



SA Power Networks' Performance December 2017 Quarter

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 written enquiries

Target – respond to 95 percent within five business days

214 written enquiries **October to December**
Performance – 94.0 percent response

Responding to phone calls

Target – 85 percent answered within 30 seconds

101,755 calls **October to December**
Performance – 88.0 percent answered

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 purpose of monitoring network reliability:

- ▶ CBD
 - ▶ Urban
 - ▶ Short Rural, and
 - ▶ Long Rural
- Highly interconnected
↓
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.

For the December 2017 quarter, the normalised outage duration performance for each feeder type is within the expected range and is on target to meet the annual performance standard, apart from the CBD feeder category, which has already exceeded the annual limits (37.8 minutes off, on average, compared to the annual target of 15).

SA Power Networks advised that the primary cause of the CBD interruptions is cable faults on the 11kV network, and has provided the Commission with an action plan to address the performance. The Commission will receive regular updates, the first of which is currently being reviewed.

The Commission is continuing to monitor SA Power Network' actions and is working with the Technical Regulator in doing so.

December 2017 Quarter USAIDI -
duration of interruptions in minutes

Feeder type	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Annual Limit
CBD	16.7	21.1	-	-	37.8	15
Urban	28.1	25.3	-	-	53.4	120
Short Rural	44.7	42.0	-	-	86.7	220
Long Rural	62.8	83.1	-	-	145.9	300
Total State	35.9	37.0	-	-	72.9	-

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 2017 Quarter USAIFI -
frequency of interruptions

Feeder type	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	Annual Limit
CBD	0.10	0.19	-	-	0.29	0.15
Urban	0.30	0.25	-	-	0.55	1.30
Short Rural	0.32	0.37	-	-	0.69	1.85
Long Rural	0.36	0.45	-	-	0.81	1.95
Total State	0.31	0.31	-	-	0.62	-

For the December 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, apart from the CBD feeder category, which has already exceeded the annual limits (0.29 average interruptions compared to the annual target of 0.15).

The Commission recognises that customers seeking to understand the levels of reliability they receive may be unaware of the type of network feeder they are on. Therefore, the Commission also continues to monitor reliability performance outcomes in the following seven geographic regions (refer Figure 1 on following page):

- ▶ **Adelaide Business Area, Major Metropolitan Area, Central, Eastern Hills/Fleurieu Peninsula, Upper North/Eyre Peninsula, South East and Kangaroo Island.**

There are no service standards currently set for these seven regions.

December 2017 Quarter USAIDI -
duration of interruptions in minutes

Region	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Adelaide Business	16.6	21.2	-	-	37.8
Major Metro	28.1	23.0	-	-	51.1
Central	29.5	37.9	-	-	67.4
Hills & Fleurieu	74.8	51.0			125.8
North & Eyre	64.9	178.9			243.8
South East	77.3	88.4			165.7
Kangaroo Island	54.2	58.0	-	-	112.2

December 2017 Quarter USAIFI -
frequency of interruptions in minutes

Region	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
Adelaide Business	0.11	0.18	-	-	0.29
Major Metro	0.29	0.25	-	-	0.54
Central	0.21	0.29	-	-	0.50
Hills & Fleurieu	0.49	0.39			0.88
North & Eyre	0.32	0.76			1.08
South East	0.47	0.63			1.10
Kangaroo Island	0.20	0.16	-	-	0.36

Guaranteed Service Level payments December 2017 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 to \$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	341	\$34,100
15-18 Hrs \$150	517	\$77,550
18-24 Hrs \$200	205	\$41,000
24-48 Hrs \$405	44	\$17,820
>48 Hrs \$605	8	\$4,840
Total	1,115	\$175,310

Street light repairs

Broken street lights, for which SA Power Networks is responsible, are subject to payments 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 pays the first person to report a 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 – 4.29 days
GSL Payments **\$34,700** (227 reported)

All other Areas

Target - 10 business days

Average Performance – 3.72 days
GSL Payments **\$300** (5 reported)

Appointments

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

GSL Payments **\$25** (9,568 appointments)

Promptness of new connections

Target – within six business days

GSL Payments **\$15,925** (3,264 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

Figure 1: South Australian electricity reliability performance regions

