

Distribution quality of service reporting template

National Regulatory Reporting for Electricity Distribution and Retailing Businesses

Distributor: United Energy

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	279.3	489.8	No
	Distribution network – planned	CBD	16.3	25.2	rural long
	Distribution network – unplanned	feeders	262.9	464.6	feeders
	Normalised distribution network (unplanned)		212.7	383	
SAIFI (#)	Overall		1.32	2.1	
	Distribution network – planned		0.05	0.09	
	Distribution network – unplanned		1.27	2.01	
	Normalised distribution network (unplanned)		0.4	0.5	
CAIDI (minutes)	Overall		218.7	78	
	Distribution network – planned		335	290.5	
	Distribution network – unplanned		207.1	230.8	
	Normalised distribution network (unplanned)		537.1	766.9	
Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network		1.05	2.25	

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Technical quality of supply

Complaints	(#)
Total number of technical Quality of Supply complaints	14

Complaints by category	(%)
Low supply voltage	57
Voltage dips	0
Voltage swell	0
Voltage spike	0
Waveform distortion	0
TV or radio interference	14
Noise from appliances	7
Other	22

Likely cause of problem	(%)
Network equipment faulty	7
Network interference by NSP equipment	0
Network interference by another customer	0
Network limitation	21
Customer internal problem	7
No problem identified	29
Environmental	0
Other	36

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Customer service

Timely provision of services		
Total number of connections provided	(#)	11,046
Number not provided on or before the agreed date	(#)	9

Timely repair of faulty street lights		
Ave. number of street lights 'out' during each month	(#)	750
Faulty street lights not repaired before agreed date	(#)	45
Average number of days to repair faulty street light	(#)	1
Total number of street lights	(#)	115154

Call centre performance		
Total number of calls	(#)	239,811
Number of calls not answered within 30 seconds	(#)	64,669
Average waiting time before a call is answered	(secs)	70
Percentage of calls abandoned	(%)	20
Number of overload events	(#)	2

Customer complaints		
Type of complaint		
Reliability of supply	(#)	148
Technical quality of supply	(#)	14
Administrative process or customer service	(#)	95
Other	(#)	205
Total number of customer complaints	(#)	462

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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	520305	465487	54818	1	73	520231
Rural short	96907	88028	8879	0	2	96905
Rural long	N/A	N/A	N/A	N/A	N/A	N/A
<i>Business overall</i>	617212	553515	63697	1	75	617136

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
7,589	N/A	7251	338	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	7153.3	2318.4	4834.9	27	808.7	6317.7
Rural short	755.3	443.7	311.6		28.9	726.4
Rural long	N/A	N/A	N/A	N/A	N/A	N/A
<i>Business overall</i>	7908.6	2762.1	5146.5	27	837.6	7044.1

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	9199	1821	7378	468	2955	5776
Rural short	3313	574	2739	176	1475	1662
Rural long	N/A	N/A	N/A	N/A	N/A	N/A

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	103	2901.5
Distribution	11661	3970

Distribution losses (%)	4.77%	Number of poles (#)	210288
Network service area (sq. km)	1472	Peak demand (MW)	1893