



Energy

## Fact Sheet



# Energy Businesses Regulatory Performance Report 2015-16

### Energy businesses 2015-16 performance outcomes

SA Power Networks met all its customer responsiveness and network reliability service standards.

Between 1 July 2015 and 30 June 2016, customers experienced the lowest average duration of supply interruptions (139 minutes per customer) since 2007-08.

In 2015-16, ElectraNet restored supply after transmission network outages within the required timeframes. The number of transmission supply interruptions (and duration of these interruptions) was lower than the historical average.

Continuing the downwards trend of the past six years, the amount of gas lost from Australian Gas Networks' gas distribution network reduced to approximately 2.6 percent of gas entering the distribution system.

### Background

This fact sheet provides a summary of the 2015-16 performance outcomes for regulated energy businesses in South Australia. This includes the network service/reliability performance of the energy network businesses – SA Power Networks (electricity distribution), ElectraNet (electricity transmission) and Australian Gas Networks (gas distribution), and details of the consumer protection measures applicable to off-grid electricity and Liquefied Petroleum Gas (LPG) providers.

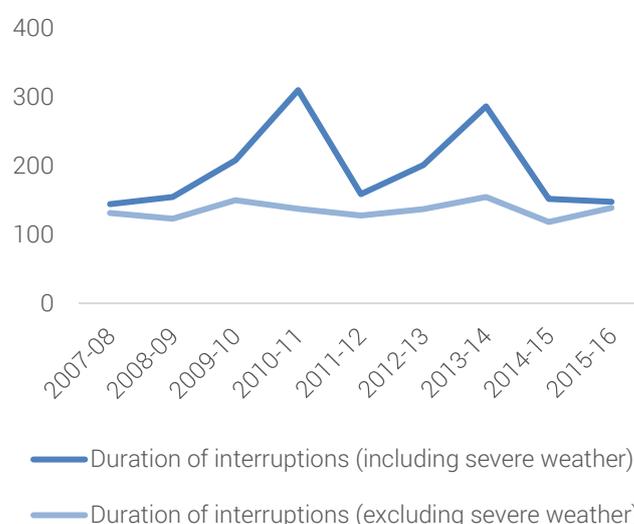
### SA Power Networks

SA Power Networks operates the South Australian electricity distribution network, serving over 850,000 customers across the State.

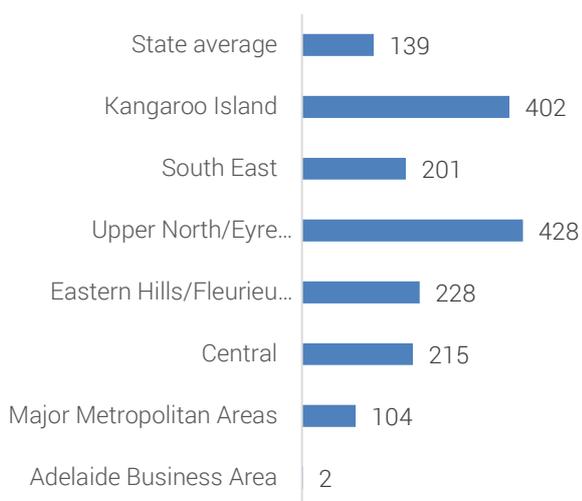
State-wide, customers experienced the lowest duration of interruptions to supply (139 minutes per customer) since 2007-08.

The number and length of outages experienced by customers varies considerably between regions. Country and remote areas tend to experience longer, and more frequent outages due to the high proportion of network overhead and the greater time to identify and rectify faults. SA Power Networks met each service standard relating to duration and frequency of interruptions to customer supply for all regions in 2015-16.

Average duration (minutes per customer) of electricity supply interruptions (statewide)

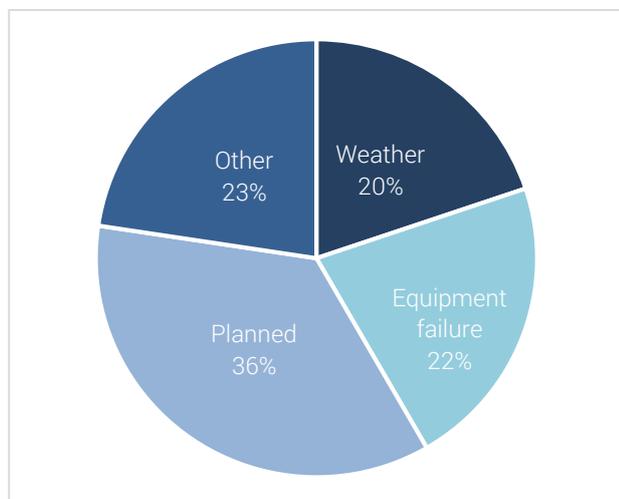


### 2015-16 average duration (minutes per customer) of electricity supply interruptions



A major contributor to improved performance in 2015-16 was the low impact of severe weather on the network during the year. Nevertheless, weather still caused nearly a quarter of total interruptions to the network.

### 2015-16 causes of electricity customer supply interruptions



### ElectraNet

ElectraNet operates the South Australian transmission network which transports electricity from generators to the State's lower-voltage

distribution network (owned by SA Power Networks) and some large industrial customers.

In 2015-16, ElectraNet restored supply after transmission network outages within the required timeframes. The number of transmission supply interruptions (and duration of these interruptions) was lower than the historical average.

Transmission outages contributed 7.4 percent to the duration of outages experienced by customers in 2015-16.

### Australian Gas Networks

Australian Gas Networks operates the South Australian gas distribution network, serving over 435,000 customers.

The amount of gas lost from the distribution network reduced in 2015-16, continuing the downward trend of the past six years.

Approximately three percent of gas entering the gas distribution system was estimated to have been lost in 2015-16.

The number of customers experiencing a loss of gas supply due to major interruptions to the gas distribution system was similar to prior years.

### Off-grid and LPG retailers and distributors

Approximately 5,800 customers receive electricity through licensed off-grid networks, and approximately 3,200 customers receive gas through licensed LPG networks.

Off-grid and LPG retailers are not covered by the National Energy Retail Law which sets the consumer protections for customers of on-grid energy retailers. However, off-grid and LPG retailers are required to operate their schemes in accordance with their licence requirements, and their customers are afforded similar protections to those with an on-grid energy retailer.

### Further information

The complete Energy Businesses Regulatory Performance Report 2015-16 and time series performance data on the energy network businesses can be found on the Commission's website at [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

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