



## SA Power Networks' Performance September Quarter 2016

### Customer service standards

Under the Essential Services Commission's Service Standards Framework, SA Power Networks is required to report on average response times to customer enquiries. The service standards for these aspects of performance are annual. 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

**205,560** calls June to September

Performance – 86% answered

#### Response to written enquiries

Target – respond to 95% within 5 business days

**218** written enquiries June to September

Performance – 97% response

### Network reliability standards

Reliability of electricity supply, as measured by supply interruptions, is a core aspect of network performance. Two of the key distribution performance standards set by the Commission are duration of unplanned interruptions (System Average Interruption Duration Index, (USAIDI)) and frequency of unplanned interruptions (System Average Interruption Frequency Index, (USAIFI)).

These standards measure normalised performance, excluding the effect of major weather events, to better reveals trends in underlying performance over time.

Severe weather events that have a major impact on the distribution network, for example the state-wide power system outage that occurred on

28 September 2016, are subject to a separate review by the Commission (refer to the Commission's website for further information).

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

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

September Quarter USAIDI  
duration of interruptions in minutes

Feeder type	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Annual limit
CBD	0.0	-	-	-	0.0	15
Urban	32.3	-	-	-	32.3	120
Short Rural	79.7	-	-	-	79.7	220
Long Rural	77.1	-	-	-	77.1	300
<b>Total State</b>	<b>45.9</b>	-	-	-	<b>45.9</b>	-

With the exception of the Short Rural category, the outage duration performance for each feeder type is within the expected range for the quarter.

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

**September Quarter USAIFI - frequency of interruptions**

Feeder type	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Annual limit
CBD	0.00	-	-	-	0.00	0.15
Urban	0.33	-	-	-	0.33	1.30
Short Rural	0.50	-	-	-	0.50	1.85
Long Rural	0.41	-	-	-	0.41	1.95
<b>Total State</b>	<b>0.36</b>	-	-	-	<b>0.36</b>	-

For the quarter, the outage frequency performance for each feeder type is within the range expected.

**Guaranteed Service Level payments September Quarter**

Guaranteed Service Level (GSL) payments are made by SA Power Networks in recognition of the inconvenience caused to customers where SA Power Networks has not achieved a particular service standard. This also includes payments to customers that experience interruptions during, and as a result of, severe weather events.

**Long interruptions**

Customers experiencing interruptions, due to failure of the distribution network, greater than 12 hours receive payments ranging between \$100 and \$605 from SA Power Networks, depending on the length of the interruption.

The effect of six major weather events during the period has influenced the value of payments for long interruptions across all bands. Payments for the different bands are tabled below.

Duration band	Number of payments	\$ Total
12-15 hrs	6,926	\$692,600
15-18 hrs	5,743	\$861,450
18-24 hrs	1,757	\$351,400
24-48 hrs	3,374	\$1,366,470
>48 hrs	436	\$263,780
<b>Total</b>	<b>18,236</b>	<b>\$3,535,700</b>

**Street light repairs**

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

- ▶ Adelaide metropolitan and Central Business District areas, 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 10 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 – 5.3 days

GSL Payments **\$63,675** (9,327 reported)

All other Areas

Target - 10 Business days

Average Performance – 4 days

GSL Payments **\$775** (1,349 reported)

**Appointments**

Metropolitan and Major Regional Areas  
Target - 5 Business days

Average Performance – 5.3 days

GSL Payments **\$63,675** (9,327 reported)

All other Areas

Target - 10 Business days

Average Performance – 4 days

GSL Payments **\$775** (1,349 reported)

**Further information**

SA Power Networks' end of year performance results are reported in full in the Regulatory Performance Report which is published on an annual basis.

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 matter.

Essential Services Commission

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