

## UTILITY REGULATORS FORUM SERVICE QUALITY TEMPLATE

### Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
<b>SAIDI</b>	Overall	4.051	89.081	245.510	n/a
	Distribution network – planned	0.073	14.548	37.127	n/a
	Distribution network – unplanned	3.978	70.172	204.996	n/a
	Normalised distribution network (unplanned)	3.978	64.833	180.689	n/a
<b>SAIFI</b>	Overall	0.035	1.117	2.757	n/a
	Distribution network – planned	0.007	0.049	0.129	n/a
	Distribution network – unplanned	0.028	1.002	2.577	n/a
	Normalised distribution network (unplanned)	0.028	0.945	2.377	n/a
<b>CAIDI</b>	Overall	116.081	79.750	89.050	n/a
	Distribution network – planned	10.429	296.898	287.806	n/a
	Distribution network – unplanned	142.589	70.032	79.548	n/a
	Normalised distribution network (unplanned)	142.589	68.634	76.006	n/a
<b>Momentary interruptions (optional)</b>		<b>CBD</b>	<b>Urban</b>	<b>Rural short</b>	<b>Rural long</b>
<b>MAIFI</b>	Distribution network	n/a	n/a	n/a	n/a

## Technical quality of supply

<b>Complaints</b>	<b>(#)</b>
Total number of technical QoS complaints	1,162

<b>Complaints by category</b>	<b>(%)</b>
Low supply voltage	30.9
Voltage dips	36.7
Voltage swell	19.8
Voltage spike	3.1
Waveform distortion	0
TV or radio interference	8.2
Noise from appliances	1.3
Other	0

<b>Likely cause of problem</b>	<b>(%)</b>
Network equipment faulty	5.6
Network interference by NSP equipment	7
Network interference by another customer	3.1
Network limitation	29.5
Customer internal problem	13.4
No problem identified	30
Environmental	0.4
Other	11

## Customer service

<b>Timely provision of services</b>		
Total number of connections provided (new premises)	(#)	40,888
Number of new connections not provided on or before the agreed date	(#)	4,411

<b>Timely repair of faulty street lights</b>		
Average number of street lights 'out' during each month	(#)	930
Faulty street lights not repaired before the agreed date	(#)	518
Average number of days to repair faulty street lights	(#)	3
Total number of street lights	(#)	306,892

<b>Call centre performance</b>		
Total number of calls	(#)	2,470,197
Number of calls not answered within 30 seconds	(#)	91,851
Average waiting time before a call is answered	(secs)	23
Percentage of calls abandoned	(%)	3.84
Number of overload events	(#)	0

<b>Customer complaints</b>		
Type of complaint:		
Reliability of supply	(#)	338
Technical quality of supply	(#)	1,127
Administrative process or customer service	(#)	11,248
Other	(#)	n/a
Total number of customer complaints	(#)	12,713

## 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	3,722	n/a	n/a	n/a	n/a	n/a
Urban	884,646	n/a	n/a	n/a	n/a	n/a
Rural short	341,077	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	20,920	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	118	118	0	4,861*	97	21
Urban	20,191	9,778	10,413		7,148	13,043
Rural short	26,179	3,845	22,334		15,255	10,924
Rural long	n/a	n/a	n/a	n/a	n/a	n/a

\*Total sub-transmission line length as sub-transmission lines are not categorized as CBD/Urban/Rural

### Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Sub-transmission	531	12,791
Distribution	43,420	11,137

Distribution losses (%)	5.74	Number of poles (#)	622,064
Network service area (sq. km)	25,064	Peak demand (MW)	4,142