



Supporting  
document 0.11

# Ann Shaw Rungie Levels of Service Workshop report

2020-2025  
Regulatory Proposal  
November 2017



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## *Levels of Service Deep Dive Workshop*

*21 November 2017*

*Summary Report*



January 2018

17-018

## Table of Contents

|   | Page No   |
|---|-----------|
| <b>1. Introduction</b>                                    | <b>1</b>  |
| 1.1 Purpose of this report                                | 1         |
| <b>2. Overview of workshop</b>                            | <b>2</b>  |
| 2.1 What are Levels of Service?                           | 2         |
| 2.2 How are Levels of Service developed?                  | 2         |
| 2.3 SAPN Customer Consultative Panel and Reference Groups | 3         |
| <b>3. Presentation outlines</b>                           | <b>4</b>  |
| <b>4. Levels of Service discussion questions</b>          | <b>6</b>  |
| 4.1 Review of categories and priorities                   | 6         |
| 4.2 Review of performance measures                        | 8         |
| <b>5. Evaluation</b>                                      | <b>12</b> |

### ***Tables and figures***

- Figure 1: How Levels of Service are developed
- Figure 2: Categories, descriptions and performance measures
- Figure 3: Rating categories by importance
- Figure 4: Overall satisfaction rating

### ***Appendices***

- Appendix 1: Attendees
- Appendix 2: Workshop Overview and Background
- Appendix 3: SAPN Customer Consultative Framework
- Appendix 4: 2020-2025 Reset Engagement Program
- Appendix 5: Categories and Performance Measures

## 1. Introduction

SA Power Networks (SAPN) operates a distribution network that stretches across South Australia, comprising thousands of kilometres of powerline and hundreds of substations.

As part of the comprehensive, phased customer engagement program that is informing the development of its 2020-25 Regulatory Proposal, SAPN is holding a series of 'deep dive' workshops to explore some of the key components making up the Regulatory Proposal.

The deep dive workshops will share and discuss detailed information about SAPN's preliminary plans with consumer representatives and customers. This will enable SAPN to consider the feedback and views of consumer representatives as it continues to develop and refine its plans, and respond accordingly.

All members of SA Power Network's Customer Consultative Panel (CCP) and Reference Groups (RG) will be invited to attend all deep dive workshops, with anticipated attendance of between 10 -15 people at each workshop.

A number of workshops are proposed covering the following topics: Levels of Service, Tariff Structure Statement, CAPEX, OPEX and Future Networks topics.

The first of these workshops covering Levels of Service was held on 21 November 2017. Other deep dive workshops will be held in the first half of 2018.

### 1.1 Purpose of this report

This report summarises the presentations and discussions that took place at the Levels of Service workshop. The workshop was facilitated by independent facilitator Ann Shaw Rungie. SAPN presentations were provided by Doug Schmidt, General Manager Network Management and Steve Wachtel, Manager Network Asset Management.

A total of thirteen people attended from SAPN's reference groups and local government. Attendance at the workshop and apologies are listed in Appendix 1.

Section 2 provides an overview of the workshop, Section 3 outlines the presentations and Section 4 summarises the workshop discussions.

## 2. Overview of workshop

The workshop consisted of a number of sessions including an introduction and overview of the regulatory reset process and an explanation of the concept of Levels of Service and why they are important. Participants were provided with a workshop overview and background material paper. This is included in Appendix 2.

This was followed by discussions about the categories of the proposed Levels of Service, and consideration of priorities. The discussion then moved to whether there were any gaps in the draft Levels of Service, and consideration of how Levels of Service can be measured. These discussions are summarised in Section 4.

### 2.1 What are Levels of Service?

Levels of Service are the key business drivers that influence SAPN's asset management decisions. They describe what SAPN intends to deliver to customers. In effect they set the standards by which these promises can be measured.

As community expectations increase, developing defined Levels of Service provides guidance on what the community can expect in relation to service standards.

Well defined Levels of Service can be used to:

- Develop asset management strategies to deliver the required level of service
- Support targeted service delivery improvements
- Support asset management performance management, reporting and improvement
- Identify the costs and benefits of the services
- Help demonstrate value for money to customers
- Communicate and consult with customers and stakeholders

### 2.2 How are Levels of Service developed?

SAPN's draft Levels of Service document is derived from three major components

- SA Power Networks' Strategic Plan and corporate goals which identify the overall direction of the organisation and provide a framework for the Levels of Service
- The legislative and compliance requirements set by various regulations, including the Essential Service Commission of SA's (ESCOSA) Service Standard Framework.
- SAPN's understanding of current customer expectations.

Figure 1 on page 5 shows a graphic representation of this framework.

Having clear Levels of Service will provide guidance on what customers can expect in relation to the services SAPN provides.

Levels of Service should be developed in consultation with key stakeholders and customers to ensure:

- There is a collective understanding of what is important to customers
- Customers have a clear understanding of the trade-offs for the competing priorities
- Customer feedback informs network plans and expenditure
- SAPN has clear measures of its promises to customers

### **2.3 SAPN Customer Consultative Panel and Reference Groups**

SAPN has a consultative framework which consists of a Customer Consultative Panel (CCP) and four reference groups (RG). All CCP and RG members were invited to attend the Levels of Service workshop.

The CCP and Reference Group framework includes the following:

- Customer Consultative Panel (comprising a representative from each of the reference groups below, plus other consumer representatives)
- Renewables Reference Group (RRG)
- Community Reference Group (CRG)
- Business Reference Group (BRG)
- Arborist Reference Group (ARG)

Appendix 3 details the organisations which make up the membership of each of the Reference Groups.

### 3. Presentation outlines

The workshop was opened by Doug Schmidt, General Manager Network Management who introduced independent facilitator, Ann Shaw Rungie.

Ann welcomed the participants from SAPN's reference groups and various local government councils. Before asking participants to introduce themselves, Ann asked people to think about their preliminary expectations for the workshop. This led to a discussion about how expectations can influence input and results of discussions.

Jessica Vonthethoff, Manager Stakeholder Engagement, provided an overview of SAPN's Customer Engagement Program for the 2020–2025 Regulatory Proposal indicating how the Deep Dive workshops are included in the program. She stressed that the engagement program is not just for the regulatory proposal, but is part of SAPN's ongoing engagement. A copy of the overview diagram outlining the reset customer engagement program is included in Appendix 4.

Ann Shaw Rungie introduced the objectives for the workshop:

- Seek customer feedback and input into the draft Levels of Service
- Understand what customers value and expect from the services SA Power Networks provide
- Identify priorities for service delivery
- Help inform plans and network expenditure for the 2020-25 Regulatory Reset period and beyond

In this workshop, stakeholders considered the Levels of Service categories, performance measures and priorities.

Doug Schmidt, General Manager Network Management, set the scene for the workshop indicating that the only constant is change and the pace of change in the sector is increasing. Today many of SAPN's customers have different expectations and in future may want to use our assets differently. SAPN's challenge is to deliver energy services that customers' value by ensuring better asset management decision making, especially given that one third of SAPN expenditure is on asset management.

Steve Wachtel, Manager Network Asset Management outlined the concept of Levels of Service and why they are important.

Steve indicated that while SAPN was still new to seeking customer input in the development of Levels of Service, the concept was widely used in a range of organisations such as water utilities (for example, response to water quality complaints in regional areas within certain time frames) and in rail services (for example, the percentage of trains arriving within five minutes of published timetables).

He also discussed how Levels of Service are developed and how stakeholders can influence them.

The following figure illustrates the key building blocks that determine SAPN Levels of Service:

**Figure 1: How Levels of Service are developed**



Steve explained that Levels of Service provide customers with guidance as to what they can expect in terms of service standards, including the costs and benefits of services. They also enable SAPN to target service delivery improvements and manage asset management performance. He indicated that SAPN was very interested in hearing different points of view and exploring divergent thinking if necessary to ensure the Levels of Service framework is aligned to customer expectations.

## 4. Levels of Service discussion questions

In this workshop, stakeholders considered the Levels of Service categories and priorities and reviewed performance measures. This section provides a summary of those discussions.

### 4.1 Review of categories and priorities

The following categories are proposed by SAPN for the draft Levels of Service and discussion on each of them is detailed below.

- Safety
- Customer Experience
- Reliability and Quality
- Environment
- Aesthetics
- Multi Flow Grid
- Communication and Information
- Cost efficiency

The categories were introduced for discussion with a brief description and draft performance measures as shown in Figure 2.

**Figure 2: Levels of Service – categories, descriptions and performance measures**

| Category                             | Description   | Measures  |
|--------------------------------------|---|---|
| <b>Safety</b>                        | <i>The safe operation of the network</i>  | Measures relate to fatalities, injuries, and shocks related directly to the network asset   |
| <b>Customer Experience</b>           | <i>The services we provide to customers</i>   | Measures include customer satisfaction, connection times and response to customer inquiries   |
| <b>Reliability and Quality</b>       | <i>The reliability and quality of the supply we provide to the customers</i>                                  | Measures relate to the frequency and duration of outages and to voltage   |
| <b>Environment</b>                   | <i>The environmental impact the asset makes</i>   | Measures relate to environmental pollution, and carbon footprint  |
| <b>Aesthetics</b>                    | <i>The aesthetic impact the asset or our management of the asset makes</i>                                    | Measures relate to visual amenity   |
| <b>Multi flow grid</b>               | <i>The services we provide to enable the customer to trade consumption, demand and storage of electricity</i> | Measures cover the availability of information, complaints and the access to systems that enable the management of these outcomes   |
| <b>Information and Communication</b> | <i>The information we provide to our customers</i>  | Measures relate to information regarding planned and unplanned outages notifications  |
| <b>Cost Efficiency</b>               | <i>The delivery of a cost efficient service</i>   | Measures relate to how we compare with other network service providers regarding network costs and how much risk we reduce compared to the money we spend in reducing that risk |

Participants discussed these categories and whether there was any missing or needing to be clarified. In discussion of the categories it was suggested that Levels of Service should be different for different locations. For example, what is an acceptable level of reliability in Quorn is different to the Adelaide metropolitan area. Also what businesses need in some areas is becoming increasingly significant.

It was considered that there is some crossover between categories, for example, consideration of the type of customer may need to apply across a number of categories, not just *customer experience*. Levels of Service feed into people's perception of the SAPN brand, so it is important to be mindful of that. It was considered that customers do not understand the network and what SAPN does, or understand that it is not a retailer. The brand is not a trusted brand.

It was suggested that there is a problem with the word 'service'. People should at least have access to information, "no surprises" in order to make informed decisions i.e. potential for outages. There are gaps in standards covering people who go off the grid. Security of supply should be added to the *multi-flow grid* category. In discussing the *information and communication category*, co-ordination with local government and clearer two way flows of information with government agencies and business was identified.

It was suggested that the definition of *safety* was too narrow, and needed to include not only workers, but customers as well. It was queried whether *cost efficiency* was the right terminology because 'price' was not explicitly referenced.

#### 4.1.1 Rating the categories

Working individually, with red and green dots, participants then rated the categories they considered most important (green) and least important (red), as indicated in Figure 3 below.

**Figure 3: Rating categories by importance**



In reflecting on the outcomes of this exercise, people noted that although the multi-flow grid had not rated highly, it was considered to be an emerging issue and the green dots allocated might not reflect the importance. It was also considered that the low rating for cost efficiency didn't align with concerns about pricing, and on that basis the measure was insufficient and unclear. Environment was considered important, particularly in relation to vegetation management, which is not included in the performance measure.

## 4.2 Review of performance measures

Working in two groups using a worksheet which is included in Appendix 5, workshop participants discussed each of the categories and the draft performance measures. Their comments from the groups have been combined below.

### 4.2.1 Safety

The discussion on this topic included both customers and SAPN staff and contractors and the safety of the network. The issues covered safety of customers during adverse weather events and customer service linkages such as vulnerable customers, including those on life support. Bushfire mitigation strategies should be included as well as animal welfare.

There was concern to ensure that trees are trimmed on schedule and that SAPN is compliant with legislation, as there could be cost or safety implications.

The need for compliance on building sites was identified as an issue and education and training targets should be included in relation to high risk industries such as building. The *Look up and Live* program is important for farmers and the building industry. Some auditing of these measures could provide a layer of integrity.

### 4.2.2 Customer experience

The performance measures in this category are set by ESCOSA (the Essential Services Commission of South Australia). The Essential Services Commission reviews the jurisdictional service standards that apply to SA Power Networks every five years, prior to the commencement of a new price regulation period. The Commission's standards, established under the Electricity Act 1996, set the reliability performance requirements for SA Power Networks. The standards also set the customer service performance requirements. Therefore, these targets (highlighted in Appendix 5) were not reviewed in the Levels of Service workshop, the discussion focussed on what other measures could be included in the Levels of Service.

The discussion covered a range of different experiences customers have in dealing with SAPN. These ranged from approval processes and connection times to experience with various communication tools.

It was suggested that builders have great difficulty in dealing with the length of time SAPN takes to complete network studies required for connection quotes (65 days is too long). Given that there is a known end of year rush, it was suggested SAPN should allocate resources to ensure that demand is met. From the time a letter is lodged and then an invoice is issued for payment, only then can something be acted on. Percentage of customer connections delivered on time was considered to be a good measure.

It was noted that there is a big demand for Small Embedded Generators (SEGS) for the end of year rush.

Contractors are frustrated by the time taken with recorded messages before being able to speak to someone. While this may be acceptable for general customers, it is frustrating for contractors. It was suggested that satisfaction with the corporate website was low for contractors as it is difficult to find relevant documents.

Other performance measures suggested were length of time taken from ringing to connection with a person, levels of satisfaction with the corporate website, and co-ordination of works with Department of Planning, Transport and Infrastructure and other agencies.

### 4.2.3 Reliability and Quality

The performance measures for reliability are set by ESCOSA, except for the quality of supply measures relating to voltage, which are set by the office of the Technical Regulator (OTR). Therefore, these targets (highlighted in Appendix 5) were not reviewed in the Levels of Service workshop. Most of these standards relate to customer interruption of supply, whether planned or unplanned.

One measure suggested was to document how accurate the forecasts for weather related outages actually were. Another question was who is responsible for interruptions and who pays. Localised information is needed, not just state wide and generic information.

Voltage is an issue for renewables. An inverter has a control which will turn off once a certain voltage is reached. The new regulation is 253 volts, AS4777. For an area with lots of renewables like solar – how does SA Power Networks deal with this issue?

Customers want to export what they generate, and they need to have a measure of the voltage and when customers reach higher/close to the standard. Customers don't know when they are exporting and they won't know when they are export limited. If SAPN needs to build a bigger network to accommodate more and more solar, customers bear this cost. Stakeholders warned of the need to be mindful of the cost to customers.

Possible performance measures related to voltage include:

- What is the number of areas that experience a voltage-related outage? and
- What is the number of hours during which an outage takes place?

SAPN needs to collect data to enable visibility of customer voltage issues. There is a need to understand the number of areas out of voltage specification and the number of hours per day that they are out.

The community also needs to be educated about what they can do and how they can manage their systems. There was discussion about the extent to which this was the role of SAPN.

Customer complaints about the retailer – could this be considered as part of SAPN brand perception, is it damaging to the brand? SAPN could put together information to direct customers to retailers. This could be seen as the provision of a community service. SAPN could prepare a fact sheet to provide information to the public showing what it is responsible for, particularly relating to the metering changes on 1 December 2017.

Customer focus groups were suggested as a response after a weather event (What worked? What didn't?)

### 4.2.4 Environment

The discussion about performance measures under environment centred on green power and vegetation management. There is some cross over with vegetation clearance performance measures covered in the aesthetics category as well.

It was suggested that a measure be developed to indicate how much green power is transported over the network to enable green energy, as well as a measure to document line losses and demonstrate any reduction in losses.

Long term vegetation management requires collaboration between local government, SAPN and the community to deliver more sustainable outcomes. The Roadside Marker Scheme indicates native vegetation/ significant vegetation that is protected under legislation and therefore contractors need to ensure compliance when undertaking clearance.

To what extent do native vegetation protection issues and offsets need to be dealt with in managing line clearance? The question of whether there is baseline information about

vegetation was raised. It would be useful to identify poor quality tree stock for removal and/or replacement.

#### 4.2.5 Aesthetics

The discussion focussed on responses to vegetation clearance issues. It was suggested that options for tree removal or replacement should be provided. A performance measure could be developed to show how many people take up this option.

How does SAPN handle heritage trees or culturally significant trees? Alternative design solutions should be provided around high value trees.

It was suggested that SAPN should provide generic information to councils about their role in the electricity sector and particularly management of vegetation and other assets.

#### 4.2.6 Multi Flow Grid

The community need to be educated what they can do with their solar PV systems. The potential inability to export is an issue and SAPN need to educate the community about what is possible. Peer to peer trading was raised and could be considered. Reporting on the impact of exporting to the grid could be used as a measure. Data about customers and their exports which is available from solar providers, including builders and contractors, should be used.

The *Future Network* DVD was played during the introductory presentations to outline some of the questions that need to be considered as the system evolves.

[https://www.talkingpower.com.au/in-depth?tool=forum\\_topic#tool\\_tab](https://www.talkingpower.com.au/in-depth?tool=forum_topic#tool_tab)

It was suggested that SAPN could produce material clarifying its role, for example, in relation to metering contestability changes on 1 December 2017. Information could direct customers to retailers; this is really the provision of a community service. There is a need to make sure that people are directed to the right channels to deal with complaints, therefore protecting the brand and ensuring customers are provided with access to the right information and support.

Discussion was primarily about the need to provide customers with options in terms of load and what they could manage. Solar providers have customer information about inverters and want the opportunity to liaise with SAPN to help resolve the problems. The question is still what is a long term sustainable outcome?

#### 4.2.7 Communication and Information

SAPN's role is still unclear to the community and focus groups and forums with a range of customers are needed. Information about outages needs to be localised and targeted. Extent of customer knowledge about SAPN could be a measure.

Notifications to councils about vegetation management information are improving, but there are no choices with regard to vegetation removal and replacement. There could be a measure to show coverage / penetration of communication. Interaction with contractors and the response could be a measure.

#### 4.2.8 Cost efficiency

It was suggested that the community need information and reporting about cost savings and an understanding of how networks costs are passed on by retailers. It was indicated that SAPN can only control 25% of the bill, not the retailers and what they charge. Some capital spending could be used to reduce recurrent costs, for example, cut trees every three years and remove and replace, effectively spending to save money. Efficiency can be measured year to year, including measuring tree removals.

However, education costs are significant, and it is not realistic for this all to be done by SAPN, particularly given the role of the retailer. This could come from profit, not the regulated bucket.

Benchmarking internationally was discussed, possibly through Energy Networks Australia. It was not clear whether this was possible, given differences between circumstances in various countries.

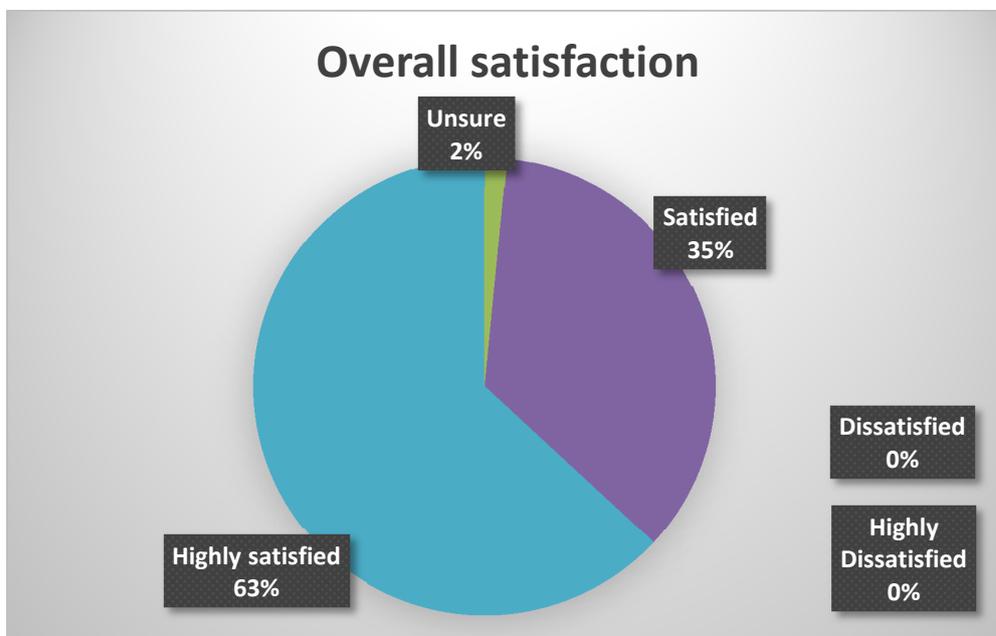
## 5. Evaluation

SAPN routinely ask workshop participants to evaluate their experience, including the clarity of information provided, the time allowed for effective participation, the range of topics discussed and the level of satisfaction with how their views were considered. The responses are combined to provide an overall satisfaction rating.

People felt that the information and presentations were well prepared and informative, with good discussion between the groups. They commented that new information on developing trends and issues was interesting, but because it was complex and each category potentially contained a lot of issues, more time for discussion would be valuable.

The overall satisfaction rating is shown in Figure 4 below, where 98.5% of participants were satisfied or highly satisfied.

**Figure 4: Overall satisfaction rating**



## Appendix 1: Attendees

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## Attendance and apologies

### Levels of Service Deep Dive Workshop 21 November 2017

| Attendance       |   |   |
|------------------|---|---|
| Brian Attwood    | Consumers SA                                | Business Reference Group                                |
| Elaine Attwood   | Consumers SA                                |   |
| Jenny Marwood    | Customer Representative                     | Customer Consultative Panel                             |
| Kelvin Trimper   | Customer Representative                     | Customer Consultative Panel<br>Arborist Reference Group |
| Kent Hopkins     | Housing Industry Association                | Business Reference Group                                |
| Matthew Curnow   | Energy Standing Committee                   | Renewables Reference Group                              |
| Nadia Moffatt    | Community Representative Disability Sector  | Community Reference Group                               |
| Tina Maiese      | Energy and Technical Regulation             | Renewables Reference Group                              |
| Debbie Wielgosz  | Energy Division, Dept of Premier & Cabinet  | Business Reference Group                                |
| Chris Lawry      | Urban Forest Officer                        | Mount Barker District Council                           |
| Damian Brennan   | Arboriculture & Horticulture Officer        | Adelaide Hills Council                                  |
| Steven Brooks    | Natural Resources Officer                   | Adelaide Hills Council                                  |
| Tony Wilson      | Senior Environmental Sustainability Officer | Rural City of Murray Bridge                             |
| Doug Schmidt     | General Manager Network Management          | SA Power Networks                                       |
| Steve Wachtel    | Manager Network Asset Management            | SA Power Networks                                       |
| Wayne Lissner    | A/General Manager Corporate Strategy        | SA Power Networks                                       |
| Brett Miller     | Reset 2020 Program Manager                  | SA Power Networks                                       |
| Jess Vonthethoff | Manager Stakeholder Engagement              | SA Power Networks                                       |
| Alex Lewis       | Stakeholder Engagement Lead                 | SA Power Networks                                       |
| Sarah Stephen    | Manager Strategic Asset Management          | SA Power Networks                                       |
| Sara Camarinha   | Project Manager                             | SA Power Networks                                       |
|                  |   |   |
| Apologies        |   |   |
| Allan Henderson  | Manager Parks                               | Port Pirie Regional Council                             |
| Peter Watton     | Trees for Life                              | Arborist Reference Group                                |
| Sharon Maslen    | The Salvation Army South Australia          | Community Reference Group                               |
|                  |   |   |
|                  |   |   |
|                  |   |   |
|                  |   |   |

## Appendix 2: Workshop Overview and Background

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## LEVELS OF SERVICE: WORKSHOP OVERVIEW AND BACKGROUND MATERIAL

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### Objectives

- Understand what our customers value and expect in relation to the services we provide
- Seek customer feedback and input into the draft levels of service
- Identify priorities and potential trade-offs for service delivery
- Help inform plans and network expenditure for the 2020-25 Regulatory Proposal

### Background Information

#### Context and environment

The external landscape and electricity industry is evolving at a rapid pace as SA Power Networks continues to provide an essential service to customers.

As a business, we face a number of challenges, including:

#### *Legislation and obligations*

As an electricity network distributor, we are required to comply with various Acts, regulations and guidelines that govern the electricity industry. These legislative requirements provide a minimum level of service in some categories.

#### *Technology*

Technology is changing at a rapid rate and the adoption of new network and 'customer-side' technology produces changes in demand, energy consumption, electricity flow, electricity quality and asset performance.

#### *Ageing Infrastructure*

Many of the distribution network assets were constructed in the 1960s and are reaching the end of their useful life. To address this, we aim to optimise investment in existing assets to maintain them to the standard required to comply with network performance obligations.

#### *Customer expectations*

Customer expectations with regard to the services we provide are changing.

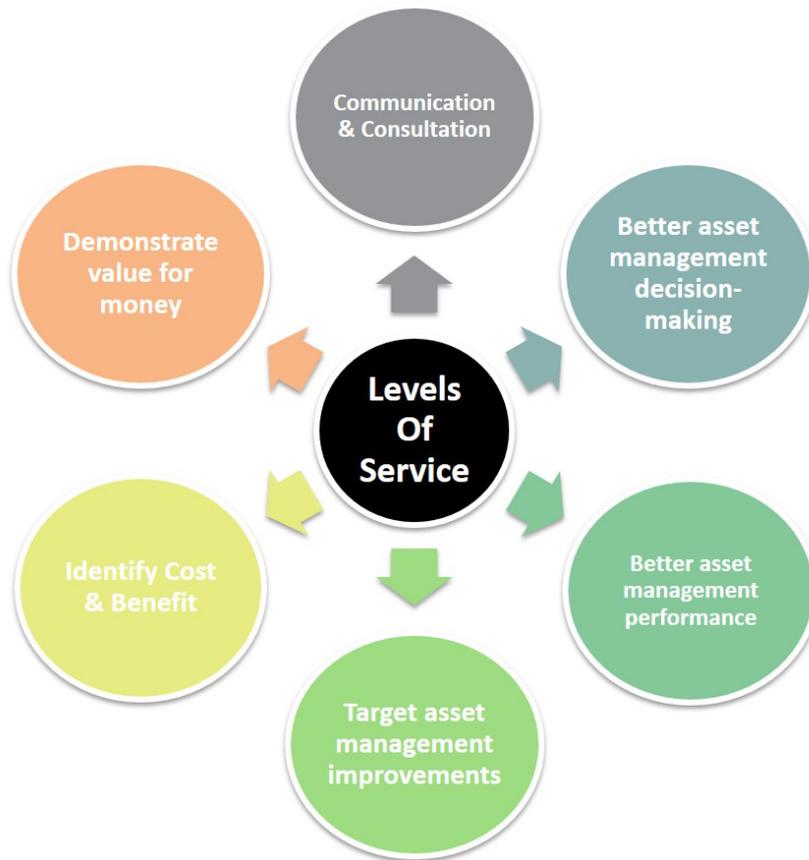
Decisions around asset management should strike the right balance between changing customer expectations, legislative requirements and business objectives.

### What are Levels of Service?

Levels of Service (LoS) describe the outputs we intend to deliver to our customers and stakeholders. They are the key business drivers that influence our asset management decisions.

LoS are used in a wide range of organisations, including local government, transport agencies (road, rail), and utilities (water, power) and provide customers with a clear expectation of the quality of service they can expect.

The following diagram illustrates some of the key benefits of having defined levels of service.



### **How can stakeholders influence our Levels of Service?**

Having clear levels of service will provide guidance on what customers can expect in relation to the services we provide.

Levels of service should be developed in consultation with key stakeholders and customers to ensure:

- There is a clear understanding of what is important to customers
- Customers have a clear understanding of the trade-offs for the competing priorities
- Customer feedback informs network plans and expenditure
- We have clear measures of our promises to our customers

In this workshop, stakeholders will consider LoS categories, performance measures and priorities.

### **What is the purpose of having defined Levels of Service?**

As community expectations increase, developing defined levels of service provides guidance on what the community can expect in relation to service standards.

Well defined levels of service can be used to:

- Communicate and consult with customers and stakeholders
- Develop asset management strategies to deliver the required level of service
- Support targeted service delivery improvements
- Support asset management performance management, reporting and improvement
- Identify the costs and benefits of the services
- Help demonstrate value for money to customers

Our draft Levels of Service document is derived from SA Power Networks' Strategic Plan, various

regulations, the Essential Service Commission of SA’s (ESCOSA) Service Standard Framework, and our view of current customer expectations.

The following figure illustrates the key building blocks that determine our levels of service:



### SA Power Networks’ draft Levels of Service

Our draft levels of service reflect *Strategic & Corporate Goals*, and *Compliance Requirements* (from the diagram above). *Customer expectations* will be explored through this workshop. Currently the draft LoS are grouped into 7 categories:

|                                      |  |   |
|--------------------------------------|--|---|
| <b>Safety</b>                        | The safe operation of the network  | Measures relate to fatalities, injuries, and shocks related directly to the network asset   |
| <b>Customer Experience</b>           | The services we provide to customers   | Measures include customer satisfaction, connection times and response to customer inquiries                                       |
| <b>Reliability and Quality</b>       | The reliability and quality of the supply we provide to the customers                                  | Measures relate to the frequency and duration of outages and to voltage   |
| <b>Environment and Aesthetics</b>    | The environmental impact the asset makes   | Measures relate to pollution, visual amenity and carbon footprint   |
| <b>Multi flow grid</b>               | The services we provide to enable the customer to trade consumption, demand and storage of electricity | Measures cover the availability of information, complaints and the access to systems that enable the management of these outcomes |
| <b>Information and Communication</b> | The information we provide to our customers  | Measures relate to information regarding planned and unplanned outages notifications  |
| <b>Cost Efficiency</b>               | The delivery of a cost-efficient service   | Measures relate to how we compare with other network service providers regarding network costs                                    |

The performance measures and targets in each category help set appropriate expectations with customers, regulators and other key stakeholders.

## Appendix 3: SAPN Customer Consultative Framework

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# Customer Consultative Panel and Reference Groups



## SA POWER NETWORKS' CUSTOMER CONSULTATIVE PANEL

CHAIR: Sue Filby (external)

### Other Stakeholders

- Energy Consumers Australia (ECA)
- Residential customers (metro and regional)
- Other stakeholder groups as required

## Reference Groups

### ARBORIST

Treenet  
Botanic Gardens SA  
Aboriculture Australia  
Trees for Life  
SA Tree Advisory Board  
Horticulture Media Assoc  
Community representative  
Local Govt Arborist Group  
Nurse industry  
representative

### RENEWABLES

Total Environment Centre  
Alternative Technology  
Association  
Living Energy Solutions  
Changing Weather  
Suntrix  
Energy Standing Committee  
The Energy Project  
Royal Development Australia  
Whyalla & Eyre Peninsula  
University of SA  
Conservation Council  
Sol Energy  
Community Representative  
EfficientSee Pty Ltd  
Citizens Own Renewable  
Energy Network Australia  
(CORENA)

### BUSINESS

Business SA  
Central Irrigation Trust  
Primary Producers SA  
Consumers SA  
Dept. State Development  
SA Produce Market  
SA Wine Industry Assoc.  
Urban Development Institute  
of Australia  
Office of the Small Business  
Commissioner  
Housing Industry Assoc.  
SACOME  
SA Dairy Farmers Assoc.  
Adelaide Airport  
Pharmacy Guild of Australia

### COMMUNITY

St Vincent de Paul Society  
SACOSS  
Uniting Communities  
Multicultural Communities  
Council of SA  
COTA SA  
SA Financial Counsellors  
Australian Refugee Assoc.  
Uniting Care Wesley Bowden  
Community Representative for  
Disability  
Salvation Army Australia SA  
Adelaide Hills Community  
Anti-poverty Network

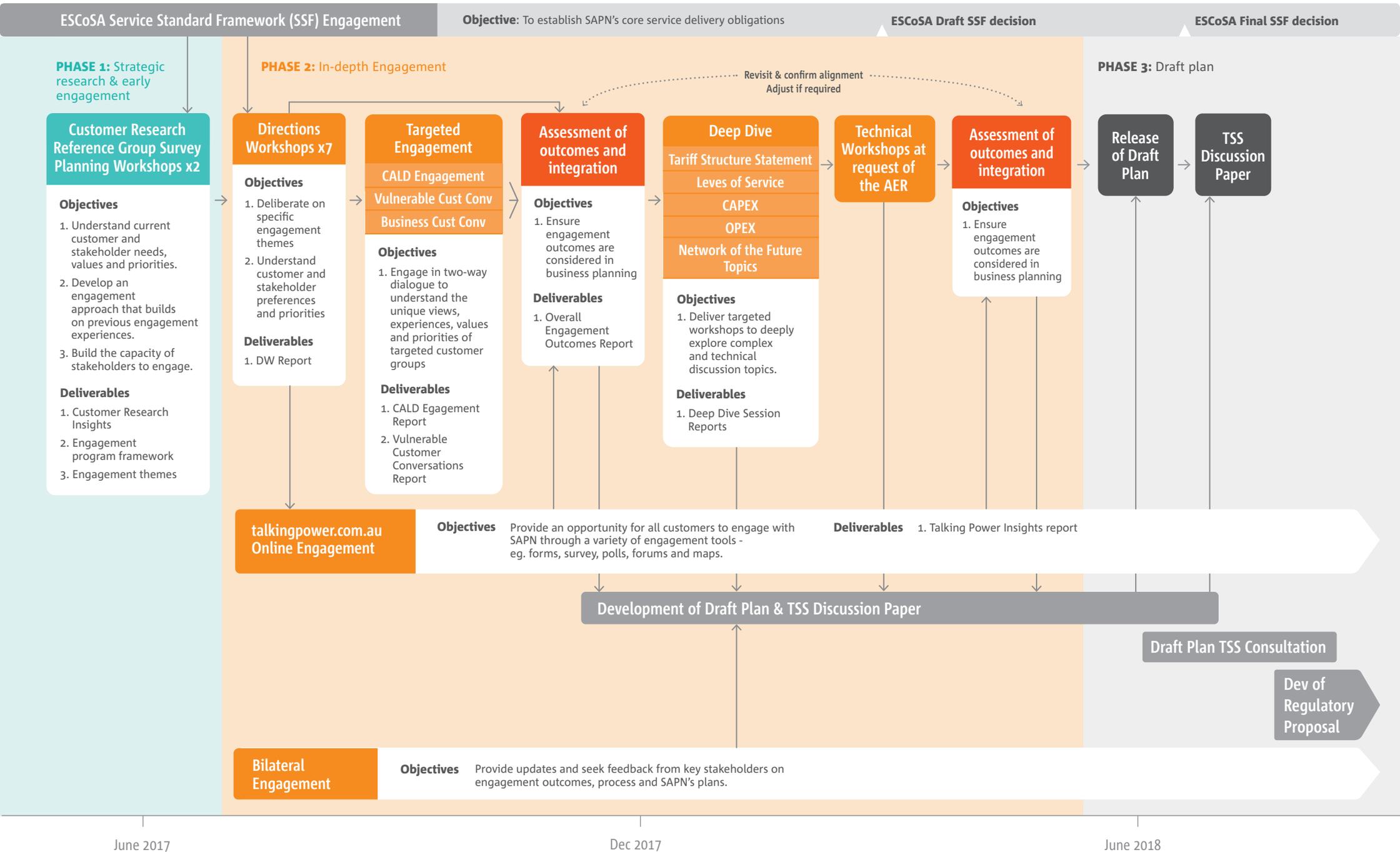
### ELECTRICITY ADVISORY

20 representative  
customers

## Appendix 4: 2020-2025 Reset Engagement Program

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# 2020-2025 Regulatory Reset Proposal Customer Engagement Program



## Appendix 5: Categories and Performance Measures

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## Levels of Service – Categories, Performance Measures and consultation

| SERVICE LEVEL STATEMENT  | PERFORMANCE MEASURE                          |   | HOW DO WE MEASURE?                                 |
|--|--|---|--|
| <b>Safety</b><br>We will provide safe network service  | Lost time injuries                           | Number of staff and contractors lost time injuries per year attributable to network assets                | Internal accident reporting system (CURA)          |
|  | Medical treatment injuries                   | Number of staff and contractor's medical treatment injuries per year attributable to network assets       | Internal accident reporting system (CURA)          |
|  | Injuries to public                           | Number of injuries to the public attributable to network assets   | Internal Public Claim Report                       |
|  | Fire starts                                  | Number of fire starts per 1,000km of powerline  | Internal Fire Start database                       |
|  | Shock reports                                | Number of shock reports per 1,000 km of powerline   | Internal system (SAP)                              |
|  | Customer damage claims                       | Number of customer damage claims per 1,000 km of powerline  | Internal systems                                   |
|  | Switching incidents                          | Switching incidents (number per 1,000 switching programs)   | Internal systems                                   |
| <b>Customer Experience</b><br>We will deliver energy services that enhance customer experience           | Customer satisfaction                        | Customer Combined Satisfaction Index  | Annual customer survey                             |
|  | Telephone call response                      | Response to telephone calls within 30 seconds   | Internal customer response system (Solidus)        |
|  | Written enquiries response                   | Response to written enquiries within 5 business days  | Internal customer inquiries response system (CARE) |
|  | Residential customer appointments            | Percentage of residential customer appointments on time (15 Minutes)                                      | Internal customer appointment system               |
|  | Residential customer connections             | Percentage of residential customer connections delivered to agreed date                                   | Internal customer appointment system               |
|  | Residential customer connections             | Number of working days taken to connect residential customers   | Not currently measured                             |
|  | Connection quotes                            | Percentage of connection quotes delivered on time (65 days)   | Internal customer appointment system               |
|  | Connection quotes                            | Number of working days taken to deliver connection quote (excludes major customers)                       | Not currently measured                             |
| <b>Reliability and Quality</b><br>We will deliver a reliable and quality network service                 | Customer interruptions                       | Average number of minutes per year that a customer is without electricity for all unplanned interruptions | Internal outage management system                  |
|  | Customer interruptions                       | Average number of times per year that a customer is without electricity for all unplanned interruptions   | Internal outage management system                  |
|  | Customer interruptions                       | Average number of minutes per year that a customer is without electricity for all planned interruptions   | Internal outage management system                  |
|  | Customer interruptions                       | Average number of times per year that a customer is without electricity for all planned interruptions     | Internal outage management system                  |
|  | Customer interruptions                       | Reliability Guaranteed Service Level Payments for Customers - Duration (\$M)                              | Payments made to customers                         |
|  | Customer interruptions                       | Reliability Guaranteed Service Level Payments for Customers - Frequency (\$M)                             | Payments made to customers                         |
|  | Voltage enquiries                            | Number of legitimate voltage enquires per month   | Complaints held in our system (SAP)                |
|  | Voltage compliance                           | Percentage of time voltage is compliant with Australian Standard Voltage                                  | Field samples and complaints                       |
| <b>Environment</b><br>We will provide environmentally sustainable network service                        | Oil spills                                   | Number of oil spills per year   | Internal incident reporting system                 |
|  | Greenhouse gas emissions                     | Quantity of greenhouse gas (SF6) emissions reduction attributable to network assets (kg)                  | Gas (SF6) losses in assets                         |
|  | EPA compliance                               | Percentage Compliance with EPA licenses   | EPA licence based on EPA compliance report         |
| <b>Aesthetics</b><br>We will provide an aesthetically pleasing service                                   | Length of undergrounding                     | Percentage of underground cable length to overhead powerlines length                                      | Analysis of completed projects for the year        |
|  | Customer satisfaction (vegetation clearance) | Percentage of customers satisfied with vegetation clearance   | Vegetation clearance surveys                       |
| <b>Multi Flow Grid</b><br>We will provide a network service that enables customers to trade their energy | Customer complaints                          | Number of confirmed customer complaints per month of small embedded generators (<30kw) unable to export   | Analysis of embedded generators complaints         |
| <b>Communication and Information</b><br>We will communicate and make information available               | Customer notification                        | Percentage of customers accurately notified of planned interruptions                                      | Internal outage management system                  |
|  | Customer notification                        | Percentage of customers notified of accurate rectification times of un-planned interruptions              | Internal outage management system                  |
| <b>Cost Efficiency</b><br>We will continuously seek out and deliver network service cost efficiencies    | Efficiency                                   | Relative performance efficiency rank compared to other Australian Distributors                            | Benchmarking information to AER                    |
|  | Capital spend                                | Ratio of capital spend to risk reduction  | Total capital spent and risk reduction             |

### Notes:

1. ESCOSA Service Levels Standards engagement (shaded)