



Electricity



SA Power Networks' Regulatory Performance March quarter 2019 – Fact sheet

SA Power Networks operates the major South Australian electricity distribution network, which covers an area of about 178,200 square km along a coastline of over 5,000 km.

The Commission establishes state-based customer service and reliability standards for SA Power Networks.

The purpose of this fact sheet is to provide an overview SA Power Networks' ongoing regulatory performance, covering the following areas:

- ▶ customer service
- ▶ network reliability, and
- ▶ guaranteed service levels.

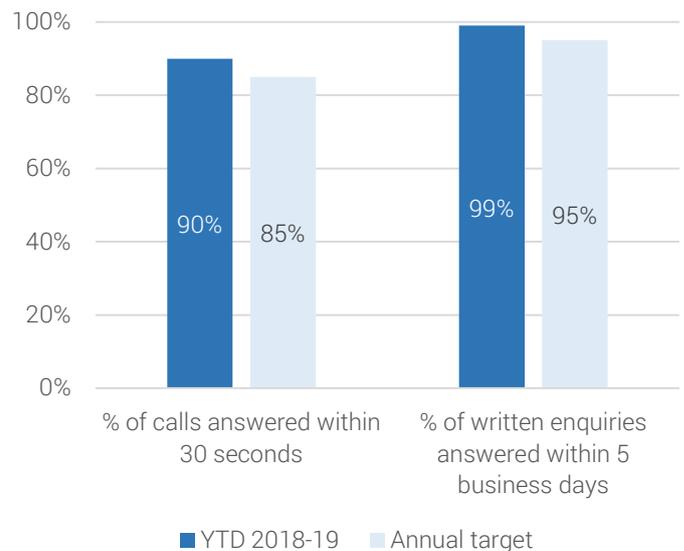
This fact sheet provides an overview of SA Power Network' performance from 1 July 2018 to 31 March 2019.

Customer service

SA Power Networks is required to meet annual service standard targets for responsiveness to telephone calls and written enquiries. In the nine months to 31 March 2019, SA Power Networks reported receiving approximately 310,000 telephone calls and 3,200 written enquiries.

Figure 1 summarises SA Power Networks' customer service performance against the annual targets.

Figure 1: SA Power Networks' year to date regulatory performance against customer service standards



Network reliability

To monitor network reliability, SA Power Networks measures the average annual duration (in minutes) of supply interruptions and average annual number of supply interruptions per customer.

SA Power Networks also separately monitors and reports on those reliability performance outcomes by geographical regions (refer Figures 6 and 7).

Duration of outages

Figure 2 shows the average length of time off supply that customers experienced during the nine-month period to 31 March 2019 (for example, it is not the actual results for each customer but the average result across the entire customer base).

The breakdown of outage duration by regions is shown in Figure 3.

Figure 2: SA Power Networks' year to date regulatory performance against reliability service standards (as measured by duration of interruptions), by feeder types

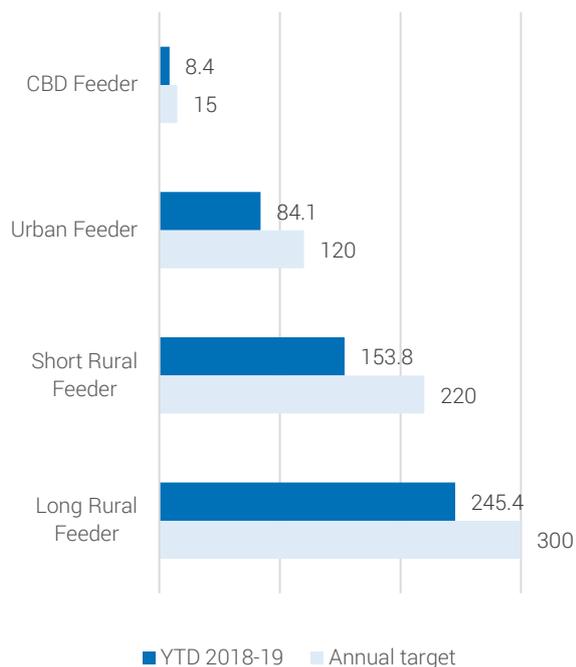
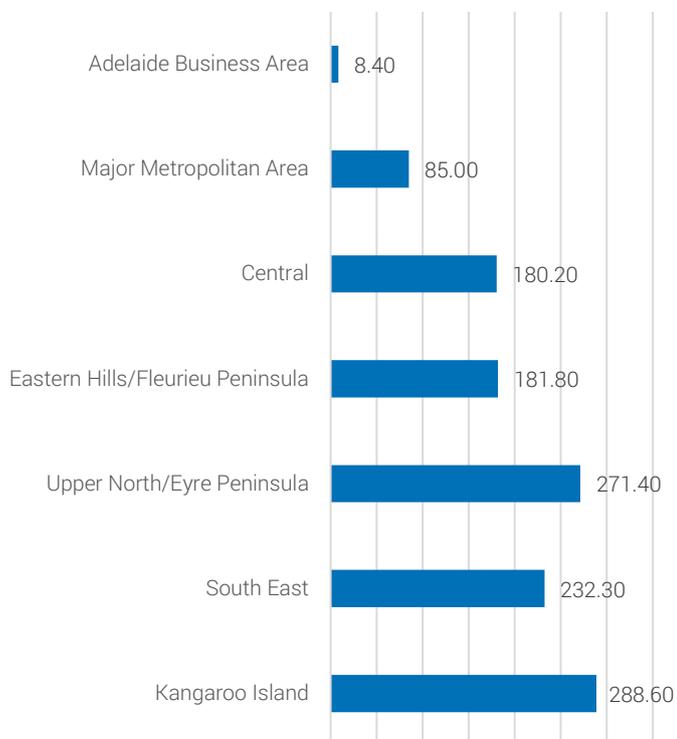


Figure 3: SA Power Networks' year to date regulatory performance (as measured by duration of interruptions), by regions



Frequency of outages

Figure 4 shows the number of times on average that customers experienced an electricity supply interruption during the nine-month period to 31 March 2019 (for example, it is not the actual results for each customer but the average result across the entire customer base).

The breakdown of outage frequency by regions is shown in Figure 5.

Figure 4: SA Power Networks' year to date regulatory performance against reliability service standards (as measured by frequency of interruptions), by feeder types

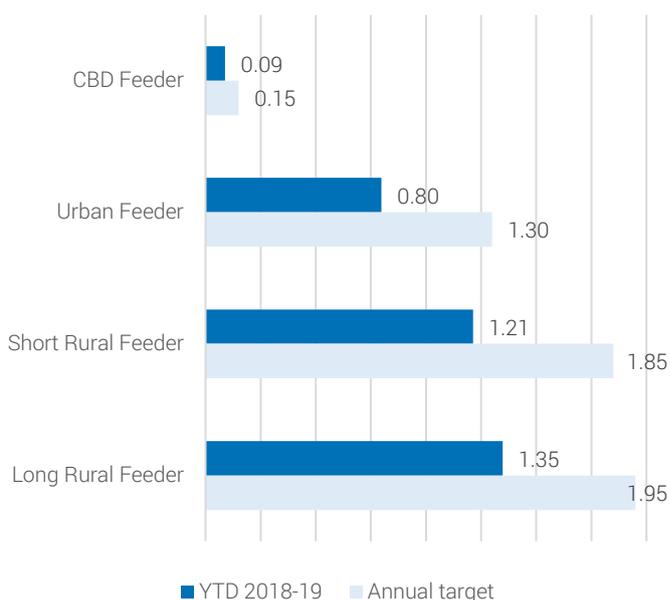
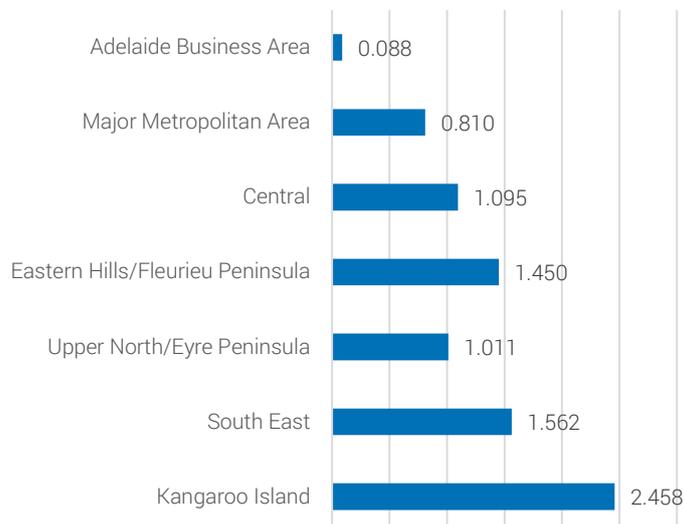


Figure 5: SA Power Networks' year to date regulatory performance (as measured by frequency of interruptions), by regions



Guaranteed Service Level payments

SA Power Networks makes Guaranteed Service Level payments in recognition of the inconvenience caused to customers where it has not delivered on a particular service outcome.

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.

Table 1 shows the number and amount of Guaranteed Service Level payments made for nine-month period to 31 March 2019.

Table 1: Guaranteed Service Level payments

Duration band and payment	No. of payments	Total amounts paid
12-15 Hrs (\$100)	10,408	\$1,040,800
15-18 Hrs (\$150)	8,706	\$1,305,900
18-24 Hrs (\$200)	5,072	\$1,014,400
24-48 Hrs (\$405)	1,351	\$547,155
>48 Hrs (\$605)	44	\$26,620
Total	25,581	\$3,934,875

Street light repairs

SA Power Networks is 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.

Table 2 shows the number and amount of street light repair payments made for nine-month period to 31 March 2019.

Table 2: Street light repair payments

Area	No. of payments	Total amounts paid
Metropolitan and major regional centres	1,016	\$124,035
All other areas	26	\$1,150
Total	1,042	\$125,185

Further information

Further information in relation to SA Power Networks' performance (for example, annual regulatory performance reports and time series performance data) can be found here:

<https://www.escosa.sa.gov.au/industry/electricity/regulatory-reporting/regulatory-performance-reports>.

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. For more information, visit www.escosa.sa.gov.au.

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Figure 6: South Australia's electricity reliability performance regions

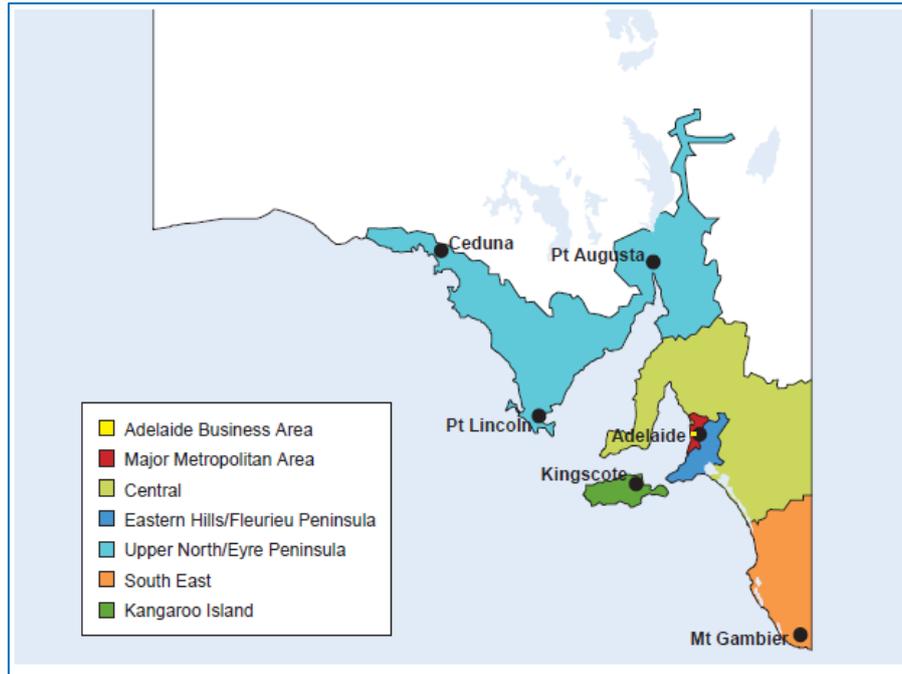


Figure 7: Map of the Adelaide Business Area

