



SA Power Networks’ repair of faulty street light Guaranteed Service Level (GSL) payment

What is the street light GSL payment?

SA Power Networks is required to automatically make payments to its customers when certain¹ service levels are not met under its Guaranteed Service Level (GSL) scheme

The GSL scheme includes a payment for delays in repairing faulty street lights.

Street light payments are made to customers that experience delays in having streetlights repaired, where they are the first person to report that outage.

Payments differ for metropolitan and country customers, to acknowledge that travel times vary in these areas.

GSL category	Amount (GST inc)
Timeliness of street light repairs – metropolitan areas – within 5 business days Metropolitan areas are: the Adelaide metropolitan area and CBD, Gawler, Mount Barker, Mount Gambier, Murray Bridge, Port Augusta, Port Pirie, Port Lincoln, Stirling, Willunga and Whyalla.	\$25 per 5 business day period
Timeliness of street light repairs – country (all other areas) – within 10 business days	\$25 per 10 business day period

Street light fault definition

A street light fault is an occasion on which a street light has gone out as a result of a fault in the luminaire, which includes the globe, photoelectric cell, and the wiring to the luminaire block.

Instances of damage to street lights where the light has not gone out (eg damaged or missing lighting covers, or damaged poles) are not street light faults.

The street light payment relates to all street light outages, for faults as detailed above, regardless of the cause.

There are some exclusions from the GSL scheme

GSL payments may not be available for all outages. Not all street lights are owned or maintained by SA Power Networks.

Reporting day

The day on which a report is made is **day zero**.

Where a report is made on a business day, day zero also needs to be defined in terms of the time of the day on which the faulty street light was reported, as follows:

- ▶ For reports made through SA Power Networks’ Street Lights Fault Line on 1800 676 043 – on the date of the business day.
- ▶ For reports provided by other means (eg online at <https://slo.apps.sapowernetworks.com.au/>) **before 4pm** – on the date of the business day.

¹ Guaranteed Service Standards for SA Power Networks are included in the Commission’s Electricity Distribution Code available at: <http://bit.ly/ElectricityDistributionCode>.

- ▶ For reports provided by other means **after 4pm** – on the date of the next business day.

A report made on a Saturday, Sunday, or public holiday is deemed to occur on the next business day. These reports will be deemed to fall within the 40 reports limit (see below) which applies for the next business day.

Further information about street light repairs is available at <https://www.sapowernetworks.com.au/connections/lighting/public-lighting/>.

Consecutive periods

SA Power Networks is required to make a street light payment for each period (five or ten business days) the light is not repaired.

For example, if a light has not been repaired within ten business days (within the Adelaide metropolitan area), the first person to report the faulty street light is eligible for a further payment of \$25.

First 40 reports

Payments are restricted to the first 40 faulty street light reports a person makes on any one business day.

There is no limit on how many outages can be reported on any one day, but only the first 40 reports fall within the GSL scheme.

Any outage reports over and above the first 40 on any one business day do not carry forward to apply on subsequent days.

Street light GSL payments will continue after 1 July 2020

The Commission has reviewed how the GSL scheme will apply from 1 July 2020. Street light payments will continue in their current form.

Further information about how the GSL scheme will apply from 1 July 2020 is included in the Commission's [SA Power Networks reliability standards review 2020 – 2025 – Final Decision](#).

Energy and Water Ombudsman SA

If you have a concern or are in dispute with SA Power Networks about the operation of the GSL scheme, you should:

- ▶ first ask for your dispute to be escalated within SA Power Networks, then
- ▶ if your dispute remains unresolved, contact the Energy and Water Ombudsman SA.

The Energy and Water Ombudsman SA is an independent, free service for energy and water customers who want to resolve a problem with their provider. If the Energy and Water Ombudsman SA cannot assist you, it will try to find an appropriate contact that can help.

Further information about the Energy and Water Ombudsman SA is available at www.ewosa.com.au or on **1800 665 565**.

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters. For more information, visit www.escosa.sa.gov.au.

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