



## SA Power Networks' Performance December 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 through the year.

#### Responding to phone calls

Target - 85% answered within 30 seconds

**183,039** calls **October to December**  
Performance – **84.4% answered**

#### Responding to written enquiries

Target – respond to 95% within 5 business days

**222** written enquiries **October to December**  
Performance – **100% 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 and exclude the effect of major weather events to reveal trends in underlying performance over time. Ten such weather events have occurred between July and December 2016. On average, there are three per year.

Severe weather events that have a major impact on the distribution network are subject to separate review by the Commission. The major storm that

occurred on 27-28 December 2016, causing widespread interruptions and damage, is currently under review.

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

- ▶ CBD (highly interconnected)
- ▶ Urban
- ▶ Short Rural, and
- ▶ Long Rural (mainly radial)



Feeder types reflect differences in the levels of interconnection and redundancy in SA Power Networks' electricity network across the state.

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.

December Quarter USAIDI -  
duration of interruptions in minutes

FEEDER TYPE	QTR 1	QTR 2	QTR 3	QTR 4	YTD	ANNUAL LIMIT
CBD	0.0	8.0	-	-	8.0	15
Urban	32.3	29.7	-	-	62.0	120
Short Rural	79.7	81.0	-	-	160.6	220
Long Rural	77.1	108.9	-	-	186.0	300
<b>Total State</b>	<b>45.9</b>	<b>49.5</b>	-	-	<b>95.4</b>	-

With the exception of the Short Rural category, the normalised outage duration performance for each feeder type is within the expected range for the quarter. However, given the number extreme weather events, it is worth noting that 294 minutes of USAIDI (not normalised) is so far excluded from the State-wide USAIDI results for the first half of 2016-17.

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.

#### December Quarter USAIFI - frequency of interruptions

FEEDER TYPE	QTR 1	QTR 2	QTR 3	QTR 4	YTD	ANNUAL LIMIT
CBD	0.00	0.04	-	-	0.04	0.15
Urban	0.33	0.31	-	-	0.64	1.30
Short Rural	0.50	0.56	-	-	1.06	1.85
Long Rural	0.41	0.5	-	-	0.91	1.95
<b>Total State</b>	<b>0.37</b>	<b>0.37</b>	<b>-</b>	<b>-</b>	<b>0.74</b>	<b>-</b>

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

### Guaranteed Service Level payments December 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 greater than 12 hours due to failure of the distribution network receive payments ranging between \$100 and \$605 from SA Power Networks, depending on the length of the interruption.

Payments for the different bands are tabled below.

The effect of major weather events during the December quarter, but more significantly, the major weather event on 28 September 2016, has influenced the value of payments for long interruptions across all bands this quarter.

Duration Band and payment	Number of payments	\$ Total
12-15 Hrs \$100	1,449	\$144,900
15-18 Hrs \$150	2,391	\$358,650
18-24 Hrs \$200	6,122	\$1,224,400
24-48 Hrs \$405	979	\$396,495
>48 Hrs \$605	3360	\$2,032,800
<b>Total</b>	<b>14,301</b>	<b>\$4,157,245</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:

- ▶ the 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 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 – 6.2 days  
GSL Payments **\$92,525** (7,742 reported)

All other Areas  
Target - 10 Business days

Average Performance – 4 days  
GSL Payments **\$375** (1,075 reported)

### Appointments

Timeliness of appointments with customers  
Target – No more than 15 minutes late

GSL Payments **\$0** (7,784 appointments)

Promptness of new connections  
Target – within 6 Business days

GSL Payments **\$19,995** (2,897 new connections)

### 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.

Further information on the GSL scheme is contained in a dedicated Fact Sheet on the Commission's website.

Further information can be found online at [www.escosa.sa.gov.au](http://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

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