



Gas



## Australian Gas Networks Regulatory Performance Report 2017-18

### Key messages

- ▶ Australian Gas Networks responded to the majority of reported leaks and emergencies in a timely manner.
- ▶ There were no significant, protracted interruptions to customers' supply on the gas distribution network during 2017-18.
- ▶ Of the 10,321 potential gas leaks reported by the public that were actual leaks, 99.9 percent were repaired within the timeframe specified in the Australian Gas Networks' Leakage Management Plan.

Australian Gas Networks is the monopoly service provider of reticulated natural gas distribution services in South Australia. The gas distribution network in South Australia comprises 8,279 km of gas mains, serving over 448,230 customers.

Under the Gas Distribution Code, Australian Gas Networks must comply with obligations relating to quality, safety and reliability of gas distribution (including maintaining gas pressure in the system and the capability of the distribution system).

Further information on Australian Gas Networks service performance measures and obligations can be found here <http://bit.ly/gas-regulatoryperformancereports>.

### Gas distribution performance by Australian Gas Networks was reliable

Although the Essential Services Commission (**Commission**) does not set service standards for Australian Gas Networks, the following three service performance measures are monitored.

### Responsiveness to the leaks and emergencies telephone number

Of the 14,598 calls to the leaks and emergencies telephone number, 93 percent were answered within 30 seconds.

### Responsiveness to public reporting of gas leaks

Of the 10,321 potential gas leaks reported by the public that were actual leaks, 99.9 percent were repaired within the timeframe specified in Australian Gas Networks' Leakage Management Plan.

### Customer interruptions

The Commission monitors unplanned supply interruptions, including the number of customers affected and the duration of the interruptions.

Australian Gas Networks reported 147 unplanned interruptions in 2017-18 where a gas supply interruption was not restored within 12 hours.

During the year, 19 customers were reported by Australian Gas Networks as having experienced two or more interruptions in the 12 month period ending June 2018, where the interruption was unplanned and caused by operator action, third party damage or asset condition.

### Further information

The complete time series performance data for Australian Gas Networks can be found here: <https://www.escosa.sa.gov.au/industry/electricity/regulatory-reporting/regulatory-performance-reports>

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Essential Services Commission

GPO Box 2605 ADELAIDE SA 5001

Telephone: (08) 8463 4444      E-mail: [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au)      Web: [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)