



TECHNICAL INDICATOR DESCRIPTIONS 2013/14 – 2015/16

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1. EXECUTIVE SUMMARY

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.

The purpose of this document is to provide technical descriptions for all the Key Performance Indicators as reflected in the NERSA approved Annual Performance Plan (2013/14 – 2015/16). In line with the 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;
- Cross-Cutting; 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 all licensed distributors approved	Annually published Guidelines for Municipal tariff increases and Benchmarks
Short definition	The percentage of all tariff applications from licensed distributors set and approved	The publication of Guidelines for Municipal tariff increases and Benchmarks for 2014/15 that will be used as the basis by municipalities for their 2014/15 tariff applications
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in setting prices and tariffs	Published Guidelines for Municipal tariff increases and Benchmarks for 2014/15
Source/collection of data	Tariff Applications and D Forms	Published Guidelines for Municipal tariff increases and Benchmarks for 2014/15
Method of calculation	$(\text{number of approved tariff applications} / \text{number of received tariff applications}) * 100$	Annual
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	Yes
Desired performance	100% of tariff applications of all licensed distributors set and approved	Published Guidelines for Municipal tariff increases and Benchmarks for 2014/15

Indicator number	3	4
Indicator title	Number of metros' Regulatory Reporting Manual (RMM) implementation plans approved	% of licensed distributors for residential customers with Approved Inclining Block Tariffs (IBTs)
Short definition	As part of the requirements of the Regulatory Reporting Manuals (RRMs), the licencees must submit a plan on how they will implement the RRMs. This plan is called the Implementation Plan	To protect low-income households as far as possible from rising electricity prices
Purpose/Importance	The implementation of this KPI will enable NERSA to have accurate and adequate data in order to be able to accurately set the prices and tariffs for the metros which is in line with NERSA's mandate	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	RRM implementation plan	Tariff Applications
Method of calculation	Number of Implementation Plans	(number of approved inclining block tariffs / number of received tariff applications)*100
Data limitations	Submission of Plans by Municipalities	Implementation of IBTs by Municipalities
Type of indicator	Numeric	Numeric
Calculation type	Number	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Approved implementation plans of 6 metros	Approved Inclining Block Tariffs (IBTs) for 80% of licensed distributors for residential customers

Indicator number	5	6
Indicator title	Annually approved Free Basic Electricity Rate for Eskom	Annual approved report on Eskom's actual revenue recovery
Short definition	The rate for the compensation of Eskom for the provision of the Free Basic Electricity for the poor has to be approved before 1 April 2014	To ensure that Eskom's revenue recovery is in line with what has been envisaged in the MYPD3
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 is necessary for NERSA to execute its mandate in setting prices and tariffs
Source/collection of data	Eskom - FBE customer statistics and consumption information. NERSA - the Approved 1 st block of The Eskom Retail Tariff	Report on Eskom's actual revenue recovery
Method of calculation	In line with the tariff model	Revenue recovery analysis
Data limitations	Accuracy and timeliness of information	Accuracy of information received
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	Yes
Desired performance	Free Basic Electricity Rate for 2013/14 approved and communicated	Annual report on Eskom's actual revenue recovery

Indicator number	7	8
Indicator title	Annually approved Regulatory Financial Reports of Eskom	Annually approved retail tariffs (ERTSA) of Eskom
Short definition	As part of the Regulatory Reporting Manuals, Eskom must submit its Annual Regulatory Financial Reports to NERSA for approval	This KPI will determine the structural adjustments of Eskom's retail tariffs (those tariffs that Eskom used to sell electricity to other distributors, amongst others)
Purpose/Importance	The implementation of this KPI will enable NERSA to have accurate and adequate data in order to be able to accurately set the prices and tariffs for Eskom which is in line with NERSA's mandate	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 used to sell electricity to other distributors, amongst others)
Source/collection of data	Regulatory Reporting Manuals (RRM) compliance	ERTSA Application by Eskom and tariff model
Method of calculation	Considered – yes / no	Determined by the tariff model
Data limitations	Receipt of the Annual Regulatory Reports by Eskom	Accuracy and timeliness of information
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Approved Eskom's Regulatory Financial Reports for 2012/13	Approved Eskom's retail tariffs (ERTSA) for 2014/15

2.2. Electricity Industry Regulation Programme 2: Licensing and Registration

Indicator number	1
Indicator title	% of licence applications processed within statutory time frames
Short definition	From the date of application, NERSA needs to determine how long it takes to process a licence application
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	Information as contained in the Reasons for Decisions (RfD) document. The RfD documents outlines the timelines in the processing of applications
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
Calculation type	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	80% of licence applications processed within 120 days from application

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

Indicator number	1	2
Indicator title	Number of licencees audited per annum to determine their level of compliance with licence conditions	Number of audit reports on the state of licensees' compliance with licence conditions
Short definition	NERSA conducts audits on the state of licencees' compliance with licence conditions	NERSA conducts audits on the state of 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
Purpose/Importance	This KPI will ensure effective and consistent compliance monitoring throughout the value chain in the electricity industry (part of the legislative mandate and thus service delivery of NERSA)	This KPI will ensure effective and consistent compliance monitoring throughout the value chain in the electricity industry (part of the legislative mandate and thus service delivery of NERSA)
Source/collection of data	Audit plan	Compliance audit reports
Method of calculation	Number of licencees audited	Number of reports
Data limitations	Cooperation from licencees in securing dates for audits	Cooperation by licencees in providing management comments
Type of indicator	Numeric	Numeric
Calculation type	Number	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	Yes	No
Desired performance	10 licencees audited per annum to determine their level of compliance with licence conditions	10 audit reports on the state of licensees' compliance with licence conditions

Indicator number	3	2
Indicator title	Number of corrective action plans received from non-complying licencees monitored	Annual report on state of compliance in the electricity industry published
Short definition	NERSA conducts audits on the state of 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. Licencees then have to submit corrective action plans based on the findings in the report to NERSA	NERSA will produce an annual report on the state of compliance with licence conditions in the electricity industry, based on the information gained from the compliance audits
Purpose/Importance	This KPI will ensure that licencees implement corrective action (where necessary) in order to comply with licence conditions (part of the legislative mandate and thus service delivery of NERSA)	This KPI will provide decision makers an idea of the state of compliance with licence conditions based on the audits conducted during the financial year
Source/collection of data	Corrective action plans received	Annual report on the state of compliance in the electricity industry
Method of calculation	Number of corrective action plans received	Annual report on the state of compliance in the electricity industry published – yes/no
Data limitations	Cooperation by licencees in providing corrective action plans	None
Type of indicator	Numeric	Numeric
Calculation type	Number	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annually
New indicator	No	Yes
Desired performance	5 corrective action plans received from non-complying licencees monitored	Annual report on state of compliance in the electricity industry published

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

Indicator number	1	2
Indicator title	% of complaints processed within statutory timelines	Annual report on the trends regarding to and status of complaints in the electricity industry published
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	$(\text{number of finalised complaints within 120 days of receipt} / \text{number of received complaints}) * 100$	Writing of a report
Data limitations	Participation by complainant and licencees	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annual
New indicator	No	No
Desired performance	75% of complaints processed within 120 days from receipt	Annual report on the trends regarding to and status of complaints in the electricity industry published

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 in line with legal requirements	% 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 in line with legal requirements
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 / number of applications for exemptions received)*100	(number of applications requiring amendments completed / number of applications for amendments received)*100
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	Yes	Yes
Desired performance	80% 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 in 120 days from application	80% 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 in 120 days from application

Indicator number	3	4
Indicator title	Updated grid code	Number of approved audit reports that details the assessment and evaluation of projects in Eskom's approved Transmission Development Plan for compliance with the South African Grid Code
Short definition	The updated Grid Cope needs to be published on an annual basis in order to provide the necessary information to not only licencees but also potential investors in the ESI	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	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 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	Published updated 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	Annually published updated Grid Code – Yes / No	Number of approved audit reports
Data limitations	None	Participation by Eskom Transmission
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	Yes	Yes
Desired performance	Annually published updated Grid Code	1 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

Indicator number	5	6
Indicator title	Number of approved audit reports for the review of EEDSM and compliance to the MYPD	Number of action plans for the annual EEDSM audits
Short definition	NERSA needs to perform audits for the review of the Energy Efficiency and Demand Side Management (EEDSM) as well as the compliance of Eskom with the MYPD3 as approved in 2012/13. After the audits have been completed, audit reports have to be issued	Once audit reports on the EEDSM audits have been issued, the licencees have to submit action plans to NERSA on how to address the findings from the audits.
Purpose/Importance	The implementation of this KPI will assist in determining the level of compliance by the licensee to licence conditions	This KPI will ensure that licencees implement corrective action (where necessary) in order to comply with licence conditions (part of the legislative mandate and thus service delivery of NERSA)
Source/collection of data	Approved audit report for the review of EEDSM and compliance to the MYPD	Received action plans for 2011/12 EEDSM audit
Method of calculation	Number of approved audit reports	Number of received action plans for 2011/12 EEDSM audit
Data limitations	Participation by licencees	Participation by licencees
Type of indicator	Numeric	Numeric
Calculation type	Number	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	Yes	Yes
Desired performance	1 approved audit reports for the review of EEDSM and compliance to the MYPD	1 action plan for the 2011/12 EEDSM audit

Indicator number	7
Indicator title	Number of reports on the performance and progress of Renewable Energy
Short definition	NERSA needs to develop reports on the renewable energy performance and progress
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
Source/collection of data	Reports on the performance and progress of Renewable Energy
Method of calculation	Number of reports
Data limitations	None
Type of indicator	Numeric
Calculation type	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	4 reports on the performance and progress of Renewable Energy

2.6. Electricity Industry Regulation Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1
Indicator title	Number of end-user forums established
Short definition	According to the Electricity Regulation Act, municipalities must establish and fund end-user forums. This needs to form part of their licence conditions and NERSA must monitor the compliance to these conditions
Purpose/Importance	According to the Electricity Regulation Act (ERA), electricity distributors have to set up end-user forums. Once the Minister of Energy has prescribed the manner in amending licence conditions through Regulations, licence conditions will be amended to ensure that licencees adhere to this clause in the ERA
Source/collection of data	Compliance reports
Method of calculation	Number of end-user forums established
Data limitations	NERSA is awaiting the promulgation of Regulations by the Minister of Energy on the amendment of licence conditions before this can become a licence condition
Type of indicator	Numeric
Calculation type	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly
New indicator	No
Desired performance	5 end user forums established in alignment with compliance issues

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	Finalised number of maximum prices applications approved within 120 days from the date of publishing the (final) price application	Finalised number of transmission and storage tariffs applications within 120 days from the date of publication of the tariff application
Short definition	NERSA has to approve maximum prices for piped-gas in line with the approved Methodology for Maximum Prices. In order to ensure timely approval of these prices, NERSA has indicated that the prices should ideally be approved within 120 days from publishing of the final price application	NERSA has to approve transmission and storage tariffs for piped-gas. In order to ensure timely approval of these tariffs, NERSA has indicated that the tariffs should ideally be approved within 120 days from publishing of the application
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. It is also a necessary step in the process of getting ready for full implementation of maximum prices in 2014, when the Regulatory Agreement comes to an end	The implementation of this KPI is necessary for NERSA to execute its mandate in setting and approving prices and tariffs
Source/collection of data	Applications for maximum prices of gas	Applications for transmission and storage tariffs
Method of calculation	Number of finalised maximum prices within 120 days from publishing of the final price application	Number of finalised transmission and storage tariffs within 120 days of publishing of tariffs applications
Data limitations	Completeness and accuracy of information	Completeness and accuracy of information
Type of indicator	Numeric	Numeric
Calculation type	Number	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Finalise maximum price applications for all licensees other than Sasol Gas (Novo, SLG, VGN and any entrants where applicable) within 120 days of publication of the (final) price	Decision on Transnet transmission tariff and all storage licensee tariff applications within 120 days of the date of publication of the (final) tariff application
		Draft/consultation (Gauteng) gas transmission pipeline tariffs for Sasol Gas

Indicator number	3	4
Indicator title	Number of days for providing a report on Sasol Gas compliance with all pricing provisions in terms of Schedule One to the Agreement	Number of days for completing the calculation of aggregate prices of gas for each province in line with legal requirements
Short definition	Sasol Gas has to comply with the provisions of Schedule One to the Agreement. NERSA has to monitor Sasol Gas' compliance. This is one aspect of the monitoring of compliance	NERSA has to calculate aggregate prices for gas for each province. This should be done in a timely manner and therefore NERSA must calculate the number of days that it takes to complete these calculations
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring as the investigations into the pricing requirements are linked to compliance of Sasol Gas with legislation and licence conditions	The implementation of this KPI ensures that the prices charged by Sasol Gas to its customers can be evaluated for compliance
Source/collection of data	Information on all pricing provisions in terms of Schedule One to the Agreement	Prices of all piped-gas customers from Sasol Gas for the previous calendar year
Method of calculation	Actual number of days taken to compile the report	Actual number of days taken to compile the report
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Number	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	Report on Sasol Gas compliance with all pricing provisions in terms of Schedule One to the Agreement to be completed within 110 days after receipt of the relevant information	Approval of aggregate prices of gas for 2012 in each province within 120 days after receipt of the relevant information

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

Indicator number	1	2
Indicator title	% of all licence applications finalised according to licensing procedures	Number of days taken to finalise registration applications
Short definition	From the date of application, NERSA needs to determine how long it takes to finalise a licence application – this needs to be in line with the licensing procedures	NERSA has to register operations in the piped-gas industry in line with the Gas Act. In order to ensure that this is done in an efficient and effective manner, the number of days taken to finalise the registration applications has to be calculated
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	Registration applications
Method of calculation	(number of processed licence applications in line with the procedures / number of licence applications received)*100	(Number processed registration applications within 60 days and approved registration applications within 60 days of applications / total number of registration applications received) *100
Data limitations	Accuracy and completeness of information	Accuracy and completeness of information
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Quarterly
New indicator	No	No
Desired performance	50% of licence applications finalised according to licensing procedures	100% of registration applications are processed within 60 days and approved within 90 days

Indicator number	3
Indicator title	Annual report on the implementation of gas to power in IRP
Short definition	One of the biggest challenges facing the piped-gas industry is growing the gas market. The most feasible way of doing this is with regards to gas to power projects. In the published IRP2013, there is some targets relating to gas to power. The implementation of these targets will be monitored and reported on.
Purpose/Importance	The implementation of this KPI will provide NERSA with an opportunity to monitor the implementation of gas to power targets in the IRP and will inform licensing decisions going forward
Source/collection of data	Draft implementation framework developed and communicated
Method of calculation	Draft implementation framework developed and communicated – yes / no
Data limitations	None
Type of indicator	Numeric
Calculation type	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	Yes
Desired performance	Draft implementation framework developed and communicated

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	Number of audits on the ROMPCO pipeline conducted
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	Numeric
Calculation type	Number	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Bi-annually
New indicator	No	No
Desired performance	12 monthly volume balance reports assessed and discrepancies investigated	To conduct 2 audits on ROMPCO pipeline

Indicator number	3	4
Indicator title	Number of investigations / inspections conducted	Quarterly monitoring reports of RRM Compliance
Short definition	NERSA needs to investigate possible non-compliance and issue notices of non-compliance if and when necessary	In line with the approved Regulatory Reporting Manuals (RRMs), NERSA will on a quarterly basis report on progress made with regards to the implementation of the RRM by licencees
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring	The implementation of this KPI will enable NERSA to have accurate and adequate data in order to be able to accurately set the prices and tariffs which is in line with NERSA's mandate
Source/collection of data	Investigation reports	Full year financial reports submitted of licencees included in pilot project
Method of calculation	Number of reports	(Number of full year financial reports submitted of licencees included in pilot project / number of licencees included in pilot project) * 100
Data limitations	Accuracy and availability of information	None
Type of indicator	Numeric	Numeric
Calculation type	Number	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	4 investigations / inspections and non-compliance notices issued (if and when necessary)	Full year financial reports submitted by 50% of licencees included in the pilot project

Indicator number	5
Indicator title	Evaluation reports on uncommitted capacity in transmission pipelines
Short definition	In order to facilitate third party access, the uncommitted capacity in gas transmission pipelines needs to be determined
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	Uncommitted capacity reports
Method of calculation	Report – yes / no
Data limitations	Accuracy and reliability of information
Type of indicator	Numeric
Calculation type	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	No
Desired performance	Evaluation report of uncommitted capacity in Rompco or 1 other transmission pipeline

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 9 months and non-compliance notices issued (where applicable)	% of initiated investigations completed within 9 months and non-compliance notices issued (where applicable)
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	Records of complaints initiated
Method of calculation	(number of complaint investigations completed within 9 months of receipt / number of received complaints)*100	(number of initiated investigations completed within 9 months of initiation / number of initiated investigations)*100
Data limitations	Participation by complainant and licencees	Participation by licencees
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Annual
New indicator	No	No
Desired performance	50% of received complaints investigated within 9 months and non-compliance notices issued where applicable	50% of initiated investigations completed within 9 months and non-compliance notices issued where applicable

3.5.Piped-Gas Industry Regulation Programme 5: Setting of rules, guidelines and codes for the regulation of the piped-gas industry

Indicator number	1
Indicator title	Developed, approved and implemented HDI scorecard
Short definition	The development, approval and implementation of an HDI scorecard will assist NERSA in facilitating the entry of previously disadvantaged individuals into the market
Purpose/Importance	The implementation of this KPI is linked to NERSA's mandate of setting of rules, guidelines and codes for the regulation of the piped-gas industry.
Source/collection of data	Approved HDI scorecard implementation framework
Method of calculation	Approved HDI scorecard implementation framework – yes / no
Data limitations	Participation of all stakeholders in development of framework
Type of indicator	Numeric
Calculation type	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	Yes
Desired performance	Approved HDI scorecard implementation framework

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

Indicator number	1	2
Indicator title	Ongoing engagements with policy makers	Number of stakeholder workshops and media engagements
Short definition	NERSA will continuously engage with policy makers regarding the legislative framework that NERSA has to implement	Stakeholder workshops 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	Proposed amendments	Notice of workshop
Method of calculation	Proposed amendments – Yes / no (if relevant)	Number of notices
Data limitations	If no amendment is needed, this KPI will not be relevant	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annual	Biannually
New indicator	No	No
Desired performance	Continued engagement policy makers and comment on legislative amendments where applicable	4 stakeholder workshops / meetings and targeted media engagement

4. PETROLEUM PIPELINES INDUSTRY REGULATION

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

Indicator number	1a	1b
Indicator title	Number of pipelines tariffs applications approved	Number of pipelines tariffs applications approved
Short definition	NERSA has to set the revenue requirements for Transnet Pipelines on an annual basis	Apart from Transnet, NERSA has to also set tariffs for other pipelines
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in setting tariffs	The implementation of this KPI is necessary for NERSA to execute its mandate in setting tariffs
Source/collection of data	Reasons for Decision on Transnet pipeline tariffs for 2014/15	Reasons for Decision on Chevron tariffs
Method of calculation	According to the published tariff methodology	According to the published tariff methodology
Data limitations	Accuracy, reliability and completeness of information	Accuracy, reliability and completeness of information
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Annually
New indicator	No	No
Desired performance	Approved Transnet pipeline tariffs for 2014/15	Approved tariffs for Chevron

Indicator number	2	3
Indicator title	% of licensed storage and loading facilities' tariffs approved	Updated published storage tariff
Short definition	NERSA is starting to receive the storage and loading facility tariff applications and these need to be considered	The updated storage tariffs have to be published
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in approving storage and loading facilities' tariffs	The implementation of this KPI is necessary for NERSA to execute its mandate in approving storage and loading facilities' tariffs
Source/collection of data	Tariff applications	Updated storage tariffs
Method of calculation	(Number of storage and loading facility tariffs considered / total number of storage and loading facilities)*100	Updated published storage tariffs – yes / no
Data limitations	NERSA is dependent on licencees to submit tariff applications – accuracy and completeness of information	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Annually
New indicator	No	Yes
Desired performance	40% of storage and loading facility tariff applications processed	Published storage tariffs

Indicator number	4	5
Indicator title	Annual Report on benchmarking of storage tariffs	Updated published financial and tariff information
Short definition	In order to ensure that NERSA's approved storage tariffs is in line with international best practice, the tariffs will be benchmarked	In order to ensure transparency and consistency, NERSA needs to publish financial and tariff information that is used by licencees in tariff applications
Purpose/Importance	The implementation of this KPI is necessary for NERSA to execute its mandate in approving storage and loading facilities' tariffs	The implementation of this KPI is necessary for NERSA to execute its mandate in setting pipeline and approving storage and loading facilities' tariffs
Source/collection of data	Annual Report on benchmarking of storage tariffs	Published financial and tariff information
Method of calculation	Annual Report on benchmarking of storage tariffs – yes / no	Published financial and tariff information – yes / no
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Quarterly
New indicator	Yes	Yes
Desired performance	Conduct a benchmark study on storage tariffs	Financial and tariff information published on NERSA website

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

Indicator number	1	2
Indicator title	% of licences approved within statutory deadlines	Number of suspected unlicensed facilities investigated
Short definition	From the date of application, NERSA needs to determine how long it takes to process a licence application	NERSA has to investigate all suspected unlicensed activities and request those that should be licensed to apply for a licence
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	Inspection reports
Method of calculation	(number of processed licence applications within statutory deadlines / number of received licence applications)*100	Number of suspected unlicensed activities investigated
Data limitations	Incomplete applications	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	100% licences approved within statutory deadlines	5 suspected unlicensed facilities investigated

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

Indicator number	1	2
Indicator title	Number of infrastructure utilisation reports	% of reports analysed and ready for noting within 60 days
Short definition	NERSA will produce infrastructure utilisation reports in order to highlight the utilisation of infrastructure and indicate possible opportunities for 3 rd party access	NERSA has to monitor compliance to licence conditions. In order to ensure that a report on compliance is done timeously, NERSA strives to compile the report within 60 days
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	Infrastructure utilisation reports	Reports
Method of calculation	Number of infrastructure utilisation reports	(number of reports ready for noting within 60 days / total number of reports)*100
Data limitations	Accuracy of information	Accuracy of information
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Biannually	Quarterly
New indicator	Yes	No
Desired performance	2 infrastructure utilisation reports	90% of reports analysed and ready for noting within 60 days

Indicator number	3	4
Indicator title	Published status report on HDSA indicators based on a % of licensees	Published storage allocation mechanisms based on a % of licensees
Short definition	NERSA has to facilitate the entry of historically disadvantaged South Africans into the petroleum pipelines market. One way of monitoring this is to get licencees to submit their HDSA status to NERSA	In order to ensure transparency in the industry and facilitate 3 rd party access, NERSA will publish the storage allocation mechanisms received
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring – track the involvement of HDIs in the industry	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	HDSA submissions	Submitted storage allocation mechanisms
Method of calculation	(number of licensees HDSA submissions analysed and reported on in status report / total number of licencees)*100	(number of licensees storage allocation mechanisms published / total number of licencees)*100
Data limitations	Submission of HDSA information to NERSA	Submission of storage allocation mechanisms
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	Yes
Desired performance	Published status report on HDSA indicators based on 70% of licensees	Published storage allocation mechanisms based on a % of licensees

Indicator number	5
Indicator title	Number of reports on specified licensees' implementation of the pipelines and loading facilities access principles
Short definition	NERSA will compile a report on specified licensees' implementation of pipelines and loading facilities access principles in order to facilitate 3 rd party access
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of compliance monitoring
Source/collection of data	Reports on licensees' implementation of the pipelines and loading facilities access principles
Method of calculation	Number of reports on licensees' implementation of the pipelines and loading facilities access principles
Data limitations	Submission of the pipelines and loading facilities access principles by licensees
Type of indicator	Numeric
Calculation type	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	Yes
Desired performance	Report on 2 licensees' implementation of the pipelines and loading facilities access principles

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
Calculation type	Percentage
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

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	Approved licensing guidelines published	Approved tariff guidelines for storage facilities published
Short definition	NERSA has developed licensing guidelines. These will be updated and the updates will be published on order to assist potential licencees in compiling their applications	NERSA has developed tariff guidelines for storage facilities. These will be updated and updates will be published to assist licencees who are applying for tariffs for storage facilities to compile their applications
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 updated licensing guidelines	Published updated annual tariff guidelines for storage facilities
Method of calculation	Published – Yes / no	Published – Yes / no
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Annually
New indicator	No	No
Desired performance	Updated licensing guidelines published on NERSA website	Updated annual tariff guidelines for storage facilities published on NERSA website

Indicator number	3	4
Indicator title	Approved annually reviewed FAQ published	Approved guidelines to determine the SRAB of storage facilities published
Short definition	In order to assist licencees with tariff applications, a list of Frequently Asked Questions relating to tariff applications will be published	In order to set and approve tariffs, the starting regulatory asset base needs to be determined. This KPI will provide the guidelines on how to do this
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 FAQ	Approved guidelines
Method of calculation	Published FAQ – Yes / No	Approved guidelines – yes / no
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Annually
New indicator	Yes	No
Desired performance	Approved reviewed FAQ published on NERSA website	Guidelines to determine the SRAB of storage facilities published

Indicator number	5	6
Indicator title	Approved MIRTA published	Number of reports on contributions towards alignment between PPA and Petrol PLAct and government policies and regulations
Short definition	NERSA has developed minimum information requirements for tariff applications (MIRTA). These will be updated and the updates will be published on order to assist potential licencees in compiling their applications	NERSA will produce quarterly reports on our contributions towards the amendment of all relevant legislation for the regulation of the petroleum pipelines industry to ensure alignment
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 updated MIRTA	Quarterly report on NERSA's contribution
Method of calculation	Published – Yes / No	Quarterly report – Yes / No
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Quarterly
New indicator	Yes	Yes
Desired performance	Approved updated MIRTA published on NERSA website	Quarterly reports on contributions towards alignment between PPA and Petrol PLAct and government policies and regulations

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

Indicator number	1	2
Indicator title	Approved implementation plan for the findings and recommendations in the Report on investigated infrastructure and bottlenecks in the petroleum pipelines infrastructure in Durban	Number of reports on the inland supply forecast
Short definition	NERSA reports on the infrastructure at the Durban harbor. In this report there are findings and recommendations. An implementation plan for these findings and recommendations will be developed	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)	The implementation of this KPI is directly linked to the mandate of NERSA (Gathering, storing and disseminating industry information)
Source/collection of data	Implementation Plan	Report
Method of calculation	Implementation Plan – yes / no	Number of reports
Data limitations	Accuracy and reliability of information	Accuracy, availability and reliability of information
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Number
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Biannually
New indicator	No	Yes
Desired performance	Implementation plan for the findings and recommendations in the Report on investigated infrastructure and bottlenecks in the petroleum pipelines infrastructure in Durban	Biannual report on the inland supply forecast

Indicator number	3
Indicator title	Approved RRM for non-financial information (NFI) Volume 7
Short definition	In order to ensure that the Energy Regulator has sufficient information in order to make informed decisions, the Regulatory Reporting Manuals (RRM) for non-financial information (NFI) will be 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	Approved RRM for non-financial information (NFI) Volume 7
Method of calculation	Approved RRM for non-financial information (NFI) Volume 7 – Yes / No
Data limitations	Input from all stakeholders
Type of indicator	Numeric
Calculation type	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually
New indicator	Yes
Desired performance	Finalised RRM for NFI

5. CROSS-CUTTING REGULATORY

5.1. Cross-Cutting Programme 6: Establishing NERSA as an efficient and effective regulator

Indicator number	1	2
Indicator title	Benchmark report on regulatory decisions by category	Report on the impact of regulatory decisions
Short definition	NERSA will benchmark its decisions against similar organisations	NERSA will conduct a study in order to determine the impact of its decisions
Purpose/Importance	In order to become a world-class leader in energy regulation, NERSA has to benchmark its decisions	In order to ensure that NERSA takes informed decisions, the impact of the decisions taken should be considered
Source/collection of data	Report	Report
Method of calculation	Report – yes / no	Report – yes / no
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Annually
New indicator	No	No
Desired performance	Benchmark report on regulatory decisions by category	Approved framework for conducting impact assessment

Indicator number	3	4
Indicator title	Research reports on new sources of energy	Published quarterly newsletters
Short definition	As the regulator of the electricity, piped-gas and petroleum pipelines industries, NERSA has to conduct research into new sources of energy	On a quarterly basis, NERSA publish newsletters to all stakeholders containing information regarding the organisation and the industries being regulated
Purpose/Importance	The implementation of this KPI is directly linked to NERSA's mandate of Consulting with government departments and other bodies with regard to industry development and regarding any matter contemplated in the three industry Acts	NERSA has an obligation to its stakeholders to provide information and education around its activities and mandate
Source/collection of data	Research information and information from licence applications	Published newsletters
Method of calculation	Approved research report – yes / no	Published newsletters – yes / no
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Quarterly
New indicator	No	No
Desired performance	Research report	Quarterly newsletters published

Indicator number	5	6
Indicator title	Number of stakeholder engagement and education programmes conducted	Approved proposals / comments on policy changes
Short definition	NERSA engages its stakeholders in a number of ways, including education programmes	If the policy maker publish any proposed draft legislation that NERSA has to implement or that has an impact on the mandate of NERSA, NERSA has to comment on the proposed draft legislation
Purpose/Importance	NERSA has an obligation to its stakeholders to provide information and education around its activities and mandate	To facilitate the best possible legislative framework to enable NERSA in executing its mandate
Source/collection of data	Reports on stakeholder engagements and education programmes held	Approved proposals / comments
Method of calculation	Number of stakeholder engagements and education programmes held	Approved proposals / comments – Yes / no (if relevant)
Data limitations	None	If no draft legislation is published, this KPI will not be relevant
Type of indicator	Numeric	Numeric
Calculation type	Number	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Annual
New indicator	No	No
Desired performance	Undertake 25 stakeholder engagement and education programmes	Approved proposals / comments on policy changes (if and when necessary)

Indicator number	7
Indicator title	Approved structured engagement schedule with DoE on regulatory issues including comments on policies
Short definition	In order to ensure meaningful engagement with the DoE on regulatory issues, including comments on policies, a structure engagement schedule will be developed
Purpose/Importance	To facilitate meaningful engagement with the DoE
Source/collection of data	Approved structure engagement schedule
Method of calculation	Approved structure engagement schedule – Yes / No
Data limitations	Availability of the DoE
Type of indicator	Numeric
Calculation type	Yes / No
Reporting cycle (quarterly, annually or at longer time intervals)	Annual
New indicator	Yes
Desired performance	Structured engagement schedule with DoE on regulatory issues including comments on policies

6. ORGANISATIONAL

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

Indicator number	1	2
Indicator title	% of targets in the Annual Performance Plan met	% of organisational structure filled
Short definition	This is a calculation of the % of KPIs in the Annual Performance Plan that was carried out as planned	What percentage of the approved organisational structure has been filled
Purpose/Importance	This KPI will provide an indication of the organisational performance against planned activities in order to carry out its mandate	This KPI will determine to what extent NERSA has the human resource capacity to carry out its mandate
Source/collection of data	Fourth quarter performance report and report of performance against predetermined objectives	Human Resource reports
Method of calculation	$(\text{number of targets completed as planned} / \text{total number of targets}) * 100$	$(\text{number of filled positions} / \text{total number of positions}) * 100$
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Quarterly
New indicator	No	No
Desired performance	90% of targets met	95% of organisational structure filled

Indicator number	3	4
Indicator title	% of staff undergoing training and development	Level of (%) customer satisfaction
Short definition	To indicate what percentage of staff has underwent training and development	To determine the level of customer satisfaction with NERSA
Purpose/Importance	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	This KPI will provide an indication as to the view of the stakeholders of NERSA's role and implementation of its mandate
Source/collection of data	Training and development register	Completed customer satisfaction questionnaires
Method of calculation	(number of staff undergoing training and development / total number of staff)*100	Customer satisfaction calculation model
Data limitations	None	Accuracy ad completes of information
Type of indicator	Numeric	Numeric
Calculation type	Percentage	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Quarterly	Quarterly
New indicator	No	No
Desired performance	80% of staff undergoing training and development	68% customer satisfaction

Indicator number	5	6
Indicator title	Result of annual audit	% of creditors paid within 30 days after all relevant documentation have been received
Short definition	NERSA is audited on an annual basis by the Auditor-General	In line with Government's direction, NERSA aims to pay all its creditors within 30 days of receipt of all relevant documentation
Purpose/Importance	This KPI is a reflection of how accurately the information published in NERSA's Annual Report is a reflection of what is happening	This KPI will measure whether creditors are being paid timeously
Source/collection of data	Final Management Report from the AG	Payment transaction reports and invoices
Method of calculation	Qualified audit – yes / no	(number of creditors paid within 30 days of receipt of all relevant documentation / total number of creditors)*100
Data limitations	None	None
Type of indicator	Numeric	Numeric
Calculation type	Yes / No	Percentage
Reporting cycle (quarterly, annually or at longer time intervals)	Annually	Quarterly
New indicator	No	No
Desired performance	Unqualified audit	100% of creditors paid within 30 days after all relevant documentation have been received