



SA Power Networks' Performance March 2018 Quarter

Customer service outcomes

SA Power Networks is required to meet average annual response times for customer enquiries. While the requirements are annual, SA Power Networks provides quarterly reports, to give an indication of its progress in relation to those annual requirements.

Responding to written enquiries

Annual target: respond to 99 percent within five business days

January to March Outcome 965 written enquiries
99 percent

Responding to phone calls

Annual target: 85 percent answered within 30 seconds

January to March Outcome 95,170 calls
92.5 percent

Network reliability outcomes

Reliability of electricity supply, as measured by annual levels of supply interruptions, is a core aspect of network performance. The key distribution performance requirements set by the Commission relate to the:

- ▶ *duration* of unplanned interruptions, and
- ▶ *frequency* of unplanned interruptions.

These apply to normalised performance (excluding the effect of major weather events), so as to reveal trends in underlying performance over time. Again, while the requirements are annual, SA Power Networks provides quarterly performance reports.

Network categories

The distribution network is divided into four broad categories for the purpose of monitoring network reliability:

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

Duration of outages

The average annual duration of interruptions for each category is measured through the Unplanned System Average Interruption Duration Index (USAIDI).

That index shows the average length of time off supply that customers experienced during the relevant period (ie, it is not the actual results for each customer – it is the average result across the customer base).

USAIDI - March 2018 quarter (minutes) by category

| Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD | Annual target |
|--------------------|-------|-------|-------|-------|-------|---------------|
| CBD | 16.7 | 21.1 | 2.6 | - | 40.4 | 15 |
| Urban | 28.1 | 25.3 | 23.2 | - | 76.6 | 120 |
| Short Rural | 44.7 | 42.0 | 30.7 | - | 117.4 | 220 |
| Long Rural | 62.8 | 83.1 | 49.3 | - | 195.2 | 300 |
| Total State | 35.9 | 37.0 | 28.3 | - | 101.2 | - |

For the March 2018 quarter, the normalised outage duration performance for each category, other than the CBD, is within the expected range and is consistent with the annual target.

The CBD category has already exceeded the annual target, with 40.4 minutes off supply compared to the annual target of 15 minutes.

SA Power Networks has advised that the primary cause of the CBD interruptions is cable faults on the 11kV network, and has prepared and is putting into effect an action plan to address the performance outcomes. The Commission and the Technical regulator are monitoring and assessing the effectiveness of the plan.

Frequency of outages

The average annual duration of interruptions for each category is measured through the Unplanned System Average Frequency Index (USAIFI).

That index shows the number of times on average that customers experienced an electricity supply interruption during the relevant period (again, it is not the actual results for each customer – it is the average result across the customer base).

USAIFI - March 2018 quarter (number/customer) by category

| Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD | Annual target |
|--------------------|-------|-------|-------|-------|------|---------------|
| CBD | 0.10 | 0.19 | 0.06 | - | 0.35 | 0.15 |
| Urban | 0.30 | 0.25 | 0.30 | - | 0.85 | 1.30 |
| Short Rural | 0.32 | 0.37 | 0.26 | - | 0.95 | 1.85 |
| Long Rural | 0.36 | 0.45 | 0.33 | - | 1.14 | 1.95 |
| Total State | 0.31 | 0.31 | 0.28 | - | 0.90 | - |

For the March 2018 quarter, the outage frequency outcomes for each category, other than the CBD, are within the expected range and consistent with the annual target.

The CBD category has already exceeded the annual target, with 0.35 average interruptions per customer compared to the annual target of 0.15. As noted above, SA Power Networks has announced and is implementing an action plan to remediate the CBD outcomes and to bring them into conformity with the targets.

Regional outcomes – duration and frequency

Noting that customers may not be aware of the distribution network category to which they are connected, the Commission requires SA Power Networks to monitor and report on its reliability performance outcomes in 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.

Duration and frequency of outage outcomes for those regions are set out in the tables below.

USAIDI - March 2018 quarter (minutes) by region

| Region | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|-----------------------------|-------|-------|-------|-------|-------|
| Adelaide Business | 16.6 | 21.2 | 2.6 | - | 40.4 |
| Major Metro | 28.1 | 23.0 | 23.5 | - | 74.6 |
| Central | 29.5 | 37.9 | 33.2 | - | 100.6 |
| Hills & Fleurieu | 74.8 | 51.0 | 39.7 | | 165.5 |
| North & Eyre | 64.9 | 178.9 | 66.1 | | 309.9 |
| South East | 77.3 | 88.4 | 35.9 | | 201.6 |
| Kangaroo Island | 54.2 | 58.0 | 6.6 | - | 118.8 |

USAIFI - March 2018 quarter (number/customer) by region

| Region | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | YTD |
|-----------------------------|-------|-------|-------|-------|------|
| Adelaide Business | 0.11 | 0.18 | 0.05 | - | 0.34 |
| Major Metro | 0.29 | 0.25 | 0.29 | - | 0.83 |
| Central | 0.21 | 0.29 | 0.28 | - | 0.78 |
| Hills & Fleurieu | 0.49 | 0.39 | 0.24 | | 1.12 |
| North & Eyre | 0.32 | 0.76 | 0.30 | | 1.38 |
| South East | 0.47 | 0.63 | 0.38 | | 1.48 |
| Kangaroo Island | 0.20 | 0.16 | 0.05 | - | 0.41 |

Guaranteed Service Level payments

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 delivered on a particular service outcome. A summary of GSL outcomes to the end of March is set out below.

Long Interruptions

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

Payments and outcomes to the end of March for the different bands are set out in the table below.

| Duration band and payment | Number of payments | Total \$ |
|---------------------------|--------------------|------------------|
| 12-15 Hrs \$100 | 939 | \$93,900 |
| 15-18 Hrs \$150 | 943 | \$141,450 |
| 18-24 Hrs \$200 | 591 | \$118,185 |
| 24-48 Hrs \$405 | 230 | \$93,150 |
| >48 Hrs \$605 | 12 | \$7,260 |
| Total | 2,715 | \$453,945 |

Street light repairs

SA Power Networks is also responsible for repairing its streetlights within specified timeframes. If a customer reports a streetlight outage and SA Power Networks fails to repair it within the specified period, it must make a \$25 payment to that customer for each period for which that the light is not repaired.

For metropolitan and major regional centres through the State, the period is five business days from the first report; for all other parts of the State the period is 10 business days.

The outcomes to the end of March are as follows:

Metropolitan and major regional centres – 5 days

Avg. repair time 4.79 days
GSL payments \$40,825 (254 reported)

All other Areas – 10 days

Avg. repair time 3.57 days
GSL payments \$850 (8 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.

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

