



APPROVED AMENDED TECHNICAL INDICATOR DESCRIPTIONS

2021/22

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1. BACKGROUND

- 1.1. The National Energy Regulator (NERSA) is the regulatory authority established in terms of the National Energy Regulator Act, 2004 (Act No. 40 of 2004) with the mandate to “undertake the functions of the National Electricity Regulator as set out in the Electricity Regulation Act, 2006 (Act No. 4 of 2006), undertake the functions of the Gas Regulator as set out in the Gas Act, 2001 (Act No. 48 of 2001), undertake the functions of the Petroleum Pipelines Regulatory Authority as set out in the Petroleum Pipelines Act, 2003 (Act No. 60 of 2003) and to perform such other functions as may be assigned to it by or under these Acts”. NERSA’s mandate is anchored on the following four primary Acts:
- National Energy Regulator Act, 2004 (Act No. 40 of 2004);
 - Electricity Regulation Act, 2006 (Act No. 4 of 2006);
 - Gas Act, 2001 (Act No. 48 of 2001);
 - Petroleum Pipelines Act, 2003 (Act No. 60 of 2003).
- 1.2. The regulatory functions of NERSA, as contained in relevant legislation, are summarised as follows:
- Issuing of licences with conditions;
 - Setting and/or approving tariffs and prices;
 - Monitoring and enforcing compliance with licence conditions;
 - Dispute resolution including mediation, arbitration and the handling of complaints;
 - Gathering, storing and disseminating industry information;
 - Setting of rules, guidelines and codes for the regulation of the three industries;
 - Determining of conditions of supply and applicable standards;
 - Consulting with government departments and other bodies with regard to industry development and regarding any matter contemplated in the three industry Acts;
 - Expropriating land as necessary to meet the objectives of the relevant legislation;
 - Registration; and
 - Performing any activity incidental to the execution of its duties
- 1.3. NERSA’s mandate is further derived from written government policies and regulations developed by the Minister of Energy in terms of the Electricity Regulation Act, Gas Act and Petroleum Pipelines Act. NERSA is expected to proactively take necessary regulatory actions in anticipation of and in response to the changing circumstances in the energy industry.
- 1.4. NERSA derives its revenues by, amongst others, imposing prescribed levies on the regulated industries following a prescribed transparent procedure. In this regard, the following Acts govern the imposition of such levies:
- Gas Regulator Levies Act, 2002 (Act No. 75 of 2002);
 - Petroleum Pipelines Levies Act, 2004 (Act No. 28 of 2004); and
 - Section 5B of the Electricity Act, 1987 (Act No. 41 of 1987).
- 1.5. Apart from the mentioned legislation that anchors NERSA’s mandate and the imposition of levies, the following facilitating and all other legislation is also applicable to NERSA’s conduct of its business:
- The Public Finance Management Act, 1999 (Act No. 1 of 1999) (PFMA), which specifies the accounting of NERSA as a Section 3 Public Entity;
 - The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA), which determines the way that NERSA has to treat access to information; and

- The Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) (PAJA), which determines just administrative action of NERSA.

2. CONTEXT

- 2.1. In order to guide NERSA in carrying out its mandate in a structured and focuses manner, the Regulator develops its Strategic and Annual Performance Plans, in line with the prescripts of the *Revised Framework for Strategic Plans and Annual Performance Plans (Framework)*.
- 2.2. National Treasury's Instruction No. 05 Of 2019/2020, issued in terms of the PFMA, provided, among others, provides the necessary legal basis for the implementation of this Framework. The regulations require institutions to identify a core set of indicators needed to monitor institutional performance.
- 2.3. The indicators form part of the focus of the Annual Performance Plan. This Plan sets out performance indicators and targets for programmes which guides the organisation in achieving its outcome-oriented goals and strategic objectives. The Framework requires that a technical indicator description should be completed for each strategic outcome oriented goal and that it should be posted on the institution's website.
- 2.4. The purpose of this document is to provide technical descriptions for all the Key Performance Indicators as reflected in the NERSA Annual Performance Plan (2020/21 – 2023/24). In line with the approved Annual Performance Plan, these indicators are divided in programmes as well as in the following functional areas:
 - Electricity Industry Regulation
 - Piped-Gas Industry Regulation;
 - Petroleum Pipelines Industry Regulation;
 - Transversal Regulatory; and
 - Organisational.

1.1. ELECTRICITY INDUSTRY REGULATION

1.1.1. Programme 1: Setting and/or approval of tariffs and prices

Indicator title	1. % of complete tariff applications of licensed distributors for increases higher than the guideline and benchmark considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete tariff applications of licensed distributors for increases within the guideline and benchmark considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of complete tariff applications from licensed distributors for increases higher than the guideline and benchmark that are considered by the Regulator Executive Committee or the Electricity Subcommittee (depending on delegation) and submitted to the Energy Regulator for a final decision, in compliance with the legislated timeframes.	This is the percentage of complete tariff applications from licensed distributors for increases within the guideline and benchmark that are considered by the Regulator Executive Committee or the Electricity Subcommittee (depending on delegation) and submitted to the Energy Regulator for a final decision, in compliance with the legislated timeframes.
Source of data	Tariff Applications and D Forms; Tariff analysis schedules	Tariff Applications and D Forms; Tariff analysis schedules
Method of calculation / assessment	$((\text{number of tariff applications approved within 60 working days of receipt of complete application}) / (\text{number of received tariff applications})) * 100$	$((\text{number of tariff applications approved within 60 working days of receipt of complete application}) / (\text{number of received tariff applications})) * 100$
Means of verification	Applications; Reasons for Decisions; Minutes of REC and ELS meetings	Applications; Reasons for Decisions; Minutes of REC and ELS meetings
Assumptions	Complete applications received from licensees	Complete applications received from licensees
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of complete tariff applications of licensed distributors for increases higher than the guideline and benchmark considered by the ELS within 60 working days of receipt of complete application	100% of complete tariff applications of licensed distributors for increases within the guideline and benchmark considered by the REC within 60 working days of receipt of complete application.
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)
Indicator title	3. Number of reports on the monitoring of the implementation of IBTs by licensed distributors in South Africa eligible for IBT considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Energy Regulator decision on the review of the complete Eskom RCA application for previous financial year taken by the relevant committee or the Energy Regulator within the stated timeframe
Definition	These are reports aimed at providing the Regulator with information on how licensed distributors implement the IBTs	This is the decision of the Regulator on the Regulatory Clearing Account application which is based on the evaluation of the account (for the purpose of determining the pass-through) will be done towards the end of Eskom's financial year (approximately 2 months prior to year-end) with actuals for the 9 months and Eskom projections to year end/
Source of data	Reports on analysis of implementation of IBTs by licensed distributors	RCA application; Information supplied by Eskom
Method of calculation / assessment	Number of reports per annum	Decision of the Energy Regulator
Means of verification	Submissions to ELS/REC; Minutes of REC and ELS meetings	Applications; Reasons for Decisions; Minutes of ER meetings
Assumptions	Information obtained from licensed distributors eligible for IBT implementation	Eskom submits complete application

Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Annual	Cumulative
Reporting cycle	Every 3 years	Annual
Desired performance	One report on the monitoring of the implementation of IBTs by licensed distributors in South Africa eligible for IBT implementation considered annually by ELS by 31 March	Energy Regulator decision on the review of Eskom's RCA application for 2020/21 taken annually by the ER by 31 March
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)
Indicator title	5. Number of reports on the analysis of the complete Eskom ERTSA application for the coming financial year considered by the relevant committee or the Energy Regulator within the stated timeframe	6. Energy Regulator decision on the review of Eskom's revenue application for year 1 of MYPD 5 considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	The decision is based on the review of Eskom's annual application to adjust the tariffs applicable to the respective customer groups; the annual submission of a proposed schedule of standard tariffs applicable to each of the customer groups for each year of the MYPD as well as the Reasons for Decision (RfD).	This is the decision of the Regulator on review of Eskom's revenue application, based on the Multi Year Price Determination (MYPD) – which incorporates some of the Rate of Return (RoR) and incentive based principles through the introduction of the transmission and distribution service incentive schemes and the energy efficiency demand side management (EEDSM) schemes.
Source of data	ERTSA Application by Eskom	Eskom's revenue application; Information supplied by Eskom
Method of calculation / assessment	Number of reports considered per annum on analysis of Eskom's ERTSA for the coming financial year	Decision of the Energy Regulator
Means of verification	Reasons for Decision and Minutes (ELS and Energy Regulator).	Applications; Reasons for Decisions; Minutes of ER meetings
Assumptions	Eskom submits complete application	Eskom submits complete application
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One report on the analysis of the complete Eskom ERTSA application for 2022/23 considered annually by the ER by 31 March	Energy Regulator decision on the review of Eskom's revenue application for year 1 of MYPD 5 considered by ER within 6 months after receipt of complete application
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)
Indicator title	7. Number of reports on the analysis of Eskom's performance based on submitted Regulatory Financial Reports (RFRs) considered by the relevant committee or the Energy Regulator within the stated timeframe	8. Number of reports on the calculation of the FBE Rate for the compensation of Eskom considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	These reports provide the Regulator with information on Eskom's performance, which are based on an analysis of Eskom's Regulatory Financial Reports and on the relevant MYPD determination.	This is the Energy Regulator decision on the determination of the rate at which Eskom can charge the municipalities annually for supplying FBE on its behalf, based on an analysis of Eskom's FBE reports which contains customer statistics and consumption information and an analysis of Eskom's approved IBT (1 st block) rate.

Source of data	Eskom report on its actual performance against the relevant MYPD	Eskom - FBE customer statistics and consumption information; NERSA - the approved 1 st block of the Eskom Retail Tariff
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to ELS/REC; Minutes of REC and ELS meetings	Submissions to ELS and ER; minutes of ELS and ER
Assumptions	Eskom submits completed RFRs	Eskom submits FBE reports timeously
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One report on the analysis of Eskom's performance based on Regulatory Financial Reports (RFRs) considered annually by the ELS/REC by 31 March	One report on the calculation of the FBE Rate for the compensation of Eskom considered annually by ER by 31 March
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)

1.1.2. Programme 2: Licensing and registration

Indicator title	1. % of new complete licence applications considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete applications for amendment of licences considered by the relevant committee or the Energy Regulator within the stated timeframe
Short definition	This is the percentage of complete licence applications that are considered by the Regulator Executive Committee or the Electricity Subcommittee (depending on delegation) and submitted to the Energy Regulator for a final decision, in compliance with the legislated timeframes.	This is the percentage of applications for the amendment or the revocation of a licence that are considered by the Regulator Executive Committee or the Electricity Subcommittee (depending on delegation) and submitted to the Energy Regulator for a final decision, in compliance with the legislated timeframes.
Source/collection of data	Licence application	Licence applications
Method of calculation	(number of processed licence applications within 120 working days / number of received licence applications)*100	(number of processed licence applications within 120 working days / number of received licence applications)*100
Means of verification	Reasons for decision (RFD). The RFD documents outlines the timelines in the processing of applications and Minutes (REC/ELS/ER depending on delegation)	Reasons for decision (RFD). The RFD documents outlines the timelines in the processing of applications and Minutes (REC/ELS/ER depending on delegation)
Assumptions	Applicants provide all required information to accept application for analysis	Applicants provide all required information to accept application for analysis
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of new complete licence applications considered by ELS/REC/ER within 120 working days after the period of objections expired and no objections were received or after objections are addressed	100% of complete applications for amendment/revocation of licences considered by the ELS/REC/ER within 120 working days after the period of objections expired and no objections were received or after objections are addressed
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

Indicator title	3. % of complete applications for registration of electricity generation facilities considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of reports on new entrants into the electricity supply industry considered by the relevant committee or the Energy Regulator
Definition	This is the percentage of complete applications for registration of electricity generation activities that are considered by the REC or the ELS (depending on delegation) and submitted to the Energy Regulator for a final decision, in compliance with the legislated timeframes.	This is the number of reports on new applicants who applied for new licences and registration of electricity generation facilities that are considered by the ELS/REC/ER (depending on delegation), in compliance with the legislated timeframes.
Source of data	Registration applications	Register of new entrants by means of licences or registrations.
Method of calculation / assessment	(number of processed licence applications within 60 working days / number of received licence applications)*100	Number of reports per annum
Means of verification	Applications; Reasons for decision (RFD). The RFD documents outlines the timelines in the processing of applications and Minutes (REC/ELS/ER depending on delegation)	Submissions to ELS; minutes of ELS
Assumptions	All required information is received from applicants	Reports are completed as planned, based on an accurate register of new entrants
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative
Reporting cycle	Quarterly	Annual
Desired performance	100% of complete applications for registration of electricity generation facilities considered by the ELS within 60 working days from receipt of all required information	One report on new entrants into the electricity supply industry considered annually by the ELS by 31 March
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

1.1.3. Programme 3: Compliance monitoring and enforcement

Indicator title	1. Number consolidated distribution audit reports on the state of compliance of licensees with licence conditions considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of consolidated generation audit reports on the state of compliance of power stations with licence conditions considered by the relevant committee or the Energy Regulator the stated timeframe within the stated timeframe
Definition	These are annual reports on all the audits NERSA conducted on the state of distribution licensees' compliance with licence conditions, including audit findings	These are annual reports on all the audits NERSA conducted on the state of generation licensees' compliance with licence conditions, including audit findings
Source of data	Compliance audit reports	Compliance audit reports
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to ELS/REC; minutes of ELS/REC	Submissions to ELS/REC; minutes of ELS/REC
Assumptions	Audits completed and reports compiled as planned	Audits completed and reports compiled as planned
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable

Calculation Type	Cumulative	Cumulative
Reporting cycle	Annually	Annually
Desired performance	One consolidated distribution audit report on the state of compliance of licensees with licence conditions considered annually by the ELS/REC by 31 March	One consolidated generation audit report on the state of compliance of generation facilities with licence conditions considered annually by the ELS/REC by 31 March
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)
Indicator title	3. Number of consolidated transmission audit reports on the state of compliance of Main Transmission Substations with licence conditions considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of progress reports on the monitoring of the implementation of the corrective action plans by non-complying licensees considered by the relevant subcommittee or the Energy Regulator within the stated timeframe
Definition	These are annual reports on all the audits NERSA conducted on the state of transmission licensees' compliance with licence conditions, including audit findings	These are reports, one each for transmission, generation and distribution licensees, indicating the progress made by licensees' with their corrective action plans, based on the audit findings by NERSA regarding the state of their compliance with licence conditions.
Source of data	Compliance audit reports	Compliance audit reports; non-compliance notices; corrective action plans by licensees
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to ELS/REC; minutes of ELS/REC	Submissions to ELS/REC; minutes of ELS/REC
Assumptions	Audits completed and reports compiled as planned	Corrective action plans by licensees received on time
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annually	Annually
Desired performance	One consolidated transmission audit report on the state of compliance of Main Transmission Substations with licence conditions considered annually by the ELS/REC by 31 March	Three reports (one each for transmission, generation and distribution facilities), on the monitoring of the implementation of the corrective action plans by non-complying licensees considered annually by the ELS/REC by 31 March
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)
Indicator title	5. Number of audit reports on the annual performance of IDM considered by the relevant committee or the Energy Regulator by 31 March.	6. Number of audit reports on the Transmission Network Development for the previous financial year projects for compliance with the South African Grid Code, considered by the relevant committee or the Energy Regulator within the stated timeframe, subject to all information available
Definition	These are annual audit reports of the IDM performance based on Eskom's breakdown of all IDM programmes/ technologies with their estimated costs, demand and energy savings that was submitted to the Energy Regulator with the MYPD application.	These are reports regarding the audits conducted on projects included in Eskom's approved Transmission Development Plan in order to evaluate the compliance of these projects with the approved Grid Code
Source of data	Approved audit report that details the assessment and evaluation of IDM for compliance with the South African Grid Code	Approved audit report that details the assessment and evaluation of projects in Eskom's approved Transmission Development Plan for compliance with the South African Grid Code
Method of calculation /	Number of reports per annum	Number of reports per annum

assessment		
Means of verification	Submissions to ELS/REC; minutes of ELS/REC	Submissions to ELS/REC; minutes of ELS/REC
Assumptions	Audits completed and reports compiled as planned	Audits completed and reports compiled as planned
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One audit report on the annual performance of IDM for 2020/21 considered by the ELS/REC/ER after receipt of Eskom's IDM Annual Report	One audit report on the Transmission Network Development 2020/21 projects for compliance with the South African Grid Code considered annually by the ELS/REC by 31 March, subject to all information available
Indicator Responsibility	EM (ELR) and HOD (EIP)	EM (ELR) and HOD (EIP)
Indicator title	7. Number of audit reports on the Distribution Network Development for the previous financial year projects for compliance with the South African Grid Code, considered by the relevant committee or the Energy Regulator within the stated timeframe, subject to all information available	8. Number of monitoring reports on the performance and progress of Renewable Energy projects for the next financial year, considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	These are reports regarding the audits conducted on projects included in Eskom's approved Distribution Development Plan in order to evaluate the compliance of these projects with the approved Grid Code	These are monitoring reports on the performance of and progress made with renewable energy aimed at informing all stakeholders and decision makers on the status.
Source of data	Approved audit report that details the assessment and evaluation of projects in Eskom's approved Distribution Development Plan for compliance with the South African Grid Code	Reports on the performance and progress of Renewable Energy
Method of calculation / assessment	Number of reports per year	Number of reports per year
Means of verification	Submissions to ELS/REC; minutes of ELS/REC	Submissions to ELS/REC; minutes of ELS/REC
Assumptions	Audits completed as planned	Audits completed as planned
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Bi-annually
Desired performance	One audit report on the Distribution Network Development 2020/21 projects for compliance with the South African Grid Code considered annually by the ELS/REC by 31 March, subject to all information available	Two monitoring reports on the performance and progress of Renewable Energy projects for 2022/23 considered annually by the ELS/REC by 30 September and 31 March respectively
Indicator Responsibility	EM (ELR) and HOD (EIP)	EM (ELR) and HOD (EIP)

Indicator title	9. Number of reports on the implementation of the Service Quality Incentive (SQI) – one each for transmission and distribution considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	These are reports regarding on the review of Eskom Distribution's and Transmission's performance against targets set in the SQI scheme for the first year of the MYPD4 period
Source of data	Performance results of Eskom Distribution and Transmission
Method of calculation / assessment	Number of reports per year
Means of verification	Submissions to ELS; minutes of ELS
Assumptions	Performance results made available on time
Disaggregation of beneficiaries (where applicable)	Not applicable
Spatial transformation (where applicable)	Not applicable
Calculation Type	Cumulative
Reporting cycle	Annual
Desired performance	Two reports on the implementation of the Service Quality Incentive (SQI) – one each for transmission and distribution considered annually by the ELS/REC by 31 March
Indicator Responsibility	EM (ELR) and HOD (ELC)

1.1.4. Programme 4: **Dispute resolution, including mediation, arbitration and handling of complaints**

Indicator title	1. % of disputes/complaints, including initiated investigations, closed within the stated timeframe	2. Number of reports on the trends regarding to the status of disputes and complaints in the electricity industry considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of complaints / disputes closed with set timelines	This is a report compiled on an annual basis, on the trends regarding to and the status of complaints in the electricity industry
Source of data	Records of complaints received	Records of complaints and disputes
Method of calculation / assessment	$(\text{number of closed disputes / complaints within 120 working days of receipt} / \text{number of received complaints}) * 100$	Number of reports per year
Means of verification	Database of all complaints/disputes received and closed	Submissions to ELS/REC; minutes of ELS/REC
Assumptions	Complete information is received from complainants	Reports on disputes/complaints completed on time
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative
Reporting cycle	Quarterly	Annually
Desired performance	87% of disputes/complaints including initiated investigations closed within 120 working days from receipt	One report on the trends regarding to the status of disputes and complaints in the electricity industry considered annually by the ELS/REC by 31 March
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

1.1.5. Programme 5:

Setting of rules, guidelines and codes for the regulation of the electricity industry

Indicator title	1. % of complete applications from the ESI <u>requiring exemptions</u> to the South African grid code, considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete applications from the ESI <u>requiring amendment</u> to the South African grid code, considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of decisions taken regarding applications for exemption from the Grid Code made by the relevant Subcommittee within 60 days from receipt of application	This is the percentage of decisions taken regarding applications for amendment of the Grid Code made by the relevant Subcommittee within 60 days from receipt of application
Source of data	Applications for <u>exemptions</u> of the grid code	Applications for <u>amendments</u> to the grid code
Method of calculation / assessment	(number of applications <u>requiring exemptions</u> completed within 3 months from receipt of complete information / number of applications for <u>exemptions</u> received)*100	(number of applications <u>requiring amendments</u> completed within 3 months from receipt of complete information / number of applications for <u>amendments</u> received)*100
Means of verification	Applications; recommendations from the Grid Code Advisory Committee	Applications; recommendations from the Grid Code Advisory Committee
Assumptions	Recommendations from Grid Code Advisory Committee submitted with all required supporting documents	Recommendations from Grid Code Advisory Committee submitted with all required supporting documents
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of complete applications from the ESI <u>requiring exemption</u> to the South African grid code, considered by the ELS/REC within 3 months from receipt of complete information	100% of complete applications from the ESI <u>requiring amendment</u> to the South African grid code, considered by the ELS/REC within 3 months from receipt of complete information
Indicator Responsibility	EM (ELR) and HOD (EIP)	EM (ELR) and HOD (EIP)
Indicator title	3. Number of reports on regulatory advocacy aimed at improvement of the regulatory framework provided through legislation, regulation and government policies considered by the relevant committee or the Energy Regulator within stated timeframe	4. Number of reports on the proposed guidelines and benchmarks for the next financial year considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on gas regulatory advocacy engagements with decision-makers on identified legislative and policy matters	These are reports in which proposed municipal guidelines and benchmarks for the forthcoming financial year are stated, based on an analysis that was performed, taking into account the relevant MYPD, the current financial year's Municipal tariff increases and benchmarks as well as inflation targets and others.
Source of data	Reports on each engagement indicating the reason for and outcome of the engagement	Reasons for Decision of MYPD3 and previous Municipal tariff increases and benchmarks; Guidelines for Municipal tariff increases and Benchmarks for the current financial year; and minutes of ELS and ER meetings
Method of calculation / assessment	Number of reports per annum	Number of reports per year
Means of verification	Submissions to ELS; Minutes of ELS	Submissions to ELS/REC; Minutes of REC and ELS meetings
Assumptions	Reports on each engagement compiled	Eskom submit their ERTSA application on time
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation	Not applicable	Not applicable

(where applicable)		
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One report on regulatory advocacy aimed at improvement of the regulatory framework provided through legislation, regulation and government policies considered annually by the ELS by 31 March	One report on the proposed guidelines and benchmarks for 2022/23 considered by the ELS/REC within 3 months after the decision on the ERTSA
Indicator Responsibility	EM (ELR) and HODs	EM (ELR) and HOD (EPT)

1.1.6. Programme 6: Administration (Establishing NERSA as an efficient and effective regulator)

Indicator title	1. Number of System Adequacy Reports considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of customer education programmes undertaken within the stated timeframe
Definition	These are reports in which NERSA indicates the generation system adequacy and performance, as well as capacity outlook for the near future.	This is the number of customer education programmes conducted where NERSA engages its stakeholders in a number of ways, including education programmes
Source of data	Reports from Eskom	Annual plan for customer education programmes
Method of calculation / assessment	Number of reports per year	Number of stakeholder engagements and education programmes held
Means of verification	Submissions to ELS/REC; minutes of ELS/REC	Submissions to ELS; minutes of ELS
Assumptions	Information from Eskom received timeously	Programmes conducted as planned
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annually	Quarterly
Desired performance	One System Adequacy Report considered annually by the ELS/REC by 31 March	Fifty customer education programmes undertaken annually by 31 March
Indicator Responsibility	EM (ELR)	EM (ELR) and HOD ELC
Indicator title	3. Number of consolidated reports on the customer education programmes undertaken considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the number of consolidated reports on the customer education programmes undertaken annual – indicating the geographic spread of where the programmes were conducted, the number of attendees and key issues raised at the sessions	
Source of data	Reports of each programme conducted	
Method of calculation / assessment	Number of reports per annum	
Means of verification	Submissions to ELS; minutes of ELS	
Disaggregation of beneficiaries (where applicable)	Not applicable	
Spatial transformation (where applicable)	Not applicable	
Assumptions	Individual reports are completed for each programme conducted	
Calculation Type	Cumulative	

Indicator title	3. Number of consolidated reports on the customer education programmes undertaken considered by the relevant committee or the Energy Regulator within the stated timeframe
Reporting cycle	Annually
Desired performance	One consolidated report on the customer education programmes undertaken considered annually by the ELS/REC by 31 March
Indicator Responsibility	EM (ELR) and HOD ELC

1.2. PIPED-GAS INDUSTRY REGULATION

1.2.1. Programme 1: Setting and/or approval of tariffs and prices

Indicator title	1. % of complete maximum price applications considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete applications on distinguishing features considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of applications for maximum prices of piped-gas considered by the relevant Subcommittee, within a set timeframe, subject to a finding that there is inadequate competition	This is the percentage of applications on distinguishing features considered by the relevant Subcommittee, within a set timeframe
Source of data	Applications for maximum prices of gas	Applications on distinguishing features
Method of calculation / assessment	(number of applications for maximum prices completed within 120 working days / number of applications for maximum prices received)*100	(number of applications on distinguishing features completed within 120 working days / number of applications for maximum prices received)*100
Means of verification	Reason for decisions; minutes of ER	Reason for decisions; minutes of ER
Assumptions	Complete applications received from licensees	Complete applications received from licensees
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of complete maximum price applications considered by the ER within 120 working days after date of publication of the preliminary assessment of the maximum price applications	100% of complete applications on distinguishing features considered by the ER within 120 working days after the date of the publication of preliminary assessment of the applications
Indicator Responsibility	EM (GAR) and HOD (GPT)	EM (GAR) and HOD (GPT)
Indicator title	3. % of complete transmission tariff applications considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of calculations of the ROMPCO tariff for gas volumes below 120 million Gigajoule considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of transmission tariff applications considered by the relevant Subcommittee, within a set timeframe, subject to a finding that there is inadequate competition	This is the number of calculations of the ROMPCO tariff for gas volumes below 120 million Gigajoules considered by the relevant Subcommittee, within a set timeframe
Source of data	Applications for transmission tariffs	Schedule One to the Agreement and PPI from StatsSA, Report containing the ROMPCO tariffs for volumes below 120 GJ
Method of calculation / assessment	(number of transmission tariff applications completed within 120 working days / number of applications for transmission tariffs received)*100	Actual number of calculations and publication of the ROMPCO tariff for volumes below 120 Gigajoule
Means of verification	Reason for decisions; minutes of ER	Submissions to PGS; minutes of the PGS
Assumptions	Complete applications received from licensees	Information received timeously from ROMPCO
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative

Reporting cycle	Quarterly	Quarterly
Desired performance	100% of complete transmission tariff applications considered by ER within 120 working days after date of publication of preliminary assessment of tariff applications	Four calculations of the ROMPCO tariff for gas volumes below 120 million Gigajoules considered quarterly the PGS
Indicator Responsibility	EM (GAR) and HOD (GPT)	EM (GAR) and HOD (GPT)
Indicator title	5. Number reports on the assessment of the adequacy of competition considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the number of reports compiled annually on the assessment of the adequacy of competition in the piped-gas industry considered by the relevant Subcommittee, within a set timeframe.	
Source of data	Competition assessment and analysis reports	
Method of calculation / assessment	Number of reports per year	
Means of verification	Submissions to PGS; minutes of the PGS	
Assumptions	Assessment and analysis completed on time.	
Disaggregation of beneficiaries (where applicable)	Not applicable	
Spatial transformation (where applicable)	Not applicable	
Calculation Type	Cumulative	
Reporting cycle	Annually	
Desired performance	One report on the assessment of the adequacy of competition considered by the PGS by 31 March 2022	
Indicator Responsibility	EM (GAR) and HOD (GPT)	

1.2.2. Programme 2: Licensing and Registration

Indicator title	1. % of complete licence applications considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete applications for licence amendments considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of the licence applications considered by the REC or PGS (depending on the delegation) within a set timeframe	This is the percentage of the applications for license amendment, considered by the relevant subcommittee within a set timeframe
Source of data	Licence applications,	Applications for licence amendments
Method of calculation / assessment	$(\text{Number of licence applications considered within 60 working days from date of close of public comment period or period of applicant's response to objections received}) / (\text{total number of applications received}) * 100$	$(\text{Number of applications for amendments considered within 60 working days from date of close of public comment period or period of applicant's response to objections received}) * 100$
Means of verification	Reasons for decision; Minutes of REC / PGS (depending on delegation)	Reasons for decision; Minutes of REC / PGS (depending on delegation)
Assumptions	Complete applications submitted	Complete applications submitted
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly

Desired performance	100% of complete licence applications considered by the PGS/REC within 60 working days from date of close of public comment period or period of applicant's response to objections received	100% of complete applications for licence amendments considered by the PGS/REC within 60 working days from date of close of public comment period or period of applicant's response to objections received
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)
Indicator title	3. % of complete applications for the registration of gas activities considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the percentage of the registration applications for operations or activities related to the production and importation of gas, considered by the relevant subcommittee within a set timeframe	
Source of data	Registration applications	
Method of calculation / assessment	$(\text{Number of registration applications considered within 60 working days from date of close of public comment period}) / (\text{total number of applications received}) * 100$	
Means of verification	Reasons for decision; Minutes of PGS	
Assumptions	Complete applications submitted	
Disaggregation of beneficiaries (where applicable)	Not applicable	
Spatial transformation (where applicable)	Not applicable	
Calculation Type	Non-cumulative	
Reporting cycle	Annual	
Desired performance	100% of complete applications for the registration of gas activities are processed and considered by the PGS within 60 working days from date of close of public comment period	
Indicator Responsibility	EM (GAR) and HOD (GLC)	

1.2.3. Programme 3: Compliance monitoring and enforcement

Indicator title	1. Number of monthly volume balance reports assessed and analysis reports considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of audit reports on compliance of the ROMPCO pipeline considered by the relevant committee within the stated timeframe
Definition	This is the number of reports on the assessment and analysis of Sasol's volume balance reports considered by the relevant Subcommittee, within 60 days from date of receipt of information from Sasol, in order for NERSA to have regular, systematic, consistent, and sufficient non-financial information relevant to economic regulation, to enhance the efficiency and transparency of the regulatory process.	This is the number of audits conducted on the ROMPCO pipeline according to the compliance framework, non-compliance notices issued (where necessary) and audit reports considered by the relevant committee by the end of the financial year
Source of data	Volume balance report assessment reports	Audit reports
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to PGS; Minutes of PGS	Submissions to PGS; Minutes of PGS
Assumptions	Information received timeously from Sasol	Approval received to travel to Mozambique to conduct audits
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable

applicable)		
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Quarterly	Annually
Desired performance	Twelve monthly volume balance reports assessed and analysis reports considered quarterly by the PGS	One audit report on the compliance of ROMPCO pipeline considered annually by the PGS by 31 March
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)
Indicator title	3. Number of reports on licensees' compliance with licence conditions considered by the relevant Committee within the stated timeframe	4. % of monitoring reports on the implementation of transmission tariffs considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on inspections conducted aimed at enforcing monitoring and compliance of licensed entities with licence conditions and to issue notices of non-compliance if and when necessary	This is the percentage of monitoring reports on the implementation of transmission tariffs by ROMPCO, Transnet and Sasol Gas respectively, considered by the relevant committee with stated timeframe
Source of data	Approved plan to annual inspections, Inspection reports	Monitoring reports
Method of calculation / assessment	Number of reports per annum	$((\text{Number of monitoring reports received from relevant licensees}) / (\text{total number of relevant licensees})) * 100$
Means of verification	Submissions to PGS; Minutes of PGS	Submissions to PGS; Minutes of PGS
Assumptions	Inspection reports completed	Analysis of monitoring reports on the implementation of transmission tariffs completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Non-cumulative
Reporting cycle	Quarterly	Annually
Desired performance	One report on compliance with licence conditions considered annually by the PGS by 31 March	100% of monitoring reports on the implementation of transmission tariffs considered annually by the PGS by 31 March, after one year following the approval of the transmission tariff
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)
Indicator title	5. Number of reports on the implementation of the RRM for the preceding financial year considered by the relevant committee or the Energy Regulator within the stated timeframe	6. % of monitoring reports per licensee on the implementation of Maximum Prices considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	These are the number of reports on the implementation of the RRM, aimed at achieving uniformity and consistent reporting of information required for tariff setting/approval and performance monitoring, considered by the relevant subcommittee	These are the percentage of monitoring reports on the implementation of maximum prices considered by the relevant Subcommittee, aimed at evaluating compliance.
Source of data	Analysis on the implementation of the RRM	Analysis on the implementation of Maximum Prices
Method of calculation / assessment	Number of reports per annum	$((\text{Number of monitoring reports per relevant licensees}) / (\text{total number of approved maximum prices 12 months prior to reports per relevant licensee})) * 100$
Means of verification	Submission to PGS/REC; Minutes of PGS/REC	Submission to PGS/REC; Minutes of PGS/REC
Assumptions	Analysis of the implementation of the RRM completed	Analysis of the implementation of the Maximum Prices completed

Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Non-cumulative
Reporting cycle	Quarterly	Annually
Desired performance	Four reports (one for each licensee – SASOL, ROMPCO, Transnet and SLG) on the implementation of the RRM for the preceding financial year considered annually by the PGS/REC by 31 March	100% of monitoring reports on the implementation of Maximum Prices, after one year following the approval of the maximum price considered annually by the PGS by 31 March
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)

1.2.4. Programme 4: Dispute resolution, including mediation, arbitration and handling of complaints

Indicator title	1. % of complaint investigations completed and a report on findings considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of initiated investigations completed and a report on findings considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of investigations into complaints and disputes received, completed within a stated timeframes and a report on the findings considered by the relevant Subcommittee	This is the percentage of initiated investigations within a stated timeframes and a report on the findings considered by the relevant Subcommittee
Source of data	Records of complaints received	Records of complaints initiated, RFD, minutes of relevant Subcommittee
Method of calculation / assessment	$((\text{Number of complaints received completed within 12 months after receipt}) / (\text{total number of applications received})) * 100$	$((\text{Number of initiated investigations completed within 12 months after receipt}) / (\text{total number of initiated investigations})) * 100$
Means of verification	Reports on findings, submissions to PGS, minutes of PGS	Reports on findings, submissions to PGS, minutes of PGS
Assumptions	Complete information received from complainant	Initiated investigations completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Annual	Annual
Desired performance	50% of complaint investigations completed within 12 months and a report on findings considered by the PGS	50% of initiated investigations and inquiries completed within 12 months and a report on findings considered by the PGS
Indicator Responsibility	EM (GAR) and (HOD (GPT) or HOD (GLC))	EM (GAR) and (HOD (GPT) or HOD (GLC))

1.2.5. Programme 5: Setting of rules, guidelines and codes for the regulation of the piped-gas industry

Indicator title	1. Number of reports on gas regulatory advocacy considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on gas regulatory advocacy engagements with decision-makers on identified legislative and policy matters
Source of data	Reports on each engagement indicating the reason for and outcome of the engagement
Method of calculation / assessment	Number of reports per annum

Means of verification	Submissions to PGS; Minutes of PCG
Assumptions	Reports on each engagement compiled
Disaggregation of beneficiaries (where applicable)	Not applicable
Spatial transformation (where applicable)	Not applicable
Calculation Type	Cumulative
Reporting cycle	Annual
Desired performance	One report on gas regulatory advocacy considered annually by the PGS by 31 March
Indicator Responsibility	EM (GAR), HOD (GLC) and HOD (GPT)

1.2.6. Programme 6: Administration (Establishing NERSA as an efficient and effective regulator)

Indicator title	1. Number of reports on stakeholder workshops / meetings considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of reports on new developments in the gas industry considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on stakeholder workshops and meetings regarding pricing and tariffs as well as licensing and compliance monitoring	This is the number of reports on new developments in the gas industry considered by the relevant Subcommittee
Source of data	Reports on each workshop, indicating the reason for and outcome of the workshop	Information gathered on relevant developments
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to PGS; Minutes of PCG	Submissions to PGS; Minutes of PCG
Assumptions	Reports on each engagement compiled	Analysis of new developments concluded
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Bi-annual
Desired performance	One report on stakeholder workshops / meetings considered annually by the PGS by 31 March	Two reports on new developments in the gas industry considered annually by the PGS by 30 September and 31 March
Indicator Responsibility	EM (GAR), HOD (GLC) and HOD (GPT)	EM (GAR), HOD (GLC) and HOD (GPT)
Indicator title	3. Number of reports on gas regulatory advocacy considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the number of reports on gas regulatory advocacy engagements with decision-makers on identified legislative and policy matters	
Source of data	Reports on each engagement indicating the reason for and outcome of the engagement	
Method of calculation / assessment	Number of reports per annum	
Means of verification	Submissions to PGS; Minutes of PCS	
Assumptions	Reports on each engagement compiled	
Disaggregation of beneficiaries (where applicable)	Not applicable	

Indicator title applicable)	3. Number of reports on gas regulatory advocacy considered by the relevant committee or the Energy Regulator within the stated timeframe
Spatial transformation (where applicable)	Not applicable
Calculation Type	Cumulative
Reporting cycle	Annual
Desired performance	One report on gas regulatory advocacy considered annually by the PGS by 31 March
Indicator Responsibility	EM (GAR), HOD (GLC) and HOD (GPT)

1.3. PETROLEUM PIPELINES INDUSTRY REGULATION

1.3.1. Programme 1: Setting and/or approval of tariffs and prices

Indicator title	1. % of complete pipeline, storage and loading facility tariff applications considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of all the pipeline, storage and loading facility tariff applications considered by the relevant committee within 6 months of receipt of complete application
Source of data	Applications for tariffs
Method of calculation / assessment	$((\text{Number of tariff applications considered by the relevant Subcommittee within 6 months of receipt of complete application}) / (\text{Total number of tariff applications received})) * 100$
Means of verification	Reasons for Decision; Minutes of PPS
Assumptions	Complete applications received
Disaggregation of beneficiaries (where applicable)	Not applicable
Spatial transformation (where applicable)	Not applicable
Calculation Type	Non-cumulative
Reporting cycle	Quarterly
Desired performance	75% of complete pipeline, storage and loading facility tariff applications considered by the PPS/ER within 6 months from receipt of application
Indicator Responsibility	EM (PPR) and HOD (PPT)

1.3.2. Programme 2: Licensing and Registration

Indicator title	1. % of complete licence applications considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of complete applications for licence amendments / revocations considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the percentage of licence applications that will be decided upon within the timelines as prescribed in Section 19(1) of the Petroleum Pipelines Act	This is the percentage of applications for licence amendments that will be decided upon within the timelines as prescribed in Section 19(1) of the Petroleum Pipelines Act
Source of data	Licence applications	Licence amendment applications
Method of calculation / assessment	$(\text{number of applications decided upon within statutory deadlines} / \text{number of received licence applications}) * 100$	$(\text{number of applications decided upon within statutory deadlines} / \text{number of received licence applications}) * 100$
Means of verification	Reasons for decision (RFD) and Minutes of PPS/REC/ER	Reasons for decision (RFD) and Minutes of PPS/REC/ER
Assumptions	Complete applications	Complete applications
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Non-cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of complete licence applications considered by the PPS/REC/ER within 60 working days under the conditions as prescribed in Section 19(1) of the	100% of complete applications for licence amendments / revocations considered by the PPS/REC/ER within 60 working days from date of close of public

	Petroleum Pipelines Act	comment period or period of applicant's response to objections received
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)
Indicator title	3. Number of reports on investigations done into suspected unlicensed activities considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of reports on the geographic spread of licences issued for petroleum pipelines infrastructure and new entrants considered annually by the relevant committee or the Energy Regulator
Definition	This is the number of reports on investigations done into suspected unlicensed activities considered by the relevant committee or the Energy Regulator within the stated timeframe	This is a number of reports indicating the geographical spread of licenced petroleum pipelines infrastructure and licences issued for new entrants considered annually by the relevant committee or the Energy Regulator
Source of data	Data based on suspected unlicensed activities	Licences issued
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to REC, minutes of REC	Submissions to PPS, minutes of PPS
Assumptions	Investigations completed	Reports completed as planned
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One report on the geographic spread of licences issued for petroleum pipelines infrastructure and new entrants considered annually by the relevant committee or the Energy Regulator	One report on the geographic spread of licence issued for petroleum pipelines infrastructure and new entrants considered annually by the relevant committee or the Energy Regulator
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)

1.3.3. Programme 3: Compliance monitoring and enforcement

Indicator title	1. Number of reports on trends regarding utilisation of storage facilities and third-party access, considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of reports on the implementation of the methodology to determine uncommitted capacity considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on trends regarding the utilisation of storage facilities and 3rd party access, considered by the relevant Subcommittee, aimed at promoting competition in the industry	This is the number of reports on the analysis of the implementation of the methodology to determine uncommitted capacity, considered by the relevant Subcommittee, aimed at promoting 3 rd party access
Source of data	Analysis reports on trends regarding utilisation of storage facilities and third-party access	Analysis reports of the implementation of the methodology to determine uncommitted capacity
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to PPS; Minutes of PPS	Submissions to PPS; Minutes of PPS
Assumptions	Analysis of trends completed	Analysis of completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative

Reporting cycle	Bi-annual	Annual
Desired performance	Two reports on trends regarding utilisation of storage facilities and third-party access considered bi-annually by the PPS by 30 September and 31 March	One report on the implementation of the methodology to determine uncommitted capacity considered annually by the PPS by 31 March
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)
Indicator title	3. Number of reports on the construction of new facilities considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of reports on licensees' compliance with statutory reporting requirements considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports detailing the compliance of construction licences to licence conditions is developed and considered by the relevant Subcommittee on a quarterly basis	This is a report on the compliance of the licensees on all the statutory reporting requirements considered by the relevant Subcommittee on a quarterly basis
Source of data	Database of identified construction of new facilities	Database on licensees' compliance with statutory reporting requirements
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to PPS; Minutes of PPS	Submissions to PPS; Minutes of PPS
Assumptions	Analysis of construction of new facilities completed	Analysis of licensees' compliance with statutory reporting requirements completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Bi-annual	Bi-annual
Desired performance	Two reports on the construction of new facilities considered biannually by the PPS by 30 September and 31 March	Two reports on licensees' compliance with statutory reporting requirements considered bi-annually by the PPS by 30 September and 31 March
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)

1.3.4. Programme 4: **Dispute resolution, including mediation, arbitration and handling of complaints**

Indicator title	1. % of complaints investigated and report considered by the relevant committee or the Energy Regulator within the stated timeframe of receipt of complete information form relevant parties
Definition	This is the percentage of the complaints investigated and considered by the relevant subcommittee within 60 days of receipt of complete information form relevant parties
Source of data	Records of complaints received
Method of calculation / assessment	$(\text{number of finalised complaints within 60 days of receipt} / \text{number of received complaints}) * 100$
Means of verification	Submissions for PPS; Minutes of PPS
Assumptions	Investigations completed
Disaggregation of beneficiaries (where applicable)	Not applicable
Spatial transformation (where applicable)	Not applicable
Calculation Type	Non-cumulative
Reporting cycle	Annually

Desired performance	100% of complaints investigated and report considered by the PPS within 6 months of receipt of complete information from relevant parties
Indicator Responsibility	EM (PPR) and HOD (PLC)

1.3.5. Programme 5: **Setting of rules, guidelines and codes for the regulation of the petroleum pipelines industry**

Indicator title	1. Number of reports on the monitoring of the implementation of the tariff methodology considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the number of reports the monitoring of the implementation of the tariff methodology considered by the relevant committee annually	
Source of data	Analysis report of the implementation of the tariff methodology by licensees	
Method of calculation / assessment	Number of reports per annum	
Means of verification	Submissions to PPS; Minutes of PPS	
Assumptions	Analysis completed	
Disaggregation of beneficiaries (where applicable)	Not applicable	
Spatial transformation (where applicable)	Not applicable	
Calculation Type	Cumulative	
Reporting cycle	Annual	
Desired performance	One report on the monitoring of the implementation of the revised methodology considered annually by the PPS by 31 March	
Indicator Responsibility	EM (PPR) and HOD (PPT)	

1.3.6. Programme 6: **Administration (Establishing NERSA as an efficient and effective regulator)**

Indicator title	1. Number of reports on the inland security of supply considered by relevant committee or the Energy Regulator within the stated timeframe	2. Number of reports on regulatory advocacy aimed at improvement of the regulatory framework provided through legislation, regulation and government policies for the petroleum pipelines industry considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of reports on the inland supply forecast considered by the relevant subcommittee, in order to determine if there will be enough supply for the inland market, utilising NERSA's forecast model	This is the number of reports on petroleum pipelines regulatory advocacy engagements with decision-makers on identified legislative and policy matters
Source of data	Analysis of inland supply forecast	Reports on each engagement indicating the reason for and outcome of the engagement
Method of calculation / assessment	Number of reports	Number of reports considered per annum
Means of verification	Submissions to PPS; Minutes of PPS	Submissions to PPS; Minutes of PPS
Assumptions	Analysis completed	Reports on each engagement compiled
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative

Reporting cycle	Biannually	Annual
Desired performance	Two reports on the inland security of supply considered annually by the PPS by 30 September and 31 March	One report on regulatory advocacy aimed at improvement of the regulatory framework provided through legislation, regulation and government policies for the petroleum pipelines industry considered annually by PPS by 31 March
Indicator Responsibility	EM (PPR)	EM (PPR); HOD (PPT); HOD (PLC)

1.4. TRANSVERSAL REGULATORY

1.4.1. Programme 6: Administration (Establishing NERSA as an efficient and effective regulator)

Indicator title	1. Number of progress report on the implementation of the Regulatory Reporting Manuals regarding the Standard Chart of Accounts (SCOA) for the municipalities considered by the relevant committee or the Energy Regulator within the stated timeframe	2. Number of reports on the impact of global, regional and local energy trends on NERSA's business considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of progress reports on the implementation of the Regulatory Reporting Manuals regarding the Standard Chart of Accounts (SCOA) for the municipalities considered by the relevant subcommittee	This is the number of reports on the impact of global, regional and local energy trends on NERSA's business considered by the relevant subcommittee
Source of data	Analysis of the implementation of the Regulatory Reporting Manuals regarding the Standard Chart of Accounts (SCOA) for the municipalities	International reports; research report
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to REC; Minutes of REC	Submissions to REC; Minutes of REC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One progress report on the implementation of the Regulatory Reporting Manuals regarding the Standard Chart of Accounts (SCOA) for the municipalities considered annually by the REC by 31 March	One report on the impact of global, regional and local energy trends on NERSA's business considered annually by the REC by 31 May 2021
Indicator Responsibility	SM (RAR)	SM (RAR) and SM (SPM)
Indicator title	3. 2 progress reports on the implementation of the Regulatory Reporting Manuals for Nonfinancial and financial information, considered by the relevant committee or the Energy Regulator within the stated timeframe	4. Number of reports on partnership creation to position NERSA as a recognised regulator nationally, regionally and internationally considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the number of progress reports on the implementation of the Regulatory Reporting Manuals for Non-financial and financial information, considered by the relevant subcommittee	This is the number of reports on partnership creation, which include engagements with other regulators; participation in regulatory associations, events and conferences; and partnerships with other institutions for capacity building purposes – aimed at positioning NERSA as a recognised regulator nationally, regionally and internationally considered by the relevant subcommittee
Source of data	Analysis on the progress made with the implementation of the RRM for financial and non-financial information	Reports on an overview of international engagements and partnerships activities
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to REC; Minutes of REC	Submissions to REC; Minutes of REC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable

Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Bi-annual	Bi-annual
Desired performance	Two reports on the implementation of the Regulatory Reporting Manuals for Non-financial and financial information considered annually by the REC by 30 September and 31 March	Two reports on partnership creation to position NERSA as a recognised regulator nationally, regionally and internationally considered annually by the REC by 30 September and 31 March
Indicator Responsibility	SM (RAR)	EM (COS) and HOD (ICP)

1.5. ORGANISATIONAL

1.5.1. Programme 6: Administration (Establishing NERSA as an efficient and effective regulator)

Indicator title	1. Number of reports on the implementation of the Employment Equity Plan considered by the relevant committee or the Energy Regulator within the stated timeframe	2. % of women in management positions
Definition	This is the number of progress reports on the implementation of the Employment Equity Plan considered by the relevant subcommittee	Analysis of staff complement to determine percentage of women in management positions.
Source of data	Analysis of the implementation of the Employment Equity Plan	Staff statistical information
Method of calculation / assessment	Number of progress reports	(number of women in management positions / number of management positions)*100
Means of verification	Submissions to HRRC; Minutes of HRRC	Submissions to HRRC; Minutes of HRRC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Non-cumulative
Reporting cycle	Biannually	Annually
Desired performance	One report on the implementation of the Employment Equity Plan considered annually by the HRRC by 30 September and 31 March	50% of women in management positions
Indicator Responsibility	CHCO and HOD (HR)	CHCO and HOD (HR)
1. Indicator title	3. % of people with disabilities employed	4. Number of reports on the implementation of the Youth Employment Accord considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	Analysis of staff complement to determine percentage of people with disabilities employed.	This is a report on that status of the percentage of people with disabilities employed
Source of data	Staff statistical information	Report on that status of the percentage of people with disabilities employed
Method of calculation / assessment	(number of people with disabilities employed / number of all positions)*100	Number of reports per annum
Means of verification	Submissions to HRRC; Minutes of HRRC	Submissions to HRRC; Minutes of HRRC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable

applicable)		
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative
Reporting cycle	Annually	Quarterly
Desired performance	2% of people with disabilities employed	Four reports on the implementation of the Youth Employment Accord considered quarterly by the HRRC
Indicator Responsibility	CHCO and HOD (HR)	CHCO and HOD (HR)
Indicator title	5. Number of reports on the implementation of the Learnership and Internship Programmes considered by the relevant committee or the Energy Regulator within the stated timeframe	6. Number of reports on the implementation of the bursary programme for qualifying external applicants considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is a report on the implementation of the Learnership and Internship Programmes for NERSA	This is a report on monitoring the implementation of the bursary programme for qualifying external applicants
Source of data	Approved Learnership and Internship Programmes; analysis of implementation	Approved bursary programme; analysis of implementation
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to HRRC; Minutes of HRRC	Submissions to HRRC; Minutes of HRRC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative
Reporting cycle	Annual	Annual
Desired performance	One report on the implementation of the Learnership and Internship Programmes considered annually by the HRRC by 31 March	One report on the implementation of the bursary programme for qualifying external applicants considered annually by the HRRC by 31 March
Indicator Responsibility	CHCO and HOD (HR)	CHCO and HOD (HR)
Indicator title	7. Number of reports on the design of a regulatory course at an accredited institution of higher learning considered by the relevant committee or the Energy Regulator within the stated timeframe	8. Number of reports on leadership development programme considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is a report on monitoring the design of a regulatory course at an accredited institution of higher learning	This is a report on monitoring the implementation of the leadership development programme
Source of data	Project plan and progress reports	Approved leadership development programme; analysis of implementation
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to HRRC; Minutes of HRRC	Submissions to HRRC; Minutes of HRRC
Assumptions	Analysis completed	Collaboration of management
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Cumulative

Reporting cycle	Annual	Annual
Desired performance	One reports on the design of a regulatory course at an accredited institution of higher learning considered annually by the HRRC by 31March	One report on the leadership development programme considered by the HRRC by 31 March 2023
Indicator Responsibility	CHCO and HOD (HR)	CHCO and HOD (HR)
Indicator title	9. Number of reports on the development of a technical regulatory training and development programme considered by the relevant committee or the Energy Regulator within the stated timeframe	10. Number of reports on the implementation of the NERSA Enterprise Development Plan considered the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is a report on the progress made with the of a technical regulatory training and development programme	The NERSA Enterprise Development Plan is reviewed and a new target group identified
Source of data	Project plan and progress reports	Approved Enterprise Development Plan; analysis of implementation
Method of calculation / assessment	Number of reports per annum	Number of reports per annum
Means of verification	Submissions to HRRC; Minutes of HRRC	Submissions to REC; Minutes of REC
Assumptions	Collaboration of management	Collaboration of management
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Cumulative	Non-cumulative
Reporting cycle	By 31 March 2021	By 31 March 2021
Desired performance	One report on the development of a technical regulatory training and development programme considered by the HRRC by 31 March 2021	Two reports on the implementation of the NERSA Enterprise Development Plan considered by the ER by 30 September 2021 and by 31 March 2022
Indicator Responsibility	CHCO and HOD (HR)	CFO and HOD (SCM)
Indicator title	11. % of implementation of Preferential Procurement Policy Framework, with ≥84% procurement over R30 000 awarded to suppliers with a B-BBEE status level of 4 or better	12. Number of reports on the implementation of the stakeholder management plan considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	The determination of the spend on procurements from suppliers with a B-BBEE status level of 4 or better	This is a report on monitoring the of the stakeholder management plan
Source of data	Data base on all procurement and B-BBEE status level of all suppliers	Project plan and progress reports
Method of calculation / assessment	(number of suppliers with a B-BBEE status level of 4 or better with procurement value of more than R30 000 / number of all procurement above R30 000)*100	Number of reports per annum
Means of verification	Submissions to REC; Minutes of REC	Submissions to REC; Minutes of REC
Assumptions	Analysis completed	Analysis completed
Calculation Type	Cumulative	Cumulative
Reporting cycle	Quarterly	Annual
Desired performance	100% of implementation of Preferential Procurement Policy Framework, with ≥84% procurement over R30 000 awarded to suppliers with a B-BBEE status level of 4 or better	One report on the implementation of the stakeholder management plan considered annually by the REC by 31 March
Indicator Responsibility	CFO and HOD (SCM)	EM: COS and HOD (CSM)

Indicator title	13. % of creditors paid within 30 days after all relevant documentation have been received	14. Number of reports on legislative and policy developments impacting on the Regulator, considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	In line with Government's direction, NERSA aims to pay all its creditors within 30 days of receipt of all relevant documentation	This is the number of report on NERSA's engagements in regulatory and policy advocacy with its stakeholders considered by the relevant Subcommittee
Source of data	Payment transaction reports and invoices	Progress Report and minutes of the relevant Subcommittee
Method of calculation / assessment	(number of creditors paid within 30 days of receipt of all relevant documentation / total number of creditors)*100	Number of reports per annum
Means of verification	Analysis report	Submissions to REC; Minutes of REC
Assumptions	Analysis completed	Analysis completed
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative
Reporting cycle	Quarterly	Quarterly
Desired performance	100% of creditors paid within 30 days after all relevant documentation have been received	Four reports on legislative and policy developments impacting on the Regulator considered quarterly by the REC
Indicator Responsibility	CFO and HOD (FAD)	EM (COS) and HOD (LAS)
Indicator title	15. Unqualified audit	16. Number of reports on the progress made regarding certification with an appropriate international standard on quality management, considered by the relevant committee or the Energy Regulator within the stated timeframe
Definition	This is the outcome of NERSA's audit on an annual basis by the Auditor-General	This is the number of reports on the progress made regarding obtaining certification in respect of an appropriate international standard on quality management to ensure that NERSA has a defined quality management philosophy, which is institutionalised, and levels of excellence to be achieved are defined.
Source of data	Final Management Report from the AG	Progress Reports
Method of calculation / assessment	Unqualified audit – yes / no	Number of reports per annum
Means of verification	Audit report	Submissions to REC; Minutes of REC
Assumptions	Collaboration of Management	Collaboration of management
Disaggregation of beneficiaries (where applicable)	Not applicable	Not applicable
Spatial transformation (where applicable)	Not applicable	Not applicable
Calculation Type	Non-cumulative	Cumulative
Reporting cycle	Annually	Quarterly

Indicator title	15. Unqualified audit	16. Number of reports on the progress made regarding certification with an appropriate international standard on quality management, considered by the relevant committee or the Energy Regulator within the stated timeframe
Desired performance	Audit Report that is not qualified	Four reports on the progress made regarding certification with an appropriate international standard on quality management considered quarterly by the REC
Indicator Responsibility	CFO and HOD (FAD)	SM (SPM)
Indicator title	17. Number of reports on the implementation of the approved ICT Strategy considered by the relevant committee or the Energy Regulator within the stated timeframe	
Definition	This is the number of report on the implementation of the approved ICT Strategy	
Source of data	Progress Report and minutes of the relevant Subcommittee	
Method of calculation / assessment	Number of reports per annum	
Means of verification	Submissions to ITGC; Minutes of ITGC	
Assumptions	Reports completed as planned	
Disaggregation of beneficiaries (where applicable)	Not applicable	
Spatial transformation (where applicable)	Not applicable	
Calculation Type	Cumulative	
Reporting cycle	Bi-annual	
Desired performance	Two reports on the implementation of the approved ICT Strategy considered quarterly by the ITGC by 30 September and 31 March	
Indicator Responsibility	EM (COS) and HOD (LAS)	