

Distribution quality of service reporting template

National Regulatory Reporting for Electricity Distribution and Retailing Businesses

Distributor: Jemena

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	No	120.6	199	No
	Distribution network – planned	CBD	9.2	25.6	rural long
	Distribution network – unplanned	feeders	111.4	173.4	Feeders
	Normalised distribution network (unplanned)		57.8	112.5	
SAIFI (#)	Overall		1.22	2.87	
	Distribution network – planned		0.04	0.09	
	Distribution network – unplanned		1.18	2.78	
	Normalised distribution network (unplanned)		0.35	1.48	
CAIDI (minutes)	Overall		98.9	69.4	
	Distribution network – planned		239.5	293.7	
	Distribution network – unplanned		94.3	62.4	
	Normalised distribution network (unplanned)		164.2	76.2	
Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network		0.63	1.63	

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Technical quality of supply

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

Complaints by category	(%)
Low supply voltage	31%
Voltage dips	6%
Voltage swell	0%
Voltage spike	0%
Waveform distortion	0%
TV or radio interference	0%
Noise from appliances	0%
Other	64%

Likely cause of problem	(%)
Network equipment faulty	10%
Network interference by NSP equipment	0%
Network interference by another customer	1%
Network limitation	47%
Customer internal problem	9%
No problem identified	0%
Environmental	0%
Other	32%

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Customer service

Timely provision of services		
Total number of connections provided	(#)	6,912
Number not provided on or before the agreed date	(#)	55

Timely repair of faulty street lights		
Ave. number of street lights 'out' during each month	(#)	274
Faulty street lights not repaired before agreed date	(#)	90
Average number of days to repair faulty street light	(#)	3
Total number of street lights	(#)	64,442

Call centre performance		
Total number of calls	(#)	122,714
Number of calls not answered within 30 seconds	(#)	32,979
Average waiting time before a call is answered	(secs)	65
Percentage of calls abandoned	(%)	26%
Number of overload events	(#)	2

Customer complaints		
Type of complaint		
Reliability of supply	(#)	48
Technical quality of supply	(#)	173
Administrative process or customer service	(#)	50
Other	(#)	160
Total number of customer complaints	(#)	431

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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	N/A	N/A	N/A	N/A	N/A	N/A
Urban	284948	256987	27961	4	86	284858
Rural short	14319	13553	766	0	1	14318
Rural long	N/A	N/A	N/A	N/A	N/A	N/A
<i>Business overall</i>	299267	270540	28727	4	87	299176

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	N/A	3561	52	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	unavailable	unavailable	unavailable	unavailable	unavailable	unavailable
Rural short	unavailable	unavailable	unavailable	unavailable	unavailable	unavailable
Rural long	N/A	N/A	N/A	N/A	N/A	N/A
<i>Business overall</i>	4,490	1,253	3,236	376	900	3,214

Line length (km)

Feeder category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	4949	3945	1003	270	1700	2978
Rural short	920	627	294	62	523	335
Rural long	N/A	N/A	N/A	N/A	N/A	N/A

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	59	1558
Distribution	5527	1989.9

Distribution losses (%)	3.9	Number of poles (#)	91,291
Network service area (sq. km)	950	Peak demand (MW)	950