

Distribution quality of service reporting template

National Regulatory Reporting for Electricity Distribution and Retailing Businesses

Distributor: SP AusNet

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	245.3	439.98	434.32
	Distribution network – planned	CBD	39.35	74.61	89.97
	Distribution network – unplanned	feeders	205.95	365.37	344.35
	Normalised distribution network (unplanned)		135.57	216.32	143.34
SAIFI (#)	Overall		1.51	2.97	4.11
	Distribution network – planned		0.14	0.34	0.46
	Distribution network – unplanned		1.38	2.63	3.65
	Normalised distribution network (unplanned)		0.37	0.4	0.26
CAIDI (minutes)	Overall		162.26	148.2	105.66
	Distribution network – planned		291.23	218.69	194.76
	Distribution network – unplanned		149.6	139.05	94.38
	Normalised distribution network (unplanned)		368.01	545.99	544.66
Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network		2.45	6.01	9.4

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Technical quality of supply

Complaints	(#)
Total number of technical Quality of Supply complaints	22

Complaints by category	(%)
Low supply voltage	86%
Voltage dips	5%
Voltage swell	0%
Voltage spike	0%
Waveform distortion	0%
TV or radio interference	5%
Noise from appliances	0%
Other	5%

Likely cause of problem	(%)
Network equipment faulty	9%
Network interference by NSP equipment	0%
Network interference by another customer	0%
Network limitation	68%
Customer internal problem	9%
No problem identified	14%
Environmental	0%
Other	0%

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Customer service

Timely provision of services		
Total number of connections provided	(#)	13,470
Number not provided on or before the agreed date	(#)	234

Timely repair of faulty street lights		
Ave. number of street lights 'out' during each month	(#)	476
Faulty street lights not repaired before agreed date	(#)	11
Average number of days to repair faulty street light	(#)	1
Total number of street lights	(#)	116,942

Call centre performance		
Total number of calls	(#)	383,691
Number of calls not answered within 30 seconds	(#)	29,373
Average waiting time before a call is answered	(secs)	31
Percentage of calls abandoned	(%)	7
Number of overload events	(#)	0

Customer complaints		
Type of complaint		
Reliability of supply	(#)	181
Technical quality of supply	(#)	22
Administrative process or customer service	(#)	384
Other	(#)	110
Total number of customer complaints	(#)	778

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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	219,921	196,730	23,191	1	44	219,870
Rural short	262,043	236,117	25,926	12	38	261,982
Rural long	119,897	97,420	22,477	2	4	119,907
<i>Business overall</i>	601,861	530,267	71,594	15	86	601,760

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
0	N/A	0	0	0

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	2,984	1,052	1,932	4	380	2,599
Rural short	3,508	1,523	1,986	746	237	2,525
Rural long	1,393	720	673	105	45	1,243
<i>Business overall</i>	7,886	3,295	4,591	855	663	6,368

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	2,076	383	1,692	103	1,333	639
Rural short	15,454	2,853	12,601	769	9,929	4,757
Rural long	29,299	5,409	23,890	1,458	18,824	9,018

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	48	2,462
Distribution	57,820	4,700

Distribution losses (%)	5.20%	Number of poles (#)	320,995
Network service area (sq. km)	80000	Peak demand (MW)	1,558