



TECHNICAL INDICATOR DESCRIPTIONS

2015/16 – 2017/18

INDEX

Page

1. Executive Summary	1
2. Electricity Industry Regulation	3
3. Piped-Gas Industry Regulation	17
4. Petroleum Pipelines Industry Regulation	30
5. Cross-Cutting Regulatory	42
6. Organisational	46

1. EXECUTIVE SUMMARY

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);

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

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.

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).

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.

On 20 March 2015, the Minister of Energy approved the NERSA Annual Performance Plan for 2015/16 – 2017/18.

The purpose of this document is to provide technical descriptions for all the Key Performance Indicators as reflected in the approved NERSA Annual Performance Plan (2015/16 – 2017/18). 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.

2. ELECTRICITY INDUSTRY REGULATION

2.1. Electricity Industry Regulation Programme 1: Setting and/or approval of tariffs and prices

Indicator number	1	2
Indicator title	% of tariff applications of licensed distributors approved by the relevant Subcommittee within 60 days of receipt of complete application	Annually published Guidelines for Municipal tariff increases and Benchmarks
Short definition	Municipalities submit the tariff applications which are received by the project leader. The project leader document it in a register. They get allocated to staff who evaluate them and then they go to the HOD and EM for quality checks and then it is submitted to REC or ELS (depending on delegation) for consideration	An analysis is performed, using the MYPD3 as well as the 2015/16 Municipal tariff increases and benchmarks as input and also taking into account inflation targets and others. This results in a Guidelines for Municipal Tariff Increases and Benchmarks that is submitted to the ELS who recommend it to the Energy Regulator for approval
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in setting prices and tariffs	The Published Guidelines for Municipal Tariff Increases and Benchmarks for 2016/17 assists municipalities in compiling their tariff applications for 2016/17
Source/collection of data	Tariff Applications and D Forms; Tariff analysis schedules and Minutes of REC and ELS meetings	Reasons for Decision of MYPD3 and previous Municipal tariff increases and benchmarks; Published Guidelines for Municipal tariff increases and Benchmarks for 2015/16; and minutes of ELS and ER meetings
Method of calculation	$((\text{number of tariff applications approved within 60 days of receipt of complete application}) / (\text{number of received tariff applications})) * 100$	Published Guidelines for Municipal tariff increases and Benchmarks for 2016/17 - Yes / No
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Input
Calculation type	Percentage - Non-cumulative	Yes / No - Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	100% of tariff applications of licensed distributors approved by the relevant Subcommittee within 60 days of receipt of complete application.	Published Guidelines for Municipal tariff increases and Benchmarks for 2016/17
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)

Indicator number	3	4
Indicator title	Cost of Supply study framework for guidance to municipal distributors developed and approved by the relevant Subcommittee	Number of monitoring reports of the implementation of Inclining Block Tariffs (IBTs) by licensed distributors in South Africa, considered by the relevant Subcommittee
Short definition	Research will have to be conducted on Cost of Supply. This research will be in the form of desk-top research and also empirical research through the licencees of NERSA. Once all research have been completed, a draft framework will be developed that will be considered for public consultation (by the ELS). Public consultation of the draft Framework will take place and public comments will be incorporated before the Framework is finalised. A final Framework will be submitted to the ELS for recommendation to the ER for approval.	Analysts evaluate the IBT rates and make recommendations. HOD and EM does quality checks and then it is submitted to REC or ELS (depending on delegation) for approval. On an annual basis a monitoring report on the implementation of the IBTs by licensed distributors in South Africa is considered by the relevant Subcommittee (ELS or REC depending of delegation)
Purpose/Importance	The implementation of this KPI will assist NERSA in the evaluation of the Cost of Supply information as submitted by electricity distributors (this is becoming an important input into tariff setting due to embedded generation)	The implementation of this KPI forms part of the setting of prices and tariffs. Moreover this will ensure that the burden on the poor is limited and will also assist in lowering the usage of electricity
Source/collection of data	Research information obtained as well as input during the public consultation process	Tariff Applications and D Forms; Tariff analysis schedules and Minutes of REC and ELS meetings
Method of calculation	Has the Cost of Supply Framework been approved – Yes / No	number of monitoring reports per year
Data limitations	Availability of relevant information in the development of the Framework	Information supplied by licencees
Type of indicator	Numeric / Input	Numeric / Outcome
Calculation type	Yes / No - Non-cumulative	Numeric - cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No (it is a multi-year process that started in 2014/15)	No
Desired performance	Cost of Supply study framework for guidance to municipal distributors developed and approved by the relevant Subcommittee	One report on the monitoring of the implementation of IBTs by licensed distributors in South Africa eligible for IBT implementation considered by the relevant Subcommittee
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)

Indicator number	5	6
Indicator title	Annual Free Basic Electricity (FBE) Rate for Eskom approved by the relevant Subcommittee and communicated	Number of reports on FBE offering by municipalities, considered by the relevant Subcommittee
Short definition	NERSA receives FBE reports from Eskom which contains customer statistics and consumption information. The FBE reports are analysed together with Eskom's approved IBT (1 st block) rate by the project leader and team member. This is then submitted to HOD and EM for quality checks and then ELS and Energy Regulator for approval.	The information supplied by the Municipalities on the implementation of the FBE is analysed and an annual report in this regard is developed. This report is submitted to the HOD and EM for quality checking before submission to the relevant Subcommittee (REC or ELS depending on the level of delegation in the delegation matrix)
Purpose/Importance	The implementation of this KPI will ensure that the free basic electricity is implementable by municipalities as they will get their required revenue and the poor will benefit	The implementation of this KPI will ensure that the free basic electricity is implementable by municipalities as they will get their required revenue and the poor will benefit
Source/collection of data	Eskom - FBE customer statistics and consumption information; NERSA - the Approved 1 st block of The Eskom Retail Tariff; and minutes of ELS and ER	Eskom - FBE customer statistics and consumption information; NERSA - the Approved 1 st block of The Eskom Retail Tariff; and minutes of ELS and ER
Method of calculation	In line with the tariff model	number of monitoring reports per year
Data limitations	Accuracy and timeliness of information	Information supplied by licencees
Type of indicator	Numeric / Output	Numeric / Outcome
Calculation type	Yes / No - Non-cumulative	Numeric – Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	FBE Rate for 2015/16 approved by the relevant Subcommittee and communicated	One report on FBE offering by municipalities, considered by the relevant Subcommittee
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)

Indicator number	7	8
Indicator title	Number of Reports on the analysis of Eskom's actual performance against the Regulator's decision of the MYPD3, considered by the relevant Subcommittee	Annual retail tariffs (ERTSA) of Eskom approved by the relevant subcommittee for tabling in Cabinet by 15 March
Short definition	The analysts evaluate the report based on the MYPD3 determination. A submission is then prepared for approval by the ELS and Energy Regulator	ERTSA Application by Eskom is received by the project leader and allocated to staff. Analysis on the application commences. Various meeting are held with Eskom to clarify issues and provide additional information. All reasons, facts and evidence is consolidated and the Reasons for Decision (RfD) is formulated. The RfD is submitted to the HOD and EM for quality checks prior to being submitted to the Electricity Subcommittee and Energy Regulator for approval.
Purpose/Importance	The implementation of this KPI will enable NERSA to monitor the impact of the MYPD3 on Eskom and decide on possible regulatory clearing accounts	The implementation of this KPI fits into the setting of tariffs and prices in that NERSA will determine the structural adjustments of Eskom's retail tariffs (those tariffs that Eskom uses to sell electricity to other distributors, amongst others)
Source/collection of data	Eskom report on its actual performance against the MYPD3	ERTSA Application by Eskom and tariff model, Reasons for Decision and Minutes (ELS and Energy Regulator)
Method of calculation	number of reports per year	Determined by the tariff model
Data limitations	Information supplied by licencees	Accuracy and timeliness of information
Type of indicator	Numeric / Outcome	Numeric / Output
Calculation type	Numeric – Cumulative	Yes / No - Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Bi-Annual	Annual
New indicator	No	No
Desired performance	Two reports on the analysis of Eskom's actual performance against the Regulator's decision of the MYPD 3, considered by the relevant Subcommittee	Eskom's submission on ERTSA reviewed and approved by the relevant subcommittee for tabling in Cabinet by 15 March 2016
Indicator Responsibility	EM (ELR) and HOD (EPT)	EM (ELR) and HOD (EPT)

Indicator number	9
Indicator title	Revised mechanism for the determination of Eskom's revenues and prices (MYPD) approved by the relevant subcommittee
Short definition	There is an approved mechanism for the determination of Eskom's revenue and prices (MYPD). This mechanism has to be revised during each implementation period and adjusted if needed. NERSA will develop a draft mechanism for the determination of Eskom's revenue and prices in consultation with Eskom, based on experience and an evaluation of the approved mechanism. Once the draft mechanism has been developed, it will be subjected to a public consultation process. Public comments will be incorporated before the final mechanism will be considered by the relevant Subcommittee and the Energy Regulator.
Purpose/Importance	This mechanism will be used to determine Eskom's revenue and prices for the next determination period (this is directly in line with NERSA's mandate of setting of prices and tariffs)
Source/collection of data	Approved MYPD mechanism, monitoring reports on the implementation of the MYPD, Regulatory Clearing Account applications, stakeholder comments
Method of calculation	Has the mechanism been approved – Yes / No
Data limitations	Accuracy of information and assumptions, participation of all parties concerned
Type of indicator	Numeric / Outcome
Calculation type	Yes / No - Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual
New indicator	Yes
Desired performance	Revised MYPD mechanism approved by the relevant subcommittee
Indicator Responsibility	EM (ELR) and HOD (EPT)

2.2. Electricity Industry Regulation Programme 2: Licensing and Registration

Indicator number	1
Indicator title	% of licence applications processed within 120 days from receipt of all required information
Short definition	Entity submits licence application. Licence application is evaluated. Licence applications are approved by the REC/ELS/ER (depending on delegation). After public hearing, the licence processor prepares a submission for approval of the application. The submission is forwarded to the HOD, EM, Full Time Regulator Member and CEO for signature and is thereafter tabled before the REC/ELS/ER (depending on the delegation) for approval.
Purpose/Importance	The implementation of this KPI is directly necessary in order to comply with NERSA's mandate to issue licences with conditions
Source/collection of data	Licence applications, Reasons for decision (RFD). The RFD documents outlines the timelines in the processing of applications and Minutes (REC/ELS/ER depending on delegation)
Method of calculation	$(\text{number of processed licence applications within 120 days} / \text{number of received licence applications}) * 100$
Data limitations	Incomplete applications
Type of indicator	Numeric / Output
Calculation type	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	100% of licence applications processed within 120 days from receipt of all required information
Indicator Responsibility	EM (ELR) and HOD (ELC)

2.3. Electricity Industry Regulation Programme 3: Compliance monitoring and enforcement

Indicator number	1	2
Indicator title	Number of distribution audit reports on the state of compliance of licencees with licence conditions considered by the relevant subcommittee	Number of generation audit reports on the state of compliance of power stations with licence conditions considered by the relevant subcommittee
Short definition	NERSA conducts audits on the state of distribution licencees' compliance with licence conditions and compiles an audit report based on the findings. The report is issued once comments from licencees have been incorporated	NERSA conducts audits on the state of power stations' compliance with licence conditions and compiles an audit report based on the findings. The report is issued once comments from licencees have been incorporated
Purpose/Importance	This KPI will ensure effective and consistent compliance monitoring throughout in the distribution sector (part of the legislative mandate and thus service delivery of NERSA)	This KPI will ensure effective and consistent compliance monitoring in the generation sector (part of the legislative mandate and thus service delivery of NERSA)
Source/collection of data	Compliance audit reports	Compliance audit reports
Method of calculation	Number of reports	Number of reports
Data limitations	Cooperation by licencees in providing management comments	Cooperation by licencees in providing management comments
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number - Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	10 distribution audit reports on the state of compliance of licencees with licence conditions considered by the relevant subcommittee	8 generation audit reports on the state of compliance of power stations with licence conditions considered by the relevant subcommittee
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

Indicator number	3	4
Indicator title	Number of transmission audit reports on the state of compliance of Main Transmission Substations with licence conditions considered by the relevant subcommittee	Number of progress reports on the monitoring of the implementation of the corrective action plans by non-complying licensees considered by the relevant subcommittee
Short definition	NERSA conducts audits on the state of Main Transmission Substations' compliance with licence conditions and compiles an audit report based on the findings. The report is issued once comments from licensees have been incorporated	NERSA conducts audits on the state of licensees' compliance with licence conditions and compiles an audit report based on the findings. The report is issued once comments from licensees have been incorporated. Licensees then have to submit corrective action plans based on the findings in the report to NERSA. NERSA monitors the implementation of these corrective plans and report bi-annually on them
Purpose/Importance	This KPI will ensure effective and consistent compliance monitoring in the transmission sector (part of the legislative mandate and thus service delivery of NERSA)	This KPI will ensure monitoring of the state of implementation of corrective action plans by licensees
Source/collection of data	Compliance audit reports	Compliance audit reports; status reports on the implementation of corrective action plans
Method of calculation	Number of reports	number of reports per year
Data limitations	Cooperation by licensees in providing management comments	Information supplied by licensees
Type of indicator	Numeric / Output	Numeric / Outcome
Calculation type	Number - Cumulative	Numeric – Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annual
New indicator	No	No
Desired performance	8 transmission audit reports on the state of compliance of Main Transmission Substations with licence conditions considered by the relevant subcommittee	3 progress reports on the monitoring of the implementation of the corrective action plans by non-complying licensees considered by the relevant subcommittee
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

Indicator number	5	6
Indicator title	Number of generation, transmission and distribution reports on state of compliance in the electricity industry considered by the Energy Regulator for 2012/13 for publication on NERSA website	Number of audit reports on the review of the annual performance of <u>IDM</u> considered by the Energy Regulator
Short definition	NERSA conducts audits on the state of generation, transmission and distribution licencees' compliance with licence conditions and compiles a report on the state of the generation, transmission and distribution industries based on the findings.	The Integrated Demand Management (IDM) needs to be audited in order to evaluate the compliance of these projects with the approved Grid Code
Purpose/Importance	This KPI will ensure the monitoring of the level of compliance of licencees with licence conditions (part of the mandate of NERSA)	The implementation of this KPI will assist in determining the level of compliance of the ISM with the South African Grid Code
Source/collection of data	Audit reports	Approved audit report that details the assessment and evaluation of IDM for compliance with the South African Grid Code
Method of calculation	number of reports per year	Number of approved audit reports
Data limitations	Information supplied by licencees	Participation by Eskom Transmission
Type of indicator	Numeric / Outcome	Numeric / Output
Calculation type	Numeric – Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	Yes
Desired performance	1 generation, 1 transmission and 1 distribution report on state of compliance in the electricity industry considered by the Energy Regulator for 2014/15 for publication on NERSA website	One audit report on the review of the annual performance of <u>IDM</u> for 2014/15 considered by the Energy Regulator
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (EIP)

Indicator number	7	8
Indicator title	Number of monitoring reports on the implementation of the corrective action plan received from Eskom based on the audit finding of IDM performance considered by the relevant Subcommittee	Number of audit reports on Eskom's Transmission Network Development projects for compliance with the South African Grid Code, considered by the relevant Subcommittee and published on NERSA website (subject to all information available)
Short definition	Once audit reports on the IDM 2013/14 audits have been issued, Eskom has to submit action plans to NERSA on how to address the findings from the audits.	The projects that are included in Eskom's approved Transmission Development Plan needs to be audited in order to evaluate the compliance of these projects with the approved Grid Code
Purpose/Importance	This KPI will ensure that Eskom implements corrective action (where necessary) (part of the legislative mandate and thus service delivery of NERSA)	The implementation of this KPI will assist in determining the level of compliance of projects in Eskom's approved Transmission Development Plan with the South African Grid Code
Source/collection of data	Received action plans for the IDM audit	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	Number of approved audit reports
Data limitations	None	Participation by Eskom Transmission
Type of indicator	Numeric / Outcome	Numeric / Output
Calculation type	Number - Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	One monitoring report on the implementation of the corrective action plan received from Eskom based on the audit finding of 2013/14 IDM performance considered by the relevant Subcommittee	One audit report on Eskom's Transmission Network Development 2014/15 projects for compliance with the South African Grid, considered by the relevant Subcommittee and published on NERSA website (subject to all information available)
Indicator Responsibility	EM (ELR) and HOD (EIP)	EM (ELR) and HOD (EIP)

Indicator number	9	10
Indicator title	Number of monitoring reports on the implementation of the corrective action plan received from Eskom based on the audit finding for the network projects considered by the relevant Subcommittee (subject to the approval of the audit report in the previous financial year)	Number of monitoring reports on the performance and progress of Renewable Energy projects considered by the Energy Regulator, considered by the relevant Subcommittee and published on the NERSA website
Short definition	Once audit reports on the Transmission Development Plan audits have been issued, Eskom has to submit action plans to NERSA on how to address the findings from the audits.	NERSA needs to develop reports on the renewable energy performance and progress in order to inform all stakeholders and decision makers on the status and progress made regarding the implementation of renewable energy generation in SA
Purpose/Importance	This KPI will ensure that Eskom implements corrective action (where necessary) (part of the legislative mandate and thus service delivery of NERSA)	The implementation of this KPI is directly linked to NERSA's mandate of Setting of rules, guidelines and codes for the regulation of the three industries
Source/collection of data	Received action plans for the Transmission Development Plan audit	Reports on the performance and progress of Renewable Energy
Method of calculation	Number of reports	Number of reports
Data limitations	None	None
Type of indicator	Numeric / Outcome	Numeric / Outcome
Calculation type	Number - Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Bi-annually
New indicator	No	No
Desired performance	One monitoring report on the implementation of the corrective action plan received from Eskom based on the audit finding for the 2014/15 network projects considered by the relevant Subcommittee (subject to the approval of the audit report in 2014/15)	Two monitoring reports on the performance and progress of Renewable Energy projects considered by the Energy Regulator for 2015/16, considered by the relevant Subcommittee and published on the NERSA website
Indicator Responsibility	EM (ELR) and HOD (EIP)	EM (ELR) and HOD (EIP)

2.4. Electricity Industry Regulation Programme 4: Dispute resolution, including mediation, arbitration and handling of complaints

Indicator number	1	2
Indicator title	% of disputes/ complaints closed within stated timelines	Number of reports on the trends regarding to the status of disputes and complaints in the electricity industry considered by the relevant Subcommittee and published on the NERSA website
Short definition	From the date of application, NERSA needs to determine how long it takes to finalise a complaint	On an annual basis, NERSA will compile a report on the trends regarding to and the status of complaints in the electricity industry
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of dispute resolution including mediation, arbitration and the handling of complaints	The implementation of this KPI is directly linked to NERSA's mandate of dispute resolution including mediation, arbitration and the handling of complaints
Source/collection of data	Records of complaints received	Records of complaints and disputes
Method of calculation	(number of closed disputes / complaints within 180 days of receipt / number of received complaints)*100	Writing of a report – Yes / No
Data limitations	Participation by complainant and licencees	None
Type of indicator	Numeric / Output	Numeric / Outcome
Calculation type	Percentage – Non-cumulative	Yes / No – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annual
New indicator	No	No
Desired performance	80% of disputes/ complaints closed within 180 days from receipt	One report on the trends regarding to the status of disputes and complaints in the electricity industry considered by the relevant Subcommittee and published on the NERSA website
Indicator Responsibility	EM (ELR) and HOD (ELC)	EM (ELR) and HOD (ELC)

2.5. Electricity Industry Regulation Programme 5: Setting of rules, guidelines and codes for the regulation of the electricity industry

Indicator number	1	2
Indicator title	% of applications from the ESI relating to fair and equitable access to electricity infrastructure <u>requiring exemptions</u> to the South African distribution and transmission grid code, considered by the relevant Subcommittee within stated timeline	% of applications from the ESI relating to fair and equitable access to electricity infrastructure <u>requiring amendment</u> to the South African distribution and transmission grid code, considered by the relevant Subcommittee within stated timeline
Short definition	Exemptions to the Grid Code needs to be considered from time to time based on applications to the effect	The grid code needs to be amended from time to time based on applications to the effect.
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of Setting of rules, guidelines and codes for the regulation of the three industries	The implementation of this KPI is directly linked to NERSA's mandate of Setting of rules, guidelines and codes for the regulation of the three industries
Source/collection of data	Applications for exemptions of the grid code	Applications for amendments of the grid code
Method of calculation	(number of applications requiring exemptions completed within 60 days / number of applications for exemptions received)*100	(number of applications requiring amendments completed within 60 days / number of applications for amendments received)*100
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Percentage – Non-cumulative	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	100% of application from the ESI relating to fair and equitable access to electricity infrastructure <u>requiring exemptions</u> to the South African distribution and transmission grid code, considered by the relevant Subcommittee within 60 days from receipt of complete application	100% of application from the ESI relating to fair and equitable access to electricity infrastructure <u>requiring amendment</u> to the South African distribution and transmission grid code, considered by the relevant Subcommittee within 60 days from receipt of complete application
Indicator Responsibility	EM (ELR) and HOD (ERR)	EM (ELR) and HOD (ERR)

3. PIPED-GAS INDUSTRY REGULATION

3.1.Piped-Gas Industry Regulation Programme 1: Setting and/or approval of tariffs and prices

Indicator number	1	2
Indicator title	Number of days from date of publication of preliminary assessment of maximum price application, within which the maximum prices for all licensees are considered by the relevant Subcommittee	Number of days from date of publication of preliminary assessment of tariff application, within which the transmission tariff applications are considered by the relevant Subcommittee
Short definition	Application is received by EM and distributed to HOD. HOD discuss application with project team and draft letter to acknowledge application for CEO's signature. NERSA sends letter to the licensee to acknowledge receipt of application. REC considers confidentiality of certain information on application. CSM publish the application on the NERSA website. Project Team assess the application and submit draft assessment to PGS for approval. PGS approve preliminary assessment for publication for public comments. EM receive public comments and distribute to HOD for analysis. HOD and Project Team submit the final assessment to PGS for approval. PGS recommends approval of the final assessment to Energy Regulator.	Application is received by EM and distributed to HOD. HOD discuss application with project team and draft letter to acknowledge application for CEO's signature. NERSA sends letter to the licensee to acknowledge receipt of application. REC considers confidentiality of certain information on application. CSM publish the application on the NERSA website. Project Team assess the application and submit draft assessment to PGS for approval. PGS approve preliminary assessment for publication for public comments. EM receive public comments and distribute to HOD for analysis. HOD and Project Team submit the final assessment to PGS for approval. PGS considers final assessment.
Purpose/Importance	The implementation of the maximum pricing methodology and thus the approval of the maximum prices is directly linked to NERSA's mandate of setting and approving of tariffs and prices.	The implementation of this KPI is directly linked to NERSA's mandate of setting and/or approving tariffs and prices
Source/collection of data	Applications for maximum prices of gas, Reasons for Decision - contains timelines of consideration of application and Minutes	Applications for transmission tariff, Reasons for Decision - contains timelines of consideration of application and Minutes
Method of calculation	Number of days from date of publishing the preliminary assessment up to the day it has been considered	Number of days from date of publishing the preliminary assessment up to the day it has been considered
Data limitations	Completeness and accuracy of information	Completeness and accuracy of information
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number – Non-cumulative	Number – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	Yes

Indicator number	1	2
Indicator title	Number of days from date of publication of preliminary assessment of maximum price application, within which the maximum prices for all licensees are considered by the relevant Subcommittee	Number of days from date of publication of preliminary assessment of tariff application, within which the transmission tariff applications are considered by the relevant Subcommittee
Desired performance	100% of maximum price applications are considered by the relevant Subcommittee within 120 days after date of publication of preliminary assessment of maximum price application	100% of transmission tariff applications are considered by the relevant Subcommittee within 120 days after date of publication of preliminary assessment of tariff application
Indicator Responsibility	EM (GAR) and HOD (GPT)	EM (GAR) and HOD (GPT)

Indicator number	3
Indicator title	Number of calculations and publication on the NERSA website of the ROMPCO tariff for volumes below 120 Gigajoule
Short definition	The Schedule One to the Agreement is used for the formula for the calculation of the ROMPCO tariffs for volumes below 120 GJ (this part of the Agreement did not expire in March 2014). Information from StatsSA regarding the PPI is also used. The ROMPCO tariff for volumes below 120 GJ is calculated using the formula in Schedule One to the Agreement as well as the PPI from StatsSA. A report is prepared and submitted to PGS for consideration
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in setting and approving prices and tariffs
Source/collection of data	Schedule One to the Agreement and PPI from StatsSA, Report containing the ROMPCO tariffs for volumes below 120 GJ and Minutes of PGS
Method of calculation	Actual number of calculations and publication of the ROMPCO tariff for volumes below 120 Gigajoule
Data limitations	None
Type of indicator	Numeric / Output
Calculation type	Number – Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	4 calculations and publication on the NERSA website of the ROMPCO tariff for volumes below 120 Gigajoule
Indicator Responsibility	EM (GAR) and HOD (GPT)

3.2. Piped-Gas Industry Regulation Programme 2: Licensing and Registration

Indicator number	1	2
Indicator title	% of licence applications considered by the relevant Subcommittee within 60 days from date of close of public comment period or period of applicant's response to objections received	Number of days taken from date of receipt of complete application, to process and consider the registration applications of gas imports and production by the relevant Subcommittee
Short definition	Entity submits licence application. Licence applications processed according to procedure manual for licensing. Licence applications are approved by the REC/PGS (depending on delegation). After public hearing, the licence processor prepares a submission for approval of the application. The submission is forwarded to the HOD, EM, Full Time Regulator Member and CEO for signature and is thereafter tabled before the REC/PGS (depending on the delegation) for approval	Entity submits registration application. Registration applications processed according to procedure manual for registration. Registration applications are approved by the REC. The registration processor prepares a submission for approval of the application. The submission is forwarded to the HOD, EM, Full Time Regulator Member and CEO for signature and is thereafter tabled before the REC for approval.
Purpose/Importance	The implementation of this KPI is linked to NERSA's mandate to Issue licences with conditions	The implementation of this KPI is linked to NERSA's mandate to register gas operations
Source/collection of data	Licence applications, Reasons for decision (RFD). The RFD documents the timelines in the processing of applications and Minutes of REC / PGS (depending on delegation)	Registration applications, Reasons for decision (RFD). The RFD documents the timelines in the processing of applications and Minutes of REC
Method of calculation	$(\text{Number of licence applications considered within 60 days after the end of the objection period or period of applicant's response to objections received}) / (\text{total number of applications received}) * 100$	Number of days taken to process registration applications
Data limitations	Accuracy and completeness of information	Accuracy and completeness of information
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Percentage – Non-cumulative	Number – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	100% of licence applications considered by the relevant Subcommittee within 60 days from date of close of public comment period or period of	100% of registration applications of gas imports and production are processed and considered by the relevant Subcommittee within 120 days

Indicator number	1	2
Indicator title	% of licence applications considered by the relevant Subcommittee within 60 days from date of close of public comment period or period of applicant's response to objections received	Number of days taken from date of receipt of complete application, to process and consider the registration applications of gas imports and production by the relevant Subcommittee
	applicant's response to objections received	from date of receipt of complete application.
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)

3.3.Piped-Gas Industry Regulation Programme 3: Compliance monitoring and enforcement

Indicator number	1	2
Indicator title	Number of monthly volume balance reports assessed and analysis reports considered by the relevant Subcommittee	Number of audits conducted on the ROMPCO pipeline according to the compliance framework, non-compliance notices issued (if necessary) and audit reports considered by the relevant Subcommittee
Short definition	NERSA needs to assess the volume balance reports on a monthly basis	NERSA needs to conduct audits on the ROMPCO pipeline twice a year
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	Volume balance report assessment reports	Audit reports
Method of calculation	Number of reports	Number of reports
Data limitations	Accuracy and availability of information	Accuracy and availability of information
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number - Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annually
New indicator	No	No
Desired performance	12 monthly volume balance reports assessed and analysis reports considered by the relevant Subcommittee	2 audits conducted on the ROMPCO pipeline according to the compliance framework, non-compliance notices issued (if necessary) and audit reports considered by the relevant Subcommittee
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR) and HOD (GLC)

Indicator number	3	4
Indicator title	Number of inspections conducted, non-compliance notices issued (if necessary) and inspection reports considered by the relevant Subcommittee	Impact assessment report on the Regulatory Agreement considered by the relevant Subcommittee
Short definition	NERSA needs to inspect possible non-compliance and issue notices of non-compliance if and when necessary	NERSA will conduct a study in order to determine the impact of the Regulatory Agreement
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring	In order to assess the effectiveness of the Regulatory Agreement that came to an end in March 2014 as well as to determine the impact of this Agreement on the piped-gas industry
Source/collection of data	Inspection reports	Regulatory Agreement; information obtained from licencees and other stakeholders; research data
Method of calculation	Number of reports	Final impact assessment report with recommendations considered by the relevant Subcommittee – yes / no
Data limitations	Accuracy and availability of information	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number - Cumulative	Yes / No – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annually
New indicator	No	No – multi-year
Desired performance	15 inspections conducted, non-compliance notices issued (if necessary) and inspection reports considered by the relevant Subcommittee	Final impact assessment report with recommendations considered by the relevant Subcommittee
Indicator Responsibility	EM (GAR) and HOD (GLC)	EM (GAR)

3.4. Piped-Gas Industry Regulation Programme 4: Dispute resolution, including mediation, arbitration and handling of complaints

Indicator number	1	2
Indicator title	% of complaint investigations completed within 12 months and a report on findings considered by the relevant Subcommittee	% of initiated complaints investigated within 12 months and a report on findings considered by the relevant Subcommittee
Short definition	From the date of application, NERSA needs to determine how long it takes to finalise a complaint that was received	From the date of application, NERSA needs to determine how long it takes to finalise an initiated investigation by NERSA
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of dispute resolution including mediation, arbitration and the handling of complaints	The implementation of this KPI is directly linked to NERSA's mandate of dispute resolution including mediation, arbitration and the handling of complaints
Source/collection of data	Records of complaints received, RFD, minutes of relevant Subcommittee	Records of complaints initiated, RFD, minutes of relevant Subcommittee
Method of calculation	Actual number of days from date of receipt of compliant minutes of relevant Subcommittee	Actual number of days from date of initiation of investigation to consideration by the relevant Subcommittee
Data limitations	Participation by complainant and licencees	Participation by licencees
Type of indicator	Numeric / Outcome	Numeric / Outcome
Calculation type	Percentage – Non-cumulative	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	50% of complaint investigations completed within 12 months and a report on findings considered by the relevant Subcommittee	50% of initiated complaints investigated within 12 months and a report on findings considered by the relevant Subcommittee
Indicator Responsibility	EM (GAR) and (HOD (GPT) or HOD (GLC))	EM (GAR) and (HOD (GPT) or HOD (GLC))

3.5.Piped-Gas Industry Regulation Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1	2
Indicator title	Number of reports considered by the relevant Subcommittee on gas advocacy / infrastructure investments or inputs / comments made on policy / legislation as part of regulatory advocacy, where necessary	Number of reports considered by the relevant Subcommittee on stakeholder workshops / meetings
Short definition	NERSA will continuously engage stakeholders through gas advocacy and/or input / comments on draft policy	Stakeholder workshops and meetings regarding pricing and tariffs as well as licensing and compliance monitoring needs to be conducted
Purpose/Importance	To facilitate the best possible legislative framework to enable NERSA in executing its mandate	NERSA has an obligation to its stakeholders to provide information and education around its activities and mandate
Source/collection of data	Reports considered, minutes of relevant Subcommittee	Reports considered, minutes of relevant Subcommittee
Method of calculation	Number of reports considered per annum	Number of reports considered per annum
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number – Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	One report considered by the relevant Subcommittee on gas advocacy / infrastructure investments or inputs / comments made on policy / legislation as part of regulatory advocacy, where necessary	One report considered by the relevant Subcommittee on stakeholder workshops / meetings
Indicator Responsibility	EM (GAR), HOD (GLC) and HOD (GPT)	EM (GAR), HOD (GLC) and HOD (GPT)

4. PETROLEUM PIPELINES INDUSTRY REGULATION

4.1. Petroleum Pipelines Industry Regulation Programme 1: Setting and/or approval of tariffs and prices

Indicator number	1
Indicator title	% of pipeline, storage and loading facility tariff applications considered by the relevant Subcommittee within 8 months of receipt of complete application
Short definition	<p><u>Pipeline Tariffs:</u> After application is received, all outstanding information has to be obtained from the applicant. Once all outstanding information has been received and all the information is correct, the REC will consider the requests for confidential treatment of certain aspects of the application. Once the confidential elements have been determined, the application is published. The application is then evaluated and public comments analysed. A draft determination is made and published, followed by a public hearing. A final recommendation is made, taking comments into consideration. The PPS recommends the final determination to the Energy Regulator for approval</p> <p><u>Storage and Loading facility tariffs:</u> After application is received, all outstanding information has to be obtained from the applicant. Once all outstanding information has been received and all the information is correct, the application is evaluated. A recommendation is made, to the relevant Subcommittee (REC or PPS depending on the level of delegation in the delegation matrix). The Subcommittee considers the recommendation</p>
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in setting and/or approving tariffs
Source/collection of data	Applications for tariffs; Reasons for Decision; and Minutes
Method of calculation	((Number of tariff applications considered by the relevant Subcommittee within 8 months of receipt

Indicator number	1
Indicator title	% of pipeline, storage and loading facility tariff applications considered by the relevant Subcommittee within 8 months of receipt of complete application
	of complete application) / (Total number of tariff applications received))*100
Data limitations	Accuracy, reliability and completeness of information
Type of indicator	Numeric / Output
Calculation type	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	No
Desired performance	60% of pipeline and storage tariff applications considered by the relevant Subcommittee within 8 months of receipt of complete application
Indicator Responsibility	EM (PPR) and HOD (PPT)

4.2. Petroleum Pipelines Industry Regulation Programme 2: Licensing and Registration

Indicator number	1	2
Indicator title	% of licence applications that will be decided upon within the timelines as prescribed in Section 19(1) of the Petroleum Pipelines Act	Number of reports on investigations done into suspected unlicensed activities considered by the relevant Subcommittee
Short definition	Applications are submitted as per the Rules gazette. Licence application is processed after being checked for adequacy as per the standard check list. Licence applications are approved by the REC/PPS (depending on delegation). After public hearing, the licence processor prepares a submission for approval of the application. The submission is forwarded to the HOD, EM, Full Time Regulator Member and CEO for signature and is thereafter tabled before the REC/PPS (depending on the delegation) for approval.	Suspected unlicensed activities are identified through departmental records of licence revocations, through word from the industry or through sightings. These activities are then investigated and notified to comply with the Act and apply for licences if deemed licensable. A quarterly report is produced, detailing the investigations done into suspected unlicensed activities which is submitted to the relevant Subcommittee (REC or PPS)
Purpose/Importance	The implementation of this KPI is directly necessary in order to comply with NERSA's mandate to Issue licences with conditions	The implementation of this KPI is directly necessary in order to comply with NERSA's mandate to Issue licences with conditions and to ensure that all unlicensed facilities have been appropriately licensed
Source/collection of data	Licence applications; Reasons for decision (RFD). The RFD documents the timelines in the processing of applications; and Minutes	Monthly compliance report, quarterly reports on suspected unlicensed activities, minutes of relevant Subcommittee
Method of calculation	(number of applications decided upon within statutory deadlines / number of received licence applications)*100	Number of reports
Data limitations	Incomplete applications	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Percentage – Non-cumulative	Number – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	100% of licence applications will be decided upon within the timelines as prescribed in Section 19(1) of the Petroleum Pipelines Act	Four reports on investigations done into suspected unlicensed activities, considered by the relevant Subcommittee
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)

4.3. Petroleum Pipelines Industry Regulation Programme 3: Compliance monitoring and enforcement

Indicator number	1	2
Indicator title	Number of reports on trends regarding utilisation of storage facilities and 3rd party access, considered by the relevant Subcommittee	Number of reports on the construction of new facilities, considered by the relevant Subcommittee
Short definition	NERSA will produce reports regarding the utilization of storage facilities and third party access in order to promote competition in the industry	NERSA has to monitor compliance to licence conditions. A report detailing the compliance of construction licencees to licence conditions is developed and considered by the relevant Subcommittee on a quarterly basis
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	Reports on trends regarding utilisation of storage facilities and 3 rd party access and minutes of the relevant Subcommittee	Monitoring reports and minutes of the relevant Subcommittee
Method of calculation	Number of reports on trends regarding utilisation of storage facilities and 3 rd party access	Number of reports detailing the compliance of construction licencees to licence conditions
Data limitations	Accuracy of information	Accuracy of information
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number - cumulative	Number – Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Quarterly
New indicator	No	No
Desired performance	One report on trends regarding utilisation of storage facilities and 3 rd party access, considered by the relevant Subcommittee	4 reports on the construction of new facilities, considered by the relevant Subcommittee
Indicator Responsibility	EM (PPR) and HOD (PLC)	EM (PPR) and HOD (PLC)

Indicator number	3
Indicator title	Number of reports considered by the relevant Subcommittee on licencees' compliance with statutory reporting requirements
Short definition	The Petroleum Pipelines Act and Regulations specify a number of reports that have to be submitted by licencees to NERSA. On a quarterly basis, the Petroleum Pipelines Subcommittee considers a report on the compliance of the licencees on all these statutory reporting requirements
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	Statutory reporting submissions, report on licencees' compliance with statutory reporting
Method of calculation	Number of reports
Data limitations	Accuracy of information
Type of indicator	Numeric / Output
Calculation type	Number – Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	Four reports considered by the relevant Subcommittee on licencees' compliance with statutory reporting requirements
Indicator Responsibility	EM (PPR) and HOD (PLC)

4.4. Petroleum Pipelines Industry Regulation Programme 4: Dispute resolution, including mediation, arbitration and handling of complaints

Indicator number	1
Indicator title	% of complaints received investigated and concluded within 60 days
Short definition	From the date of application, NERSA needs to determine how long it takes to finalise a complaint
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of dispute resolution including mediation, arbitration and the handling of complaints
Source/collection of data	Records of complaints received
Method of calculation	(number of finalised complaints within 60 days of receipt / number of received complaints)*100
Data limitations	Participation by complainant and licencees
Type of indicator	Numeric / Output
Calculation type	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	No
Desired performance	100% of complaints received investigated and concluded within 60 days
Indicator Responsibility	EM (PPR) and HOD (PLC)

4.5. Petroleum Pipelines Industry Regulation Programme 5: Setting of rules, guidelines and codes for the regulation of the electricity industry

Indicator number	1	2
Indicator title	Tariff methodologies published and reviewed when necessary	Number of reports on contributions towards alignment between relevant Petroleum legislation and regulations and government policies
Short definition	NERSA has developed tariff guidelines for pipelines as well as for storage and loading facilities. The need for the update of these methodologies will be assessed and if deemed necessary, the methodologies will be updated and updates will be published to assist licencees who are applying for tariffs to compile their applications	NERSA will produce an annual report on its contributions towards the alignment between relevant Petroleum legislation and regulations and government policies
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of Setting of rules, guidelines and codes for the regulation of the three industries	The implementation of this KPI is directly linked to NERSA's mandate of Setting of rules, guidelines and codes for the regulation of the three industries
Source/collection of data	Published tariff methodologies	Contribution reports
Method of calculation	Published – Yes / no	Number of reports
Data limitations	None	None
Type of indicator	Numeric / Input	Numeric / Output
Calculation type	Yes / No – Non-cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Tariff methodologies published and reviewed when necessary	One report on contributions towards the alignment between relevant Petroleum legislation and regulations and government policies
Indicator Responsibility	EM (PPR) and HOD (PPT)	EM (PPR) and HOD (PLC)

4.6. Petroleum Pipelines Industry Regulation Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1
Indicator title	Number of reports on the inland supply forecast
Short definition	In order to determine if there is going to be enough supply for the inland market, a forecast model has been developed
Purpose/Importance	The implementation of this KPI is directly linked to the mandate of NERSA (Gathering, storing and disseminating industry information)
Source/collection of data	Report
Method of calculation	Number of reports
Data limitations	Accuracy, availability and reliability of information
Type of indicator	Numeric / Output
Calculation type	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Biannually
New indicator	Yes
Desired performance	Two reports on the inland supply forecast
Indicator Responsibility	EM (PPR)

5. TRANSVERSAL REGULATORY

5.1. Transversal Regulatory Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1	2
Indicator title	Report on the impact of regulatory decisions	Publication of the NERSA Economic Regulation Journal
Short definition	NERSA will conduct a study in order to determine the impact of its decisions	NERSA will start publishing an Economic Regulation Journal from 2015/16 in order to promote development and the sharing of expertise.
Purpose/Importance	In order to ensure that NERSA takes informed decisions, the impact of the decisions taken should be considered	This will be done in order to facilitate information sharing in the area of economic regulation
Source/collection of data	Framework	Publication of Journal
Method of calculation	Has the impact assessment been done – yes / no	Has the journal been established – yes / no
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Yes / No – Non-cumulative	Yes / No – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Impact assessment report	One NERSA Economic Regulation Journal published
Indicator Responsibility	SM (RAR)	SM (RAR)

Indicator number	3	4
Indicator title	Published quarterly newsletters	Number of stakeholder engagement and education programmes conducted
Short definition	On a quarterly basis, NERSA publish newsletters to all stakeholders containing information regarding the organisation and the industries being regulated	NERSA engages its stakeholders in a number of ways, including education programmes
Purpose/Importance	NERSA has an obligation to its stakeholders to provide information and education around its activities and mandate	NERSA has an obligation to its stakeholders to provide information and education around its activities and mandate
Source/collection of data	Published newsletters	Reports on stakeholder engagements and education programmes held
Method of calculation	Published newsletters – yes / no	Number of stakeholder engagements and education programmes held
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Input
Calculation type	Yes / No – Non-cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	Quarterly newsletters published	Undertake 35 stakeholder engagement and education programmes
Indicator Responsibility	EM (COS) and HOD (CSM)	EM (COS) and HOD (CSM)

6. ORGANISATIONAL

6.1.Organisational Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1	2
Indicator title	Number of progress reports considered by the relevant Subcommittee on the implementation of the recommendations from the organisational review	% of staff undergoing training and development
Short definition	NERSA is currently embarking on an Organisational Review and on a quarterly basis, progress reports on the review will be considered by the relevant Subcommittee	To indicate what percentage of staff has underwent training and development
Purpose/Importance	This KPI will provide an indication of the progress made regarding the Organisational Review	This KPI will determine to what extent the staff is being capacitated with regards to training and development to be able to do their work
Source/collection of data	Progress Report and minutes of the relevant Subcommittee	Training and development register
Method of calculation	Number of progress reports	(number of staff undergoing training and development / total number of staff)*100
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Input
Calculation type	Number - Cumulative	Percentage – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	Yes	No
Desired performance	Four progress reports considered by the relevant Subcommittee on progress made with regards to the implementation of the approved implementation plan from the organisational review	90% of staff undergoing training and development
Indicator Responsibility	CHO and HOD (HR)	CHO and HOD (HR)

Indicator number	3	4
Indicator title	Number of progress reports considered by the relevant Subcommittee on the implementation of the recommendations from the comprehensive Information and Communication Technology (ICT) systems review	Number of progress reports considered by the relevant Subcommittee on the progress made regarding obtaining ISO certification
Short definition	NERSA is currently embarking on a comprehensive ICT systems review and on a quarterly basis, progress reports on the review will be considered by the relevant Subcommittee	NERSA has identified all “to-be” business processes to be implemented in order to obtain ISO certification and on a quarterly basis, progress reports on the implementation of these business processes will be developed and considered by the relevant Subcommittee
Purpose/Importance	This KPI will provide an indication of the progress made regarding the ICT systems review	This KPI will provide an indication of the progress made regarding the implementation of the “to-be” processes
Source/collection of data	Progress Report and minutes of the relevant Subcommittee	Progress Report and minutes of the relevant Subcommittee
Method of calculation	Number of progress reports	Number of progress reports
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Number - Cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	Yes	Yes
Desired performance	Four progress reports considered by the relevant Subcommittee on the implementation of the recommendations from the comprehensive ICT systems review	Four progress reports considered by the relevant Subcommittee on the progress made regarding obtaining ISO certification
Indicator Responsibility	EM (COS) and HOD (IRM)	SM (SPM)

Indicator number	5	6
Indicator title	% improvement on the customer and stakeholder perception and satisfaction level	Result of annual audit
Short definition	To determine the level of customer satisfaction with NERSA and its decisions	NERSA is audited on an annual basis by the Auditor-General
Purpose/Importance	This KPI will provide an indication as to the view of the stakeholders of NERSA's role and implementation of its mandate	This KPI is a reflection of how accurately the information published in NERSA's Annual Report is a reflection of what is happening
Source/collection of data	Completed customer satisfaction questionnaires	Final Management Report from the AG
Method of calculation	Customer satisfaction calculation model	Qualified audit – yes / no
Data limitations	Accuracy and completeness of information	None
Type of indicator	Numeric / Outcome	Numeric / Outcome
Calculation type	Percentage – Non-cumulative	Yes / No – Non-cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annually
New indicator	No	No
Desired performance	6.5% improvement on the customer and stakeholder perception and satisfaction level (baseline is 82.5%)	Unqualified audit
Indicator Responsibility	EM (COS) and HOD (CSM)	CFO and HOD (FAD)

Indicator number	7	8
Indicator title	% of creditors paid within 30 days after all relevant documentation have been received	Number of reports considered by the relevant Subcommittee on regulatory and policy advocacy
Short definition	In line with Government's direction, NERSA aims to pay all its creditors within 30 days of receipt of all relevant documentation	NERSA is continuously engaged in regulatory and policy advocacy with its stakeholders and on a quarterly basis, progress reports on this advocacy will be considered by the relevant Subcommittee
Purpose/Importance	This KPI will measure whether creditors are being paid timeously	This KPI will provide an indication of the regulatory and policy advocacy conducted
Source/collection of data	Payment transaction reports and invoices	Progress Report and minutes of the relevant Subcommittee
Method of calculation	$(\text{number of creditors paid within 30 days of receipt of all relevant documentation} / \text{total number of creditors}) * 100$	Number of progress reports
Data limitations	None	None
Type of indicator	Numeric / Output	Numeric / Output
Calculation type	Percentage – Non-cumulative	Number - Cumulative
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	100% of creditors paid within 30 days after all relevant documentation have been received	Four reports considered by the relevant Subcommittee on regulatory and policy advocacy
Indicator Responsibility	CFO and HOD (FAD)	EM (COS) and HOD (LAS)