



**2018 Gas Distribution Services Default  
Price-Quality Path  
Compliance Statement**

For the first assessment period ending 30 September 2018

10 December 2018

Pursuant to:  
Gas Distribution Services Default Price-Quality path determination 2017 (issued 29 May 2017)

**Table of Contents**

- 1. Introduction ..... 3
  - 1.1. Background ..... 3
  - 1.2. Statement of compliance ..... 3
  - 1.3. Disclaimer ..... 3
- 2. Price Path ..... 5
  - 2.1. Introduction ..... 5
  - 2.2. Price path compliance (clause 8 of the Determination) ..... 5
  - 2.3. Pass-through costs and recoverable costs ..... 7
  - 2.4. Restructuring of prices ..... 8
- 3. Quality standards ..... 9
  - 3.1. Introduction ..... 9
  - 3.2. RTE results for the assessment period ..... 9
  - 3.3. Policies and procedures for recording the RTE statistics ..... 11
- Appendices ..... 13
  - Appendix 1: Published charges from 1 Oct 2017 and details of  $P_{i,2018}Q_{i,2016}$  ..... 13
  - Appendix 2: RTE incident data ..... 16
  - Appendix 3: Compliance references ..... 21

## **1. INTRODUCTION**

### **1.1. Background**

- 1.1.1. This Compliance Statement (“the Statement”) is submitted by Vector Limited (“Vector”) pursuant to the Gas Distribution Services Default Price-Quality Path Determination 2017 (“the Determination”).
- 1.1.2. The Determination is issued pursuant to Part 4 of the Commerce Act 1986 and requires Gas Distribution Businesses (“GDBs”) to provide information to the Commerce Commission (Commission) relevant to the assessment of their performance against the price path and quality standards.
- 1.1.3. Under clause 8 of the Determination a GDB’s notional revenue must not exceed the allowable notional revenue for the current Assessment Period.
- 1.1.4. Under clause 9 of the Determination a GDB must comply with the annual quality assessment formula for Response Time to Emergencies (“RTE”) over the current Assessment Period.
- 1.1.5. The Statement has been completed on 3 December 2018 and is published on 10 December 2018.

### **1.2. Statement of compliance**

- 1.2.1. As required by clause 11.2(a) of the Determination, this Statement confirms Vector’s compliance with the price path in clause 8 set for Vector and the quality standards in clause 9 in respect of the Assessment Period ending on 30 September 2018.
- 1.2.2. With reference to clause 11.5 of the Determination, this Statement confirms that clause 10 – which is relevant where an amalgamation, merger, acquisition or transfer of assets occurs – did not apply in respect of the Assessment Period ending on 30 September 2018.

### **1.3. Disclaimer**

- 1.3.1. The information contained in the Statement has been prepared for the express purpose of complying with the requirements of clause 11 of the Determination. The

Statement has not been prepared for any other purpose. Vector expressly disclaims any liability to any other party who may rely on the Statement for any other purpose.

- 1.3.2. For presentation purposes, some numbers in the Statement have been rounded to the closest thousand dollars (\$000). This may cause small discrepancies or rounding inconsistencies when aggregating some of the information presented in the Statement. These discrepancies do not affect the overall compliance calculations which are based on the more detailed information.

## 2. PRICE PATH

### 2.1. Introduction

2.1.1. In this section Vector demonstrates that the price path requirements in clause 8 of the Determination set for Vector have been complied with. Vector has provided information to support the statement of compliance including:

- a) the amount of allowable notional revenue, the amount of notional revenue, prices, quantities, units of measurement associated with all numeric data and other relevant data, information and calculations; and
- b) the amount of pass-through costs and recoverable costs used to calculate allowable notional revenue and notional revenue, the supporting data, information, and calculations used to determine those amounts, including when each pass-through cost and recoverable cost amount was paid and the period to which those costs relate.

2.1.2. Interested parties may refer to Vector's Pricing Methodology where we have set out in detail our methodology used to calculate our prices.<sup>1</sup>

### 2.2. Price path compliance (*clause 8 of the Determination*)

2.2.1. As required by clause 8 of the Determination, Vector must demonstrate that their notional revenue during the assessment period did not exceed the allowable notional revenue for the assessment period. The current assessment period is the first assessment period and covers the 12 months to 30 September 2018.

2.2.2. Vector complies with the price path set for the first assessment period, in accordance with clause 8.3 of the Determination:

---

<sup>1</sup> <https://blob-static.vector.co.nz/blob/vector/media/vector-regulatory-disclosures/gdb-pricing-methodology-disclosure.pdf>

<b>Vector Price Path Compliance 2018</b>		
<b>Formula:</b> $NR_{2018} \leq ANR_{2018}$		
<b>Component:</b>	<b>Description:</b>	<b>Value (\$000):</b>
NR <sub>2018</sub>	Notional Revenue for year ending 30 September 2018 <sup>2</sup>	42,175
ANR <sub>2018</sub>	Allowable Notional Revenue for year ending 30 September 2018 <sup>3</sup>	42,224
<b>Vector Result (\$000):</b>		<b>\$42,175 &lt; \$42,224</b>

2.2.3. The calculation of Notional Revenue for the 2018 Assessment Period is set out in clause 8.4(a) of the Determination and presented with Vector values in the table below:

<b>Notional Revenue 2018</b>		
<b>Formula:</b> $NR_{2018} = \sum P_{i,2018} Q_{i,2016} - (K_{2018} + V_{2018})$		
<b>Component:</b>	<b>Description:</b>	<b>Value (\$000):</b>
$\sum P_{i,2018} Q_{i,2016}$	Distribution prices 2018 x lagged quantities 2016 <sup>4</sup>	45,165
- K <sub>2018</sub>	Pass-through costs 2018 <sup>5</sup>	(2,990)
- V <sub>2018</sub>	Recoverable costs 2018	-
<b>NR<sub>2018</sub>:</b>	<b>Notional Revenue 2018</b>	<b>42,175</b>

2.2.4. The calculation of Allowable Notional Revenue for the 2018 Assessment Period is set out in Schedule 3 (Equation 1) of the Determination and presented with Vector values in the table below:

<sup>2</sup> Details of NR<sub>2018</sub> are included in Section 2.2.3.

<sup>3</sup> Details of ANR<sub>2018</sub> are included in Section 2.2.4.

<sup>4</sup> Details of  $\sum P_{i,2018} Q_{i,2016}$  are included in Appendix 1.

<sup>5</sup> Details of K<sub>2018</sub> and V<sub>2018</sub> are included in Section 2.3.

<b>Allowable Notional Revenue 2018</b>		
<b>Formula:</b> $ANR_{2018} = MAR / \Delta D$		
<b>Component:</b>	<b>Description:</b>	<b>Value (\$000):</b>
MAR	Maximum Allowable Revenue <sup>6</sup>	43,917
Discount	Constant Price Revenue Growth ( $\Delta D = 1.0401$ ) <sup>7</sup>	(1,693)
<b>ANR<sub>2018</sub>:</b>	Allowable Notional Revenue 2018	42,224

### 2.3. Pass-through costs and recoverable costs

2.3.1. Notional revenue includes the recovery of pass-through costs paid during the 2016, 2017 and 2018 pricing periods. These costs have been determined in accordance with Schedule 5 of the Determination which sets out the process for determining the amount of pass-through costs and recoverable costs for a pricing period.

2.3.2. The pass-through costs for Vector for the 2018 Assessment Period, along with the period they were paid and when they relate to, are presented in the table below:

<b>Component (\$000s):</b>	<b>Pass-through Costs (K)</b>				
	<b>2016:</b>	<b>2017:</b>	<b>2018:</b>	<b>Time value of money adjustment:</b>	<b>K<sub>2018</sub>:</b>
Local Authority Rates (y/e Jun-18)	-	477	1,431	23	1,931
Commerce Act Levy (y/e Jun-16)	-	74	-	4	78
Commerce Act Levy (y/e Jun-17)	198	621	-	50	869
Utility Disputes Levy (y/e Mar-17)	50	-	-	5	55
Utility Disputes Levy (y/e Mar-18)	-	55	-	2	57
<b>Grand total (K)</b>	<b>248</b>	<b>1,227</b>	<b>1,431</b>	<b>84</b>	<b>2,990</b>

<sup>6</sup> MAR is the starting price specified in Schedule 1, Table 1 of the Determination.

<sup>7</sup>  $\Delta D$  is the value specified in Schedule 3, Table 2 of the Determination.

2.3.3. There were no recoverable costs applicable to Vector therefore none were recovered in the 2018 Assessment Period.

2.3.4. All costs include the time value of money adjustments, which has been calculated in accordance with Clause 4.1 and Equation 3 in Schedule 5 of the Determination. A discount rate of 5.38% is used between 2016 and 2017 assessment periods and 4.76% is used between 2017 and 2018 assessment periods.

## **2.4. Restructuring of prices**

2.4.1. If there is a restructure of prices in the current or preceding assessment period, the nature of restructure must be stated, the consumer groups identified along with the methodology used to derive quantities that correspond to each restructured price for the purposes of calculating the notional revenue and/or allowable notional revenue.

2.4.2. Vector has not restructured prices that applied during the 2018 pricing period.

2.4.3. Vector has not restructured prices that applied during the 2017 pricing period.



### **3. QUALITY STANDARDS**

#### **3.1. Introduction**

3.1.1. In this section Vector demonstrates that the quality standards in clause 9 of the Determination have been complied with. Vector has provided information to support the statement of compliance including: relevant incident data (Appendix 2) and calculations, a description of the policies and procedures used for recording 'response time to emergencies' ('RTE') statistics and a statement confirming that there were no excluded RTE values over the assessment period.

#### **3.2. RTE results for the assessment period**

3.2.1. To comply with the quality standards Vector must respond to at least 80% of emergencies within 60 minutes (RTE 60) and all emergencies within 180 minutes (RTE 180).

3.2.2. Emergencies are defined as an unplanned escape or ignition of gas that requires the active involvement of any emergency service such as fire service or ambulance; an unplanned disruption in the supply of gas that affects more than five ICP's; or an evacuation of premises as the result of escape or ignition of gas.

3.2.3. Emergencies may be excluded from the database if the Commission has granted an exclusion in writing. Vector has not requested any emergencies be excluded for the 2018 assessment period.

3.2.4. Vector has complied with the quality standards requirements for RTE 60 and RTE 180 for the 2018 assessment period and the results are presented in Tables 1 and 2 on the following page.

Table 1. RTE 60 Results 2018

RTE 60 Results 2018		
<b>Formula:</b> $RTE_{2018} = RTE_{60}/RTE_t$		
Component:	Description:	Value:
RTE <sub>60</sub>	Total number of emergencies in the assessment period where Vector's RTE was less than or equal to 60 minutes	96
RTE <sub>t</sub>	Total number of emergencies in the assessment period	98
<b>Vector Result (2018):</b>		<b>RTE<sub>2018</sub> = 98%</b>

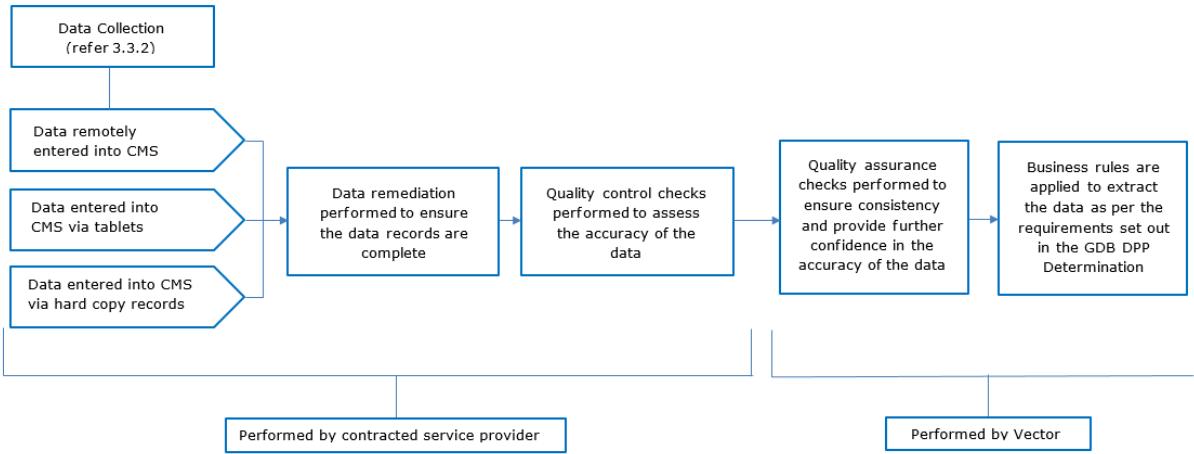
Table 2: RTE180 Results 2018

RTE180 Results 2018		
<b>Formula:</b> $RTE_{2018} = RTE_{180}/(RTE_t - RTE_{excl})$		
Component:	Description:	Value:
RTE <sub>180</sub>	Total number of emergencies in the assessment period where Vector's RTE was less than or equal to 180 minutes	98
RTE <sub>t</sub>	Total number of emergencies in the assessment period	98
RTE <sub>excl</sub>	Total number of emergencies in the assessment period for which the Commission has granted an exclusion in writing	-
<b>Vector Result (2018):</b>		<b>RTE<sub>2018</sub> = 100%</b>

### **3.3. Policies and procedures for recording the RTE statistics**

- 3.3.1. Vector employs contracted service providers to undertake data capture activities on the gas distribution network. The service providers manage data in accordance with Vector's requirements as defined in the Vector standard GSD004 (standard for Gas Distribution Network Reliability, Integrity and Consumer Service).
- 3.3.2. Gas distribution network performance and consumer service data is captured by the service providers using three methods:
  1. Remotely, entered into Vector's Customer Management System (CMS).
  2. Electronically via hand-held tablets in the field. Data from the hand-held tablets is automatically uploaded into Vector's CMS.
  3. If the electronic data capture systems are not available, data is recorded on paper logs and reports, scanned and entered as an attachment into Vector's CMS.
- 3.3.3. Data entered in Vector's CMS system by one of the above methods is quality checked by the service provider for accuracy, before undergoing additional quality assurance checks by Vector personnel.
- 3.3.4. RTE statistics are calculated (in line with the definition of RTE in the Determination) for each event and the data is retained in the database for ongoing reporting and analysis.
- 3.3.5. RTE performance is monitored monthly. All RTE events exceeding a 60 minutes response time are investigated with the service providers.
- 3.3.6. Figure 1 details the data collection, quality control / assurance and information development stages completed to generate the required information for disclosure.

Figure 1: Data collection and information development process for Vector



## APPENDICES

### Appendix 1: Published charges from 1 Oct 2017 and details of $P_{i,2018}Q_{i,2016}$

#### Summary of $P_{i,2018}Q_{i,2016}$ for the 2018 Assessment Period

	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
<b>Sum</b>	<b>\$ 45,164,793</b>

#### Residential

	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
Auckland published charges between 1 October 2017 to 30 September 2018	40,991,895
Auckland published charges between 1 October 2017 to 30 September 2018 - scaling	304,628
Auckland non-standard charges between 1 October 2017 to 30 September 2018	3,868,271

#### Published charges from 1 October 2017

There are six gas distribution price plans, one each for residential and business and two each for commercial and industrial consumers. The choice of price plan depends on the consumer's maximum flow rate of their connection (and their annual consumption for industrial consumers).

Each price category has two price components: a fixed daily price (\$/day) and a volume price (\$/kWh). The majority of consumers' meters are simple and record consumers' total use over monthly or two-monthly meter-reading cycles. These meters do not record the time of use or maximum demand. Having consumer consumption information limited to monthly intervals (at best) limits our pricing structures to simple fixed and volume components.

	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
<b>Sum</b>	<b>\$ 40,991,895</b>

#### Residential

Price plan	Code	Description	Units	<i>P<sub>i,2018</sub></i>	<i>Q<sub>i,2016</sub></i>	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
GA0R	GA0R-FIXD	Fixed	\$/day	0.35	35,659,219	12,480,727
GA0R	GA0R-24UC	Variable	\$/kWh	0.0199	626,973,985	12,476,782

#### Business

Price plan	Code	Description	Units	<i>P<sub>i,2018</sub></i>	<i>Q<sub>i,2016</sub></i>	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
GA01	GA01-FIXD	Fixed	\$/day	0.63	858,814	541,053
GA01	GA01-24UC	Variable	\$/kWh	0.0125	71,325,427	891,568

#### Commercial

Price plan	Code	Description	Units	<i>P<sub>i,2018</sub></i>	<i>Q<sub>i,2016</sub></i>	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
GA02	GA02-FIXD	Fixed	\$/day	1.12	981,358	1,099,121
GA02	GA02-24UC	Variable	\$/kWh	0.0101	253,899,348	2,564,383
GA03	GA03-FIXD	Fixed	\$/day	4.79	331,330	1,587,071
GA03	GA03-24UC	Variable	\$/kWh	0.0078	539,278,921	4,206,376

#### Industrial

Price plan	Code	Description	Units	<i>P<sub>i,2018</sub></i>	<i>Q<sub>i,2016</sub></i>	<i>P<sub>i,2018</sub>Q<sub>i,2016</sub></i>
GA04	GA04-FIXD	Fixed	\$/day	14.70	51,872	762,518
GA04	GA04-24UC	Variable	\$/kWh	0.0052	446,453,263	2,321,557
GA05	GA05-FIXD	Fixed	\$/day	203.00	6,821	1,384,663
GA05	GA05-24UC	Variable	\$/kWh	0.0011	614,614,632	676,076

#### Network scaling from 1 October 2017

Gas volumes are scaled to match the system's actual gas gate meter reads and those of the retailer provided ICP level data.

						<i>Pi,2018Qi,2016</i>
<b>Sum</b>						<b>\$ 304,628</b>

Price plan	Code	Description	Units	<i>Pi,2018</i>	<i>Qi,2016</i>	<i>Pi,2018Qi,2016</i>
GA0R	GA0R-24UC	Variable	\$/kWh	0.0199	11,961,936	238,043
GA01	GA01-24UC	Variable	\$/kWh	0.0125	957,547	11,969
GA02	GA02-24UC	Variable	\$/kWh	0.0101	3,091,184	31,221
GA03	GA03-24UC	Variable	\$/kWh	0.0078	4,765,280	37,169
GA04	GA04-24UC	Variable	\$/kWh	0.0052	(813,964)	(4,233)
GA05	GA05-24UC	Variable	\$/kWh	0.0011	(8,674,132)	(9,542)

### Non-Standard charges from 1 October 2017

Like the standard charges, each non-standard consumer has a fixed daily and volumetric price.

						<i>Pi,2018Qi,2016</i>
<b>Sum</b>						<b>\$ 3,868,271</b>

Code	Description	Units	<i>Pi,2018</i>	<i>Qi,2016</i>	<i>Pi,2018Qi,2016</i>
VTA18001	Fixed	\$/day	132.82	366	48,612
VTA18002	Fixed	\$/day	688.49	366	251,987
VTA18003	Fixed	\$/day	104.03	366	38,075
VTA18004	Fixed	\$/day	111.65	366	40,864
VTA18005	Fixed	\$/day	14.70	366	5,380
VTA18006	Fixed	\$/day	203.00	366	74,298
VTA18007	Fixed	\$/day	203.00	366	74,298
VTA18008	Fixed	\$/day	14.70	366	5,380
VTA18009	Fixed	\$/day	65.73	366	24,057
VTA18010	Fixed	\$/day	203.00	366	74,298
VTA18011	Fixed	\$/day	32.45	366	11,877
VTA18012	Fixed	\$/day	153.69	366	56,251
VTA18013	Fixed	\$/day	58.65	366	21,466
VTA18014	Fixed	\$/day	14.70	366	5,380
VTA18015	Fixed	\$/day	103.77	366	37,980
VTA18016	Fixed	\$/day	1,572.00	366	575,352
VTA18017	Fixed	\$/day	14.70	366	5,380
VTA18018	Fixed	\$/day	48.40	31	1,500
VTA18019	Fixed	\$/day	-	335	-
VTA18020	Fixed	\$/day	196.81	366	72,032
VTA18021	Fixed	\$/day	203.00	366	74,298
VTA18022	Fixed	\$/day	74.32	262	19,472
VTA18023	Fixed	\$/day	-	104	-
VTA18024	Fixed	\$/day	-	187	-
VTA18025	Fixed	\$/day	179.39	366	65,657
VTA18026	Fixed	\$/day	14.70	366	5,380
VTA18027	Fixed	\$/day	103.77	366	37,980
VTA18028	Fixed	\$/day	-	150	-
VTA18029	Fixed	\$/day	-	216	-
VTA18030	Fixed	\$/day	103.77	366	37,980
VTA18031	Fixed	\$/day	111.34	366	40,750
VTA18032	Fixed	\$/day	14.70	366	5,380
VTA18033	Fixed	\$/day	103.77	366	37,980
VTA18034	Fixed	\$/day	203.00	366	74,298
VTA18035	Fixed	\$/day	16.24	366	5,944
VTA18036	Fixed	\$/day	181.24	366	66,334
VTA18037	Fixed	\$/day	175.91	366	64,383
VTA18038	Fixed	\$/day	-	-	-
VTA18039	Fixed	\$/day	104.71	366	38,324
VTA18040	Fixed	\$/day	66.04	366	24,171
VTA18041	Fixed	\$/day	14.70	366	5,380
VTA18042	Fixed	\$/day	27.17	366	9,944
VTA18043	Fixed	\$/day	1,787.86	366	654,357
VTA18044	Fixed	\$/day	914.40	366	334,670
VTA18045	Fixed	\$/day	420.42	366	153,874

Code	Description	Units	<i>P<sub>i,2018</sub></i>	<i>Q<sub>i,2018</sub></i>	<i>P<sub>i,2018</sub>Q<sub>i,2018</sub></i>
VTA18001	Variable	\$/kWh	0.0004	25,130,742	10,052
VTA18002	Variable	\$/kWh	0.0002	334,891,121	66,978
VTA18003	Variable	\$/kWh	0.0009	12,360,151	11,124
VTA18004	Variable	\$/kWh	-	6,893,029	-
VTA18005	Variable	\$/kWh	0.0052	11,142,598	57,942
VTA18006	Variable	\$/kWh	0.0011	24,277,586	26,705
VTA18007	Variable	\$/kWh	0.0011	19,701,817	21,672
VTA18008	Variable	\$/kWh	0.0052	1,980,528	10,299
VTA18009	Variable	\$/kWh	0.0011	5,285,583	5,814
VTA18010	Variable	\$/kWh	0.0011	63,819,076	70,201
VTA18011	Variable	\$/kWh	0.0004	4,240,239	1,696
VTA18012	Variable	\$/kWh	0.0004	30,054,883	12,022
VTA18013	Variable	\$/kWh	0.0010	4,855,869	4,856
VTA18014	Variable	\$/kWh	0.0052	9,657,241	50,218
VTA18015	Variable	\$/kWh	0.001008	76,971	78
VTA18016	Variable	\$/kWh	-	143,954,637	-
VTA18017	Variable	\$/kWh	0.0052	7,127,728	37,064
VTA18018	Variable	\$/kWh	0.0012	379,981	456
VTA18019	Variable	\$/kWh	-	4,487,507	-
VTA18020	Variable	\$/kWh	0.0009	23,752,406	21,377
VTA18021	Variable	\$/kWh	0.0011	3,954,386	4,350
VTA18022	Variable	\$/kWh	0.0010	4,013,269	4,013
VTA18023	Variable	\$/kWh	-	1,855,763	-
VTA18024	Variable	\$/kWh	-	2,474,095	-
VTA18025	Variable	\$/kWh	0.0009	18,821,018	16,939
VTA18026	Variable	\$/kWh	0.0052	10,487,252	54,534
VTA18027	Variable	\$/kWh	0.001008	39,709,495	40,027
VTA18028	Variable	\$/kWh	-	1,180,576	-
VTA18029	Variable	\$/kWh	-	2,736,922	-
VTA18030	Variable	\$/kWh	0.001008	16,186,425	16,316
VTA18031	Variable	\$/kWh	0.0002	73,538,897	14,708
VTA18032	Variable	\$/kWh	0.0052	9,272,486	48,217
VTA18033	Variable	\$/kWh	0.001008	8,016,694	8,081
VTA18034	Variable	\$/kWh	0.0011	24,284,493	26,713
VTA18035	Variable	\$/kWh	0.0028	499,916	1,400
VTA18036	Variable	\$/kWh	0.0010	17,551,069	17,551
VTA18037	Variable	\$/kWh	-	14,198,819	-
VTA18038	Variable	\$/kWh	-	-	-
VTA18039	Variable	\$/kWh	0.0003	30,631,240	9,189
VTA18040	Variable	\$/kWh	0.0008	7,121,693	5,697
VTA18041	Variable	\$/kWh	0.0052	2,107,372	10,958
VTA18042	Variable	\$/kWh	-	14,147,935	-
VTA18043	Variable	\$/kWh	-	34,549,833	-
VTA18044	Variable	\$/kWh	-	124,686,408	-
VTA18045	Variable	\$/kWh	-	76,740,492	-

## Appendix 2: RTE incident data

Service Request Number	Service Request Opened Date	Emergency Services On-Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time (minutes)	Responded to within 60 minutes
1-2594562557	18/10/2017 14:25	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	23	Y
1-2595345436	19/10/2017 11:14	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	26	Y
1-2615822720	1/11/2017 8:43	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	38	Y
1-2648317397	26/11/2017 9:15	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41	Y
1-2715099552	16/01/2018 9:22	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	42	Y
1-2759330271	19/02/2018 15:29	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	29	Y
1-2764176261	22/02/2018 11:37	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	34	Y
1-2767252241	26/02/2018 8:05	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	52	Y
1-2794189584	17/03/2018 14:01	Y	N	Y	Y	1	Y	Riser Pipe	Retailer	32	Y
1-2796792234	20/03/2018 9:29	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	24	Y
1-2827552345	10/04/2018 21:30	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	46	Y
1-2598794857	20/10/2017 13:55	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	19	Y
1-2608379510	28/10/2017 5:32	Y	N	Y	Y	0	Y	DRS Other	Emergency Services	73	N
1-2619742561	3/11/2017 11:42	Y	N	Y	Y	2	Y	Service Pipe	Emergency Services	30	Y
1-2633642261	15/11/2017 10:32	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	28	Y
1-2572524176	3/10/2017 13:01	N	N	Y	N	8	Y	Mains Pipe	Customer/General Public	33	Y
1-2579437541	7/10/2017 7:11	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	60	Y
1-2681952171	18/12/2017 10:39	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	14	Y
1-2599334037	21/10/2017 3:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	36	Y
1-2622791894	6/11/2017 17:28	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	50	Y
1-2900068574	29/05/2018 10:16	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	30	Y
1-2908078501	1/06/2018 12:18	Y	N	Y	Y	0	Y	Service Fitting	Third Party Contractor	43	Y



Service Request Number	Service Request Opened Date	Emergency Services On-Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time (minutes)	Responded to within 60 minutes
1-2917259512	8/06/2018 13:28	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	42	Y
1-2750103349	13/02/2018 13:19	N	N	Y	N	7	Y	Mains Valve	On Site (Vector Contractor)	31	Y
1-2681609661	16/12/2017 12:36	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	10	Y
1-2693349041	28/12/2017 8:51	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	38	Y
1-2777986811	2/03/2018 12:08	Y	N	Y	Y	5	Y	Mains Pipe	Third Party Contractor	58	Y
1-2778393398	4/03/2018 10:14	Y	Y	Y	Y	1	Y	Service Pipe	On Site (Vector Contractor)	58	Y
1-2963143257	2/07/2018 10:23	Y	N	Y	Y	0	Y	Service Fitting	Emergency Services	41	Y
1-2717385109	17/01/2018 14:39	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	37	Y
1-2803538883	23/03/2018 11:32	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	34	Y
1-2730221791	27/01/2018 11:08	Y	N	Y	Y	0	Y	Service Pipe	On Site (Vector Contractor)	13	Y
1-2755811172	15/02/2018 16:36	Y	N	Y	Y	0	Y	Mains Fitting	Third Party Contractor	80	N
1-2824302221	9/04/2018 8:22	Y	N	Y	Y	0	Y	Service Pipe	Customer/General Public	26	Y
1-2836578483	17/04/2018 10:17	Y	N	Y	Y	1	Y	Mains Pipe	Emergency Services	26	Y
1-2772337641	28/02/2018 10:08	Y	N	Y	Y	0	Y	Riser Pipe	Customer/General Public	28	Y
1-2846503702	24/04/2018 13:36	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	57	Y
1-2793846207	16/03/2018 7:44	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	7	Y
1-2794427342	16/03/2018 13:47	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	41	Y
1-2860289510	2/05/2018 10:29	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	24	Y
1-2805501884	26/03/2018 14:11	Y	N	Y	Y	4	Y	Service Pipe	Emergency Services	32	Y
1-2810696978	28/03/2018 9:13	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	38	Y
1-2817673232	3/04/2018 16:11	N	N	Y	Y	14	Y	Mains Pipe	Customer/General Public	34	Y
1-2822992111	6/04/2018 15:17	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	28	Y
1-2902521391	30/05/2018 10:59	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	39	Y
1-3083309589	13/09/2018 9:31	N	N	Y	Y	6	Y	Mains Fitting	Customer/General Public	33	Y

Service Request Number	Service Request Opened Date	Emergency Services On-Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time (minutes)	Responded to within 60 minutes
1-2848443166	26/04/2018 15:01	Y	N	Y	Y	1	Y	Service Fitting	Customer/General Public	29	Y
1-3094625236	19/09/2018 16:38	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	47	Y
1-2860733971	2/05/2018 10:44	Y	N	Y	Y	5	Y	Mains Pipe	Emergency Services	57	Y
1-2868939728	8/05/2018 8:49	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	48	Y
1-2879333086	15/05/2018 14:53	Y	N	Y	Y	3	Y	Mains Pipe	Third Party Contractor	51	Y
1-2928999392	16/06/2018 11:03	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	29	Y
1-2881749394	17/05/2018 10:42	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	37	Y
1-2939442081	22/06/2018 14:22	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	25	Y
1-2970031398	3/07/2018 15:56	Y	N	Y	Y	0	Y	Service Pipe	Third Party Contractor	44	Y
1-2970152505	4/07/2018 5:11	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	35	Y
1-2980401533	11/07/2018 9:53	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	45	Y
1-3005673689	26/07/2018 15:08	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	21	Y
1-2958742131	28/06/2018 9:57	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	42	Y
1-2980369923	10/07/2018 15:38	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	48	Y
1-3005998668	26/07/2018 13:02	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	21	Y
1-3030136907	8/08/2018 8:13	Y	Y	Y	Y	1	Y	Service Pipe	Third Party Contractor	33	Y
1-3070250021	3/09/2018 9:15	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	34	Y
1-2587105405	12/10/2017 18:16	N	N	Y	Y	10	Y	Service Pipe	Customer/General Public	0	Y
1-2625570485	8/11/2017 11:46	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	58	Y
1-2657420189	30/11/2017 16:05	Y	N	Y	Y	1	Y	Mains Fitting	Third Party Contractor	31	Y
1-2670327332	9/12/2017 9:02	Y	N	Y	Y	2	Y	Mains Pipe	Emergency Services	31	Y
1-2710034201	11/01/2018 14:28	Y	N	Y	Y	1	Y	Mains Pipe	Third Party Contractor	26	Y
1-2796792295	20/03/2018 10:01	Y	N	Y	Y	0	Y	Service Pipe	Emergency Services	30	Y
1-2845830745	24/04/2018 10:49	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	46	Y

Service Request Number	Service Request Opened Date	Emergency Services On-Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time (minutes)	Responded to within 60 minutes
1-2847568766	25/04/2018 14:11	N	Y	Y	Y	1	Y	Service Pipe	Customer/General Public	38	Y
1-2872712419	10/05/2018 10:41	Y	N	Y	Y	0	Y	Mains Pipe	Customer/General Public	39	Y
1-2884965053	18/05/2018 18:35	Y	N	Y	Y	0	Y	Mains Valve	Customer/General Public	58	Y
1-2892986971	24/05/2018 19:51	Y	Y	Y	Y	0	Y	Service Pipe	Emergency Services	26	Y
1-2930027111	17/06/2018 14:18	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	45	Y
1-2987484231	15/07/2018 14:00	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	20	Y
1-2994643599	19/07/2018 12:07	Y	N	Y	Y	2	Y	Mains Pipe	Emergency Services	42	Y
1-2581791987	10/10/2017 13:08	Y	N	Y	Y	0	Y	Mains Fitting	Third Party Contractor	43	Y
1-2622862608	7/11/2017 8:43	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	21	Y
1-2718535166	18/01/2018 11:56	Y	N	Y	Y	1	Y	Service Pipe	Customer/General Public	32	Y
1-2725132463	23/01/2018 15:40	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	44	Y
1-2746902699	9/02/2018 15:24	Y	N	Y	Y	0	Y	Mains Pipe	Third Party Contractor	43	Y
1-2763720531	22/02/2018 8:36	Y	N	Y	Y	9	Y	Mains Pipe	Third Party Contractor	55	Y
1-2791624665	14/03/2018 12:52	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	25	Y
1-2796495401	19/03/2018 10:09	Y	Y	Y	Y	1	Y	Riser Valve	Emergency Services	18	Y
1-2796495450	19/03/2018 11:09	Y	N	Y	Y	1	Y	Riser Pipe	Emergency Services	34	Y
1-2802141189	22/03/2018 14:50	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	29	Y
1-2818543384	4/04/2018 8:51	Y	N	Y	Y	0	Y	Mains Pipe	Emergency Services	25	Y
1-2826146589	10/04/2018 8:33	Y	N	Y	Y	0	Y	Mains Fitting	Emergency Services	26	Y
1-2909473323	4/06/2018 0:41	Y	N	Y	Y	0	Y	Riser Pipe	Emergency Services	40	Y
1-2912094088	6/06/2018 14:19	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	27	Y
1-2938718446	23/06/2018 10:37	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	23	Y
1-2977615971	9/07/2018 9:49	Y	Y	Y	Y	1	Y	Service Pipe	Emergency Services	23	Y
1-2981984880	11/07/2018 15:22	Y	N	Y	Y	1	Y	Service Pipe	Emergency Services	30	Y

Service Request Number	Service Request Opened Date	Emergency Services On-Site	Building Evacuated	Fault Found	Confirmed Escape	No Customers Affected	Emergency	Equipment Involved	Fault Detection	Response Time (minutes)	Responded to within 60 minutes
1-2984694343	13/07/2018 8:35	Y	N	Y	Y	30	Y	Mains Pipe	Third Party Contractor	44	Y
1-3061974235	29/08/2018 14:00	Y	N	Y	Y	1	Y	Riser Crimp	Emergency Services	24	Y
1-3077545304	7/09/2018 9:33	Y	N	Y	Y	4	Y	Mains Fitting	Customer/General Public	38	Y
1-3080343095	10/09/2018 8:37	Y	N	Y	Y	1	Y	Service Pipe	Third Party Contractor	35	Y

### Appendix 3: Compliance references

Clause	Requirements	Section
<b>Aggregate Pricing</b>		
8.3	Notional revenue of a GDB in an assessment period must not exceed the allowable notional revenue for the Assessment Period	2.1 & 2.2
<b>Quality</b>		
9	A GDB must respond to at least 80% of emergency calls within 60 min and all emergency calls within 180 min. The Commission may confirm the exclusion of an emergency call if notified under clause 9.2 and given sufficient evidence	3.2
<b>Amalgamations, Mergers and Acquisitions</b>		
10.1	After an amalgamation, merger or acquisition with another GDB subject to a DPP, ANR and NR for all GDB's equals total ANR and NR of each GDB's involved. RTE values for all GDB's involved are derived from the total number of emergencies for each GDB.	1.2.2
10.2	If a GDB completes a Transfer during an Assessment Period, the GDB must increase or decrease the allowable notional revenue for that Assessment Period as per Schedule 6.	1.2.2
10.4	Any notice of a transfer must include the GDB's allowable notional revenue, the amount of allowable notional revenue attributable to the Transfer; and the basis on which allowable notional revenue was allocated between the parties.	1.2.2
<b>Annual Compliance Statement</b>		
11.1	A written Compliance Statement must be provided to the Commerce Commission within 50 working days of each Assessment Period ending and after that be publicly available on the GDB's website within 5 working days. It must include:	
11.2(a)	A statement regarding compliance with the price path, quality standards and whether a Restructure of Prices was undertaken during the Assessment Period	1.2.1 & 2.4
11.2(b)	State the date on which the statement was prepared	1.1.5
11.2(c)	Include a certificate as set in Schedule 7, signed by at least one Director of the GDB	Separate Appendix
11.2(d)	Be accompanied by an assurance report meeting the requirements specified in Schedule 8	Separate Appendix
11.3 (a)	Demonstrate compliance with the <b>Price Path</b> by including ANR and NR, Pass-Through and Recoverable Costs used to calculate ANR and NR, when each Pass-through Cost and Recoverable Cost amount was paid and the period to which those costs relate.	2.2, 2.3 Appendix 1
	If the GDB has not complied with the price path, provide the reasons for the non-compliance and actions taken to mitigate and prevent similar non-compliance in future Assessment Periods.	N/A
11.3 (b)	Demonstrate compliance with the <b>Quality Path</b> by including relevant incident data and calculations, a description of policies and procedures used to record RTE statistics for the Assessment Period; a list of all emergencies the Commission excluded from the GDB's, RTE values, and any pending exclusion requests for the Assessment Period;	3.1 3.2 3.3
	If the GDB has not complied with a quality standard, provide the reasons for non-compliance; actions taken to mitigate and prevent similar non-compliance in future Assessment Periods, a description of the Emergency and the number of Consumers affected by the Emergency	N/A
11.4 (a)	If a GDB has restructured its Prices during the current or preceding Assessment Period, the Compliance Statement must state the nature of the Restructure of prices and identify Consumer Groups impacted	2.4
11.4 (b)	If a GDB has derived Quantities for calculating notional revenue and/ or allowable notional revenue, the methodology used to derive the quantities, the derived/ actual quantities, and an explanation for any differences between actual and derived quantities must be included	2.4
11.5	If a GDB participates in an Amalgamation, Merger, Acquisition or Transfer the Compliance Statement for that assessment period must state whether the GDB has complied with clause 10 of the Determination, include any information or calculations reasonably required to demonstrate compliance with clause 10, identify any non-compliance and state reasons for failing to comply.	1.2.2