



ENA's Quality of Supply Working Group (QOSI) Update for SRC – 20 March 2015

The ENA Quality of Supply Working Group (QOSI)



Power with Quality

QUALITY OF SUPPLY AND INCENTIVES WORKING GROUP REPORT
FEBRUARY 2014

Outline

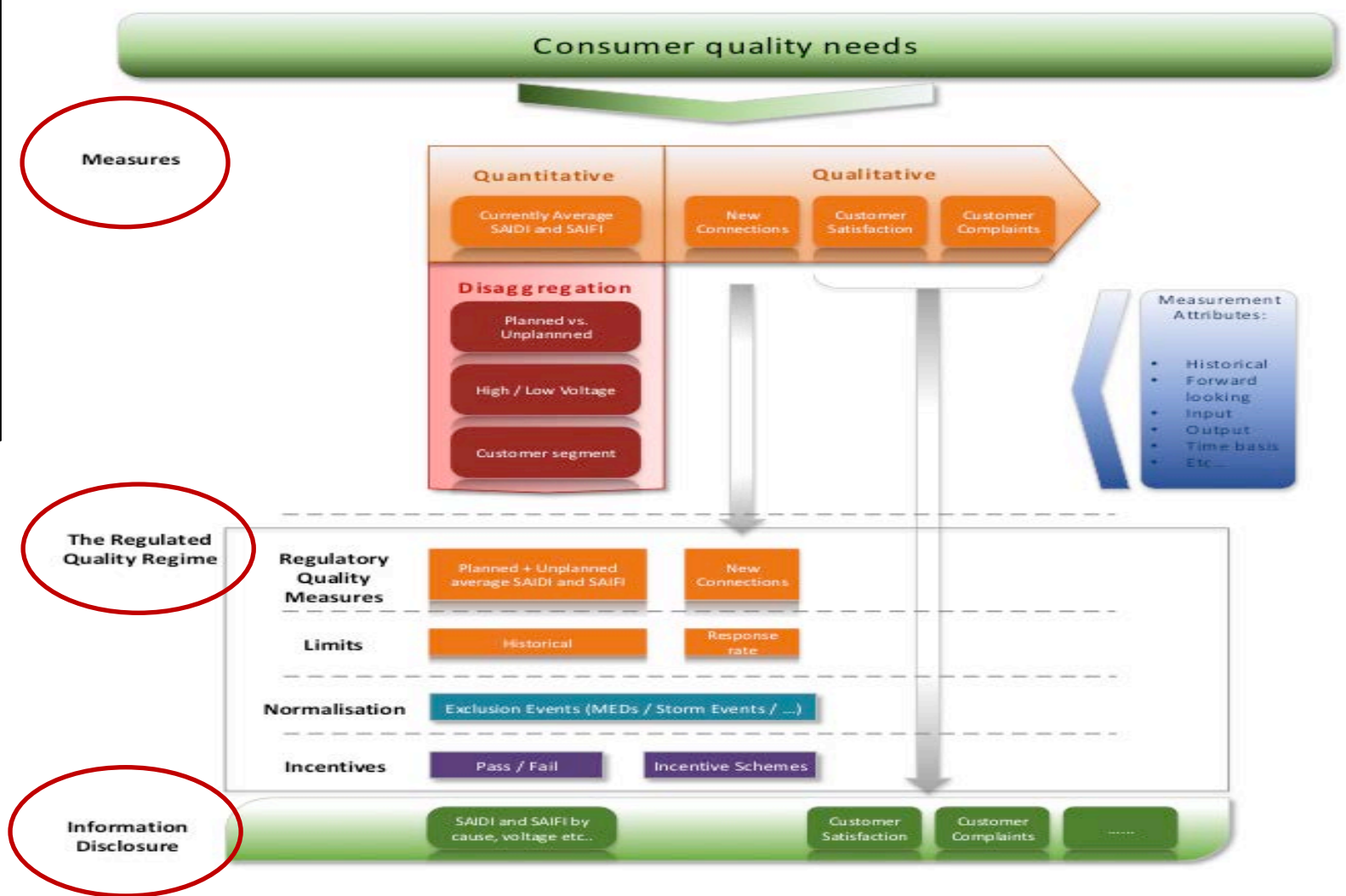
- DPP Reset and ENA working Groups 2013/14
- QOSI aims and objectives
- Stakeholder engagement during the QOSI process
- Outcomes from the working group
- ENA Commitments
 - Further assessment of reliability / quality measures
 - Further engagement with consumers
- Current status of ENA's proposals in these areas

Scope of the QOSI review in 2014



PATHWAY TO QUALITY

QUALITY SUPPLY INCENTIVES WORKING GROUP REPORT
FEBRUARY 2014



Recommendations: Overall a positive outcome



PATHWAY TO QUALITY

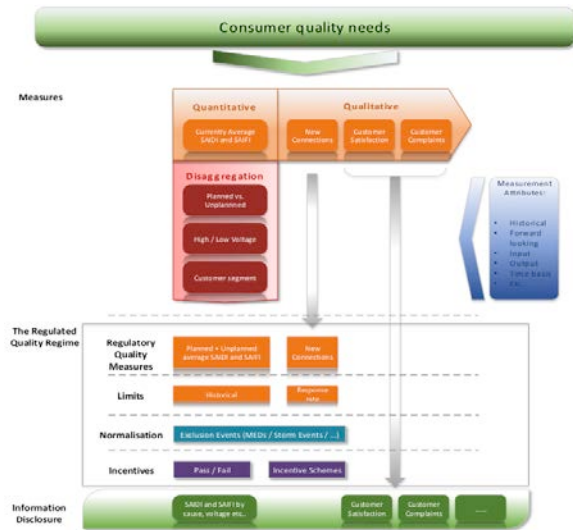
QUALITY OF SUPPLY AND INCENTIVES WORKING GROUP REPORT
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Summary of recommendations

Ref	Measure / Option	Value to customer (Current)	Data Availability	Incentive for timely investment	Ease of implementation	DPP Reset (RCP2)	RCP3	IDD
1.3	SAIDI	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Yes	Yes	
1.4	SAIFI	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Yes	Yes	
2.1	Unplanned outages	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Yes	Yes	
2.2	Planned outages	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Yes (Weighted)		
2.3	Based on company averages	✓✓	✓✓✓	✓✓	✓✓✓	Yes		
2.4	Identified by voltage level	✓	✓✓✓	✓	✓✓✓			Yes
4.1	Limits based on fixed historical data	✓✓	✓✓✓	✓✓✓	✓✓✓	Yes	Yes	
4.4	Allowance for natural variation	✓✓✓	✓✓✓	✓✓✓	✓✓✓	Yes	Yes	
6.1	Major event days	✓✓✓ (with proposed adjustments)	✓✓✓	✓✓✓ (with proposed adjustments)	✓✓✓	Yes (with proposed adjustments)	Yes (with proposed adjustments)	
7.2	Revenue linked incentives	✓✓✓	✓✓✓	✓✓✓	✓✓ incentive rates to be developed	Yes	Yes	

ENA committed to continuing to explore how the quality framework could be further enhanced and also further look into customer value preferences.....

Potential development options (QOS2)



Potential development initiatives

Ref	Measure / Option	Value to customer (Current)	Data Availability	Incentive for timely investment	Ease of implementation	DPP Reset (RCP2)	RCP3	IDD
1.8	CAIDI	✓✓✓	✓✓✓	✓	✓✓✓			Possible RCP2
1.9	Energy not supplied	✓✓✓	x	✓✓	x		Possible	Possible RCP3+
1.10	Capacity availability	✓	x	Unknown	x			Possible during RCP3+
1.11	Expected number and duration of outages	✓	x	Unknown	x			Possible during RCP3+
2.5	Identified by customer location	✓✓✓	✓	✓✓✓	✓		Possible	Possible (during RCP2)
2.7	Worst served customers	✓✓✓	✓	✓✓✓	✓			Possible (RCP3)
3.1	Customer satisfaction	✓✓✓	✓	✓✓✓	✓		Possible	
3.3	Quality of information provided during an outage	✓✓✓	x	✓✓✓	✓		Possible	
3.4	Processing of new connection applications	✓✓✓	✓	✓✓✓	✓		Possible	
3.5	Timely notification of planned outages	✓✓✓	✓✓✓	✓✓✓	✓✓		Possible	
4.3	Forward looking benchmarks	✓✓✓	✓	✓✓✓	✓			Possible at some point
5.1	Established by the EDB customer surveys	✓✓✓	x	TBD	TBD		Possible	Possible (during RCP2)

QOSI (2) - Informing RCP3 (2020 to 2015)

Scope of the next phase...

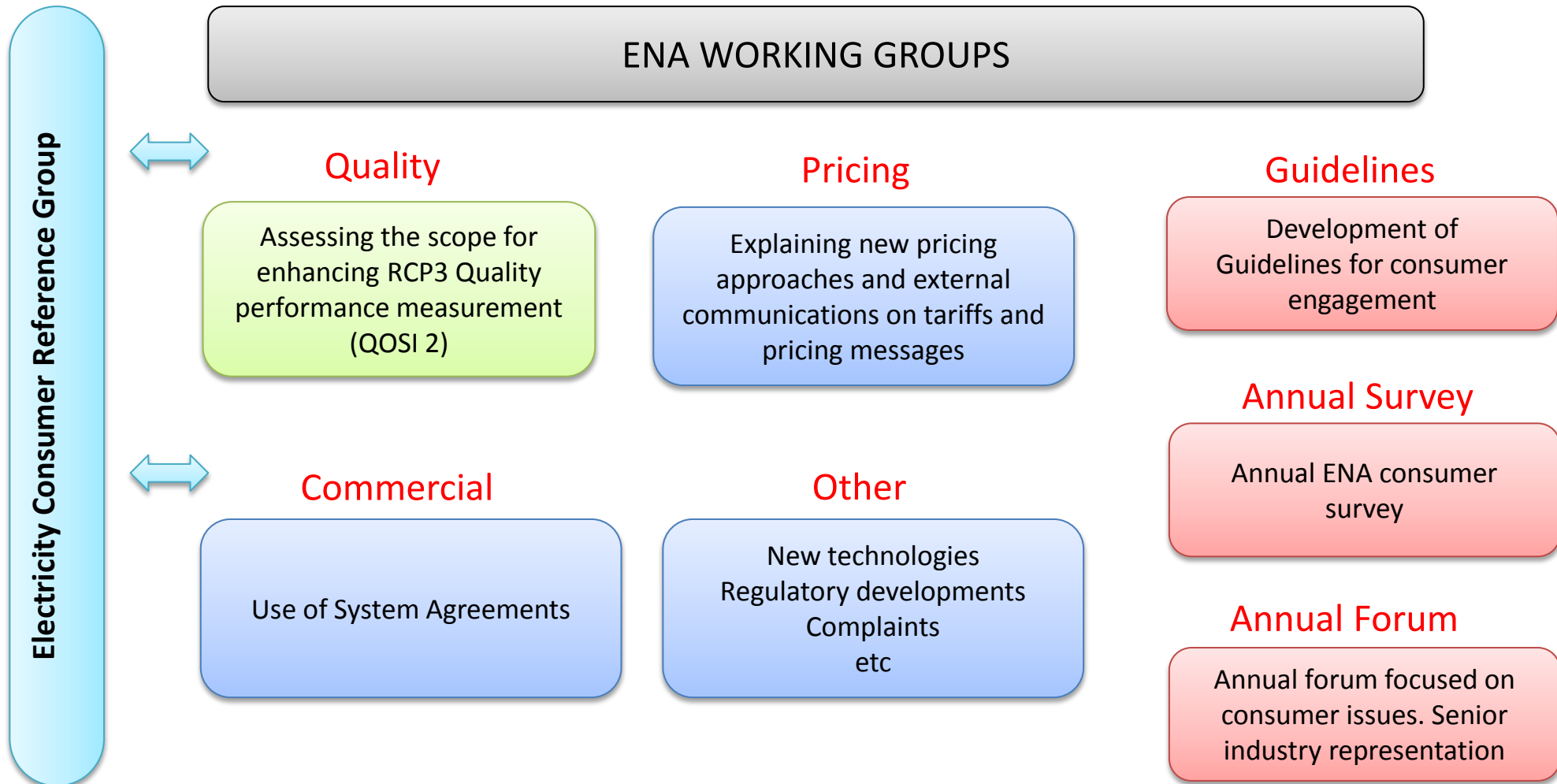
- **Timeframe:** 2015 to 2017
- **Technical focus** to assess the scope for extending the breadth and depth of network performance / customer services measures in RCP3
- Collation of EDB **existing consumer engagement research**
- **Targeted workshops** with consumers, representatives and other stakeholders
- **Consumer engagement** to verify customer value preferences and whether customer preferences translate to willingness to pay (choice modeling)
- **ENA's challenge** is “how to engage appropriately with end consumers of electricity lines services”



Emerging requirements / expectations re. consumer engagement

- During QOSI (1) EDB's were challenged to **demonstrate that consumer preferences were being considered**
- CC's emerging expectation re. Part 4 is that consumer **consultation should be comprehensive** – ENA could have a role to help establish guidelines / conduct its own annual surveys etc
- UK / Australia / US jurisdictions all moving towards the **creation of formal consumer advocacy bodies**
- EDB's currently engage with their own customers (to differing degrees)– **no standard approach or forum** to discuss broader consumer policy issues / best practice
- **Messaging and consumer understanding around pricing** is becoming more important especially in light of the 20165/16 EA distribution pricing

A number of potential ENA activities could benefit from having a more formal channel for consumer engagement



Proposed electricity consumer reference group (eCRG)



What is the proposal in summary?

- ENA establishes and provides secretariat support for an “**electricity consumer reference group (eCRG)** – (as a transitional arrangement (2/3 years) in advance of any alternative body being created
- The advisory panel’s main role would be to:
 - Provide advice to ENA and to act as a sounding board on particular consumer issues
 - Provide input (recommendations) to an annual consumer survey which ENA would commit to undertake
 - Provide advice to an ENA consumer working group charged with developing customer engagement guidelines
 - Input to ENA / EA (RAG / WAG) working groups as required
 - Input to annual multipartite consumer forum which ENA would sponsor including:
 - ENA / CC / EA / eCRG / Retailers / EGCC etc
- The establishment of a **consumer reference group** would complement rather than substitute for direct EDB / consumer interactions

eCRG: Current Status



- Tacit endorsement by ENA Board in late 2014
- Some concern that reference group needed to have a “real role” from day 1
- Action to further develop the eCRG concept and take soundings from key stakeholders
- Progress QOSI (2) technical working group in the meantime

Questions ?