

To

SA Power Networks 2020 reliability standards review

Essential Services Commission of South Australia

GPO Box 2605

Adelaide SA 5001

From

Lothar Kolze, Heather Cundy, and Betty Jenkins

Service address

[REDACTED]

Postal address

[REDACTED]

Email

[REDACTED]

Mobile

[REDACTED]

Date 26.4.2020

Submission in relation to - SA Power Networks 2020 reliability standards review

Dear Sir/Madam,

We have been advised by Mr Reinhard Struve, Principal Engineer (Electrical) of the Energy and Technical Regulation, Department for Energy and Mining, to put forward a submission regarding our frequent and lengthy power interruptions which is partly due to being subjected to Low Reliability Feeders and how the current Guaranteed Service Level scheme may not adequately consider some situations.

It has only just very recently come to our attention that you are yet another authority which governs our electricity supply, that we can turn to, to express our grievances regarding the all too frequent Power Interruptions = in excess of 10 per year, the all too lengthy Power Interruptions = up to 86 hours per one duration, as well as what appears either utter incompetence or ignorance by an authority who has been given the monopoly by the Australian/ South Australian Government with the guarantee to supply every South Australian with High Quality and Reliable Power as it is stated in their = SA POWER NETWORKS RELIABILITY GUARANTEED SERVICE LEVEL PAYMENTS BROCHURE WHICH CLEARLY STATES THAT – AND I QUOTE:

**Our Commitment – At SA Power Networks we are committed to providing all customers across the State a reliable and high quality electricity supply.**

I can assure you, Sir/Madam, that this is absolutely not the case at our service address and based on the messages from SA Power Networks alerting me to the power interruptions I have received on my mobile phone, as well as the shorter power interruptions we've endured over the more than 4 years now. I have prepared a summary of the outages for the period of 22.1.2016 to 23.4.2020 and ask you to please refer to it for the specific details as to the Power Interruptions we have had to endure during this time. Please also note that I have only moved to this property in January of 2016.

I would like to draw your attention to the Power outages from Friday the 25.10.2020 to Monday the 28.10.2020. During these three days the power was interrupted for hours at a time, as it went off for 16 hours and 30 minutes, then on, then off for 8 hours, then on, then off for 6 hours and 40 minutes, then on, then off again for 2 hours and then on, then off again for 14 hours and 15 minutes and then on. To add insult to injury, we received a message from SA Power Network at about 12 midday on Monday the 28.10.2020 to say that the power was restored, so I converted all the power from being generated by our generator to mains only, to discover that there was no power. Then I checked again and again and no, absolutely there was no power. So for the 6<sup>th</sup> time in one weekend, I had to get the generator fired up and flick the switches from mains powered to generator powered. I then rang SA Power Network

and spoke to – I think his name was [REDACTED] or [REDACTED] who was based in Sydney telling him that there was no power to our property, only for him to tell me that there was – this person was absolutely 100% sure that there was power to the property because the information he had available affirmed this with him – but I knew better – I was at the scene and I do have a witness who would testify in court that we had no power at this time. Anyway, [REDACTED] told me that he will investigate this matter further and get back to me – this never happened, but I received a message on that Monday at 15 00 from SA Power Networks that the power was restored. How shall I say disappointing – getting the wrong information via a phone message, making the effort to clarify with the party concerned and being fobbed off – how is this possible? Is it incompetence? Is it arrogance? What is it?????

To add further insult to injury, we've received a cheque over \$100.00 from SA Power Networks some month later – with of course no explanation as to what the cheque was actually for. On having to actually verify it with SA Power Networks, indeed it was confirmed that the cheque for \$100.00 for a power outage over a period of 47 hours and 45 minutes in 3 days was deemed by the Powers that be to be the adequate amount of compensation for the inconvenience a power interruption may cause.

Please refer to SA POWER NETWORKS RELIABILITY GUARANTEED SERVICE LEVEL PAYMENTS BROCHURE WHICH CLEARLY STATES THAT – AND I QUOTE:

**Regrettably there are times when, despite our best efforts, customers experience interruptions to their electricity supply. When this occurs customers may be entitled to a Reliability Guaranteed Service Level Payment. These payments are made to acknowledge the inconvenience a power interruption may cause.**

I am respectfully asking you to please tell us – IS \$100.00 A FAIR LEVEL OF COMPENSATION FOR THIS FIASCO????????, and whilst deliberating, if you would please consider that I have had to discard seafood worth about \$80.00. I would have used about \$40.00 worth of petrol, spending hours connecting/disconnecting mains to generator power, and the enormous stress it caused us – we had planned a family celebration for 14 people with paella a few days later which we considered cancelling due to – you've guessed it... POSSIBLE POWER FAILURE.

I have taken the matter regarding the compensation or lack thereof up with the Ombudsman but was told to try and sort it out with SA Power Network first. And I did try over the phone **but was told loud and clear that under the current reliability guaranteed service level guaranty this was all we were entitled to.**

I have then written to Mr Strobbe the Chief Executive Officer of SA Power Networks expressing my grievances on three occasions - the 2.2.2020 the 19.2.2020 and again on the 5.4.2020. I have not received a response from Mr Strobbe and/or anyone from SA Power Networks.

I also would like to draw your attention to the issue of only having 2 out of 3 phases delivered to our property. And here is how this fiasco unfolded:

On the 18.2.2020 there was no power to the granny flat and shed from around 11 00 to 17 00.

On becoming aware that there was no power to the hot water system and after trying to determine what the problem is by checking fuses and circuit breakers etc, for about one hour with my partner Heather, I called our Electrician, [REDACTED] telling him of our finding that the electricity to part of our property is not working and he told me that it is highly likely to be a PHASE FAILURE and urged me to ring up and report it to SA Power Networks on 131262. I subsequently rung this number and spoke to [REDACTED] for 12 minutes and 39 seconds. I told [REDACTED] exactly what the issue was and she did 3 different investigations on her system and reported to me that according to her records all is good on my property according. On me telling her that all was not good, [REDACTED] told me that I have the choice for her to organise one of your SA Power Networks electrician to check our power supply issue out at a cost of \$196.00 for a callout fee. [REDACTED] further added that if the problem was on SA Power's side I would not be charged but if it was on my side I would be charged. Given the outrageous cost of \$196.00 callout fee (Heather and I are both pensioners) I opted not to go down this path but to engage my electrician who only charges half this price, if this. So I rang [REDACTED] who promised me to come the next day to fix it. Then like magic - the power returned at about 17 00 on that day. I rang [REDACTED] and spoke to him at 19 30 that night telling him that the power was back to normal, and asked him how this can be possible. [REDACTED] told me that with 100% certainty the fault was in SA Power Networks "COURT" as only one of the phases was affected and that it was according to our Electrician [REDACTED] from Edler Electrical (you can call him on [REDACTED] if you like) a PHASE FAILURE and definitely an issue with SA Power Networks.

Now, this PHASE FAILURE is new to us – So on top of all the frequent and lengthy total power interruptions/blackouts we have experienced over the past 4 years which are now about 50 in number and up to over 80 hours for a single duration, we are now also to put up with partial power failures as well – is this really in line with SA's quality assurance stating that:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

We think not. How is it possible for SA Power Networks to make this guarantee whilst not even being able to determine a fault when we are making the effort of ringing up – trusting on getting proper advice and in me explaining to ██████ that only part of the power was effected? ██████ should have been able to determine that the problem was on SA Power Network’s side and send out someone to determine/fix it free of charge, or refer the matter to an expert of SA Power Networks company to determine that the fault was on their side.

I am asking you Sir/Madam to please assist us in addressing our continuous and lengthy power interruptions immediately as it causes great stress to us –

WE HAVE DONE NOTHING WRONG – WE ALWAYS PAY OUR BILLS ON TIME – WE ALWAYS DOING WHAT WE ARE BEING TOLD – WE UNFORTUNATELY RELY ON YOUR SA POWERNETWORKS - GOVERNMENT IMPOSED MONOPOLY TO PROVIDE US WITH

**reliable and high quality electricity supply.”**

AND LOOK WHAT WE GET – A TRULY SUBSTANDARD SERVICE, WHICH NO ONE WE HAVE SPOKEN TO, INCLUDING, SA POWER NETWORK STAFF AND QUALITY MANAGERS, THE OMBUDSMAN, ANY POLITICIANS, FRIENDS OR FAMILY, THINKS IS OF AN ACCEPTABLE STANDARD in this day and age IN OUR STATE OF SOUTH AUSTRALIA.

As in our recent previous communication on this subject – in hoping to get this matter resolved, we have decided to share this correspondence and all future correspondence in relation to this matter, with a number of other entities. After having dealt with SA Power Networks for over 4 years now – to get this MATTER resolved – AND PLEASE FORGIVE US - we don’t have much faith in SA Power Networks to actually deliver on their promise of

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

Unfortunately this promise to us has now been broken to us more than 50 times in just over 4 years, and this, combined with the misinformation they gave us when ringing them – how can we trust this company who treats its customers with such contempt. A promise is a promise – but now it seems it’s the fault of the flora and fauna, and the Australian Energy Regulator who is supposed to fund some infrastructure project to limit our power interruptions. We can see no reference in their Reliability Guarantee made eg - unless there is flora and/or fauna present or one is at a Low Reliability Feeder Line, or unless it requires funding from another source... no, not at all, it clearly states that,

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

I also would like at this stage to take the opportunity to share with you the following quotes from our Energy Minister making an announcement on TV re spending one hundred million dollar on a battery system to boost SA’s energy reliability. Here is SA’s the Honourable Mr Van Holst Pellekaan:

**Quote from Mr van Holst Pellekaan on the ABC Television News from 19.11.2019:**

“What this battery does – it enters the market in milliseconds thousands and thousands of times over a year to ensure that the quality of the electricity can be maintained so that the grid doesn’t trip.

**On Wednesday’s online news dated the 19.11.2019 Mr van Holst Pellekaan has been quoted:**

**<https://www.abc.net.au/news/2019-11-19/sa-big-battery-set-to-get-even-bigger/11716784>**

Mr Van Holst Pellekaan said that the expansion would enable a much faster response to system disturbances and store more power for peak demand.

"We have in the past had blackouts in South Australia, because we've had an insufficient quantity of electricity to make demand," Mr van Holst Pellekaan said.

"But we've also in the past had blackouts because the quality of the electricity has not been good enough. - End of Quote.

My interpretation from these quotes is that the citizens of SA can rest assured to have a continuous flow of power, as the power blackouts in SA are a thing of the past.

This is not so, as Heather and I have now had to endure in excess of 50 interruptions over the past 4 years with the longest being over 80 hours and the most recent fiasco lasting for about 50 hours – dating back only a few month ago.

With kind regards,

Lothar Kolze and Heather Cundy and Betty Jenkins who is 99 years old and not impressed.

PS given that the call out fee is \$196 of SA Power Networks, I am asking you how much is our time worth – how much will they pay us to spend hundreds of hours in writing letters, of spending hours of hooking up extension cords, of losing good produce, of having to re-purchase good produce now running into thousands of dollars, of having to invest thousands of dollars to have power at our place on generators etc, disappointing our guests for deflating soufflés, sourdough breads, hot food served cold, no water, cold water, cold showers etc, and of course the enormous stress caused to us, family members, friends etc because SA Power cannot deliver on their promise and indeed their obligation of

**providing us with reliable and high quality electricity supply.”**

Given the last compensation of \$100.00 they paid us for a

**47 hour and 45 minutes blackout over 3 days probably not much - but how about we make it a round 47 x \$196 = \$9,210 plus stress compensation x 3 people plus plus – We are now seriously considering taking legal actions against a**

**company who is supposed to be Quality assured under the ASO 1000 and cannot even satisfy the very basic requirement which is to reply within 7 days to a written complaint – shame on them.**

If we, Mrs Jenkins, Heather Cundy and myself had a choice, we would not do business with SA Power Networks – but we are forced to do so and pay them full price even though the service is less than satisfactory, for the privilege.

Thank you very much in anticipation for considering our Submission, and Whilst deliberating, we trust you enjoy your - **reliable and high quality electricity supply which as you know has been promised to all Customers of SA Power Networks, as, and here it comes - At SA Power Networks we are committed to providing all customers across the State a reliable and high quality electricity supply.**

Now what about at [REDACTED] ?????? This promise has now been broken over 50 times in 4 years, these are all empty words which mean nothing to us and obviously mean nothing to SA Power Networks, who continues to deliver unreliable low quality power to our property, and/or the powers to be as nothing has changed in the 4 years I am trying to address this horrible situation.

On another note, given our atrocious experience re the failings of our power supply by SA Power Networks here at our service address, we would advocate a star rating system whereby each supply address is given a star out of 10 regarding the reliability and quality of their power supply. This would enable the purchasers of a property considering the reliability of their power before purchasing their property. We purchased this property in good faith and believing and trusting in the mantra of Sa Power Networks in that and I once again quote:

**At SA Power Networks we are committed to providing all customers across the State a reliable and high quality electricity supply.**

Should you wish more information on this matter, we will be very happy to furnish you with the about 100 or so letters we have written on this issue so far.

With kind regards from

Lothar Kolze, Heather Cundy and Betty Jenkins - if not for us – Betty is 99 years old and surely deserves better

Attachments:

- Summary of the power interruption for the period of 22.1.2016 to 28.10.2019.
- Letter I have written to the Energy and Water Ombudsman dated the 6.6.2019
- Letter I have written to the Energy and Water Ombudsman dated the 25.10.2019 which is an actual documentation of the trauma we had re the 47 plus hours power interruption over one weekend – receiving a petty \$100.00 compensation for it
- The two letters addressed the Executive manager of Power SA to which we've received no response
- The letter we've been writing to Mr Struve who was directed by the Minister for Energy and Mining the honourable The Honourable Dan van Holst Pellekaa, MP Member for Stuart – This letter was also send to Mr Strobbe and no response received

To keep all interested parties informed regarding the development of this case, we have also send copies of this correspondence to:

**The Honourable Josh Teague**

Member for Heysen

10/Druid Avenue

Stirling SA 5152

Email: [heysen@parliament.sa.gov.au](mailto:heysen@parliament.sa.gov.au)

**The Honourable Rebekha Sharkie**

Federal Member for Mayo

1/Gawler St

Mount Barker SA 5251

Email: [Rebekha.Sharkie.mp@aph.gov.au](mailto:Rebekha.Sharkie.mp@aph.gov.au)

**The Honourable Dan van Holst Pellekaa**

Minister for Energy and Mining

Member for Stuart

GPO BOX 974

Adelaide SA 5001

Email [dem.ministervhp@sa.gov.au](mailto:dem.ministervhp@sa.gov.au)

– click on <https://www.danvhp.com.au/contact/>

**The Honourable Steven Marshall**

Premier of South Australia

GPO Box 2343,  
ADELAIDE SA 5001  
Email: premier@sa.gov.au

**The Honourable Peter MP Malinauskas**

Opposition Leader, Government SA  
State Member for Croydon  
488 Port Road  
Welland SA 5007  
Email: laborleader@parliament.sa.gov.au

**The Honourable Anthony Albanese**

334a Marrickville Road  
Marrickville  
Sydney NSW 2204  
Email: a.albanese.mp@aph.gov.au

**The Honourable Scott Morrison MP**

Prime Minister  
Parliament House  
CANBERRA ACT 2600  
Email: Via <https://www.pm.gov.au/contact-your-pm>

**Energy and Water Ombudsman, Investigations**

investigation@ewosa.com.au

**SA Power Networks – Customer Care**

CustomerCare@sapowernetworks.com.au

**Reinhard Struve**

Principal Engineer (Electrical)

Energy and Technical Regulation  
Department for Energy and Mining

**Power SA - Power outages at [REDACTED] From 1.7.1.2019 to 30.6.2020**

**Last Entry on 23.4.2020**

Outage number	From Day	From Date	From Time	To Day	To Date	To Time	Total Hours	Announced Yes/No	Reason provided	Comments
1	Thu	11.7.19	20 15	Thu	20.7.19	20 16	1 sec	No	None	Water Heater off
2	Tue	6.8.19	?	Tue	6.8.19	?	?	No	None	Water Heater off
3	Thu	8.8.19	15 08	Thu	8.8.19	20 36	5&28m	Yes	Under investigation	
4	Fri	27.9.19	?	Fri	27.9.19	?	?	No	None	Water Heater off
5	Mo	7.10.19	20 15	Tue	8.10.19	3 08	7	No	None	Dinner with M&W
6	Fri	25.10.19	24 12	Fri	25.10.19	16 48	16&30m	No	Faulty equipment	Duck eggs, seafood
7	Fri	25.10.19	19 52	Sat	26.10.19	3 40	8	No	None	Total = 47 hours
8	Sun	27.10.19	24 08	Sun	27.10.19	6 40	6&40m	No	None	And 45 minutes
9	Sun	27.10.19	7 04	Sun	27.10.19	9 00	2	No	None	
10	Mon	28.10.19	24 12	Mon	28.10.19	15 00	14 &15m	No	None	
11	Wed	11.12.19	?	Wed	11.12.19	?	?	No	None	Water Heaters off
12	Wed	16.1.2020	?	Thu	16.1.20	?	?	No	None	Water Heaters off
13	Tue	4.2.2020	4 30	Tue	4.2.2020	?	?	Yes	None	Water Heaters off



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**Power SA - Power outages at [REDACTED] From 22.1.2016 to 30.6.2018**

Outage number	From Day	From Date	From Time	To Day	To Date	To Time	Total Hours	Announced Yes/No	Reason provided	Comments
1	Fri	22.1.16	19 05	Fri	22.1.16	19 24	0.5	No	Under investigation	
2	Sat	30.4.16	21 50	Sun	1.5.16	7 07	9	No	Under investigation	
3	Mon	9.5.16	13 54	Mon	9.5.16	17 24	3.5	No	No reason given	
4	Tue	10.5.16	8 50	Tue	10.5.16	17 14	8	No	No reason given	
5	Mon	11.7.16	7 03	Tue	12.7.16	10 28	15	No	No reason given	
6	Wed	28.9.16	19 57	Thu	29.9.16	16 06	20	No	A fault outside our distribution network	
7	Fri	11.11.16	17 10	Sat	12.11.16	7 03	14		Under investigation	
8	Wed	28.12.16	1 00	Sat	31.12.16	14 03	80 +	No	Damage to our equipment	
9	Wed	8.2.17	19 45	Wed	8.2.17	20 49	1		Rotational Load shedding	
10	Tue	28.3.17	8 04	Tue	28.3.17	9 44	1.5		Under investigation	
11	Sat	1.4.17	9 57	Sat	1.4.17	11 49	1.5		Under investigation	
12	Sat	29.7	9 10	Sat	29 7.17	15 22	6		Damage to our equipment	
13	Fri	8.9.17	12 22	Fri	8.9.17	12 58	0.5	No	Under investigation	
14	Tue	21.11.17	8 25	Tue	21.11.17	15 58	7.5	Yes	Planned Maintenance	
15	Tue	5.12.17	21 42	Wed	6.12.17	7 01	10	Yes	Planned Maintenance	
16	Sun	18.3.18	7 11	Sun	18.3.18	7 54	0.5	No	Under investigation	
17	Sat	21.4.18	17 16	Sat	21.4.18	20 57	3.5	No	None provided	

Energy and Water Ombudsman SA  
Level 11  
50 Pirie Street  
Adelaide, SA 5000

Lothar Kolze and  
Heather Cundy

Date: 10.6.2019

Case Number: 19050453

Sir/Madam,

I wish to thank you very much for assisting me to address the issue with regards to the numerous power blackouts at my residential property – [REDACTED]

In response to my grievance I have received a letter via email from [REDACTED] a Power SA Network Customer Service officer via email on the 6.6.2019 which I have attached for your reference.

In this letter [REDACTED] is endeavouring to address the reasons as to why the 27 power blackouts and power interruptions over the past 29 months have occurred and in doing so, has unfortunately given me and my family, consisting of my partner Heather who is 63 years of age and retired, my Daughter [REDACTED] who works full time and long hours as a chartered accountant and me, age 63 and retired, no reason to believe that the frequent and for us, extremely traumatic power blackouts and power interruptions are not to continue without any real hope for a resolution to the problem.

I would like to ask you, being the authority as to the Power Network Guaranty – does the service my property has received over the past 29 months, comply with current standards and guidelines set by the Australian Government with regards as to receiving power to my property? And indeed, do they meet SA Power's own commitment which states that and I quote: **“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

I have spoken to a number of people and business owners in the area where I live and learned that no one and I repeat no one, has experienced the frequent and lengthy power interruptions my property has experienced. I am paying the same amount of money for my power supply like everyone else and it appears that it is because of sheer BAD LUCK that according to [REDACTED] my property is connected to a Low Reliable Feeder, and not to a Reliable Feeder like the ones on Pocock Road which is only a few hundred meters from my property and on Berry Road which is also, only a few hundred metres from my property and Browns Road, which is a little further away. The people I have spoken to in these areas are very surprised about my plight as they have lived there for

many years/decades and even in the case of Browns Road, over 4 generations and have never experienced anything like me with regards to the Power Interruptions. And yes, indeed they like everywhere else have plenty of flora and fauna to deal with. They even run businesses from home, like the heavy diesel mechanic on Berry Road and are very surprised at my plight of having no power so very often and for so very long.

From the letter from [REDACTED] I understand that I have no choice but to put up with the current unreliable system until MAYBE and that only MAYBE something will be done about it in 2020 to 2025 or so – and until then and if not beyond this time, perhaps forever - should the grant not eventuate, me, my family and visitors are supposed to continue to endure:

- Cold showers – as our hot water systems = 2 x Chromagen Heat pump systems have no memory and switch off totally when even the shortest of power interruptions occur and needs to be re-programmed again every time the power is off even for only a split second. These two hot water systems have only been installed 1 year ago. The only alternative for not having cold showers is for us to check a number of times each day if they are still working because a power interruption can occur for spit seconds any time during the day or night without us knowing about it and SA Power Networks are apparently not able to notify us when the power has been terminated for whatever reason.
- Because of the frequent power failures which have happened randomly day and night, I at first purchased a Generator at a cost of just under \$2,000 in 2016 and then once again at my expense of \$2,000 converted my power supply (meter box mains/generator conversion) so that I can use a generator going into the meter box to feed my property. I have spent \$4,000 to get something that I am supposed to be guaranteed – Electricity to my property. Having this conversion is improving our situation to the degree that we have power which we then generate ourselves, once again at our cost, but it is a huge inconvenience running around sometimes during the night and in the dark and in the rain connecting the generator and power leads etc. The other problem is that my partner Heather is not able to handle the generator and when I am not here at our property she is literally sitting in the dark. This is a big problem for us and this problem is very much amplified when her 98 year old mother is here and when she has visitors and I am not there. Can you imagine this horrible situation of sitting in the dark with no power as a 98 year old and my partner, her mother and visitors are indeed very very distressed about this situation. So even with my investment \$4,000, if I am not here, there is no power. How would anyone feel about a situation like this? [REDACTED] recommended for me to look at an automatic switchover system so that the Generator kicks in automatically when the power is off. I have made some preliminary inquiries about this but have been advised that this would be a very expensive option – in the order thousands of dollars, and that the Solar system and Air Conditioning system would need to be isolated first manually and my partner is scared of the meter box in case she does something wrong which of course could have major consequences – do we really have to be disadvantaged in this way?
- I am a retired chef and make sourdough bread which needs to be kept in controlled conditions and baked when it is ready to be baked – but if the oven is not working the bread will collapse and on a few occasions this very thing has happened when the power went off unannounced on a perfect sunny day with me not being home to switch to the generator mode, and rope start the Generator.
- We frequently have visitors - 10 plus people over for dinner and dinner parties including birthday celebrations which have been interrupted with power failures – when suddenly everything is OFF and nothing is working not even the toilet is flushing – a horrible situation. Everything runs on electricity at my house, so there is no running water if it's off.
- Once again, yes indeed there is flora and fauna here, but there is flora and fauna everywhere including in Flinders Park where I used to live. There were foxes, koalas, possums and many trees – there is flora and fauna on Pocock road, Browns Road and Berry Road and the interruptions eg on Pocock Road where according to [REDACTED] they only had 2 power failures during the time we endured 8 power failures.
- [REDACTED] in one of our telephone conversations told me that I am connected to a “Low Reliable Feeder”. Now how am I supposed to interpret this information? If I would have known that the Feeder to my property is a Low Reliable Feeder, contributing to the many power failures we have

experienced, I would have not purchased this property – is this common knowledge in South Australia that certain properties are feed by a Low Quality Feeder? If yes I very much like to know about it. How is the general trusting consumer to know about this?

- I, my family and visitors feel very much let down by SA Power Network as the all to frequent power interruptions have a huge negative and traumatic effect on our lifestyle. I also very much feel let down as I am paying top dollar for a substandard service. Substandard, because I had to spend \$4,000 to combat the frequent power interruptions – this especially to power the Enviro Cycle Sewer System which if not working would cause the collapse of the delicate bio system as if there is no oxygen delivered to it via electricity, the bacteria will die. Substandard because there is an apparent problem as to the Low Reliable Feeder which may never be fixed as it relies on a Government grant which may never come, or still may be some 6 or so years away, substandard service because I am paying the same price to SA Power Network as other customers but receiving a very compromised service/supply. Substandard as it in my view does not meet SA Power Networks own apparently high quality GUARANTEED SERVICE LEVEL.

In the SA POWER NETWORKS RELIABILITY GUARANTEED SERVICE LEVEL pamphlet Power SA states the following: **“Our commitment – At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”** So here is my question to you – do you feel that there is any sign from the letter of [REDACTED] which indicates that there is in fact a commitment by SA Power Network to address my particular situation adequately – by endeavouring to fulfil their commitment in supplying me with reliable and high quality electricity supply they are committed to deliver?

I am asking you if the frequent power interruptions at about 1 interruption per month on average ranging between 1 second to 80 hours plus to my property in the past and with no apparent commitment by SA Power Network to change/improve the apparently Low Reliable Feeder and also I've been told because of Transformer issues etc., conforms with the Best Practices set out by SA Power Network and as it is a requirement by the SA Government – which contracts SA Power Network supply South Australian Customers with reliable and high quality electricity. In all my research I have not found any indication that the Adelaide Hills area exempts SA Power Networks from providing reliable and high quality electricity supply, to the contrary, it states that it is guaranteed to all customers across the state of South Australia.

Whilst deliberating on this issue, I very much wish you to consider my partner Heather Cundy who lives here full time – this is her home, her mother Betty Jenkins who is 98 years old and visits us frequently, my daughter [REDACTED] who curses every time when she is under a cold shower, my daughter [REDACTED], as well as our many friends and other family who all have been victims of the frequent Power Interruptions experienced at our property and given no reasonable expectation that anything will change in the immediate or distant future.

Furthermore, how would city people feel should this happen to them – like in the big blackout some time ago – all ....would break loose and big batteries have been build and systems put in place to address this issue quick smart.

I thank you very much for your consideration in this matter.

With kind regards

Lothar Kolze

Ombudsman - Energy and Water – Reply from SA Power

Re Blackouts from 22.1.2016 to 8.5.2019 = 29 month = 1 Blackout per month

Reference:104221 from SA Power Network, communicated to me via email on 6.6.2019

Dear Mr Kolze,

I write with reference to your recent contact with the Energy and Water Ombudsman of South Australia (EWOSA), regarding the supply interruptions affecting your property.

I acknowledge the inconvenience an interruption of any duration may cause and given the frequency of interruptions you have experienced over the past three years, I trust this response provides an insight as to why they have occurred.

Electricity is supplied to your property via a distribution transformer connected to an 11,000 Volt power line supplied from our Meadows substation. The geographical location of this feeder line is such that it has much flora and fauna surrounding it which makes it susceptible to interruptions caused by vegetation and wildlife impact, such as birds or possums, and weather events.

A review of the interruptions experienced has found that the main causes of interruptions have been by impact to our infrastructure from vegetation outside the clearance zone, weather events, unexpected equipment failure and some planned work undertaken by SA Power Networks.

You have also experienced momentary interruptions during this timeframe.

Momentary interruptions are an indication our network protection equipment is operating as designed. In brief, if something (wildlife, vegetation) makes contact with our network, the circuit breaker will operate. A device on our network (recloser) will attempt to reset the circuit breaker automatically and if successful the fault is deemed to be transient. If unsuccessful a prolonged interruption will occur.

This approach to clearing faults is in accordance with industry standards and reduces what were once significant sustained interruptions to only a few seconds. The short interruptions are an indication the network is operating as designed.

I recognise that momentary interruptions do cause you significant inconvenience as the events require you to manually reset your hot water system. The difficulty with this being that you are not always aware of these occurrences. While SA Power Networks do have records of momentary interruptions this is not something that we can apply to our automatic advice notification to customers. I apologise that we are not able to assist you with this integral requirement of your hot water system.

SA Power Networks also performs planned electricity supply interruptions to perform maintenance and upgrades of the network. It is expected we will provide customers affected by such work with written notification at least four business days prior to commencement of the work.

I have followed up your concerns raised that customers on Pococks Hill Road have experienced significantly fewer interruptions than you. Customers on the southern section of Pococks Hill Road would receive less loss of supply as the transformers relative to them are supplied directly from the substation. The northern section of Pococks Hill Road would experience more interruptions as there is an extra switch (mid line recloser) that monitors faults to their section of line, in order not to affect customers 'downstream' from them.

In an effort to minimise interruptions on this feeder SA Power Networks have installed animal guards and line covering and Mid line switches. We do install possum guards at repeat problem locations; however, due to the nature of the environment in the Adelaide Hills we cannot completely prevent wildlife from impacting our infrastructure.

We have applied for specific funding \$450,000 for this feeder in the next reset period (2020-2025), to underground a part of this feeder where there are proven ongoing vegetation issues. However, this will be subject to the approval by the Australian Energy Regulator.

Again, I apologise for any inconvenience caused and assure you we will continue to monitor the reliability of supply to this area and perform maintenance and remedial work as required.

A copy of this information will be provided to EWOSA.

Should you require any further information please contact me by return email.

Yours sincerely

[Redacted signature]

**Customer Service / Investigations**

-----  
Direct: [Redacted]

Facsimile: [Redacted]

[Redacted]

-----  
GPO Box 77, Adelaide SA 5001

[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

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At 24 10 that the power will me back on 6 15 am

followed by another message

At 2 44 that the power was restored

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We are in the process of incubating 24 Duck Eggs in an incubator. You may be aware that when incubating eggs they need constant temperature and humidity, and in the case of duck eggs they require a temperature of 37.5°C and 65 % humidity. The loss of power will most likely mean that these eggs which we have now nurtured, incubated and turned 6 times per day for some 2 weeks will not hatch due the power failure. I also purchased some seafood yesterday to cook for dinner today – but with the temperature in the fridge having reached 14°C this morning, and with seafood being a highly perishable food I will have to cut my losses and not cook it for dinner tonight but give it to the dogs – having 6 people over looking forward to a seafood dinner – this is

horrible [REDACTED] – how is one supposed to manage under these circumstances. I am having 8 people over next Friday – my partner Heathers daughters with their partners and her ex-husband are coming for dinner to celebrate her daughter [REDACTED] engagement, who lives in Coffs Harbour – the menu is as per [REDACTED] request is Double cooked Cheese Soufflé for entrée, Paella with Focaccia for main course and Crepes Suzette for dessert – or will it have to be a candle light - sandwiches and fruit platter due to yet another power blackout?????? Although our generator is supplying most of our electricity needs, it does not provide enough energy to power the oven and Air Conditioning.

We very much wish that this obviously ongoing problem of infrequent – all too often – and prolonged power outages would be fixed and that my family and I would receive a reliable and high quality electricity supply as stated in the Power SA charter which reads that:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

I am of course also not happy for the inconvenience these power failures cause – I got up this morning at 5 30 am to find that once again there is no power.

Thank you very much for your consideration [REDACTED]

With Kind regards

Lothar Kolze and Heather Cundy

25.10.2019

Dear [REDACTED],

I thought to let you know that we just received another message that the power will be back on around 1 pm today. How is anyone supposed to deal with this? I not only have no seafood for tonight's function, I can't even start on my other food preparation like making the sponge and baking the sourdough bread. Also contemplating people having to endure the generator noise tonight should the power not come on in time - This surely can't be RELIABLE AND HIGH QUALITY ELECTRICITY SUPPLY.

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

Please forgive us, but we feel discriminated against - where else would these frequent - long power outages be tolerated? With the guarantee that we can expect reliable and high quality electricity supply.

Why us [REDACTED]? Why us? we pay the same money for the service yet we receiving a substandard service – is it because we are on a low reliable feeder line???? Why then has this not been brought to my attention when I in good faith purchased this property? With the view that it will indeed be supplied with reliable and high quality electricity.

Please forgive us but we are really getting very frustrated with this.

Also [REDACTED], we just purchased an Aquaponic system - how is this supposed to survive with these continuous power blackouts - there will be 3 x 1,000 litre fish tanks raising Silver Pearch, Murray Cod, Trout and Catfish, as well as 4 large growing trays for growing vegetables, and the problem is that if there is n only 30 minutes power outage and the system is deprived of oxygen, the ecological balance of this system will collapse and the fish will all die. We moved to the country to strive for a more self-sustainable life style and we feel this life style should not be restricted by the unreliable, low quality electricity supply we receive – as there is an absolute guaranty that we should be able to receive RELIABLE AND HIGH QUALITY ELECTRICITY SUPPLY from POWER SA.

We've raised this issue with Power SA some 6 month ago and so far got nowhere in terms of getting this situation rectified.

Is there anything you can do to help us [REDACTED]?

Thank you once again for your consideration in this matter.

With kind regards

Thank you very much Lothar and Heather

Dear [REDACTED],

I thought to let you know that I received a message today at 12 56 informing me that the power is back on, only to discover that after disconnecting the Generator and switching from generator power to mains power and getting wet in the process from the pouring rain here there was no mains power. I then rung Power SA telling them that the information was incorrect and that I still had no power which they disputed telling me that I am doing something wrong as on their side all was good. The person's name was [REDACTED] and he was based in Sydney. How would he actually know that my power was on if I am actually at the source and should know and did know. [REDACTED] was really lovely and super polite and considerate and told me that he was going to follow it up for me however. I then got a message at 13 36 telling me that my power was out until 7 pm today, only to now receive a message at 16 48 that the power is back on - and yes indeed it now is back on.

What a fiasco [REDACTED], is this a professional company looking after our power needs – Good help us all. I have people looking forward to some fantastic seafood dinner tonight - seafood which I gave to the dogs, and the sourdough bread has

collapsed as I could not bake it. So now I have to improvise - what a stress it has caused once again and what a waste of good food and resources - do we really have to put up with this unbelievable unreliable power supply.

I am sorry to bother you - but I really wish I would not have to bother you [REDACTED] but what am I to do? What does our future hold at our dream retirement property? unreliable power and enormous stress - do we really deserve this?

I trust you will have a lovely weekend enjoying reliable and high class power like most people in SA including our neighbor [REDACTED] who lives around the corner from us on [REDACTED] - [REDACTED] also had a power outage last night which lasted only 2 hours from about 24 to 2 00 - whilst ours lasted about 17 hours - is this really fair and equitable?

CAN YOU PLEASE PLEASE HELP US?

With kind regards

Lothar Kolze, 25 19.2019

Dear [REDACTED],

I thought to let you know that after all the excitement of the power being back on at 16 58 yesterday, and my friends arriving for a revised menu dinner due to the power blackout fiasco the power again went out at 19 52 just in the middle of serving the main course, and telling me that the power should be back on at 1 45 am. So for the third time this day I had to get the generator going, run the cable to the generator and do the switching to balance the load. This message was then followed by another one at 1 56 am telling me that the power should be back on by 4 am and then followed up by a message at 3 40 that the power was back on.

I had 11 messages from Power SA about the latest power outages and the power being on and off 3 times having to connect and reconnect the generator 3 times. I wasted food and time, used about 20lt of fuel for the generator which uses about 6 Lt in 2.5

hours depending on the load and I had very disappointing friends coming for dinner – not getting what was planned and they were looking so much forward to and leaving early as the generator noise in the background was too irritating.

This is really horrible [REDACTED] – if it was a once off OK but as you know it is not a once off it happens all too regularly.

I trust that you can assist us in getting this issue sorted soon – There is next Friday when we once again hosting a very special family dinner and then there are many gatherings leading up to Christmas and indeed Christmas dinners at our place. We also want to incubate ducks, geese and guinea fowl and looking forward having a thriving aquaponic system – all relies on a reliable power supply which we have been guaranteed by Power SA and the SA Government and which is not being delivered by Power SA. Heathers 98 year old mum is also joining us on Friday and repeatedly asked if there was going to be power at our property – now being smart she carries a torch in her little handbag when she is visiting us always mindful of being in the dark at our place. For the record - Heather remembers only one power blackout in Belair over many years – this is what I would call a Reliable Power Supply – what we have to put up with here is not.

For the record [REDACTED] the total power blackout in this current fiasco was 24 hours – is this acceptable? It certainly does not appear to be the case when reading and believing that:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

With kind regards from

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26.10.2019

Dear [REDACTED],

I thought to attach a summary record of the power interruptions at our property from the 7.7.2019 to current the 26.10. 2019 for your reference. You will see that in the last 4 month we've had 7 power interruptions totalling 37 hours – surely this does not comply with the standards set by Power SA of - **providing all customers across the state a reliable and high quality electricity supply.**”

Thank you very much for your consideration once again – and I hope you don't perceive me as a pest.

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Dear [REDACTED],

This is to keep you up-to-date as to the apparent RELIABLE AND HIGH QUALITY ELECTRICITY SUPPLY we are RECEIVING here AT our PROPERTY at the present moment and have received since I moved her in 2016.

As to the current situation, yes [REDACTED] the RELIABLE AND HIGH QUALITY ELECTRICITY SUPPLY AT our PROPERTY is once again not RELIABLE AND NOT OF HIGH QUALITY as it is non-existent once again. I have received three further messages from Power SA:

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Now as to the current situation, I have made more sourdough Bread – I make 6 at the time and once again it looks like that I cannot bake them.

Is there any way that Power SA can actually guarantee me a window where they can absolutely 100% assure me that I can have power supply to at least bake my bread. And also perhaps give me some indication as to foreseen power interruptions so we can plan our menus, dinner parties and indeed our showers around it. As well as what to purchase in put in the fridge and of course incubating eggs etc. Please note that once again my seafood has spoiled – from last night the power being off for 6 hours and me not knowing – unbelievable.

I think that Heather and I have done what we can possibly do to overcome our continuous power interruptions by investing in a Generator and having the entire power supply to the property converted to be run by the generator. This cost us about \$4,000.00. Money we would not have to spend if Power SA would indeed live up to its gospel that **“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

We have investigated going off Grit which apparently would cost us about \$40,000, We have investigated getting a solar storage battery which would cost us about \$15,000, we have investigated getting a generator which would go longer than the 2 ½ hours which our current one does without refuelling, which is more quiet, and which would kick in automatically but this also would set us back about \$5,000.

Do you think given that the ongoing interruptions (more than 40 now) to our property since 2016 can be addressed that we indeed receive? **reliable and high quality electricity supply as has been guaranteed to us and for what we are paying for.**

I just received a message – the time is 9 00 am that the power is back on – Hmm maybe there is hope for my bread after all.

Words and action – Please forgive us in writing that the commitment SA Power has towards its customers seem just words to us but words must be followed by action – since my complaints in January of 2016 there have been a lot of words but no action. Here are some dictionary definitions on Commitment:

**the state or quality of being dedicated to a cause, activity, etc. "the company's commitment to quality"**

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I just spoke to the lady we purchased the Duck eggs from and she said that in Meadows they had no power blackouts for at least one year – Meadows is even more country than us.

Thank you very much for your time [REDACTED].

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## **Power SA has done nothing in almost 4 years to address this situation**

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Thank you very much for your time [REDACTED].

With kind regards  
Lothar Kolze and Heather Cundy  
27.10.2019

Good morning [REDACTED],

It's good that I did not hold my breath re the continues interruption of our **high quality and reliable power here at [REDACTED]** we just - at 8 08 received yet another message that the power will be back on at 10 15.

With kind regards  
Lothar Kolze and Heather Cundy  
28.10.2019

Dear [REDACTED],

Thank you very much for taking your time talking to me this morning, I very much appreciate your empathy and sentiments, and also that you are endeavouring to assist me to the best of your ability.

I just had another message from power sa telling me that the power which went off at 24 12 last night and supposed to be on at 6 15 this morning and then again at 8 15 this morning and then again at 10 15 this morning will now be on at 15 15 this afternoon – so this equates to a total of another 15 hours with no power on top of the already 40 or so hours with no power over this weekend, receiving in excess of 20 messages.

Thank you very much

Lothar Kolze and Heather Cundy

28.10.2019

Dear [REDACTED],

Your investigation case number is 19100719.

Thank you very much for conversing with me yesterday and for your email confirming that the matter has been ascended to level 3 in your resolution attempts with Sa Power Networks.

Heather and I are very much looking forward to getting this issue resolved to indeed receive what we are promised – we are paying for and what we feel we are entitled to. As per the the COMMITMENT:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

Heather will copy and forward to you the data from power SA re the voltage distance issue from the pit to the meter box as discussed yesterday – hopefully today.

With kind regards

Lothar Kolze and Heather Cundy

29.10.1019

Dear [REDACTED],

Case Number = 19100719

Here is the information from SA Power Network as discussed.

I spoke to [REDACTED] of Modern Innovation Electrical yesterday regarding a quote to convert our electricity to an automatic generator kick in system and he quote that this would be in excess of \$10,000 - and this using what we have got here at present including the existing Generator.

You have mentioned that Power SA has offered to pay for a back up for the hot water system - is this offer still on the table? if yes we would like to take advantage of it, as it certainly would at least ensure that we have hot water when the power has been turned off without us knowing about it eg for a few seconds only etc.

Thank you very much  
Lothar Kolze and Heather Cundy  
30.10.2019

**From**  
**Lothar Kolze and Heather Cundy**

[REDACTED]

**To**  
**Executive Manager**  
**Australian Energy Regulator**

[SAPN2020@aer.gov.au/networks-pipelines/determinations-access-arrangements/sa-power-networks-determinations-2020-25](mailto:SAPN2020@aer.gov.au/networks-pipelines/determinations-access-arrangements/sa-power-networks-determinations-2020-25)

Level 20  
175 Pitt Street  
SYDNEY NSW 2000

Date:1.2.2020

Dear Sir/Madam,

This letter is to ask you to please consider modifications to the Electricity supply to our property at [REDACTED].

Responding to my letter below – which details our predicament in terms of the unreliable Power Supply which according to Power SA, the Water and Energy Ombudsman of SA and the Energy Minister of SA is a result of our property being situated at the **End of a Low Reliable Feeder Line, and past the end of a midline recloser**, I have been advised by the energy Minister of South Australia the Honourable Mr Dan Van Holst Pellekaa as well as my case manager [REDACTED] from the Water and Energy Ombudsman in South Australia to contact you to consider modifying this feeder line to address its apparent and evident Low Reliability.

I could write pages and pages as to the negative impact the all too frequent Power Interruptions causes my family, my friends and myself, but instead I ask you to please refer to the letter below which briefly outlines the issues my family, my friends and I have with our All too Frequent and lengthy Power Interruptions.

We thank you very much for your consideration and look forward to a positive response from you in getting this **Low Reliable Feeder Line** converted to a **Reliable Feeder Line**.

With kind regards

Lothar Kolze and Heather Cundy

**From**

**Lothar Kolze and Heather Cundy**

[REDACTED]

Date: 26.11.2019

The Honourable

Josh Teague, Rebakha Sharkie, Dan Van Holst Pellekaa, Steven Marshall, Peter Malinauskas, Anthony Albanese, Scott Morrison and [REDACTED]

Dear Madam/Sir,

I am writing to all of you hoping that you please will consider our situation and address it with SA Power Network so that my partner Heather Cundy and I are supplied with Reliable Electricity and are no longer be subjected to frequent long power interruptions to our property here at [REDACTED]

I am in fact writing to you as a desperate man - a desperate man who has now since moving to my residence 4 years ago endured numerous power interruptions and has been given no hope whatsoever that this situation is going to improve at any time in the future.

I've had communications on these 40 plus power interruptions with Power SA dating back to January 2016 and the SA Energy and Water Ombudsman of SA on and off for about 3 years. These communications have so far resulted in zero confidence for me and my partner Heather to in the future receiving **HIGH QUALITY RELIABLE ELECTRICITY** as promised in writing by SA Power Network who state in their Reliability Guaranteed Service Level Payment Brochure and I quote that:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

Given this commitment by SA Power, I respectfully ask you if our expectations of receiving reliable and high quality power are unreasonable. And if not, why are we Heather and I are to continue to endure unreliable low quality electricity service from Power SA whilst paying premium price?

I also would like at this stage to take the opportunity to share with you the following quotes from our Energy Minister the Honourable Mr Van Holst Pellekaan:

**Quote from Mr van Holst Pellekaan on the ABC Television News from 19.11.2019:**

“What this battery does – it enters the market in milliseconds thousands and thousands of times over a year to ensure that the quality of the electricity can be maintained so that the grid doesn't trip.

**On Wednesday's online news dated the 19.11.2019 Mr van Holst Pellekaan has been quoted:**

<https://www.abc.net.au/news/2019-11-19/sa-big-battery-set-to-get-even-bigger/11716784>

Mr Van Holst Pellekaan said that the expansion would enable a much faster response to system disturbances and store more power for peak demand.

"We have in the past had blackouts in South Australia, because we've had an insufficient quantity of electricity to make demand," Mr van Holst Pellekaan said.

"But we've also in the past had blackouts because the quality of the electricity has not been good enough. - End of Quote

My interpretation from these quotes is that the citizens of SA can rest assured to have a continues flow of power as the power blackouts in SA are a thing of the past.

This is not so, as Heather and I have now had to endure in excess of 40 interruptions over the past 3 years with the longest being over 80 hours and the most recent fiasco lasting for about 50 hours – dating back only a few weeks ago. For your reference I have attached a summary of the power interruption for the period of 22.1.2016 to 28.10.2019.

For more indebt insight into these power interruptions I would appreciate it if you please would refer to the letter I have written to the Energy and Water Ombudsman dated the 6.6.2019 which I have attached for your reference.

I have also enclosed for your reference the last correspondence from SA Power Network which was dated the 6.6.2019. This document I interpret that my partner Heather Cundy who cohabits this property with me full time, her frequently visiting 97 years old mother Bettie Jenkins as well as our many friends and family who often visit us for Gourmet lunches and Dinners cooked by Heather and me (I am a professional Chef and we love entertaining) and overnight stays, have to put up with these all to frequent and lengthy power interruptions. SA Power have given us a number of reasons why we are experiencing **excessive** power outages which include:

- That we are at the end of the feeder line
- That we are on an unreliable feeder line
- Vegetation issues
- Animal issues
- We live in the country
- Equipment Failure – also according the SA Power the cause of our latest Power Interruption which lasted more than 50 hours on and off and on and off again and again

Given the commitment of SA Power network that “**At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.**” and the notion of the honourable Dan van Holst Pellekaa that power interruptions are a thing of the past - are our expectations of receiving reliable and high quality power unreasonable? To say that we are unhappy would be an understatement. We feel that we are victims of either utter total incompetence – one just has to look at the most recent Power interruption were we’ve received about 14 text messages by Power SA – the power was off then on then off then on then off then on and the on was not actually on which took me some 20 minutes to explain to a Power SA phone consultant who was located in Sydney, and who insisted that my power was on but it was OFF YES IT WAS OFF when their message informed me that it was on. This fiasco resulted in having the power going on and off for about 50 hours from Friday 25.10.2019 to Monday 28.10.2019 – is this RELIABLE AND HIGH QUALITY ELECTRICITY SUPPLY? I think you would agree that it is not. Please, we absolutely would understand if it was a once off, but it is not – we had about 40 of them and some worse than others and we are tired of seemingly getting nowhere and paying high quality top dollar for a substandard service delivered

by a company the government has given the monopoly to run the electricity in our state of South Australia. Or is it just ignorance? I am posing the question – how is it possible that we are getting such a substandard service whilst paying top dollar and receiving unreliable power supply?

I in my research have not found a disclaimer from SA Power that our address of [REDACTED] is exempt from receiving high quality and reliable electricity as stated by Power SA and I once again quote:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

As to the Energy and Water Ombudsman involvement, my assigned liaison officer is [REDACTED] and the current investigation case number is 19100719. I have been dealing with [REDACTED] since June of this year on this issue and find him extremely helpful and empathetic to my predicament. [REDACTED] office has now given this case level 3 priorities. Given that [REDACTED] is unable to give me an assurance as to how long this issue will take to resolve, what the likely outcome would be, and that his role and the role of the Energy and Water Ombudsman is purely based on liaising between SA Power and me in this instance, and has no power to force anything eg taking legal action against SA Power for failing to provide High Quality Reliable electricity to my property as stated in their mission statement, I have decided to ask you all to please, please help Heather and me as well as [REDACTED] to get SA Power Network to live up to their promises and indeed provide us with Reliable and High Quality Electricity Supply as promised and as I understand it is contracted to so to all SA homes and businesses by the SA Government, and consider to compensate us for our substantial losses in terms of food as well as stress, trauma and suffering.

I have of course informed [REDACTED] of me raising this issue with you and have his blessing in doing so.

Please forgive Heather and me to raise this issue with you – I know that your time is extremely valuable, but we are really getting somewhat desperate as to how to manage our lives here on this farm with these frequent power outages and with no resolution in sight after almost 4 years of negotiations with SA Power Networks and the Energy and Water Ombudsman we feel that we need all the help we can get, to what we feel we have been guaranteed by both Power SA and the SA Government.

We sincerely place our trust in your ability to please represent us in this matter, and thank you very much for your consideration and time.

With kind regards

Lothar Kolze and Heather Cundy

Attachments:

- Summary of the power interruption for the period of 22.1.2016 to 28.10.2019.
- Correspondence from SA Power Network dated the 10.6.2019.

- Letter I have written to the Energy and Water Ombudsman dated the 6.6.2019

PS Please note that we have also sent a copy of this letter and attachments to:

**The Honourable Josh Teague**

Member for Heysen  
10/Druid Avenue  
Stirling SA 5152  
Email: [heysen@parliament.sa.gov.au](mailto:heysen@parliament.sa.gov.au)

**The Honourable Rebekha Sharkie**

Federal Member for Mayo  
1/Gawler St  
Mount Barker SA 5251  
Email: [Rebekha.Sharkie.mp@aph.gov.au](mailto:Rebekha.Sharkie.mp@aph.gov.au)

**The Honourable Dan van Holst Pellekaa**

Minister for Energy and Mining  
Member for Stuart  
GPO BOX 974  
Adelaide SA 5001  
Email [dem.ministervhp@sa.gov.au](mailto:dem.ministervhp@sa.gov.au)  
– click on <https://www.danvhp.com.au/contact/>

**The Honourable Steven Marshall**

Premier of South Australia  
GPO Box 2343,  
ADELAIDE SA 5001  
Email: [premier@sa.gov.au](mailto:premier@sa.gov.au)

**The Honourable Peter MP Malinauskas**

Opposition Leader, Government SA  
State Member for Croydon  
488 Port Road  
Welland SA 5007  
Email: [laborleader@parliament.sa.gov.au](mailto:laborleader@parliament.sa.gov.au)

**The Honourable Anthony Albanese**

334a Marrickville Road  
Marrickville  
Sydney NSW 2204  
Email: a.albanese.mp@aph.gov.au

**The Honourable Scott Morrison MP**

Prime Minister  
Parliament House  
CANBERRA ACT 2600  
Email: Via <https://www.pm.gov.au/contact-your-pm>

**Mr** [REDACTED]  
Energy and Water Ombudsman  
11/50 Pirie Street  
Adelaide SA 5000  
Email:

To

Executive Manager

SA Power Networks

GPO Box 77

*Adelaide* SA 5001

From

Lothar Kolze and Heather Cundy

[REDACTED]

[REDACTED]

Date Adelaide, 10.2.2020

Dear Sir/Madam

We very much wish that you familiarize yourself with our Power Supply Problem at our home address of [REDACTED], as to which we probably could write a book or two about but will restrain from, respecting your valuable time.

As your records will reveal, we have had issues with irregular power supply in terms of frequent and/or lengthy power interruptions at our property since moving here about 4 years ago. We have raised this issue with your company as well as the Water and Energy Ombudsman, our Prime Minister, the Premier of SA, other authorities and MP's and more recently, the Australian Energy Regulator.

To once again refresh your memory and to give you an update, we have attached the letter we wrote to the Australian Energy Regulator and respectfully ask you to read this letter and then put yourself in our situation asking yourself the following:

- Would this - our predicament - be acceptable for you, your family and your friends visiting you?
- How would you feel, when entertaining friends - the power going off - and not knowing when it will come back on again. Knowing that you are at the mercy of SA Power Networks – to restore it perhaps within 5 minutes or perhaps within 80 hours.
- How would you feel if you had to endure in excess of 45 Power interruptions within the past 4 years lasting from minutes to in excess to 80 hours, getting the wrong information about if it's off or on, when its off or on and of course the duration of the interruption or indeed no information at all – resulting in cold showers.
- Are we, Heather and I – who are by government authority and default your compulsory customers, receiving value for money in terms of paying the same amount of money as other customers of your Government permitted monopoly but being obviously deliberately misled by your company's promise, as stated in your Reliability Guaranteed Service Level Payment Brochure - and I quote that: **“At SA Power Networks we are committed to providing**

## **all customers across the state a reliable and high quality electricity supply.”**

- Is it acceptable and ethical for you to advertise officially to **provide all customers across the state a reliable and high quality electricity supply** whilst knowing that you cannot fulfil this promise to your customers at [REDACTED], by very well being aware that we are on the **End of a Low Reliable Feeder Line and past the end of a midline recloser.**
- Do you have information available for your compulsory customers as to the reliability of the electricity to the property they are purchasing – if yes, we very much would like to know about it. Is it really the luck of the draw for consumers to know if they are likely to receive **reliable and high quality electricity supply** – and if it is – do you think that this is fair to your compulsory customers?

On another issue, with regards as to the approximate 47 hours of Power Interruptions which we've experienced from the 25.10.2019 to the 28.10.2019 – if you would please refer to the table attached. A total of about 47 hours and 30 minutes of no power as well as the power being turned off and on no less than 5 times – what a fiasco this was. Do you think that the power was turned on and off again to minimise the total time of one continuous power interruption? This, of course, would mean that your company, SA Power, only has to pay \$100.00 compensation and not \$405.00, which cuts in after 24 hours and/or \$605.00 which the compensation is after 48 hours. We guess that your company must be very proud of themselves to save the money if this was the case. What do you think Sir – does it seem fair to you and your organisation for Heather and I to be treated in this way as your compulsory customers? We would very much appreciate if you could please look into this matter of compensation, as we have brought this particular matter to the attention of the Energy Ombudsman, who told me to take this matter up with you first. We also spoke about this matter to [REDACTED] from your company, but although very empathetic to the situation, [REDACTED] was standing by Power SA's decision to compensate us with only \$100.00 for an almost 50 hours of power interruptions over 3 days. Please don't get us wrong – we are not after a few hundred dollars compensation, but we want things to be fair – ultimately we want what you are guaranteeing to all your customers – that is: receiving high quality and reliable Power Supply – YOUR PROMISE.

We also would very much appreciate if you could please accurately report via the phone messages you send to us in terms of the all to frequent and lengthy power interruptions we are experiencing. For example, on the 4.2.2020 where we did have a power interruption but don't know how long it was interrupted for. According to the messages we have received, the power went out at 4

30 am and was supposed to go on at 10 30 am. Because our water heaters were turned off once again and have no memory back up, we knew we had a power interruption that night but the power was on when we got up at about 7 am. A message came through at 9 18 am that day to advise us that the power is on – BUT IT WAS ALREADY ON. As well as on the 25.19.2019 when your company sent a message that the power was on – but it was off – and on me ringing your company and speaking to someone in Sydney and them insisting that the power was on but Heather and I knew that it was off as we were in our home with no power.

As to the cheques you sent out to compensate us for failing to receive your guaranteed **reliable and high quality electricity supply as promised**, we very much would appreciate it if you would please detail what the money is exactly for eg the date and time it was for - not just give us a reference number to then ring someone from your company.

As you may be aware, **On Wednesday's online news dated the 19.11.2019 Mr van Holst Pellekaan has been quoted:**

<https://www.abc.net.au/news/2019-11-19/sa-big-battery-set-to-get-even-bigger/11716784>

Mr Van Holst Pellekaan said that the expansion would enable a much faster response to system disturbances and store more power for peak demand.

"We have in the past had blackouts in South Australia, because we've had an insufficient quantity of electricity to make demand," Mr van Holst Pellekaan said.

"But we've also in the past had blackouts because the quality of the electricity has not been good enough." - End of Quote.

Our interpretation from these quotes is that the citizens of SA can rest assured they will have a continuous flow of power as the power blackouts in SA are a thing of the past.

In more recent times – on the 31.1.2020 the SA Health minister The Honourable *Stephen Wade* MLC stated on the ABC News that following a 15 minute Power Interruption (or in his words “Messy Power”) experienced by the Royal Adelaide Hospital and I quote:

“It’s completely unacceptable to the Government, the patients and staff, that we can’t have Reliable Power Supplies.” End of Quote.

It appears that according to both ministers of our state find it unacceptable to be without power for only minutes whilst Heather, her 99 year old mother and I have to put up with power interruptions of not milliseconds, not seconds, not minutes, not hours but day's, resulting in forking out

- Thousands of dollars of power failure equipment like a Generator, (We purchase a generator which can generate power for only 2 ½ hours thinking that this should be plenty) but no, it is obviously not plenty so we now looking spending more money to get another generator which can run for at least 8 hours before the fuel runs out). We spend \$2,000 to convert the switch board to service the Generator as well
- I lost batches of Sourdough bread – perfectly proven on a perfect day because my generator can-not power the oven – again – if we would have know that the power is off for day's on end we would have purchased a bigger generator
- We lost hundreds of dollars' worth of food due to the power just going off in the middle of the night – with seafood one cannot compromise
- We've including Heather's 99 year old mother endured many cold showers because we did not know that the power was turned off for split seconds and did not get a message about it – CAN YOU PLEASE NOTIFY US ABOUT ANY POWER SUPPLY INTERRUPTION – OR IS THIS STILL TOO HARD????
- We had 20 people here on a perfect day with perfect weather and guess what – the highly anticipated soufflés were collapsing due to jet another power supply interruption – absolutely horrible.
- We have had family friends staying with us from other countries including Lybia, South Africa, Syria, Germany, Italy, Melbourne, and South Australia and neither of them ever has experienced anything like this. Neither have I for that matter having worked as an esteemed Chef in many parts of the world before coming to work in SA, and make Australia the country of A FAIR GO my home. Do you feel that My family and my friends really receiving FAIR GO Sir?

We thank you very much for the time you have spent reading, looking into and considering our matter – that being one of feeling short-changed in receiving what we feel we have been promised and which is consciously and knowingly not being delivered to us - your compulsory customers, who seemingly have no right whatsoever and your company promise us like any other resident of SA to receive “ **a reliable and high quality electricity supply**” because we are at the **End of a Low Reliable Feeder Line and past the end of a midline recloser** - even though you are promising that “**At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.**”

We have attached the following for your reference

- The letter we have written to the Energy Regulator of Australia dated 1.2.2020
- A summary of the power blackouts Heather and I have experienced over the 4 years we have lived at this property

With kind regards

Lothar Kolze and Heather Cundy

PS Please note that we have also sent a copy of this letter and attachments to:

**The Honourable Josh Teague**

Member for Heysen

10/Druid Avenue

Stirling SA 5152

Email: [heysen@parliament.sa.gov.au](mailto:heysen@parliament.sa.gov.au)

**The Honourable Rebekha Sharkie**

Federal Member for Mayo

1/Gawler St

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Email: [Rebekha.Sharkie.mp@aph.gov.au](mailto:Rebekha.Sharkie.mp@aph.gov.au)

**The Honourable Dan van Holst Pellekaa**

Minister for Energy and Mining

Member for Stuart

GPO BOX 974

Adelaide SA 5001

Email [dem.ministervhp@sa.gov.au](mailto:dem.ministervhp@sa.gov.au)

– click on <https://www.danvhp.com.au/contact/>

**The Honourable Steven Marshall**

Premier of South Australia

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**The Honourable Peter MP Malinauskas**

Opposition Leader, Government SA

State Member for Croydon

488 Port Road  
Welland SA 5007  
Email: laborleader@parliament.sa.gov.au

**The Honourable Anthony Albanese**

334a Marrickville Road  
Marrickville  
Sydney NSW 2204  
Email: a.albanese.mp@aph.gov.au

**The Honourable Scott Morrison MP**

Prime Minister  
Parliament House  
CANBERRA ACT 2600  
Email: Via <https://www.pm.gov.au/contact-your-pm>

To

Executive Manager

SA Power Networks

GPO Box 77

*Adelaide* SA 5001

From

Lothar Kolze and Heather Cundy



[REDACTED]

Date Adelaide, 19.2.2020

Dear Sir/Madam

This is to once again report to you a failure on behalf of your company to provide our home with reliable and high quality electricity supply as per your company's promise, stated in your Reliability Guaranteed Service Level Payment Brochure - and I quote that:

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

Heather and I once again experienced a power failure yesterday the 18.2.2020 from around 11 00 to 17 00.

On becoming aware that there was no power to the hot water system and after trying to determine what the problem is by checking fuses and circuit breakers etc for about one hour with my partner Heather I called our Electrician [REDACTED] telling him of our finding that the electricity to part of our property is not working and he told me that it is highly likely to be a PHASE FAILURE and to ring up and report it to SA Power Networks on 131262. I subsequently rung this number and spoke to [REDACTED] for 12 minutes and 39 seconds. I told [REDACTED] exactly what the issue was and she did checks on her system and reporting to me that according to her records all is good on my property according to the data available to her. On me telling her that all was not good, [REDACTED] told me that I have the choice for her to organise one of your SA Power Networks electrician to check my situation out at a cost of \$196.00 for a callout fee. [REDACTED] further added that if the problem was on SA Power's side I would not be charged but if it was on my side I would be charged. Given the outrageous cost of \$196.00 callout fee (Heather and I are both pensioners) I opted not to go down this path but to engage my electrician who only charges half this price if this. So I rung [REDACTED] who promised me to come the next day = today to fix it. Then like magic - the power returned yesterday at about 17 00. I rung [REDACTED] and spoke to him at 19 30 telling him that the power was back to normal. [REDACTED] told me that with 100% certainty the fault was in your SA Power Networks "COURT" as only one of the phases was effected and that it was according to our Electrician [REDACTED] from Edler Electrical (you can call him on [REDACTED] if you like) a PHASE FAILURE.

Now, this PHASE FAILURE is new to us – So on top of all the frequent and lengthy total power interruptions/blackouts we have experienced over the past 4 years which are now about 50 in number and over 80 hours for a single duration, we are now to put up with partial power failures as well – is this really in line with your quality assurance stating that

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

We think not. How is it possible for you to make this guaranty whilst not even being able to determine a fault when we are making the effort of ringing up – trusting on getting proper advice and in me explaining to ██████ that only part of the power was effected? ██████ should have been able to determine that the problem was on your side and send out someone to fix it free of charge, or refer the matter to an expert in your company to determine that the fault was on your side.

I am asking you to please address our continues and lengthy power interruption immediately as it causes great stress to us –

WE HAVE DONE NOTHING WRONG – WE ALWAYS PAY OUR BILLS ON TIME – WE ALWAYS DOING WHAT WE ARE BEING TOLD – WE UNFORTUNATELY RELY ON YOUR SA POWER’S GOVERNMENT IMPOSED MONOPOLY TO PROVIDE US WITH

**reliable and high quality electricity supply.”**

AND LOOK WHAT WE GET – A TRULY SUBSTANDARD SERVICE WHICH NO ONE WE HAVE SPOKEN TO INCLUDING YOUR OWN QUALITY MANAGERS, THE OMBUDSMAN, ANY POLITICIANS, ANY FRIENDS, AND FAMILY THINKS IS OF AN ACCEPTABLE STANDARD at this day and age IN OUR STATE OF SOUTH AUSTRALIA.

In the hope to get this matter resolved, we have decided to share this correspondence and all future correspondence in relation to this matter with a number of other entities, as after having dealt with your company for over 4 years now to get this MATTER resolved – AND PLEASE FORGIVE US - we don’t have much faith in your company to actually deliver on your promise of

**“At SA Power Networks we are committed to providing all customers across the state a reliable and high quality electricity supply.”**

With kind regards

Lothar Kolze and Heather Cundy and Betty Jenkins who is 99 years old and not impressed

PS given that your call out fee is \$196, I am asking you how much is our time worth – how much will you pay us to spend hundredths of hours in writing letters, of spending hours of hocking up extension cords, of losing good produce, of having to re-purchase good produce now running into thousands of dollars, of having to invest thousands of dollars to have power at our place on generators etc, disappointing our guests for failing soufflés, sourdough breads, cold food, cold water, cold showers etc, and of course the enormous stress caused to us, family members, friends etc because you cannot deliver on your promise and **indeed** **your obligation** of

**providing us with reliable and high quality electricity supply.”**

Given the last compensation of \$100.00 you paid us for a

**46 hour blackout over 3 days probably not much**

Copies send to:

**The Honourable Josh Teague**

Member for Heysen

10/Druid Avenue

Stirling SA 5152

Email: [heysen@parliament.sa.gov.au](mailto:heysen@parliament.sa.gov.au)

**The Honourable Rebekha Sharkie**

C/O [REDACTED]  
Federal Member for Mayo  
1/Gawler St  
Mount Barker SA 5251  
Email: [Rebekha.Sharkie.mp@aph.gov.au](mailto:Rebekha.Sharkie.mp@aph.gov.au)

**The Honourable Dan van Holst Pelleka**

Minister for Energy and Mining  
Member for Stuart  
GPO BOX 974  
Adelaide SA 5001  
Email [dem.ministervhp@sa.gov.au](mailto:dem.ministervhp@sa.gov.au)  
– click on <https://www.danvhp.com.au/contact/>

**The Honourable Steven Marshall**

Premier of South Australia  
GPO Box 2343,  
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**The Honourable Peter MP Malinauskas**

Opposition Leader, Government SA  
State Member for Croydon  
488 Port Road  
Welland SA 5007  
Email: [laborleader@parliament.sa.gov.au](mailto:laborleader@parliament.sa.gov.au)

**The Honourable Anthony Albanese**

334a Marrickville Road  
Marrickville  
Sydney NSW 2204  
Email: [a.albanese.mp@aph.gov.au](mailto:a.albanese.mp@aph.gov.au)

**The Honourable Scott Morrison MP**

Prime Minister

Parliament House

CANBERRA ACT 2600

Email: Via <https://www.pm.gov.au/contact-your-pm>

**Australian Energy Regulator**

C/O Adam Young

SAPN2020@aer.gov.au

Mr Reinhard Struve

Principal Engineer (Electrical)

**Energy and Technical Regulation**

Department for Energy and Mining

Date: 5.4.2020

Dear Mr Struve,

I trust that you will emphasise and excuse the tone of this letter and appreciate Heathers and my frustration that nothing has actually transpired to remedy our situation over the 4 years during which we have been complaining about receiving **unreliable power supply to our property**. We have directed our grievance to the SA Water and Energy Ombudsman and SA Power Networks over 4 years and received no resolution to this problem.

We have also forwarded copies of this letter to entities whom we hope will emphasise with our plight, and in anticipation that everyone will assist us with our cause, working towards that we will be getting nothing less than what we are entitled to, what we

are paying for, and what we are promised by our Government contracted monopoly - SA Power Network - an organization which is headed by a man who does not even have the courtesy to reply to our letter dated the 19.2.2020 to him, let alone delivering what the company under his leadership promises as well as contracted to by our government - which is **SUPPLYING RELIABLE AND HIGH QUALITY POWER TO ALL SOUTH AUSTRALIANS**. This evidently is absolutely not the case at [REDACTED]

This letter is to follow up on our meeting dated the 3.3.2020 – this is more than 4 weeks ago, and we've heard nothing since. I understand that you have represented the minister for Energy and Mining the Honourable Dan van Holst Pellekaa to address our totally unacceptable level of **POWER INTERRUPTIONS** we had to endure over the past 4 years, as well as the compensation and/or the lack of compensation from Power SA in relation to the almost 50 hours of power interruptions over one weekend in October of last year, and the issue in relation to that Power SA has reduced our supply from 3 phase to 2 phase on the 18.2.2020 without them knowing anything about it and not informing us about it. What is the point of contacting SA Power Network if they don't know what is going on with our power supply at any given time? It is a total waste of time.

We are very unhappy that the power saga at [REDACTED] continues in that the power is continuing to drop out without us being notified like about one or so week ago and again 2 days ago when once again there was a Power outage and the water heaters were off and once again cold showers for us.

After having been evacuated from Kangaroo Island due to the Bushfire there in January of this year, Heather's mother Betty Jenkins who is 99 years old has now evacuated her home in a retirement village to move in with us permanently due to the Corona Virus, and due to having experienced the frequent and lengthy power outages on many occasions here at our property in the past, Ms Jenkins is very very distressed about the power problems we are having here – how can this be allowed to continue – our power supply being an absolute disaster and – our government contracting and giving the monopoly to supply power to all South Australians to a company who is obviously not capable of delivering what they promise which is according to their own written commitment **SUPPLYING RELIABLE AND HIGH QUALITY POWER TO ALL SOUTH AUSTRALIANS** – this is definitely not the case at our property at [REDACTED], and as you know we are very very unhappy about this to put it mildly.

As to the solar batteries we intended to install, this fell through due to a totally incompetent company called Shinehup who send out 2 supposed engineers, one of who could not speak English and the other was in my view a university student translating only. And I paid \$165.00 for that – what a waste of time and money – surely this whole energy industry needs a shakeup – as it is littered with

sheered incompetence and ignorance. Anyway, we got out of the contract which was another mammoth undertaking filled with incompetence and debacles, and are back to square one – from the anticipation of getting off the grid, to again surrendering to the inevitability of relying on SA Power Network – a government supported monopoly which is obviously unable and/or incompetent to deliver what they promise - WHICH IS **SUPPLYING RELIABLE AND HIGH QUALITY POWER TO ALL SOUTH AUSTRALIANS** – a total failure in our case that's for sure.

The fact is that they don't even know if we have power or not – SA Power telling me over the phone that the power is on when it is in fact off, and on another occasion telling me that there is no problem with the supply to our property when one of the phases has been terminated - and they apparently don't even know that one of the phases has been cut to our property – what a horrible position for us to be in – being at the mercy of such – please tell me is it incompetence or inability? and yes of course, we pay big money for it - a totally unreliable and substandard service to us.

To add insult to injury, I have had no response from Mr Strobbe, the Chief Executive Officer of SA Power Networks to the letter I wrote to him on the 19.2.2020 – this is about 6 weeks ago. There seems to be no accountability in my case from him and/or his organisation. I assure you Mr Stuve - we = Heather and I will not accept the status quo – we wish to be treated like every other SA household and indeed receive **RELIABLE AND HIGH QUALITY POWER** as we have been promised and as to what we are paying for.

We however congratulate all of your powerful man and woman, our leaders of our community to enjoy reliable power to your homes and workplace, but at the same time wish you could experience the consequences of lengthy = up to 80 plus hours, and frequent = in excess of 10 outages per year = and uncertainty = we never know when it happens, and again uncertainty = we never know how long it lasts, and again uncertainty = we been told by Power SA that the power is on when it is off, and again uncertainty = we are told by Sa Power that there is nothing wrong with our supply when indeed there is absolutely something wrong as it is only partially working. Can you please try to put yourself into our shoes and emphasise with our plight? Try to be 99 years old and under the shower and the water comes out ice cold, try to bake sourdough bread with no oven, try to bake a soufflé without an oven, try to entertain with no power, try to make a cup of tea with no power, even our water depends on power – there is no water without power at our property – as it has to be pumped into the house.

Heather, Ms Jenkins and I very much look forward to learning of a solution to our problem.

Thank you very much for your consideration in this matter.

Lothar Kolze, Heather Cundy and now also:

Betty Jenkins who is 99 years old and surely deserves better – she and we all deserve no less than receiving **RELIABLE AND HIGH QUALITY POWER as promised TO ALL SOUTH AUSTRALIANS** by SA Power Networks and demanded by the SA Government – so why is this very basic and essential in our current civilisations right denied to us? And why must we pay for something which is obviously not delivered?

**Copies send to:**

**The Honourable Josh Teague**

Member for Heysen  
10/Druid Avenue  
Stirling SA 5152  
Email: [heysen@parliament.sa.gov.au](mailto:heysen@parliament.sa.gov.au)

**The Honourable Rebekha Sharkie**

C/O [REDACTED]  
Federal Member for Mayo  
1/Gawler St  
Mount Barker SA 5251  
Email: [Rebekha.Sharkie.mp@aph.gov.au](mailto:Rebekha.Sharkie.mp@aph.gov.au)

**The Honourable Dan van Holst Pellekaa**

Minister for Energy and Mining  
Member for Stuart  
GPO BOX 974  
Adelaide SA 5001  
Email [dem.ministervhp@sa.gov.au](mailto:dem.ministervhp@sa.gov.au)  
– click on <https://www.danvhp.com.au/contact/>

**The Honourable Steven Marshall**

Premier of South Australia  
GPO Box 2343,  
ADELAIDE SA 5001  
Email: [premier@sa.gov.au](mailto:premier@sa.gov.au)

**The Honourable Peter MP Malinauskas**

Opposition Leader, Government SA  
State Member for Croydon  
488 Port Road  
Welland SA 5007  
Email: [laborleader@parliament.sa.gov.au](mailto:laborleader@parliament.sa.gov.au)

**The Honourable Anthony Albanese**

334a Marrickville Road  
Marrickville  
Sydney NSW 2204  
Email: [a.albanese.mp@aph.gov.au](mailto:a.albanese.mp@aph.gov.au)

**The Honourable Scott Morrison MP**

Prime Minister  
Parliament House  
CANBERRA ACT 2600  
Email: Via <https://www.pm.gov.au/contact-your-pm>

**Australian Energy Regulator**

C/O Adam Young

[SAPN2020@aer.gov.au](mailto:SAPN2020@aer.gov.au)

Water and Energy Ombudsman SA

Investigation

Mr Strobbe

Chief Executive Officer

SA Power Networks

GPO Box 77

Adelaide SA 5001