



SERVICE LEVELS

SECTION 3



S3



CONTENTS

3.	SERVICE LEVELS.....	3-3
3.1	Introduction.....	3-3
3.2	Performance Evaluation.....	3-3
3.2.1	Purpose.....	3-3
3.2.2	Principles.....	3-4
3.3	Performance Evaluation Procedure.....	3-4
3.3.1	Further Detail on Service Levels.....	3-5
3.3.2	Development of Performance Measures.....	3-6
3.3.3	AMS Performance Reporting.....	3-6
3.4	Performance Measures.....	3-6
3.4.1	Ensure People are Safe Around Unison’s Assets.....	3-7
3.4.2	Deliver Network Performance that Meets all Requirements.....	3-8
3.4.3	Improve the Customer Experience Rating for Asset Management Services.....	3-12
3.4.4	Improve the Financial Performance of the Asset Management Plan without Compromising Network Performance and Asset Integrity.....	3-13
3.4.5	Improve Delivery Performance of the Annual Works Plan in Collaboration with UCSL.....	3-15
3.4.6	Improve the Asset Management Capability to Support the Development and Implementation of the Asset Management Strategies and Plans.....	3-16
3.4.7	Improve the Communication of the Asset Management Strategy to All Unison Teams.....	3-18
3.4.8	Improve the Environmental Sustainability Performance and Resilience of Asset Management Activities.....	3-19
3.4.9	Maintain Compliance with all Applicable Requirements.....	3-20
3.5	Performance Measure Summary.....	3-22
3.6	Determination Reference Mapping Table.....	3-24

Table 3-1:	Performance Targets - Ensure People are Safe Around Unison’s Assets.....	3-7
Table 3-2:	Historic Performance - Number of Asset Failures Resulting in Serious Harm or Fatality to the Public.....	3-8
Table 3-3:	Historic Performance - Number of Severity 1 Non-Conforming Contractor Internal Health and Safety Audit Findings.....	3-8
Table 3-4:	Performance Targets - Deliver Network Performance that Meets all Requirements.....	3-9
Table 3-5:	Historic Performance - Number of Verified Power Quality Complaints.....	3-10
Table 3-6:	Historic Performance - Internal Business Target for SAIDI Caused by Controllable Outages ...	3-10
Table 3-7:	Historic Performance - Internal Business Target for SAIFI Caused by Controllable Outages....	3-11
Table 3-8:	Historic Performance - SCI Target for Unplanned SAIDI.....	3-11
Table 3-9:	Historic Performance - SCI Target for Unplanned SAIFI.....	3-11
Table 3-10:	Historic Performance - Total SAIDI Incurred from Planned Outage Overrun Incidences and Advertised Planned Outages Cancelled Without Notification.....	3-12
Table 3-11:	Performance Target - Improve the Customer Experience Rating for Asset Management Services.....	3-12
Table 3-12:	Historic Performance – Unison Responses Not Completed Within Defined UDL Time Limits .	3-13
Table 3-13:	Performance Targets - Improve the Financial Performance of the Asset Management Plan without Compromising Network Performance and Asset Integrity.....	3-13
Table 3-14:	Historic Performance - Network CAPEX.....	3-14
Table 3-15:	Historic Performance - Network OPEX.....	3-14
Table 3-16:	Performance Targets - Improve Delivery Performance of the Annual Works Plan in Collaboration with UCSL.....	3-15
Table 3-17:	Historic Performance - Network Risks Addressed Through the Annual Capital Works Plan ...	3-16

Table 3-18: Historic Performance - Percentage of Planned Maintenance Tasks Scheduled in the Annual Plan are Completed as Planned..... 3-16

Table 3-19: Historic Performance - Number of Severity 1 and 2 Non-Conforming Internal Audit Findings of Contractor Work Practices and Quality Outcomes 3-16

Table 3-20: Performance Targets - Improve the Asset Management Capability to Support the Development and Implementation of the Asset Management Strategies and Plans 3-17

Table 3-21: Historic Performance - Asset Management Capability Plan Delivery was Achieved..... 3-17

Table 3-22: Historic Performance - Non-conformances to ISO 55001 Identified Through External Audit ... 3-17

Table 3-23: Historic Performance - AMMAT Functions Where Assessed Maturity is Below Level 3 3-18

Table 3-24: Performance Targets - Improve the Communication of the Asset Management Strategy to all Unison Staff..... 3-18

Table 3-25: Historic Performance - New UNL Staff Members Received Asset Management Induction Within Three Months of Commencing Employment..... 3-19

Table 3-26: Historic Performance - UNL Business Units Teams Have Received Annual Asset Management Briefing in The Last 12 Months 3-19

Table 3-27: Historic Performance - Number of Environmental Breaches Resulting in Environmental Contamination Due to the Failure of an Asset, Asset System or Associated Containment Mechanism 3-20

Table 3-28: Performance Targets - Improve the Environmental Sustainability Performance and Resilience of the Asset Management Activities 3-20

Table 3-29: Performance Targets - Maintain Compliance with all Applicable Requirements 3-21

Table 3-30: Historic Performance - Percentage of Asset Management Related Non-Compliances, Identified Through the Legislative Compliance Programme That Have a Corrective Plan in Place 3-21

Table 3-31: Historic Performance - Number of Instances of Unanticipated Legal Challenge or Government Investigation Occurring 3-21

Table 3-32: Summary Table of 2024/25 Performance Measures and Targets 3-23

Table 3-33: Determination Reference Mapping Table 3-24

Figure 3-1: Performance Measurement and Reporting..... 3-5

3. SERVICE LEVELS

3.1 Introduction

Unison uses monitoring, measurement, and analytical processes to evaluate its asset management performance. This provides a check on whether stakeholder requirements are being met, and if therefore, value is being realised from the asset portfolio. It also supports continual improvement of the asset portfolio and Asset Management System (AMS).

The Asset Management Objectives (AMOs) specified in Section 2 provide coverage of stakeholder requirements and expectations. They are therefore utilised as the basis for identifying what must be measured and monitored to ensure appropriate performance levels.

The implementation of Unison’s performance evaluation framework ensures that at any point in time, there is a balance of performance indicators across the three key asset management drivers of cost, risk, and performance.

Unison’s performance evaluation process is a key component of the Asset Management System and is therefore outlined in the Strategic Asset Management Plan (SAMP). Further detailed information is contained in the Performance Evaluation Policy and Performance Evaluation Procedure.

3.2 Performance Evaluation

3.2.1 Purpose

The purpose of performance evaluation is to monitor key metrics to ensure the effectiveness, efficiency, performance and continuous improvement of Unison’s Asset Management System and related processes.

Performance evaluation includes determining:

- what needs to be monitored and measured
- the best frequency and method of measurement, and
- how and when the results will be analysed and evaluated.

Performance evaluation covers the evaluation and reporting of:

- asset performance
- asset management performance, and
- the effectiveness of the AMS.

In summary, performance evaluation reports on whether the needs and expectations of stakeholders of the AMS are being met.

3.2.2 Principles

Listed below are the requirements that must be adhered to for all performance evaluation activities.

1. Reports must be provided regularly on performance trends of the AMS to:
 - the General Manager Networks & Operations — as the role with overall accountability for the AMS, and
 - all employees who contributed to the data being reported on.
2. There must be a specified use for all information collected. This will be to support an approved AMS measure.
3. All relevant Unison employees and contractors must support the collection of performance evaluation measures approved by the Asset Management System Manager. Those impacted by data collection for performance evaluation of the AMS will be provided with an explanation of the use and purpose of the data.
4. The collection of performance evaluation measures must be done in a way that minimises the impact on staff.
5. A balanced set of measures must be used to avoid skewing measures towards one outcome at the expense of another outcome. For example, focusing on network performance at the expense of cost.
6. Data captured for performance evaluation of the AMS must be aggregated so it is not used to measure the performance of individuals. It must not be linked to any human resources performance management system.

Performance evaluation will comply with the following external requirements:

- Regulatory Asset Management Plan (RAMP) Reporting Requirements: Performance reporting must comply with RAMP reporting requirements. It is therefore aligned with requirements specified by the Commerce Commission.
- ISO 55001:2014 Asset Management — Management Systems — Requirements: Performance evaluation must comply with ISO 55001 requirements so that it meets certification obligations intended to be achieved by Unison.

3.3 Performance Evaluation Procedure

The diagram in Figure 3-1 shows the overall process flow for performance evaluation along with the key inputs and outputs.

The overall process flow is applied to:

- establish the Performance Indicator Framework (PIF)
- develop performance measures
- report on AMS performance, and
- investigate/evaluate AMS non-conformity (this is described in *AMS-3003 AMS Management Review Procedure*).

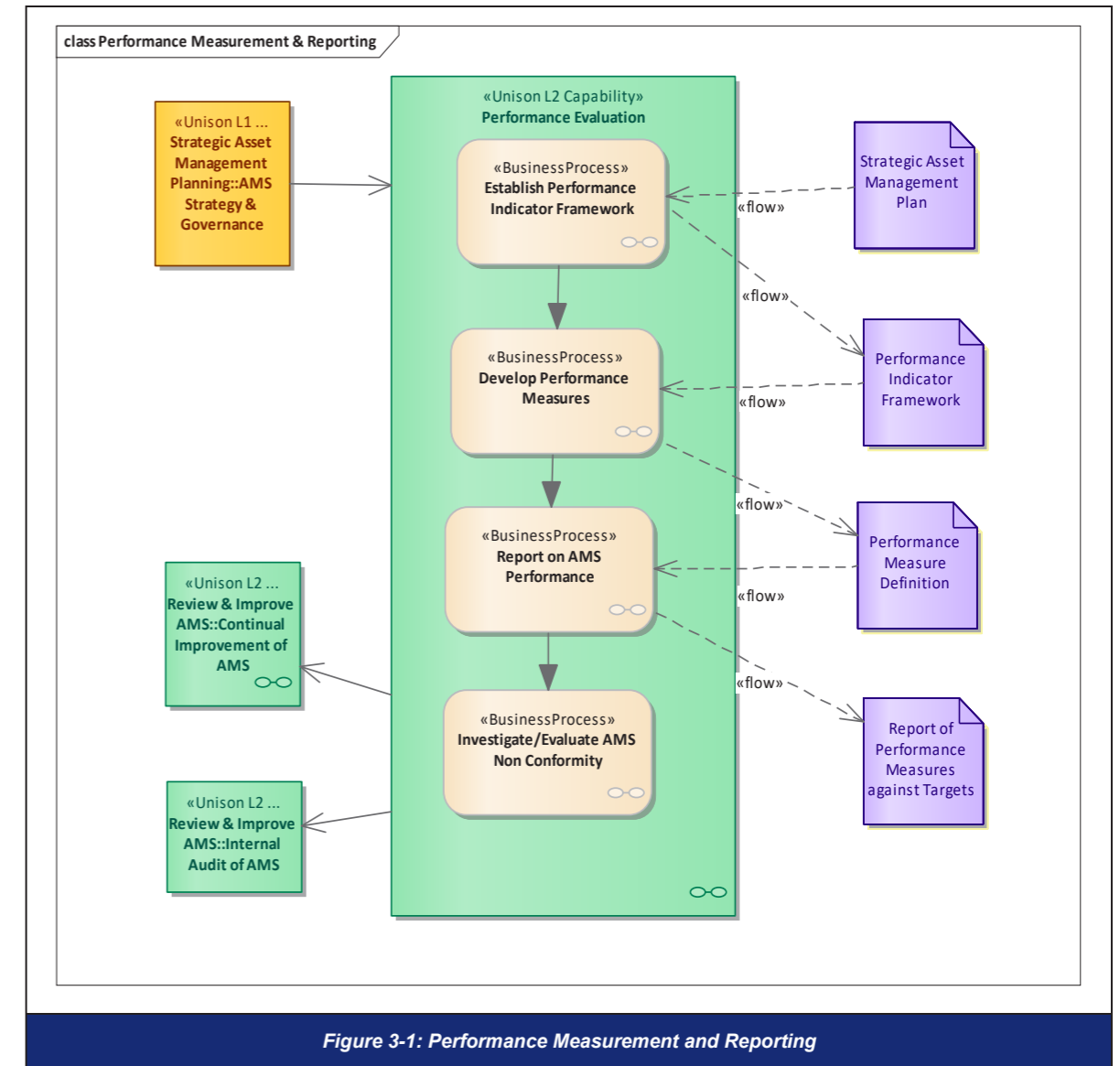


Figure 3-1: Performance Measurement and Reporting

3.3.1 Further Detail on Service Levels

The PIF provides a portfolio of performance indicators. These indicators can be used to conduct a quantitative measurement of AMS performance. It is intended that at any time a subset of these performance indicators will be implemented.

The General Manager Networks & Operations (GM N&O) selects performance indicators to be used over a given period. This selection is reviewed annually through the business planning process.

This approach:

- provides the GM N&O with a basis for directing organisational attention towards issues of strategic importance
- supports the organisation to tailor the extent of performance measurement to the internal and external context of the organisation over time, and
- recognises performance measurement is a non-trivial cost to an organisation of Unison's scale.

When the GM N&O selects a new performance indicator for measurement, the AMS Manager works with the relevant teams to decide details for the performance measure.

The GM N&O must approve the confirmation of appropriate performance levels and measurement systems for each team. Measurement and reporting against the performance indicator will then be adopted into the Performance Measurement Framework.

Outcomes of performance measurement may include:

- initiation of an internal audit, and
- the subsequent implementation of recommended corrective actions.

3.3.2 Development of Performance Measures

When a new performance indicator is selected for measurement by the GM N&O, the relevant teams are required to agree to:

- the performance level to be achieved
- the business rules for measurement, including responsibilities for measurement, where applicable
- the review process, where the performance is assessed using the agreed measures, and
- how corrective actions will be initiated to address any gaps, including through the continual improvement process.

This process occurs when an existing data collector (referred to below as ‘performance measure key stakeholder’) is replaced by someone new. This ensures the new data collector understands the business rules for measures they provide data for, and confirms the rules are still correct.

3.3.3 AMS Performance Reporting

Reporting on the performance of the AMS:

- provides information on each team’s capability to contribute to the achievement of the AMOs relevant to their function, and
- enables the organisation to effectively drive improvement through the Continual Improvement process.

3.4 Performance Measures

Unison’s performance measures are provided below and are aligned to the nine Strategic Asset Management Objectives, specified in Section 2. In respect to each performance measure that has been implemented, the following information is provided:

1. The measurement approach for the performance indicator.
2. Performance targets.
3. The justification for the measure and targeted level of performance.
4. Historical performance levels, where available.

3.4.1 Ensure People are Safe Around Unison’s Assets

3.4.1.1 Measurements

Number of asset failures resulting in an injury (serious harm) or fatality to the public.

Number of severity 1, contractor, health and safety internal audit findings.

Percentage of priority 1, 2, and 3 asset defects completed within required timeframes.

3.4.1.2 Performance Targets

Measurements	Targets 2024/25 – 2033/34
Asset failures resulting in serious harm or fatality to the public.	0
Number of severity 1, contractor, health and safety internal audit findings.	0
Priority 1, 2, and 3 asset defects completed within required timeframes.	100%

Table 3-1: Performance Targets - Ensure People are Safe Around Unison’s Assets

3.4.1.3 Justification for Targeted Level of Performance

Ensuring the safety of Unison’s staff, contractors and members of the public is the most important priority in asset management. This objective aligns with and complements the objectives of Unison’s Health and Safety Management System (HSMS) and Public Safety Management System (PSMS).

Any asset failure resulting in harm to members of the public would be totally unacceptable and subsequently Unison is totally committed to managing risks to ensure this does not eventuate.

The number of severity 1 findings from Unison’s contractor’s internal health and safety audits is set at zero, as serious harm to any contracting staff member is again deemed totally unacceptable. Any severity one audit finding could indicate a potential process failure which would be a major concern and require investigation and corrective actions.

Priority 1, 2 and 3 asset related defects in the asset portfolio have the potential to cause harm to people and property. Once identified, these defects must be prioritised and actioned through existing processes to ensure they are corrected within the required timeframes.

3.4.1.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2019	= 0	0	✓
2020	= 0	0	✓
2021	= 0	0	✓
2022	= 0	0	✓
2023	= 0	0	✓

Table 3-2: Historic Performance - Number of Asset Failures Resulting in Serious Harm or Fatality to the Public

Financial Year Ending	Target	Actual	Target Met
2019	= 0	1	x
2020	= 0	1	x
2021	= 0	0	✓
2022	= 0	0	✓
2023	= 0	0	✓

Table 3-3: Historic Performance - Number of Severity 1 Non-Conforming Contractor Internal Health and Safety Audit Findings

Historical performance for priority 1, 2, and 3 asset defects followed up within required timeframes is not shown as data from previous years is incomplete. It is expected, following the optimisation of Unison's new EAMS and associated processes, this data will be available and reported on.

3.4.2 Deliver Network Performance that Meets all Requirements

3.4.2.1 Measurements

Number of verified power quality complaints.

Internal business unplanned SAIDI target caused by controllable outages (which includes equipment failure, operational issues, and human error).

Internal business unplanned SAIFI target caused by controllable outages (which includes equipment failure, operational issues, and human error).

Statement of Corporate Intent (SCI) unplanned SAIDI target.

SCI unplanned SAIFI target.

Total SAIDI incurred from planned outage overrun incidences and advertised planned outages cancelled without notification.

3.4.2.2 Performance Targets

Measurements	Targets 2024/25
Number of verified power quality complaints.	≤ 30
Internal business unplanned SAIDI target caused by controllable outages (which include equipment failure, operational issues, and human error).	≤ 14.83
Internal business unplanned SAIFI target caused by controllable outages (which include equipment failure, operational issues, and human error).	≤ 0.386
SCI unplanned SAIDI target.	< 66.62
SCI unplanned SAIFI target.	< 1.47
Total SAIDI incurred from planned outage overrun incidences and advertised planned outages cancelled without notification.	< 13.1

Table 3-4: Performance Targets - Deliver Network Performance that Meets all Requirements

3.4.2.3 Justification for Targeted Level of Performance

Electricity is an essential service. Stakeholders, customers, and regulators expect Unison to provide a reliable supply, that meets agreed service levels and legislative requirements.

Current targets for the number of verified power quality complaints are based on historic annual performance of Unison. The processes being utilised for Network Development Planning (referred to in Section 5 of this RAMP) will over time result in a reducing likelihood of power quality issues on the network. It is anticipated such issues are unlikely to occur with any frequency by the end of the planning period. This assumes that there is no significant change to patterns of demand and energy use intensity.

Internal business targets for unplanned SAIDI and SAIFI, caused by controllable outages (which include equipment failure, operational issues, and human error) have been developed. These targets focus on outage causes most within Unison's control. Any ongoing failure to regularly meet these targets are likely to provide insights for continuous improvement opportunities within the Asset Management System.

Stretch, unplanned SAIDI and SAIFI targets, which are below the regulatory limit and included within Unison’s Statement of Corporate Intent (SCI) have been developed. These targets ensure that there is a real focus on continuous improvement and ensuring a reliable electricity supply is provided to customers.

Unison must comply with the planned SAIDI limits determined by the regulator and detailed in the Default Price Path (DPP). Unnecessary accrual of planned SAIDI due to planned outage overruns and cancellations should be minimised to reduce the compliance risk to the business.

3.4.2.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2019	≤ 12	13	x
2020	≤ 12	8	✓
2021	≤ 12	22	x
2022	≤ 30	3	✓
2023	≤ 30	13	✓

Table 3-5: Historic Performance - Number of Verified Power Quality Complaints

Financial Year Ending	Target	Actual	Target Met
2019	≤ 14.5	10.78	✓
2020	≤ 14.5	9.25	✓
2021	≤ 15.28	11.23	✓
2022	≤ 15.28	15.87	x
2023	≤ 15.28	17.85	x

Table 3-6: Historic Performance - Internal Business Target for SAIDI Caused by Controllable Outages

Financial Year Ending	Target	Actual	Target Met
2019	≤ 0.41	0.38	✓
2020	≤ 0.41	0.31	✓
2021	≤ 0.43	0.32	✓
2022	≤ 0.425	0.424	✓
2023	≤ 0.425	0.389	✓

Table 3-7: Historic Performance - Internal Business Target for SAIFI Caused by Controllable Outages

Financial Year Ending	Target	Actual	Target Met
2019	< 110.2	103.8	✓
2020	< 109.7	90.8	✓
2021	< 75.8	44.75	✓
2022	< 65.85	69.41	x
2023	< 65.85	76.11	x

Table 3-8: Historic Performance - SCI Target for Unplanned SAIDI

Financial Year Ending	Target	Actual	Target Met
2019	< 2.14	1.9	✓
2020	< 1.99	1.9	✓
2021	< 1.57	1.14	✓
2022	< 1.50	1.454	✓
2023	< 1.50	1.433	✓

Table 3-9: Historic Performance - SCI Target for Unplanned SAIFI

Financial Year Ending	Target	Actual	Target Met
2021	< 13.1	11.93	✓
2022	< 13.1	16.41	x
2023	< 13.1	3.91	✓

Table 3-10: Historic Performance - Total SAIDI Incurred from Planned Outage Overrun Incidences and Advertised Planned Outages Cancelled Without Notification

3.4.3 Improve the Customer Experience Rating for Asset Management Services

3.4.3.1 Measurement

Unison responses not completed within Utilities Disputes (UDL) time limits.

3.4.3.2 Performance Target

Measurement	Target 2024/25 – 2033/34
Unison responses not completed within Utilities Disputes time limits.	0

Table 3-11: Performance Target - Improve the Customer Experience Rating for Asset Management Services

3.4.3.3 Justification for Targeted Level of Performance

UDL offers a service to resolve complaints that have been unable to be resolved between utilities such as Unison and their customers. The UDL resolution process prescribes time limits for responses to customer complaints, which Unison seeks to meet in all cases to ensure any issues a resolved in a timely manner.

3.4.3.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2020	0	0	✓
2021	0	0	✓
2022	0	0	✓
2023	0	0	✓

Table 3-12: Historic Performance – Unison Responses Not Completed Within Defined UDL Time Limits

3.4.4 Improve the Financial Performance of the Asset Management Plan without Compromising Network Performance and Asset Integrity

3.4.4.1 Measurements

Network CAPEX is within ±10% of total budget.

Network OPEX is within ±10% of total budget.

3.4.4.2 Performance Targets

Measurements	Targets 2024/25 – 2033/34
Network CAPEX	< ± 10%
Network OPEX	< ± 10%

Table 3-13: Performance Targets - Improve the Financial Performance of the Asset Management Plan without Compromising Network Performance and Asset Integrity

3.4.4.3 Justification for Targeted Level of Performance

The investment requirements of Unison’s Asset Management Plan have a direct link with the cost and affordability of the service. Accordingly, all network investment must be prudent and effective. This applies to both CAPEX and OPEX.

Less than 10% variance to the total CAPEX and OPEX budgets is deemed an acceptable level of variance to support effective management of the organisation. This level of variance recognises the fact that there are uncertainties in the delivery of annual Network CAPEX and OPEX programmes of work that cannot be completely managed down.

3.4.4.4 Historic Performance

Financial Year Ending	Target %	Actual %	Target Met
2019	± 10	5	✓
2020	± 10	12	x
2021	± 10	-1	✓
2022	± 10	-16.62	x
2023	± 10	-13.7	x

Table 3-14: Historic Performance - Network CAPEX

Financial Year Ending	Target %	Actual %	Target Met
2019	± 10	5	✓
2020	± 10	12	x
2021	± 10	-1	✓
2022	± 10	14	x
2023	± 10	30.4	x

Table 3-15: Historic Performance - Network OPEX

3.4.5 Improve Delivery Performance of the Annual Works Plan in Collaboration with UCSL

3.4.5.1 Measurements

The cumulative, total network Asset Management Plan risk score addressed through the annual capital works plan.

Percentage of planned maintenance tasks scheduled in the annual plan are completed as planned.

Number of severity 1 and 2 contract work practices and quality internal audit findings.

3.4.5.2 Performance Targets

Measurements	Targets 2024/25
Network risks addressed through the annual capital works plan.	> 2096
Percentage of planned maintenance tasks scheduled in the annual plan are completed as planned.	> 95%
Number of severity 1 and 2 contract work practices and quality internal audit findings.	0

Table 3-16: Performance Targets - Improve Delivery Performance of the Annual Works Plan in Collaboration with UCSL

3.4.5.3 Justification for Targeted Level of Performance

The safe, efficient, and cost-effective delivery of Unison’s annual works plan in collaboration with its contracting partner UCSL, ensures that network risks are managed appropriately and that assets will remain fit for purpose to deliver electricity distribution services safely and effectively.

The number of severity 1 and 2, non-conforming internal audit findings of contractor work practices and quality outcomes is set at zero as any significant quality breaches that could lead to major incidents are deemed unacceptable.

3.4.5.4 Historic Performance

Financial Year Ending	Target Risk Score	Actual	Target Met
2021	> 1536	1542	✓
2022	> 2226	1847	x
2023	> 2226	1298	x

Table 3-17: Historic Performance - Network Risks Addressed Through the Annual Capital Works Plan

Financial Year Ending	Target	Actual	Target Met
2023	> 95%	85%	x

Table 3-18: Historic Performance - Percentage of Planned Maintenance Tasks Scheduled in the Annual Plan are Completed as Planned.

Financial Year Ending	Target	Actual	Target Met
2019	≤ 0	0	✓
2020	≤ 0	0	✓
2021	≤ 0	0	✓
2022	≤ 0	0	✓
2023	≤ 0	2	x

Table 3-19: Historic Performance - Number of Severity 1 and 2 Non-Conforming Internal Audit Findings of Contractor Work Practices and Quality Outcomes

3.4.6 Improve the Asset Management Capability to Support the Development and Implementation of the Asset Management Strategies and Plans

3.4.6.1 Measurements

Delivery of Asset Management Capability Plan (AMCP).

Number of non-conformances to ISO 55001 identified through external audit.

AMMAT functions where maturity is assessed below level 3.

3.4.6.2 Performance Targets

Measurements	Targets 2024/25
Delivery of Asset Management Capability Plan.	100%
Number of non-conformances to ISO 55001 identified through external audit.	0
AMMAT functions where assessed maturity is below level 3.	≤ 1

Table 3-20: Performance Targets - Improve the Asset Management Capability to Support the Development and Implementation of the Asset Management Strategies and Plans

3.4.6.3 Justification for Targeted Level of Performance

Sufficient and appropriate asset management maturity, capability and continuous improvement is required to achieve AMOs and ensure Unison’s ISO 55001 certification remains current. Continually improving Unison’s asset management maturity and capabilities is necessary to appropriately manage risk and respond to the challenges and opportunities created by a changing electricity sector.

3.4.6.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2022	= Met	Met	✓
2023	= Met	Met	✓

Table 3-21: Historic Performance - Asset Management Capability Plan Delivery was Achieved

Financial Year Ending	Target	Actual	Target Met
2022	= 0	0	✓
2023	= 0	0	✓

Table 3-22: Historic Performance - Non-conformances to ISO 55001 Identified Through External Audit

Financial Year Ending	Target	Actual	Target Met
2022	≤ 3	2	✓
2023	≤ 1	1	✓

Table 3-23: Historic Performance - AMMAT Functions Where Assessed Maturity is Below Level 3

3.4.7 Improve the Communication of the Asset Management Strategy to All Unison Teams

3.4.7.1 Measurements

New Unison staff receive asset management induction within three months of commencing employment.

Unison business units receive annual asset management briefing.

3.4.7.2 Performance Targets

Measurements	Targets 2024/25 – 2033/34
Percentage of new Unison staff receiving asset management induction within three months of commencing employment.	100%
Percentage of Unison business units receiving annual asset management briefing.	100%

Table 3-24: Performance Targets - Improve the Communication of the Asset Management Strategy to all Unison Staff

3.4.7.3 Justification for Targeted Level of Performance

Unison’s people need to understand Unison’s asset management strategy, and why certain decisions are being made. Unison believes this supports the engagement and commitment of its people in asset management and assists in enhancing asset management outcomes.

3.4.7.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2022	= Met	Met	✓
2023	= Met	Met	✓

Table 3-25: Historic Performance - New UNL Staff Members Received Asset Management Induction Within Three Months of Commencing Employment

Financial Year Ending	Target	Actual	Target Met
2022	= Met	Not Met	x
2023	= Met	Met	✓

Table 3-26: Historic Performance - UNL Business Units Teams Have Received Annual Asset Management Briefing in The Last 12 Months

3.4.8 Improve the Environmental Sustainability Performance and Resilience of Asset Management Activities

3.4.8.1 Measurements

Instances of environmental contamination due to the failure of an asset, asset system or associated containment mechanism.

Unison’s network resilience maturity is assessed on an annual basis.

3.4.8.2 Justification for Targeted Level of Performance

Unison’s environmental policy commits the organisation to sound environmental management which is reflected throughout Unison’s business values, systems, and operations. A key aspect of this is that Unison’s assets do not cause harm to their physical environment through the discharge of contaminants.

Unison manages a significant number of network assets, the majority of which are exposed and susceptible to a wide range of extreme events. Unison’s network resilience maturity must continue to improve to ensure it is able to respond appropriately to these events and meet its regulatory obligations and customer expectations.

3.4.8.3 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2019	= 0	0	✓
2020	= 0	0	✓
2021	= 0	1	x
2022	= 0	1	x
2023	= 0	1	x

Table 3-27: Historic Performance - Number of Environmental Breaches Resulting in Environmental Contamination Due to the Failure of an Asset, Asset System or Associated Containment Mechanism

3.4.8.4 Performance Targets

Measurements	Targets 2024/25 – 2033/34
Instances of environmental contamination due to the failure of an asset, asset system or associated containment.	0
Unison’s network resilience maturity is assessed on an annual basis through the EEA’s Resilience Management Maturity Assessment Tool (RMMAT).	Completed

Table 3-28: Performance Targets - Improve the Environmental Sustainability Performance and Resilience of the Asset Management Activities

3.4.9 Maintain Compliance with all Applicable Requirements

3.4.9.1 Measurements

Percentage of non-compliances, in relation to asset management identified through the Legislative Compliance Programme, that have corrective plans in place.

Instances of unanticipated legal challenge or government investigation.

3.4.9.2 Performance Targets

Measurements	Targets 2024/25 – 2033/34
Percentage of Asset Management related non-compliances, identified through the Legislative Compliance Programme that have a corrective plan in place.	100%
Instances of unanticipated legal challenge or government investigation.	0

Table 3-29: Performance Targets - Maintain Compliance with all Applicable Requirements

3.4.9.3 Justification for Targeted Level of Performance

As an ethical, stakeholder focused organisation, Unison is committed to complying fully with all relevant legislation and managing down the risk of legal challenge or government investigation resulting from its acts or omissions.

3.4.9.4 Historic Performance

Financial Year Ending	Target	Actual	Target Met
2023	=100%	0	✓

Table 3-30: Historic Performance - Percentage of Asset Management Related Non-Compliances, Identified Through the Legislative Compliance Programme That Have a Corrective Plan in Place

Financial Year Ending	Target	Actual	Target Met
2019	= 0	2	x
2020	= 0	0	✓
2021	= 0	0	✓
2022	= 0	0	✓
2023	= 0	1	x

Table 3-31: Historic Performance - Number of Instances of Unanticipated Legal Challenge or Government Investigation Occurring

3.5 Performance Measure Summary

Key Result Area	Strategic Asset Management Objective	Measurement	Targets 2024 / 2025
Health and Safety	Ensure people are safe around Unison's assets.	Asset failures resulting in serious harm or fatality.	0
		Number of severity 1 non-conforming, contractor, internal health and safety audit findings.	0
		Priority 1, 2, and 3 asset defects followed up within required timeframes.	100%
Network Reliability	Deliver network performance that meets all requirements.	Number of verified power quality complaints.	≤ 30
		Internal business unplanned SAIDI target caused by controllable outages (which include equipment failure, operational issues, and human error).	≤ 14.83
		Internal business unplanned SAIFI target caused by controllable outages (which include equipment failure, operational issues, and human error).	≤ 0.386
		SCI unplanned SAIDI target.	< 66.62
		SCI unplanned SAIFI target.	< 1.47
		Total SAIDI incurred from planned outage overrun incidences and advertised planned outages cancelled without notification.	< 13.1
		Customer Service	Improve the customer experience rating for asset management services.
Financial	Improve the financial performance of the asset management plan without compromising network performance and asset integrity.	Total annual network CAPEX is within ±10% of total budget.	< ± 10%
		Total annual network OPEX is within ±10% of total budget.	< ± 10%

Key Result Area	Strategic Asset Management Objective	Measurement	Targets 2024 / 2025
Service Delivery	Improve delivery performance of the Annual Works Plan in collaboration with UCSSL.	Network risks addressed through the annual capital works plan.	≥ 2096
		Percentage of planned maintenance tasks scheduled in the annual plan are completed as planned.	≥ 95 %
		Number of severity 1 and 2 contract work practices and quality internal audit findings.	0
Innovation and Continual Improvement	Improve the asset management capability to support the development and implementation of the asset management strategies and plans.	Delivery of Asset Management Capability Plan Delivery.	100%
		Non-conformances to ISO 55001 identified through external audit.	0
		AMMAT functions where maturity is below level 3.	≤ 1
	Improve the communication of the asset management strategy to all Unison teams.	Percentage of new staff who received an asset management induction within three months of commencing employment.	100%
		Percentage of business units receiving annual asset management briefing.	100%
	Improve the environmental sustainability performance and resilience of the asset management activities.	Number of environmental breaches resulting in environmental contamination due to the failure or an asset, asset system or associated containment.	0
		Unison's network resilience maturity is assessed on an annual basis through the EEA's Resilience Management Maturity Assessment Tool (RMMAT).	Completed
Assurance	Maintain compliance with all applicable requirements.	Percentage of non-compliances identified through Legislative Compliance Programme in relation to Asset Management have a corrective plan in place.	100%
		Number of instances of unanticipated legal challenge or government investigation occurring.	0

Table 3-32: Summary Table of 2024/25 Performance Measures and Targets

3.6 Determination Reference Mapping Table

Section 3 References	Determination Reference
3.1 Introduction	5, 6, 7 (including 7.1, 7.2), 8, 9, 10
3.2 Performance Evaluation Policy	
3.3 Performance Evaluation Procedure	
3.4 Performance Measures	
3.5 Performance Measure Summary	

Table 3-33: Determination Reference Mapping Table