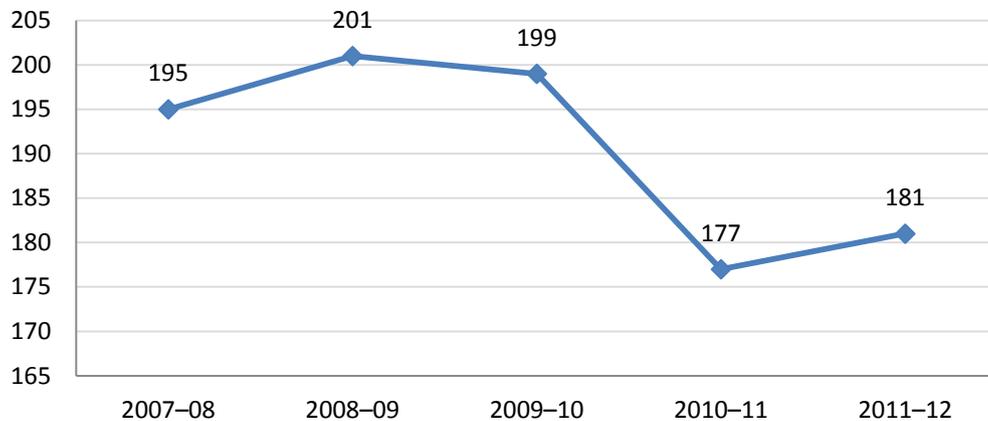


Source: Licensed gas utilities' annual reports to ICRC.

### 8.2.3 Water consumption trends

Figure 8.6 shows that water supplied by ACTEW per residential property has increased slightly from the previous year but remains relatively low compared to levels recorded in the three years prior to 2010–11.

Figure 8.6 Annual residential water supplied (kL per property), 2007–08 to 2011–12



Source: National Water Commission, 2012.

## 8.3 ACT greenhouse gas emissions reduction schemes

### 8.3.1 ACT Electricity Feed-in Scheme

The ACT's Electricity Feed-in Scheme, established under the Electricity Feed-in (Renewable Energy Premium) Act 2008 (the Act), encourages the take-up of renewable energy electricity generation by:

- promoting the generation of electricity from renewable energy sources;
- reducing the ACT's contribution to human-induced climate change;
- diversifying the ACT's energy supply; and
- reducing the ACT's vulnerability to long-term volatility in fossil fuel prices.

The Act provides a framework that enables investment in renewable energy electricity generation to be recouped through a premium rate paid for the gross amount of electricity generated.

The scheme requires the electricity distributor to connect generators of renewable energy to the electricity network and to reimburse each generator's electricity supplier (retailer) for the difference between the premium rate determined for renewable electricity and the normal cost of electricity. The retailer is then required to pay the generator the premium rate.

The Electricity Feed-in Code, which supports the Electricity Feed-in (Renewable Energy Premium) Act, was determined by the Commission in February 2009 under the *Utilities Act 2000*. The code applies to electricity distributors and retailers, and sets out practices and standards for the operation of the renewable energy feed-in scheme.

The code also requires distributors and retailers to report quarterly to the Commission. Distributors are required to report the numbers of connection applications, new connections and total connections, as well as the total installed capacity and total metered output. Retailers are required to report the number of customers receiving the feed-in tariff and the total premium tariff paid out.

Between 2000 and 2007, prior to the introduction of the scheme, 136 renewable energy generators were installed in the ACT. However, following the initial announcement of a feed-in tariff for the ACT and the Australian Government's Solar Homes and Communities Plan, an additional 432 new generators were installed before the scheme began on 1 March 2009.

Table 8.1 details ActewAGL Distribution's (electricity) statistics for the period ending 30 June 2012. During this period 11,033 sites were connected, with a capacity of 26.79 MW and total metered output to end June 2012 of 7.45 million kWh.

Table 8.1 ACT Electricity Feed-in Scheme to end June 2012

Total no. of sites connected	Total capacity installed (W)	Total metered output to end June 2012 (kWh)
11,033	26,785,430	7,445,524

kWh = kilowatt hours; W = watts.

Source: ActewAGL Distribution (electricity).

### 8.3.2 ACT Greenhouse Gas Abatement Scheme (GGAS)

The ACT Government introduced the GGAS in the ACT through the Electricity (Greenhouse Gas Emissions) Act 2004, to assist in reducing greenhouse gas emissions in the ACT. The operation of the ACT GGAS commenced on 1 January 2005 and mirrors the NSW scheme as it operated in that state until 30 June 2009. The ACT GGAS is mandatory for all licensed electricity retailers. Following the introduction of the Commonwealth *Clean Energy Act 2011*, the scheme was closed on 30 June 2012.<sup>15</sup>

The ACT GGAS established annual territory greenhouse gas reduction benchmarks or targets and requires individual electricity retailers, known as ‘benchmark participants’, to meet those targets based on the size of their share of the electricity market. If a retailer fails to meet the benchmark, a penalty is assigned.

Responsibility for the operation of ACT GGAS rests with the Commission as the scheme regulator, and the scheme’s administrator, the Independent Pricing and Regulatory Tribunal (IPART) of NSW.

The policy objectives of the ACT GGAS are to:

- reduce greenhouse gas emissions associated with the production and use of electricity; and
- develop and encourage activities to offset the production of greenhouse gas emissions.

Under the scheme, benchmark participants are required to reduce their emissions of greenhouse gases to the level of their greenhouse gas benchmark by offsetting their excess emissions through the surrender of abatement certificates created in either the ACT or NSW. The certificates are created by accredited abatement certificate providers and can be traded to benchmark participants. Under the ACT GGAS, benchmark participants can also claim credit for the surrender of a portion of their renewable energy certificates (RECs) under the Australian Government’s Renewable Energy Target arrangements.

Table 8.2 provides a breakdown of all the categories of certificates surrendered for the years 2005 to 2012. Over the life of the scheme, certificates equivalent to 3.848 million tonnes of CO<sub>2</sub>-equivalent emissions were surrendered.

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<sup>15</sup> Commonwealth; 2011.

Table 8.2 Breakdown of abatement certificates surrendered, by compliance year, 2005 to 2012

NSW greenhouse gas abatement certificates (NGACs)							
Compliance Year	Generation certificates	Demand side abatement certificates (DSAs)	Carbon sequestration certificates	Total NGACs	RECS surrendered	RECs converted to NGAC equivalents <sup>1</sup>	Total NGACs and NGAC equivalents
2005	96,336	174,315	0	270,651	45,702	41,726	312,377
2006	126,993	15,266	0	142,259	65,086	60,465	202,724
2007	268,400	54,697	0	323,097	79,893	75,179	398,276
2008	54,575	531,397	0	585,972	93,881	89,562	675,534
2009	64,642	557,713	13,857	636,212	110,588	106,939	743,151
2010	355,440 <sup>2</sup>	10,978	0	366,418	181,790	176,882	543,300
2011	409,966	8,059	4,972	422,997	170,156	165,902	588,899
2012	231,249	1,917	14,408	247,574	140,980	136,328	383,902
Total to 30 June 2012	1,607,601	1,354,342	33,237	2,995,180	888,076	852,983	3,848,163

1. RECs are not directly equivalent to NGACs. To calculate the equivalent number of NGACs, the RECs counted figure is multiplied by the pool coefficient for that year (for 2012 that number is 0.976 (tCO<sub>2</sub>-e/MWh)).

2. 294 certificates over surrendered by Momentum Energy and returned to company's current holdings as live certificates

Source: IPART GGAS registry and benchmark statements from licensed utilities.

## 8.4 Greenhouse gas emissions

Greenhouse gas emissions attributable to the supply and consumption of electricity and gas comprise a significant proportion of total greenhouse gases emitted in the ACT each year. The Commission comprehensively reports on the ACT's greenhouse gas emissions and provides a sectoral breakdown in its annual greenhouse gas inventory, which is available on the Commission's website.<sup>16</sup>

## 8.5 Environmental flows

Environmental flows are the water flows into rivers and streams necessary for maintaining healthy aquatic ecosystems. They are designed to mimic naturally occurring water flows, including seasonal fluctuations and other variables. Under its licence conditions, ACTEW Corporation is required to release water from the Cotter and Googong catchments for environmental purposes. The volume of water released as an environmental flow is in accordance with the environmental flow guidelines approved by the minister responsible for water resources.<sup>17</sup> It is not determined by the water utility.

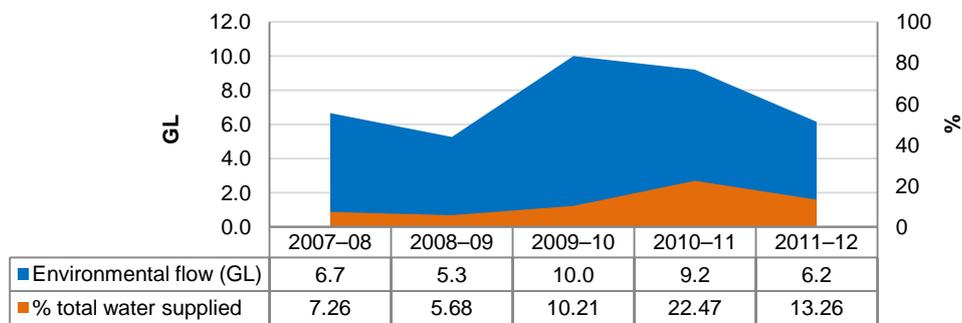
<sup>16</sup> ICRC, 2012.

<sup>17</sup> *Water Resources Environment Flow Guidelines 2006 (No 1)*, ACT Disallowable Instrument DI2006-13.

The environmental flows recommended for water supply catchments are based on research and monitoring of environmental flows in river systems and are intended to ensure both water supply and conservation objectives are met. In response to prolonged drought, the relevant authorities reduced environmental flow requirements in recent years.

Figure 8.7 shows the total volume of environmental flows released by ACTEW Corporation, and those flows as a proportion of total water supplied for consumptive or environmental purposes (surface water and recycled water) between 2007–08 and 2011–12. In 2011–12, environmental flows released by ACTEW from water storages represented just over 13 per cent of the total water supplied by ACTEW.

Figure 8.7 Environmental flows– volume (GL) and proportion of total water supplied (%), ACTEW Corporation, 2007–08 to 2011–12



Source: National Water Commission, 2012.



# Appendix 1 Regulatory framework

## A1.1 ACT utilities regulatory regime

The regulatory framework for the ACT's utilities is established by the Utilities Act 2000. Section 21(1) of the Act specifies that a person must not provide a utility service except in accordance with a licence (although in special circumstances the minister may exempt a person from this requirement by means of a disallowable instrument).

Licences are granted subject to conditions intended to promote the objectives of the legislation, including service reliability and safety, consumer protection, effective competition, industry growth and ecological sustainability. Conditions are also imposed on utilities through industry and technical codes, and by any other related requirement imposed by the Commission or under the technical regulation regime (part 5 of the Utilities Act).

The utilities licensing regime is underpinned by industry and technical codes as well as guidelines which interpret licence conditions and/or specify what actions licensees must take to comply with licence conditions (for example, submitting the annual returns that inform the Commission's compliance and performance reports).

## A1.2 The Commission's licensing role

The Commission holds the statutory authority to grant, vary, transfer, approve the surrender of and revoke licences, and to exempt a utility from compliance with a condition of its licence in relation to a stated activity or in stated circumstances.

The Utilities Act provides for the determination by the Commission of annual licence fees for utilities. Determined fees cover a reasonable contribution towards the costs incurred, or expected to be incurred, by the Commission, the ACT Civil and Administrative Tribunal (ACAT), and the technical regulator. Considerations made by the Commission when determining annual licence fees include the extent of costs in relation to each utility, the annual licence fees payable by all utilities, and the relative scope and nature of the services provided by all utilities.

Until 2007–08, each utility paid an annual licence fee determined to be a reasonable contribution towards the costs incurred by the Commission, ACAT and the Technical Regulator in performing their statutory functions under the Utilities Act.

In May 2007, the Utilities Act was amended to provide for an energy industry levy to recover the amount of the territory's national and local regulatory costs in relation to energy industry sectors. Part 3A (energy industry levy) commenced on 1 July 2007 with the effect of progressively replacing annual licence fees for prescribed energy utilities. Part 3A provides for the making of determinations by the appointed Levy Administrator, currently the chief executive officer of the Commission.

National regulatory costs are the amount determined to be the cost to the territory of meeting its national regulatory obligations under the Australian Energy Market Agreement in relation to the Australian Energy Market Commission and the Ministerial Council on Energy's responsibilities under the agreement. Local regulatory costs are currently determined to be those incurred by the Commission, ACAT and the Technical Regulator.

From 2008–09, levy determinations were made for national and local regulatory costs for prescribed energy utilities while licence fees were determined for utilities involved with gas transmission and water and sewerage services. Prescribed energy utilities subject to the energy levy provisions are electricity and gas distribution and supply utilities which provided an energy utility service between 1 July and 15 September of the energy levy year or at any time during the previous levy year.

The Commission monitors and reports each year on the extent to which licensed utilities comply, or fail to comply, with their statutory obligations and the conditions of their licences, and on their performance of their licensed activities. The Commission also has extensive enforcement powers, especially for compliance with codes and pricing directions. Licensees may face significant penalties for contraventions of licence conditions.

### **A1.3 ACT Civil and Administrative Tribunal**

The responsibilities of ACAT in relation to complaints about utilities are established under part 12 of the Utilities Act.<sup>18</sup>

ACAT facilitates the resolution of complaints, may determine unresolved complaints, and ensures, as far as is practicable, that utility services (electricity, gas, water and sewerage) continue to be provided to people suffering financial hardship. It also protects the rights of consumers under the Act, and advises ministers with portfolio responsibilities under the Act and the Commission about systemic problems in relation to the operation the Utilities Act and other matters that come to its attention in the course of exercising its functions under Part 12.

### **A1.4 Industry codes**

Industry codes administered by the Commission in 2011–12 were as follows.

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<sup>18</sup> Under the *Justice and Community Safety Legislation (Amendment) Act 2008 (No. 2)*, the Essential Services Consumer Council was renamed the Energy and Water Consumer Council in July 2008. In February 2009, the functions of the Council were subsumed into ACAT.

#### **A1.4.1 Consumer Protection Code (July 2010)**

- outlines the basic rights of customers and consumers in relation to connection to and disconnection from a utility's network; the supply by a utility of electricity, gas, water and sewerage services; and access to product and service information;
- sets out the circumstances in which a utility can interrupt, restrict or disconnect supply of a utility service to a customer or consumer;
- outlines particular obligations that a utility must meet in dealing with customers or consumers;
- outlines obligations that a marketer has in relation to the marketing of electricity and gas supply services; and
- sets out the provisions that a utility must give effect to in its customer contracts for the provision of utility services.

#### **A1.4.2 Electricity Customer Transfer Code (June 2003)**

- sets out practices and procedures for transferring customers between electricity suppliers. The data access and transfer rules operate in conjunction with the National Electricity Code and the requirements of the Australian Energy Market Operator's transfer systems that operate under the code.

#### **A1.4.3 Electricity Feed-in Code (October 2010)**

- sets out practices and standards for the operation of the scheme for feed-in from renewable energy generators to the electricity network established under the Electricity Feed-in (Renewable Energy Premium) Act 2008.

#### **A1.4.4 Electricity Network Capital Contributions Code (August 2007)**

- outlines the principles and procedures by which an electricity distributor or an electricity supplier may impose a capital contribution charge, payable by a customer, for the costs incurred by the distributor in developing or augmenting its electricity network.

#### **A1.4.5 Electricity Network Use of System Code (December 2010)**

- imposes an obligation on an electricity distributor and an electricity supplier to enter into a commercial agreement setting out the terms upon which utility services relating to the distribution of electricity are provided by the distributor to the supplier.

#### **A1.4.6 Gas Network Boundary Code (December 2000)**

- defines the boundary between a gas transmission network and a gas distribution network; between connected gas distribution networks; and between a gas distributor's network and a customer's premises.

#### **A1.4.7 Gas Network Capital Contributions Code (August 2007)**

- outlines the principles and procedures by which a gas distributor or a gas supplier may impose a capital contribution charge, payable by a customer, for the costs incurred by the distributor in developing or augmenting its gas network.

#### **A1.4.8 Prepayment Meter System Code (July 2006)**

- outlines the basic rights of customers, consumers and utilities with respect to the provision of prepayment meter systems that are not otherwise covered by the Consumer Protection Code.

#### **A1.4.9 Water and Sewerage Network Boundary Code (December 2000)**

- defines the boundaries between water utilities' networks; between a water utility's network and a customer's premises; between sewerage utilities' networks; and between a sewerage utility's network and a customer's premises.

### **A1.5 Technical codes**

Technical codes administered by ESDD during 2011–12 were as follows.

#### **A1.5.1 Contestable Work Accreditation Code (August 2001)**

- This code requires each utility to prepare an accreditation scheme or adopt an approved accreditation scheme, and sets out those matters that must be included in an approved accreditation scheme. The purpose of the accreditation scheme is to accredit persons to undertake contestable work, such as electricity connection services

#### **A1.5.2 Electricity Distribution (Supply Standards) Code (December 2000)**

- prescribes minimum standards for the quality and reliability of electricity distributed through electricity networks.

#### **A1.5.3 Electricity Metering Code (December 2000)**

- sets out requirements relating to electricity metering with which an electricity distributor must comply in providing electricity connection services to

franchise customers and first-tier customers, and with which an electricity supplier must comply in providing electricity supply services to franchise customers and first-tier customers.

#### **A1.5.4 Electricity Service and Installation Rules Code (December 2000)**

- requires electricity distributors to develop service and installation rules that set out the requirements and associated obligations and procedures for the safe, reliable and efficient connection of electrical installations to an electricity network.

#### **A1.5.5 Emergency Planning Code (October 2011)**

- ensures that utilities have appropriate procedures, structures and arrangements for preventing, anticipating and responding to emergency events and potential emergency events.

#### **A1.5.6 Gas General Metering Code (December 2000)**

- sets out rules with which gas distributors must comply in providing connection services to customers and with which gas suppliers must comply in providing supply services to customers.

#### **A1.5.7 Gas Safety and Operating Plan Code (December 2000)**

- applies to operators of gas transmission and gas distribution networks to ensure the safe operation and maintenance of the networks and quality and pressure standards for gas conveyed through the networks.

#### **A1.5.8 Management of Electricity Network Assets Code (December 2000)**

- requires electricity distributors to design, construct, operate and maintain their electricity networks with reasonable care to avoid injury to any person or property.

#### **A1.5.9 Water and Sewerage Network (Design and Maintenance) Code (December 2000)**

- prescribes minimum standards for the design, construction, operation and maintenance of water networks and sewerage networks.

#### **A1.5.10 Water and Sewerage Service and Installation Code (December 2000)**

- requires water utilities and sewerage utilities to develop service and installation rules setting out the requirements and associated obligations and procedures for

the safe, reliable and efficient connection of a customer's premises to a water network and a sewerage network.

**A1.5.11 Water Metering Code (December 2000)**

- sets out matters relating to water metering.

**A1.5.12 Water Supply and Sewerage Service Standards Code (December 2000)**

- prescribes minimum standards for the quality and reliability of water supply distributed through water networks and for the provision of sewerage services, including the removal of sewage from customers' premises through sewerage networks.

## Appendix 2 Data tables for figures

This appendix lists the data tables used to generate each figure in the body of the report.

Table A2.1 Figure 1.1: ACT estimated population levels, end June 2000 to 2012 ('000)

Year ending June	Estimated population (000's)
2000	315.215
2001	319.317
2002	322.675
2003	325.661
2004	327.475
2005	330.164
2006	334.119
2007	341.567
2008	347.308
2009	353.806
2010	360.753
2011	367.752
2012	374.658

Source: Source: ABS 3101.0, Australian Demographic Statistics, Table 4E, Estimated Resident Population, States and Territories (number).

Table A2.2 Figure 1.2: ACT forecast population, low, medium and high ranges, end June 2006 to 2020

At end June	Projected Population (000's)		
	High	Medium	Low
2006	334.1	334.1	334.1
2007	339.8	339.8	339.8
2008	344.4	343.8	342.7
2009	349.6	347.8	345.0
2010	355.7	352.0	347.4
2011	361.8	356.2	349.6
2012	368.1	360.4	351.7
2013	374.4	364.6	353.7
2014	380.7	368.7	355.7
2015	387.2	372.9	357.6
2016	393.7	377.0	359.4
2017	400.4	381.1	361.1
2018	407.0	385.2	362.8
2019	413.8	389.2	364.3
2020	420.6	393.2	365.8

Source: ABS Population Projections, Australia 322.0, Table 5.11, Summary Tables, 2006 to 2101, page 88

Table A2.3 Figure 1.3: ACT annual rainfall, calendar years 1960 to 2011

Year	Annual rainfall (mm)	Five year average
1960	813.6	
1961	774.2	
1962	654	
1963	619.1	
1964	643.1	700.8
1965	400.3	
1966	692.1	
1967	352	
1968	515.2	
1969	759.1	543.74
1970	722.4	
1971	616	
1972	396.1	
1973	755	
1974	977	693.3
1975	771	
1976	592.8	
1977	513	
1978	771	
1979	392.2	608
1980	476.8	
1981	651.4	
1982	261.6	
1983	757	
1984	739.6	577.28
1985	567.8	
1986	529.6	
1987	587.8	
1988	765	
1989	825.4	655.12
1990	617.2	
1991	598.2	
1992	770.8	
1993	692.2	
1994	383.4	612.36
1995	801	
1996	672.6	
1997	411.8	
1998	669.2	

Appendix 2- Data tables for figures

Year	Annual rainfall (mm)	Five year average
1999	711.8	653.28
2000	626.4	
2001	500	
2002	505.4	
2003	569.2	
2004	435.2	527.24
2005	648.6	
2006	361.2	
2007	568.4	
2008	534.8	509.64
2009	431.4	
2010	959.6	
2011	577.7	
2012	699.1	640.52

Source: Source: Bureau of Meteorology, <http://www.bom.gov.au/climate/data/weather-data.shtml>

Table A2.4 Figure: 1.4 ACT mean minimum temperatures, calendar years 1960 to 2012

Year	Mean minimum temperature (°C)
1960	5.8
1961	5.9
1962	5.6
1963	6.4
1964	6.1
1965	5.7
1966	5.9
1967	6.1
1968	6.8
1969	6.3
1970	5.8
1971	5.7
1972	5.6
1973	7.7
1974	6.5
1975	6.8
1976	6.1
1977	6.3
1978	6.8
1979	6.6
1980	7.1
1981	7.7
1982	6.5
1983	7.7
1984	5.7
1985	6.2
1986	6.2
1987	6.1
1988	7.6
1989	7.2
1990	7.3
1991	7.2
1992	6.5
1993	6.6
1994	6
1995	6.9
1996	6.2
1997	6.5
1998	7.5
1999	6.5

*Appendix 2- Data tables for figures*

Year	Mean minimum temperature (°C)
2000	6.9
2001	6.6
2002	6.7
2003	7.3
2004	7
2005	7.3
2006	7
2007	8.3
2008	7.1
2009	7.5
2010	7.3
2011	6.4
2012	5.6

Source: Bureau of Meteorology, <http://www.bom.gov.au/climate/data/weather-data.shtml>

Table A2.5 Figure 1.5: ACT mean maximum temperatures, calendar years 1960 to 2012

Year	Mean maximum temperature (°C)
1960	12.9
1961	13.5
1962	13.3
1963	12.8
1964	12.8
1965	14.4
1966	12.8
1967	14.1
1968	12.9
1969	12.9
1970	12.9
1971	13.4
1972	14.5
1973	12.2
1974	12.2
1975	12.6
1976	12.9
1977	13.7
1978	12.2
1979	13.9
1980	13.9
1981	12.2
1982	14.7
1983	11.7
1984	13.1
1985	13.4
1986	13.2
1987	13.9
1988	12.5
1989	11.7
1990	12.4
1991	13.2
1992	11.9
1993	13
1994	14.4
1995	12.1
1996	12.9
1997	14.5
1998	13
1999	13.4

Year	Mean maximum temperature (°C)
2000	12.9
2001	14.1
2002	14.3
2003	13
2004	14.1
2005	13.7
2006	14.8
2007	12.9
2008	13.3
2009	14.2
2010	13
2011	13.9
2012	14.5

Source: Bureau of Meteorology, <http://www.bom.gov.au/climate/data/weather-data.shtml>

Table A2.6 Figure 2.1: Energy distributed (GWh), electricity distribution, ActewAGL Distribution, 2007–08 to 2011–12

Year	Residential	Non-residential	Total
2007–08	1,150	1,681	2,831
2008–09	1,176	1,703	2,879
2009–10	1,195	1,713	2,908
2010–11	1,214	1,716	2,930
2011–12	1,121	1,764	2,885

Table A2.7 Figure 2.2: Sales volume (GWh), electricity supply, residential and non-residential, 2007–08 to 2011–12

Year	Residential	Non-residential	Total
2007–08	1,142	1,676	2,818
2008–09	1,167	1,699	2,866
2009–10	1,194	1,721	2,915
2010–11	1,197	1,740	2,937
2011–12	1,154	1,739	2,893

**Table A2.8** Figure 2.3: Average electricity consumption (MWh per customer), residential customers and non-residential customers, 2007–08 to 2011–12

Year	Residential	Non-residential
2007–08	8.30	121.69
2008–09	8.35	121.13
2009–10	8.34	121.54
2010–11	7.91	119.70
2011–12	7.67	119.49

**Table A2.9** Figure 2.4: Customer supply point numbers, gas and electricity distribution, 2007–08 to 2011–12

Year	Gas	Electricity
2007–08	94,590	161,061
2008–09	100,254	164,900
2009–10	104,423	168,937
2010–11	107,825	168,937
2011–12	111,645	173,186

**Table A2.10** Figure 2.5: Volume of gas distributed (TJ), gas distribution, 2007–08 to 2011–12

Year	Volume (TJ)
2007–08	6,925
2008–09	7,695
2009–10	7,921
2010–11	8,633
2011–12	8,730

**Table A2.11** Figure 4.1: Average electricity charges for residential and non-residential customers (\$/MWh), electricity retailers, 2007–08 to 2011–12

Year	Residential	Non-residential
2007–08	131.0	147.4
2008–09	145.4	127.9
2009–10	152.4	135.9
2010–09	164.7	139.3
2011–12	172.4	115.7

Table A2.12 Figure 8.1: Network losses, electricity distribution, ActewAGL Distribution, 2007–08 to 2011–12

Year	Network Loss (%)
2007–08	4.39
2008–09	4.33
2009–10	4.64
2010–11	4.70
2011–12	4.13

Table A2.13 Figure 8.2 Unaccounted for gas, proportion of gas entering the distribution network (%), gas distribution, ActewAGL Distribution, 2007–08 to 2011–12

Year	Network Loss (%)
2007–08	1.63
2008–09	1.49
2009–10	1.48
2010–11	2.03
2011–12	1.69

Table A2.14 Figure 8.3 Unaccounted-for water, proportion of total volume (%), ACTEW Corporation, 2006–07 to 2011–12

Year	Unaccounted-for-water (%)
2007–08	8.6
2008–09	7.6
2009–10	8.0
2010–11	8.1
2011–12	7.6

Table A2.15 Figure 8.4: Annual residential electricity consumption (MWh per customer), 2007–08 to 2011–12

Year	Residential consumption (MWh per customer)
2007–08	8.30
2008–09	8.35
2009–10	8.34
2010–11	7.91
2011–12	7.67

Table A2.16 Figure 8.5 Annual residential gas consumption (GJ per customer), 2007–08 to 2011–12

Year	Residential consumption (GJ per customer)
2007–08	48.1
2008–09	49.5
2009–10	47.4
2010–11	47.1
2011–12	47.4

Table A2.17 Figure 8.6 Annual residential water supplied (kL per property), 2007–08 to 2011–12

Year	Residential consumption (kL per property)
2007–08	195
2008–09	201
2009–10	199
2010–11	177
2011–12	181

Table A2.18 Figure 8.7: Environmental flows, volumes and proportion of total volumes supplied, water supply, ACTEW Corporation, 2007–08 to 2011–12

Year	Environmental flow (GL)	Total water supplied (GL)	% total water supplied
2007–08	6.7	91.796	7.26
2008–09	5.3	92.696	5.68
2009–10	10.0	97.949	10.21
2010–11	9.2	40.945	22.47
2011–12	6.2	46.397	13.26



## Appendix 3 ACT Licensed energy retailers

Table A3.1 Licensed electricity suppliers, ACT, licence effective date, licensed as at 30 June 2012 and sales activity in 2011–12

Retailer--Electricity	Licence effective from	Licensed at 30 June 2012	Sales 2011–12
ActewAGL Retail	1 July 2001	Yes	Yes
AGL Sales Pty Ltd	1 July 2001	Yes	Yes
AGL Sales (Queensland Electricity) Pty Ltd	1 July 2001	Yes	No
Aurora Energy Pty Ltd	16 July 2005	Yes	Yes
Ausgrid <sup>1</sup>	1 July 2001	No	No
Australian Power and Gas Pty Ltd	1 July 2008	Yes	No
Dodo Power & Gas Pty Ltd	21 September 2007	Yes	No
ERM Power Retail Pty Ltd	10 December 2007	Yes	Yes
Essential Energy (formerly Country Energy) <sup>2</sup>	1 July 2001	Yes	Yes
GoEnergy Pty Ltd (formerly Cozero Retail Pty Ltd) <sup>3</sup>	4 May 2007	Yes	No
Momentum Energy Pty Ltd	10 August 2009	Yes	Yes
Origin Energy Electricity Ltd	1 July 2001	Yes	Yes
Powerdirect Pty Ltd	8 July 2004	Yes	Yes
Red Energy Pty Ltd	1 January 2006	Yes	Yes
Sanctuary Energy Pty Ltd <sup>4</sup>	1 July 2009	Yes	No
SUN Retail Pty Ltd	1 July 2001	Yes	No
TRUenergy Pty Ltd	1 July 2001	Yes	Yes
TRUenergy Yallourn Pty Ltd	1 July 2001	Yes	Yes

1. On 8 July 2011 Ausgrid (formerly Energy Australia) wrote to the Commission seeking to surrender its electricity supply licence. The Commission has accepted an early surrender of Ausgrid's electricity supply licence effective from 31 July 2011.

2. Name change effective 19 October 2011

3. Name change effective 24 April 2012

4. The Commission decided to revoke Sanctuary Energy's electricity supply licence effective from 2 September 2011

**Table A3.2 Licensed gas retailers, ACT, licence effective date, licensed as at 30 June 2012 and sales activity in 2011–12**

Retailer--gas	Licence effective from	Licensed at 30 June 2012	Sales 2011–12
ActewAGL Retail	1 July 2001	Yes	Yes
AGL Sales Pty Ltd	8 November 2010	Yes	No
Ausgrid <sup>1</sup>	22 July 2003	No	No
Australian Power and Gas Pty Ltd	1 July 2008	Yes	No
Dodo Power & Gas Pty Ltd	21 September 2007	Yes	No
Essential Energy (formerly Country Energy) <sup>2</sup>	3 February 2003	Yes	Yes
GoEnergy Pty Ltd (formerly Cozero Retail Pty Ltd) <sup>3</sup>	4 May 2007	Yes	No
SUN Retail Pty Ltd	1 July 2001	Yes	No
TRUenergy Pty Ltd	17 August 2005	Yes	Yes

1. On 6 October 2011 Ausgrid (formerly Energy Australia) wrote to the Commission seeking to surrender its gas supply licence. The Commission has accepted an early surrender of Ausgrid's gas supply licence effective from 31 October 2011.

2. Name change effective 19 October 2011

3. Name change effective 24 April 2012

## Appendix 4 Compliance and performance reports issued, 2004 to 2013

### Reports issued 2013

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### Reports issued 2012

- Report 7 of 2012: Licensed Electricity, Gas, Water and Sewerage Utilities—Compliance and Performance Report for 2010–11 (August 2012)

### Reports issued 2011

- Report 5 of 2011: Licensed Electricity, Gas, Water and Sewerage Utilities—Compliance and Performance Report for 2008–09 (June 2011)
- Report 10 of 2011: Licensed Electricity, Gas, Water and Sewerage Utilities—Compliance and Performance Report for 2009–10 (November 2011)

### Reports issued 2009

- Report 5 of 2009: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance and Performance Report for 2006–2007 (June 2009)
- Report 6 of 2009: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance and Performance Report for 2007–2008 (June 2009)

### Reports issued 2008

- Report 5 of 2008: Licensed Electricity, Gas and Water and Sewerage Utilities—Performance Report for 2005–2006 (December 2008)

### Reports issued 2007

- Report 1 of 2007: Licensed Electricity, Gas and Water and Sewerage Utilities—Performance Report for 2004–2005 (February 2007)
- Report 10 of 2007: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance Report for 2005–2006 (November 2007)

### Reports issued 2006

- Report 4 of 2006: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance Report for 2004–05 (February 2006)

### Reports issued 2005

- Report 2 of 2005: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance Report for 2003–2004 (March 2005)

- Report 8 of 2005: Licensed Electricity, Gas and Water and Sewerage Utilities—Performance Report for 2003–2004 (September 2005)

**Reports issued 2004**

- Report 1 of 2004: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance and Performance Report for 2001–2002 (January 2004)
- Report 13 of 2004: Licensed Electricity, Gas and Water and Sewerage Utilities—Compliance and Performance Report for 2002–2003 (July 2004)

## Appendix 5 Acronyms and abbreviations

ABS	Australian Bureau of Statistics
ACAT	ACT Civil and Administrative Tribunal
ACT	Australian Capital Territory
ACTPLA	ACT Planning and Land Authority
Commission	Independent Competition and Regulatory Commission
EPA	Environment Protection Authority
EAPL	East Australian Pipeline Limited
ESDD	Environment and Sustainable Development Directorate
GJ	gigajoule
GL	gigalitre
GWh	gigawatt hour
ICRC	Independent Competition and Regulatory Commission
kL	kilolitre
km	kilometre
km <sup>2</sup>	square kilometres
kPa	kilopascal
KPI	key performance indicator
kV	kilovolt
kWh	kilowatt hour
MJ	megajoule
ML	megalitre
MWh	megawatt hour
POTS	packaged off-take station

*Appendix 5- Acronyms and abbreviations*

PRS	primary regulating station
TJ	terajoule
TRS	trunk receiving station
Utilities Act	<i>Utilities Act 2000</i>
WSAA	Water Services Association of Australia

## Appendix 6 Statistical Appendix- Performance Statistics, ACT Utilities

Table A6.1 ActewAGL Distribution's network, metered supply points and energy delivered, 2006–07 to 2011–12

Item	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>Number of metered supply points (at end June 2011)</b>						
Residential	142,410	143,281	144,929	149,197	152,911	156,926
Non-residential	13,949	15,174	16,132	15,703	16,026	16,260
<b>Total supply points</b>	<b>156,359</b>	<b>158,455</b>	<b>161,061</b>	<b>164,900</b>	<b>168,937</b>	<b>173,186</b>
<b>Energy delivered (GWh)</b>						
Residential	1,148	1,150	1,176	1,195	1,214	1,121
Non-residential	1,651	1,681	1,703	1,713	1,716	1,764
<b>Total energy delivered</b>	<b>2,799</b>	<b>2,831</b>	<b>2,879</b>	<b>2,908</b>	<b>2,930</b>	<b>2,885</b>
<b>Energy delivered as proportion (%)</b>						
Residential	41.01	40.62	40.85	41.09	41.43	38.86
Non-residential	58.99	59.38	59.15	58.91	58.57	61.14
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Source: ActewAGL Distribution reports to the ICRC.

**Table A6.2 Key business descriptors, electricity distribution, ActewAGL Distribution, 2008–09 to 2011–12**

Item	2008–09	2009–10	2010–11	2011–12
Distribution losses <sup>1</sup> (%)	4.325	4.64	4.7	4.1
Network service area (km <sup>2</sup> )	2,358	2,358	2,358	2,358
Number of poles—distribution	53,020	52,890	52,745	52,965
Peak demand—distribution (MW)	607	604	614	674

1 Based on five-year moving average.

Source: ActewAGL Distribution's 2007–08, 2008–09 and 2010–11 annual reports to ICRC.

Table A6.3 Customer numbers, sales and average consumption, electricity retail, ACT, 2006–07 to 2011–12

Item	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>Customer numbers</b>						
Residential	137,016	137,582	139,793	143,187	151,290	150,388
Non-residential	12,421	13,772	14,026	14,161	14,536	14,551
<b>Total numbers</b>	<b>149,437</b>	<b>151,354</b>	<b>153,819</b>	<b>157,348</b>	<b>165,826</b>	<b>164,939</b>
<b>Customer sales (GWh)</b>						
Residential	1,148	1,142	1,167	1,194	1,197	1,154
Non-residential	1,651	1,676	1,699	1,721	1,740	1,739
<b>Total sales</b>	<b>2,799</b>	<b>2,818</b>	<b>2,866</b>	<b>2,915</b>	<b>2,937</b>	<b>2,893</b>
<b>Average consumption (MWh/customer)</b>						
Residential	8.38	8.30	8.35	8.34	7.91	7.67
Non-residential	132.92	121.69	121.13	121.54	119.70	119.49
<b>Average, all categories</b>	<b>18.73</b>	<b>18.62</b>	<b>18.63</b>	<b>18.52</b>	<b>17.71</b>	<b>17.54</b>

Note: The reported sales by suppliers may not equate to the reported distribution volumes reported by distributors because of differences in timing of billing cycles.

Source: Licensed electricity utilities, annual reports to ICRC.

**Table A6.4 Gas distribution, pipeline details, gas delivered and customers connected, 2009–10 to 2011–12**

Item	2009–10	2010–11	2011–12
Pipeline length at 30 June (km)			
Medium pressure <sup>1</sup>	3,735	3,797	3,771
High pressure <sup>2</sup>	263	267	255
Total pipeline length	3,998	4,064	4,026
Number of delivery point identifiers at 30 June	104,423	107,825	111,645
Quantity of gas entering the distribution network (TJ) <sup>3</sup>	7,921	8,633	8,730
Quantity of gas billed (TJ) <sup>4</sup>			
Small customers (<1 TJ/year)	6,718	5,442	5,515
Large customers (>1 TJ/year)	1,067	2,201	2,197
Total quantity of gas billed	7,785	7,642	7,712

1. ActewAGL mains operating at <1,050 kPa in ACT only.
2. ActewAGL mains operating at 1,050 kPa and above in ACT only.
3. ACT only.
4. ACT only.

Source: ActewAGL Distribution annual reports to ICRC

Table A6.5 Customer numbers and sales, gas retail, 2006–07 to 2011–12

Item	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>Customer numbers</b>						
Residential	91,177	92,107	91,944	95,197	102,993	105,064
Non-residential	1,977	2,106	2,075	1,778	2,167	2,238
<b>Total numbers</b>	<b>93,154</b>	<b>94,213</b>	<b>94,019</b>	<b>96,975</b>	<b>105,160</b>	<b>107,302</b>
<b>Customer sales (TJ)</b>						
Residential	4,196	4,432	4,553	4,513	4,855	4,982
Non-residential	2,307	2,784	2,554	2,567	2,787	2,730
<b>Total sales</b>	<b>6,503</b>	<b>7,216</b>	<b>7,107</b>	<b>7,080</b>	<b>7,642</b>	<b>7,712</b>
<b>Average consumption (GJ/customer)</b>						
Residential	46	48	50	47	47	47
Non-residential	1,167	1,322	1,231	1,444	1,286	1,220
<b>Overall average consumption per customer</b>	<b>70</b>	<b>77</b>	<b>76</b>	<b>73</b>	<b>73</b>	<b>72</b>

Source: Licensed gas supply utilities' annual reports to ICRC.

Table A6.6 Sources and levels of water supply (ML), ACT, 2006–07 to 2011–12

Sources of water	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Surface water <sup>1</sup>	51,060	43,694	44,950	45,315	40,945	41,790
Recycling	2,104	3,789	4,207	4,249	4,305	4,607
<b>Total supply</b>	<b>53,164</b>	<b>47,483</b>	<b>49,157</b>	<b>49,564</b>	<b>45,250</b>	<b>46,397</b>

1. Includes water supplied to the Queanbeyan City Council.

Source: Water Services Association of Australia, National Performance Report 2011–2012: urban water utilities, National Water Commission, Canberra, April 2012

Table A6.7 Revenue, customer numbers, consumption and charges, electricity retail, ACT, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>Revenue (\$m, nominal)</b>						
Residential	131.6	151.4	169.7	182.0	197.1	198.9
Non-residential	192.7	210.0	217.2	233.9	242.4	201.1
<b>Total revenue</b>	<b>324.3</b>	<b>361.4</b>	<b>386.9</b>	<b>415.8</b>	<b>440</b>	<b>400</b>
<b>Customers (no.)</b>						
Residential	137,016	137,582	139,793	143,187	151,290	150,388
Non-residential	13,772	13,772	14,026	14,161	14,536	14,551
<b>Total customers</b>	<b>150,788</b>	<b>151,354</b>	<b>153,819</b>	<b>157,348</b>	<b>165,826</b>	<b>164,939</b>
<b>Consumption (GWh)</b>						
Residential	1,148	1,142	1,167	1,194	1,197	1,154
Non-residential	1,651	1,676	1,699	1,721	1,740	1,739
<b>Total consumption</b>	<b>2,799</b>	<b>2,818</b>	<b>2,866</b>	<b>2,915</b>	<b>2,937</b>	<b>2,893</b>
<b>Average consumption/customer (MWh)</b>						
Residential	8.4	8.30	8.35	8.34	7.91	7.67
Non-residential	141.6	121.7	121.1	121.5	119.7	119.5
<b>Average consumption all customers</b>	<b>18.8</b>	<b>18.6</b>	<b>18.6</b>	<b>18.5</b>	<b>18</b>	<b>18</b>
<b>Average total charge (\$) (nominal)</b>						
Residential	961	1,100	1,213	1,271	1,303	1,323
Non-residential	16,530	15,248	15,488	16,516	16,678	13,821
<b>Average total charge all customers</b>	<b>2,181</b>	<b>2,387</b>	<b>2,515</b>	<b>2,643</b>	<b>2,651</b>	<b>2,425</b>

Appendix 6- Statistical Appendix- Performance Statistics, ACT Utilities

Indicator	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Average charge per unit (\$/MWh)</b>						
Residential	114.7	132.6	145.4	152.4	164.7	172
Non-residential	116.7	125.3	127.9	135.9	139.3	115.7
<b>Average charge per unit all customers</b>	<b>115.9</b>	<b>128.3</b>	<b>135</b>	<b>142.7</b>	<b>149.7</b>	<b>138.3</b>

Source: Licensed electricity utilities' annual reports to ICRC.

Table A6.8 Revenue, customer numbers, consumption and average charges, gas retail, ACT, 2006–07 to 2011–12

Contract category	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>Revenue (\$m)</b>						
Residential	67.4	76.7	90.8	97.5	108.2	119.4
Non-residential	22.8	25.8	31.0	30.9	36.0	39.3
<b>Total revenue</b>	<b>90.2</b>	<b>102.5</b>	<b>121.8</b>	<b>128.3</b>	<b>144</b>	<b>159</b>
<b>Customers (no.)</b>						
Residential	91,177	92,107	91,944	95,197	102,993	105,064
Non-residential	1,977	2,106	2,075	1,778	2,167	2,238
<b>Total customer numbers</b>	<b>93,154</b>	<b>94,213</b>	<b>94,019</b>	<b>96,975</b>	<b>105,160</b>	<b>107,302</b>
<b>Consumption (TJ)</b>						
Residential	4,196	4,432	4,553	4,513	4,855	4,982
Non-residential	2,307	2,784	2,554	2,567	2,787	2,730
<b>Total consumption</b>	<b>6,503</b>	<b>7,216</b>	<b>7,107</b>	<b>7,080</b>	<b>7,642</b>	<b>7,712</b>
<b>Average consumption per customer (GJ)</b>						
Residential	46.0	48.1	49.5	47.4	47.1	47.4
Non-residential	1,166.9	1,321.8	1,230.8	1,443.7	1,286.2	1,219.9
<b>Average consumption all customers</b>	<b>69.8</b>	<b>76.6</b>	<b>75.6</b>	<b>73</b>	<b>73</b>	<b>72</b>
<b>Average total charge per customer (\$)</b>						
Residential	739.0	832.6	987.7	1,023.7	1,050.3	1,136.5
Non-residential	11,526.0	12,257.0	14,931.0	17,369.0	16,600.8	17,543.3
<b>Average total charge all customers</b>	<b>967.9</b>	<b>1,087.9</b>	<b>1,295.5</b>	<b>1,323.4</b>	<b>1,370.8</b>	<b>1,478.7</b>

Contract category	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
<b>Average unit charge per customer (\$/GJ)</b>						
Residential	16.1	17.3	19.9	21.6	22.3	24.0
Non-residential	9.9	9.3	12.1	12.0	12.9	14.4
<b>Average unit charge all customers</b>	<b>13.9</b>	<b>14.2</b>	<b>17.1</b>	<b>18.1</b>	<b>18.9</b>	<b>20.6</b>

Source: Licensed gas utilities' annual reports to ICRC

Table A6.9 Revenue and capital expenditure, water services, ACTEW Corporation, 2006-07 to 2011-12<sup>1</sup>

Indicator	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Number of connected properties ('000) <sup>2</sup>	140	141	144	146	150	154
Total urban water supplied (ML)	47,699	40,749	41,797	41,572	37,371	40,355
Total revenue water(\$'000) <sup>3</sup>	76,031	82,754	101,958	102,085	92,431	112,800
Typical residential bill (\$/customer)	383	473	484	492	446	517
Capital expenditure (\$'000 nominal)	22,535	53,082	97,424	168,165	218,745	192,363

1. Levels quoted may vary from earlier data supplied by ACTEW due to different definitions used

2. residential and non-residential

3. Does not include ACT government water abstraction charge or utilities network facilities tax

Source: Water Services Association Australia, National Performance Report 2011-2012: urban water utilities.

Table A6.10 Property numbers and revenue, sewerage services, ACTEW Corporation, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Number of connected properties ('000)	139	141	144	145	149	153
Total revenue (\$'000) <sup>1</sup>	94,642	97,376	100,390	105,258	113,821	125,260
Average revenue per property <sup>1</sup>	660	670	676	726	764	819
Capital expenditure (\$'000, nominal)	12,135	22,126	54,724	22,574	21,419	23,575

1. Does not include ACT government utilities network facilities tax

Source: Water Services Association Australia, National Performance Report 2011–2012: urban water utilities.

Table A6.11 ACT residential tariff structure for water and sewerage, from 1 July 2009 to 1 July 2011

Tariff item	Description	Tariffs from 1 July 2010	Tariffs from 1 July 2011	Tariffs from 1 July 2012
Fixed charge (\$/property—water)		92.08	95.63	99.83
User charge water—first step (\$/kL)	Up to 548 litres per day	2.00	2.33	2.43
User charge water- second step (\$/kL)	Above 548 litres	4.01	4.66	4.86
Fixed charge – sewerage (\$/property)		516.11	555.39	600.65

Source: ActewAGL website:www.actewagl.com.au.

**Table A6.12 Customer complaints, electricity distribution, ActewAGL Distribution, 2007–08 to 2011–12**

Complaint item	2007–08	2008–09	2009–10	2010–11	2011–12
Reliability of supply	7	26	10	26	25
Technical quality of supply	7	5	9	1	35
Administrative process or customer service	253	181	259	256	34
Property damage/restoration of property	139	86	75	43	36
Connections	17	12	11	8	10
Metering/meter reading	14	15	13	6	19
Failure to provide notice or provision of insufficient notice	225	209	183	196	158
Other network operations	NA	26	1	24	0
Other	98	51	75	136	136
<b>Total</b>	<b>760</b>	<b>611</b>	<b>636</b>	<b>696</b>	<b>453</b>

NA = not available

1 The total number of complaints may differ from the total number reported by ActewAGL Distribution. The totals presented in the table represent the sum of the complaints attributed to each category.

Source: ActewAGL Distribution's annual reports to ICRC.

Table A6.13 Response to complaints and notifications, electricity distribution, ActewAGL Distribution, 2009–10 to 2011–12

Complaint response	2009–10	2010–11	2011–12
<b>No. of complaints received</b>	555	488	453
No. of complaints responded to within 20 business days	531	472	434
<b>No. of notifications of network problems or concerns about licensee's network received</b>	8,697	9,252	8,705
No. of notifications of network problems likely to affect public health or cause damage to person or property	198	281	207
No. of responses not made within 6 hours	213	49	na
No. of notifications of network problems not likely to affect public health, or cause damage to person or property	8,499	8,983	8,497
No. of responses not made within 48 hours	-	-	-
<b>No. of planned interruptions to services</b>	2,207	1,636	1,555
No. of times licensee did not provide at least 2 days notice	416	15	156
No. of times supply not restored within 12 hours of initial interruption	4	10	-
<b>No. of unplanned interruptions to services</b>	625	839	822
No. of times supply not restored within 12 hours of initial interruption	2	18	-

Source: ActewAGL Distribution's annual reports to ICRC.

**Table A6.14 Complaints, electricity retailers, 2009–10 to 2011–12**

Complaint item	2009–10	2010–11	2011–12
Billing and affordability	244	199	306
Marketing	16	10	20
Other retail matters	664	295	249
<b>Total number</b>	<b>924</b>	<b>504</b>	<b>575</b>

Source: Licensed electricity utilities' annual reports to ICRC.

**Table A6.15 Responses to complaints, ACT electricity retailers, 2009–10 to 2011–12**

Complaint response item	2009–10	2010–11	2011–12
Total number of complaints	924	504	575
Complaints responded to within 20 business days	819	437	420

Source: Licensed electricity utilities' annual reports to ICRC.

Table A6.16 Complaints, type and number, gas distribution ActewAGL Distribution, 2008–09 to 2011–12

Complaint item	2008–09	2009–10	2010–09	2011–12
Property damage/restoration of property	6	6	1	0
Administrative process or customer service	3	1	0	0
Quality and reliability of supply	1	3	1	0
Connections	4	7	4	0
Metering/meter reading	0	0	3	0
Failure to provide, or insufficient, notice	0	1	0	0
Unplanned interruptions	0	0	0	0
Other	0	2	6	24
<b>Total</b>	<b>14</b>	<b>20</b>	<b>15</b>	<b>24</b>

Source: ActewAGL Distribution's annual reports to ICRC.

**Table A6.17 Response to complaints and notifications, gas distribution, ActewAGL Distribution, 2009–10 to 2011–12**

Complaint and notification response item	2009–10	2010–11	2011–12
<b>Total number of complaints</b>	<b>20</b>	<b>15</b>	<b>24</b>
Number responded to in 20 business days	18	12	24
<b>Number of notifications of network problems or concerns about licensee’s network received in 2010–11</b>	<b>1,506</b>	<b>2,042</b>	<b>2,036</b>
Notifications likely to affect public health, or cause damage to person or property	258	273	238
Number of responses not made within 6 hours	0	0	0
Notifications not likely to affect public health, or cause damage to person or property	1,248	1,769	1,798
Number of responses not made within 48 hours	217	98	222

Source: ActewAGL Distribution’s annual reports to ICRC.

**Table A6.18 Complaints, gas supply, ACT retailer7s, 2008–09 to 2011–12**

Complaint item	2008–09	2009–10	2010–11	2011–12
Billing and affordability	411	567	815	785
Marketing	27	17	19	20
Other retail	526	438	749	714
<b>Total</b>	<b>964</b>	<b>1022</b>	<b>1583</b>	<b>1519</b>

Source: Licensed gas utilities’ annual reports to ICRC.

Table A6.19 Complaints, water supply, 2007–08 to 2011–12

Complaint item <sup>1</sup>	2007–08	2008–09	2009–10	2010–11	2011–12
Water quality <sup>2</sup>	144	191	159	155	131
Water supply reliability	7	3	1	14	48
Property damage / restoration of property	49	54	105	81	78
Accounts / billing	44	63	59	91	109
Metering / meter reading	12	7	68	95	97
Failure to provide sufficient, notice	4	9	7	50	47
Unplanned interruptions	1	3	1	14	27
Other complaints	140	219	78	91	84
<b>Total</b>	<b>401</b>	<b>549</b>	<b>478</b>	<b>591</b>	<b>621</b>

1 A complaint is defined as 'any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected.' It does not include queries or requests for advice.

2 A water quality complaint is any complaint regarding discolouration, taste, odour, stained washing, illness, etc.

Source: ACTEW Corporation's annual reports to ICRC.

Table A6.20 Complaints, sewerage services, 2007–08 to 2011–12

Complaint item	2007–08	2008–09	2009–10	2010–11	2011–12
Sewage odour <sup>1</sup>	9	26	15	7	6
Sewerage services reliability and quality	27	29	40	76	30
Property damage / restoration of property	28	26	74	125	85
Accounts/billing	0	0	0	0	0
Failure to provide, or insufficient, notice	1	0	4	8	3
Unplanned interruptions	18	19	40	40	0
Other networks	14	0	22	165	95
<b>Total sewerage services</b>	<b>97</b>	<b>100</b>	<b>195</b>	<b>421</b>	<b>219</b>

<sup>1</sup> This includes all sewage odour complaints, irrespective of whether the business believes the odour was attributable to another non-business source.

Source: ACTEW Corporation's annual reports to ICRC.

Table A6.21 Responses to complaints—obligations under Consumer Protection Code, water supply, 2006–07 to 2010–11

Complaint response item	2007–08	2008–09	2009–10	2010–11	2011–12
No. of customer connections that failed to meet the performance standard specified in the Consumer Protection Code	0	0	0	0	0
Percentage of total connections	0	0	0	0	0
No. of consumer/customer complaints received	401	541	474	591	550
No. responded to within 20 business days	376	541	467	572	550
No. of notifications of network problems or concerns about the licensee's network received	3,673	3,944	3,525	3,509	3,200
No. of notifications related to damage or harm to, or fault with, the licensee's network that was likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property	64	108	114	71	32
No. of responses not made within 6 hours	0	0	0	0	0
No. of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause, substantial damage or harm to a person or property	3,609	3,836	3,411	3,438	3,168
No. of responses not made within 48 hours	859	980	855	700	511
No. of problems or concerns not resolved in the time specified in the response	116	126	123	147	86
No. of planned interruptions to services	1,414	4,750	6,219	5,481	6,811
No. of instances where licensee did not provide at least 2 days' notice of a planned interruption to each premises affected	0	0	0	22	0
No. of instances where supply was not restored within 12 hours of initial interruption	0	0	0	0	0
No. of unplanned interruptions to services	594	692	657	752	465
No. of instances where supply not restored within 12 hours of initial interruption	0	2	0	0	0
No. of claims for a rebate for failing to meet the performance standards specified in Schedule 1 to the Consumer Protection Code	0	0	0	0	1
No. of rebates paid to customers	2	0	0	0	1
Total value of rebates paid (\$)	40	0	0	0	50

Source: ACTEW Corporation's annual reports to ICRC.

**Table A6.22** Response to complaints—obligations under Consumer Protection Code, sewerage services, 2006–07 to 2010–11

Complaint response item	2007–08	2008–09	2009–10	2010–11	2011–12
No. of customer connections that failed to meet the performance standard specified in the Consumer Protection Code	0	0	0	0	0
Percentage of total connections	0	0	0	0	0
No. of complaints received	97	100	155	421	290
No. responded to within 20 business days	96	100	152	382	290
No. of notifications of network problems or concerns about the licensee's network received	5,252	5,593	5,249	3,485	2,660
No. of notifications related to damage or harm to, or fault with, the licensee's network that was likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property	21	28	25	16	15
No. of responses not made within 6 hours	0	0	0	0	0
No. of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause, substantial damage or harm to a person or property	5,231	5,565	5,224	3,469	2,645
No. of responses not made within 48 hours	15	27	23	30	33
No. of problems or concerns not resolved in the time specified in the response	63	74	71	47	34
No. of planned interruptions to services	0	0	0	0	0
Number of instances where licensee did not provide at least 2 days' notice of a planned interruption to each premises affected	0	0	0	0	0
No. of instances where supply was not restored within 12 hours of initial interruption	0	0	0	0	0
No. of unplanned interruptions to services	2,059	2,229	2,220	1,608	1,266
No. of instances where supply not restored within 12 hours of initial interruption	1	2	1	3	1
No. of claims for a rebate for failing to meet the performance standards specified in Schedule 1 to the Consumer Protection Code	0	0	0	0	0
No. of rebates paid to customers	0	0	0	0	0
Total value of rebates paid (\$)	0	0	0	0	0

Source: ACTEW Corporation's annual reports to ICRC.

**Table A6.23** Planned interruptions, performance indices, electricity distribution, ActewAGL Distribution, 2006–07 to 2011–12

Index	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>SAIDI (average minutes per customer per year without power)</b>						
Urban	52.2	64.6	59.4	51.5	53.4	48.0
Rural	31.6	38.8	35.9	45.3	56.7	15.6
Network total	51.4	63.6	58.6	51.3	54.3	45.9
<b>SAIFI (average number interruptions per customer per year)</b>						
Urban	0.21	0.25	0.25	0.24	0.24	0.2
Rural	0.14	0.16	0.17	0.2	0.24	0.1
Network total	0.21	0.25	0.25	0.24	0.24	0.216
<b>CAIDI (average duration in minutes per interruption)</b>						
Urban	243.4	255	235.6	215.6	222.2	212.2
Rural	225.3	247	205.8	229.7	241.6	205.2
Network total	243	254.8	234.8	216.1	222.9	212.1

Source: ActewAGL Distribution's annual reports to ICRC.

Table A6.24 Unplanned interruptions, performance indices, electricity distribution, ActewAGL Distribution, 2006–07 to 2011–12

Index	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
<b>SAIDI (average minutes per customer per year without power)</b>						
Urban	30.7	26.2	33.7	29.7	45.5	33.2
Rural	70.7	10.5	17.0	26.1	92.5	22.7
Network total	32.2	25.6	33	29.6	47.7	32.52
<b>SAIFI (average number of interruptions per customer per year)</b>						
Urban	0.60	0.50	0.63	0.66	0.78	0.61
Rural	0.60	1.80	0.27	0.78	0.83	0.43
Network total	0.6	0.6	0.62	0.67	0.80	0.60
<b>CAIDI (average duration in minutes per interruption)</b>						
Urban	52.3	51.0	53.5	45.0	58.3	54.2
Rural	113.5	5.9	62.5	33.4	111.1	52.3
Network total	54.7	45.7	53.5	44.5	60.0	54.1

Source: ActewAGL Distribution's annual reports to ICRC.

Table A6.25 Gas regulator and meter replacements, ActewAGL Distribution, 2006–07 to 2011–12

Category	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Regulators replaced	620	622	717	534	502	577
Meters replaced	278	203	235	132	119	92

Source: ActewAGL Distribution's annual reports to ICRC.

Table A6.25 Reported leaks, gas distribution, ActewAGL Distribution, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Pipeline length (km)	3,709	3,758	3,967	3,998	4,064	4,026
No. of reported leaks	897	842	1,185	1,247	1,210	1,346
Leaks per 1,000 customers	9.5	8.9	11.8	11.9	11.5	12
Leaks per 1,000 km of pipe	242	224	299	312	298	334
No. of mechanical damage incidents to mains and services	196	229	224	234	258	221
No. of times gas specification reached the maximum or minimum limits	48	41	48	11	20	0

Source: ActewAGL Distribution's annual reports to ICRC.

Table A6.26 Planned interruptions, frequency and duration, water supply, ACTEW Corporation, 2006–07 to 2011–12

Planned interruption item	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Total number of planned interruptions <sup>1</sup>	170	682	4,750	6,219	5,481	6,811
Average water supply interruption duration <sup>2</sup> (minutes)	27	51	17	16	22	19
Average number of planned interruptions per 1,000 properties	NA	NA	32.8	NA	38.6	44.3
Total interruption faced by an average customer <sup>3</sup> (minutes per property)	2.06	0.51	0.57	0.68	0.69	0.71

NA=not available

1 For 2008–09, includes upgrading of approximately 3,800 standard meters and for 2009–10 an upgrading of a further large number of meters.

2 Calculated as follows: total time of all planned interruptions/total number of interruptions

3 Calculated as follows: total time of all planned interruptions/total number of water properties

Source: ACTEW Corporation's annual reports to ICRC.

**Table A6.27** Unplanned interruptions, frequency and duration, water supply, ACTEW Corporation, 2006–07 to 2011–12

Unplanned interruption item	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Total number of unplanned interruptions to water supply services	727	594	692	657	752	465
Average water supply interruption duration <sup>1</sup> (minutes)	108.0	110.1	127.6	127.6	110.7	126.7

1 Includes mains only and not connections owned or maintained by the utility.

Source: ACTEW Corporation's annual reports to ICRC.

**Table A6.28** Unplanned interruptions, frequency and duration, sewerage services, ACTEW Corporation, 2006–07 to 2011–12

Unplanned interruptions items	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Total no. of interruptions	1,985	2,059	2,229	646	1,608	1,266
No. of sewer main breaks and chokes	3,203	3,363	3,344	3,245	2,435	1,336
Sewer main breaks and chokes caused by tree roots	2,915	3,035	3,034	2,942	1,607	1,189
No. of property connection sewer main breaks and chokes	1,849	2,004	2,077	2,240	1,637	1,256
No. of property connection sewer main breaks and chokes caused by tree roots	1590	1708	1794	1963	1293.23	1089

Source: ACTEW Corporation's annual reports to ICRC.

Table A6.29 Estimated greenhouse gas emissions, ACT electricity consumption, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Electricity sold in the ACT (MWh)	2,823,995	2,817,869	2,865,755	2,914,779	2,936,763	2,892,535
Green power sold in the ACT (MWh) <sup>1</sup>	61,377	103,637	107,493	120,431	122,461	83,798
Per cent of green power sold (%)	2.17	3.68	3.75	4.13	4.17	2.90
Greenhouse gas producing electricity sold in the ACT (MWh)	2,762,618	2,714,232	2,758,262	2,794,348	2,814,302	2,808,736
Electricity pool coefficient for greenhouse emissions(t CO <sub>2</sub> -e/MWh)	0.941	0.954	0.967	0.973	0.975	0.976
Estimated greenhouse gas emissions arising from ACT electricity consumption (t CO <sub>2</sub> -e)	2,599,624	2,589,377	2,667,239	2,718,901	2,743,945	2,739,922
Estimated ACT Population end June	341,054	345,551	351,118	355,700	361,800	364,926

MWh = megawatt hours; tCO<sub>2</sub>-e = tonnes of carbon dioxide equivalent.

1 Government-accredited GreenPower products.

2 Data from Department of Climate Change.

Source: Licensed electricity utilities' annual reports to ICRC.

Table A6.30 Estimated greenhouse gas emissions, ACT natural gas sales, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Natural gas sold in the ACT (TJ)	6,503	7,216	7,107	7,080	7,642	7,712
Sales to large customers (TJ)	1,041	1,826	1,150	1,933	2,201	2,197
Sales to small customers (TJ)	5,462	5,389	5,957	5,146	5,442	5,515
Emissions factor (t CO <sub>2</sub> -e/TJ) <sup>1</sup>	51.2	51.2	51.2	51.2	51.2	51.2
Estimated greenhouse gas emissions arising from ACT natural gas consumption (t CO <sub>2</sub> -e)	332,954	369,459	363,878	362,496	391,285	394,844

1 Emission factor for 2005–06 is the NSW and ACT figures from Australian Greenhouse Office, Factors and methods workbook, December 2006, Table 2. Emissions factors for 2006–07 to 2010–11 are from Department of Climate Change, National greenhouse accounts (NGA) factors, July 2011, Table 2.

Source: Licensed gas utilities' annual reports to ICRC; Australian Greenhouse Office/Department of Climate Change emissions factors.

**Table A6.31** Estimated total greenhouse gas emissions, ACT electricity and natural gas consumption, 2006–07 to 2011–12

Indicator	2006–07	2007–08	2008–09	2009–10	2010–11	2011–12
Total ACT emissions (t CO <sub>2</sub> -e)	2,932,577	2,958,837	3,031,118	3,081,397	3,135,230	3,134,766
Emissions per head of population (t CO <sub>2</sub> -e)	8.60	8.56	8.63	8.66	8.67	8.59

Source: Licensed gas utilities' annual reports to ICRC; Australian Greenhouse Office/Department of Climate Change

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