



SA Power Networks' Performance March 2017 Quarter

Guaranteed Service Level payments March 2017 Quarter

Guaranteed Service Level (GSL) payments are made by SA Power Networks 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

\$18,504,975 in duration outage GSL payments were made by SA Power Networks as a result of the major storm in late December 2016.

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.

Duration band and payment	Number of payments	Total \$
12-15 Hrs \$100	8,962	\$896,200
15-18 Hrs \$150	2,980	\$447,000
18-24 Hrs \$200	1,294	\$258,800
24-48 Hrs \$405	383	\$155,115
>48 Hrs \$605	2	\$1,210
Total	13,621	\$1,758,325

Of note, the GSL payments reported in the December quarter were \$4,157,245. The March quarter report showed an adjusted figure of \$18,504,975, for that December quarter. This was due to the major storms occurring at the end of December coinciding with the end of the reporting period. As a consequence, there was not sufficient time to investigate and settle payments. It should also be noted that SA Power Networks have three months to effect a GSL payment.

Customer service standards

Under the Essential Services Commission's (Commission) 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 percent answered within 30 seconds

128,019 calls **January to March**
Performance – **85.0 percent answered**

Responding to written enquiries

Target – respond to 95 percent within five business days

658 written enquiries **January to March**
Performance – **98.8 percent response**

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 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 - five Business days

Average Performance – 6.7 days

GSL Payments **\$135,875** (9,205 reported)

All other Areas

Target - 10 Business days

Average Performance – 4.3 days

GSL Payments **\$675** (1,371 reported)

Appointments

Timeliness of appointments with customers

Target – No more than 15 minutes late

GSL Payments **\$25** (7,829 appointments)

Promptness of new connections

Target – within six Business days

GSL Payments **\$12,675** (2,625 connections)

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.

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)



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

March 2017 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	3.2	-	11.2	15
Urban	32.3	29.7	34.5	-	96.5	120
Short Rural	79.7	81.0	50.5	-	211.1	220
Long Rural	77.1	108.9	51.7	-	237.7	300
Total State	45.9	49.5	39.4	-	134.8	-

For the March 2017 quarter, the normalised 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.

March 2017 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	-	0.08	0.15
Urban	0.33	0.31	0.30	-	0.94	1.30
Short Rural	0.50	0.56	0.38	-	1.44	1.85
Long Rural	0.41	0.5	0.29	-	1.23	1.95
Total State	0.37	0.37	0.32	-	1.06	-

For the March 2017 quarter, the outage frequency performance for each feeder type is within the range expected and is on target to meet the annual performance standard.

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.

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