

## Distribution quality of service reporting template

National Regulatory Reporting for Electricity Distribution and Retailing Businesses

### Distributor: Powercor

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	108.17	136.46	243.86
	Distribution network – planned	CBD	14.79	28.57	28.9
	Distribution network – unplanned	feeders	93.38	107.89	214.96
	Normalised distribution network (unplanned)		68.87	78.86	159.78
SAIFI (#)	Overall		1.46	1.59	2.36
	Distribution network – planned		0.07	0.13	0.21
	Distribution network – unplanned		1.4	1.46	2.14
	Normalised distribution network (unplanned)		1.14	1.16	1.76
CAIDI (minutes)	Overall		74.09	85.82	103.33
	Distribution network – planned		211.29	219.29	137.62
	Distribution network – unplanned		66.7	73.9	100.45
	Normalised distribution network (unplanned)		60.41	67.98	90.78

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network		1.51	2.95	5.98

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#### Technical quality of supply

<b>Complaints</b>	(#)
Total number of technical Quality of Supply complaints	9

<b>Complaints by category</b>	(%)
Low supply voltage	2
Voltage dips	3
Voltage swell	1
Voltage spike	0
Waveform distortion	0
TV or radio interference	1
Noise from appliances	0
Other	2

<b>Likely cause of problem</b>	(%)
Network equipment faulty	1
Network interference by NSP equipment	0
Network interference by another customer	0
Network limitation	1
Customer internal problem	2
No problem identified	1
Environmental	0
Other	4

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#### Customer service

Timely provision of services		
Total number of connections provided	(#)	120,403
Number not provided on or before the agreed date	(#)	28

Timely repair of faulty street lights		
Ave. number of street lights 'out' during each month	(#)	412
Faulty street lights not repaired before agreed date	(#)	74
Average number of days to repair faulty street light	(#)	2
Total number of street lights	(#)	137,114

Call centre performance		
Total number of calls	(#)	299,053
Number of calls not answered within 30 seconds	(#)	29,995
Average waiting time before a call is answered	(secs)	70
Percentage of calls abandoned	(%)	4
Number of overload events	(#)	0

Customer complaints		
Type of complaint		
Reliability of supply	(#)	31
Technical quality of supply	(#)	9
Administrative process or customer service	(#)	58
Other	(#)	86
Total number of customer complaints	(#)	184

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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	244,487	216,781	27,706	8	94	244,385
Rural short	240,530	212,994	27,536	0	41	240,489
Rural long	202,786	152,299	50,487	1	21	202,764
<i>Business overall</i>	687,803	582,074	105,729	9	156	687,638

##### Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
6,290	N/A	4,044	1,861	385

##### 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	3,809	1,107	2,702	1,015	1,308	1,486
Rural short	3,188	1,283	1,905	0	358	2,830
Rural long	3,513	1,132	2,381	30	182	3,301
<i>Business overall</i>	10,510	3,522	6,988	1,045	1,848	7,617

##### 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	2,775	461	2,314	N/A	2,775	N/A
Rural short	8,476	519	7,957	N/A	8,476	N/A
Rural long	45,533	260	45,273	N/A	45,533	N/A

##### Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	133	2,862
Distribution	79,414	5,534

Distribution losses (%)	6.80%	Number of poles (#)	483,955
Network service area (sq. km)	145,651	Peak demand (MW)	2,207