



SA Power Networks' Performance March Quarter 2016

Customer service standards

Customer service standards - Under the Commission's Service Standards Framework, SA Power Networks is required to report on average response times to customer enquiries and on other performance targets that are to be met within specified timeframes. The targets for these aspects of performance are annual targets. However, quarterly performance provides an indication of how SA Power Networks' general performance is progressing.

Responding to phone calls

Target - 85% answered within 30 seconds

Performance – 88% answered

106,614 calls January to March

Response to written enquiries

Target – respond to 100% within 5 business days

Performance – 99% response

166 written enquiries January to March

Network reliability standards

Reliability of electricity supply, as measured by supply interruptions, is a core aspect of network performance. Two of the key indicators of distribution network supply interruptions are duration of interruptions (System Average Interruption Duration Index, SAIDI) and frequency of interruptions (System Average Interruption Frequency Index, SAIFI).

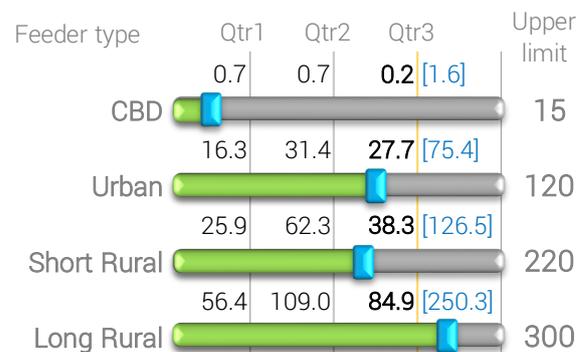
Network performance targets are set to reflect differences in the levels of interconnection and

redundancy in SA Power Networks' electricity network across the state.

The distribution network feeders are divided into four broad categories for the purposes of monitoring network reliability:

- ▶ CBD
- ▶ Urban
- ▶ Short Rural, and
- ▶ Long Rural

March Quarter SAIDI (Minutes) [Year to date]



The duration of interruptions index indicates the average length of time that all customers connected to that feeder type have experienced an interruption to their electricity supply.

As represented in the chart (above), SAIDI performance for each feeder type is within the expected range for the March quarter and year-to-date. However, the Long Rural category is in excess of the average.

March Quarter SAIFI (frequency) [Year to date]



The frequency of interruptions index indicates the average number of interruptions to the electricity supply that all customers connected to that feeder type have experienced.

As represented in the chart (above), SAIFI performance for each feeder type is within the expected range for the March quarter and year-to-date.

Guaranteed Service Level (GSL) payments December Quarter

GSL payments are made by SA Power Networks in recognition of the inconvenience caused to customers by not achieving a particular service standard.

Long Interruptions

Customers experiencing interruptions greater than 12 hours receive payments between \$180 and \$605 from SA Power Networks, depending on the length of the interruption. These GSL payments do not extend to interruptions that are out of the control of SA Power Networks, eg, if caused by a failure of the transmission network.

There was a 46 percent decrease in the value of payments compared to the previous quarter.

Payments for the different bands are tabled below.

Duration Band	Number of Payments	\$ Total
12-15 Hrs	604	\$60,400
15-18 Hrs	667	\$101,550
18-24 Hrs	256	\$51,200
24-48 Hrs	110	\$44,550
>48 Hrs	-	-
Total	1,647	\$257,700

Street light repairs

Broken street lights, for which SA Power Networks is responsible, are subject to GSL payments of \$25 if they are not repaired within a certain period of time. There are two defined performance areas;

- ▶ the Adelaide metropolitan and CBD area, Whyalla, Mount Gambier, Mount Barker, Gawler, Stirling, Murray Bridge, Port Augusta, Willunga, Port Pirie and Port Lincoln – repair within five business days of being reported, and
- ▶ all other Areas – repair within ten business days of being reported.

SA Power Networks will pay the first person to report the faulty street light \$25 for each period (five or 10 days as outlined above) that the light is not repaired.

Metropolitan and Major Regional Areas

Target - 5 Business days

Average Performance – 5.8 days*

GSL Payments **\$79,050**

**In excess of annual average standard of five days.*

All other Areas

Target - 10 Business days

Average Performance – 3.1 days

GSL Payments **\$0**

Appointments

Timeliness of appointments with customers

Target – No more than 15 minutes late

GSL Payments **\$0 (7,256 appointments)**

Promptness of new connections

Target – within 6 Business days

GSL Payments **\$5,785 (2,612 new connections)**

Further information

The Commission will continue to monitor SA Power Networks' progress towards achieving its annual service standards. SA Power Networks' end of year performance results are reported in the Regulatory Performance Report which is published on an annual basis. Further information can be found online at www.escosa.sa.gov.au.

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters.

Essential Services Commission

GPO Box 2605, Adelaide SA 5001. Telephone: (08) 8463 4444 E-mail: escosa@escosa.sa.gov.au Web: www.escosa.sa.gov.au