

UTILITY REGULATORS FORUM SERVICE QUALITY TEMPLATE

Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	1.273	80.663	244.222	n/a
	Distribution network – planned	0.000	14.525	30.762	n/a
	Distribution network – unplanned	1.273	66.139	213.460	n/a
	Normalised distribution network	1.273	80.444	202.681	n/a
SAIFI	Overall	0.015	1.018	2.396	n/a
	Distribution network – planned	0.000	0.052	0.112	n/a
	Distribution network – unplanned	0.015	0.966	2.284	n/a
	Normalised distribution network	0.015	1.016	2.327	n/a
CAIDI	Overall	86.985	79.270	101.932	n/a
	Distribution network – planned	0.000	279.33	274.66	n/a
	Distribution network – unplanned	86.975	68.466	93.458	n/a
	Normalised distribution network	86.975	79.186	87.110	n/a

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network	n/a	n/a	n/a	n/a

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints	1,499

Complaints by category	(%)
Low supply voltage	30.5
Voltage dips	35.7
Voltage swell	20.7
Voltage spike	2.5
Waveform distortion	0
TV or radio interference	8.9
Noise from appliances	1.7
Other	0

Likely cause of problem	(%)
Network equipment faulty	8.2
Network interference by NSP equipment	10.9
Network interference by another customer	3.8
Network limitation	31.4
Customer internal problem	13.3
No problem identified	23.0
Environmental	0.5
Other	8.9

Customer service

Timely provision of services		
Total number of connections provided	(#)	36,771 (new premises)
Number of new connections not provided on or before the agreed date	(#)	199

Timely repair of faulty street lights		
Average number of street lights 'out' during each month	(#)	900
Faulty street lights not repaired before the agreed date	(#)	69
Average number of days to repair faulty street lights	(#)	4
Total number of street lights	(#)	296,849

Call centre performance		
Total number of calls	(#)	2,694,085
Number of calls not answered within 30 seconds	(#)	562,965
Average waiting time before a call is answered	(secs)	21
Percentage of calls abandoned	(%)	3.00
Number of overload events	(#)	0

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	344
Technical quality of supply	(#)	1,499
Administrative process or customer service	(#)	8,905
Other	(#)	n/a
Total number of customer complaints	(#)	10,748

Business descriptors

Number of metered supply points

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
CBD	4081	n/a	n/a	n/a	n/a	n/a
Urban	859,811	n/a	n/a	n/a	n/a	n/a
Rural short	332,066	n/a	n/a	n/a	n/a	n/a
Rural long	n/a	n/a	n/a	n/a	n/a	n/a

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	n/a	n/a	n/a	n/a

Energy delivered (GWh)

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	n/a	n/a	n/a	n/a	n/a	n/a
Rural short	n/a	n/a	n/a	n/a	n/a	n/a
Rural long	n/a	n/a	n/a	n/a	n/a	n/a
Total	20,758	n/a	n/a	n/a	n/a	n/a

Line length (km)

Feeder Category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
CBD	122.9	121	1.9	n/a	93.6	29.3
Urban	19,259.8	8,776.8	10,483	n/a	7,116	12,143.8
Rural short	2,6018.4	3,937.8	22,080.6	n/a	14,706.4	11,312.0
Rural long	n/a	n/a	n/a	n/a	n/a	n/a

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Sub-transmission	524	8,155
Distribution	42,261	10,359

Distribution losses (%)	6.65	Number of poles (#)	612,638
Network service area (sq. km)	25,256	Peak demand (MW)	4,289