

UTILITY REGULATORS FORUM SERVICE QUALITY TEMPLATE

Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	3.147	181.472	415.190	n/a
	Distribution network – planned	0.147	20.515	45.092	n/a
	Distribution network – unplanned	3.000	160.251	366.803	n/a
	Normalised distribution network	3.000	73.772	173.902	n/a
SAIFI	Overall	0.055	1.290	3.059	n/a
	Distribution network – planned	0.0003	0.073	0.158	n/a
	Distribution network – unplanned	0.055	1.188	2.834	n/a
	Normalised distribution network	0.055	0.999	2.378	n/a
CAIDI	Overall	56.732	140.699	135.710	n/a
	Distribution network – planned	566.000	280.471	284.816	n/a
	Distribution network – unplanned	54.336	134.840	129.449	n/a
	Normalised distribution network	54.336	73.883	73.126	n/a

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

Exclusion Events

Date	Event Description	ENERGEX SAIDI
16-Nov-08	Severe Storms	84.29325298
20-Nov-08	Severe Storms	10.27374767
3-Dec-08	Severe Storms	4.379125198
29-Dec-08	Severe Storms	4.127804275
20-May-09	Heavy rain & high winds	12.40840481

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints	1,185

Complaints by category	(%)
Low supply voltage	36.8
Voltage dips	32.4
Voltage swell	21.7
Voltage spike	2.5
Waveform distortion	0.3
TV or radio interference	5.2
Noise from appliances	1.1
Other	0

Likely cause of problem	(%)
Network equipment faulty	5.6
Network interference by NSP equipment	7.6
Network interference by another customer	2
Network limitation	33.8
Customer internal problem	8.7
No problem identified	30.6
Environmental	0.2
Other	11.5

Customer service

Timely provision of services		
Total number of connections provided	(#)	31,284
Number of new connections not provided on or before the agreed date	(#)	795

Timely repair of faulty street lights		
Average number of street lights 'out' during each month	(#)	839
Faulty street lights not repaired before the agreed date	(#)	181
Average number of days to repair faulty street lights	(#)	4
Total number of street lights	(#)	314,035

Call centre performance		
Total number of calls	(#)	877,962
Number of calls not answered within 30 seconds	(#)	90,675
Average waiting time before a call is answered	(secs)	24.36
Percentage of calls abandoned	(%)	4.06
Number of overload events	(#)	0

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	791
Technical quality of supply	(#)	1,185
Administrative process or customer service	(#)	12,684
Other	(#)	n/a
Total number of customer complaints	(#)	14,660

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	3,850	n/a	n/a	n/a	n/a	n/a
Urban	913,268	n/a	n/a	n/a	n/a	n/a
Rural short	339,456	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	21,855	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	128	128	0	4,961*	108	20
Urban	21,425	10,598	10,827		7,551	13,874
Rural short	25,847	3,985	21,862		15,393	10,454
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 categorised as CBD/Urban/Rural

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Sub-transmission	543	13,308
Distribution	44,613	11,997

Distribution losses (%)	5.66%	Number of poles (#)	630,259
Network service area (sq. km)	25,064	Peak demand (MW)	4,593