

Distribution quality of service reporting template

National Regulatory Reporting for Electricity Distribution and Retailing Businesses

Distributor: CitiPower Pty

Reporting period: 1 January – 31 December 2008

Notes:

1. Blank spaces indicate data not available.
2. All figures shown are based on information supplied by the distributor.

Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI (minutes)	Overall	13.16	56.35	no	No
	Distribution network – planned	2.79	4.64	rural short	rural long
	Distribution network – unplanned	10.37	51.7	feeders	feeders
	Normalised distribution network (unplanned)	10.35	23.88		
SAIFI (#)	Overall	0.177	0.625		
	Distribution network – planned	0.016	0.018		
	Distribution network – unplanned	0.161	0.607		
	Normalised distribution network (unplanned)	0.161	0.406		
CAIDI (minutes)	Overall	74.49	90.18		
	Distribution network – planned	176.57	257.7		
	Distribution network – unplanned	64.47	85.21		
	Normalised distribution network (unplanned)	64.37	58.81		

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network	0	0.202		

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Technical quality of supply

Complaints	(#)
Total number of technical Quality of Supply complaints	0

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

Likely cause of problem	(%)
Network equipment faulty	0
Network interference by NSP equipment	0
Network interference by another customer	0
Network limitation	0
Customer internal problem	0
No problem identified	0
Environmental	0
Other	0

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Customer service

Timely provision of services		
Total number of connections provided	(#)	74,121
Number not provided on or before the agreed date	(#)	8

Timely repair of faulty street lights		
Ave. number of street lights 'out' during each month	(#)	193
Faulty street lights not repaired before agreed date	(#)	73
Average number of days to repair faulty street light	(#)	4
Total number of street lights	(#)	51,899

Call centre performance		
Total number of calls	(#)	65,444
Number of calls not answered within 30 seconds	(#)	7,960
Average waiting time before a call is answered	(secs)	61
Percentage of calls abandoned	(%)	4
Number of overload events	(#)	0

Customer complaints		
Type of complaint		
Reliability of supply	(#)	3
Technical quality of supply	(#)	0
Administrative process or customer service	(#)	11
Other	(#)	14
Total number of customer complaints	(#)	8

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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	51,531	33,858	17,673	0	19	51,512
Urban	249,935	216,019	33,916	6	51	249,878
Rural short	0	0	0	0	0	0
Rural long	0	0	0	0	0	0
<i>Business overall</i>	301,466	249,877	51,589	6	70	301,390

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	748	1,830	0	0

Energy delivered (GWh)

Feeder category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
CBD	2,656	188	2,468	0	257	2,399
Urban	3,444	1,107	2,337	103	355	2,986
Rural short	0	0	0	0	0	0
Rural long	0	0	0	0	0	0
<i>Business overall</i>	6,100	1,295	4,805	103	612	5,385

Line length (km)

Feeder category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
CBD	1,101	984	117	143	545	413
Urban	5,344	1,402	3,943	173	1,209	3,962
Rural short	0	0	0	0	0	0
Rural long	0	0	0	0	0	0

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	103	2,525
Distribution	4,551	3,639

Distribution losses (%)	4.0	Number of poles (#)	52,297
Network service area (sq. km)	157	Peak demand (MW)	1,405