

2009-10 Electricity Standards of Service: Summary of Power and Water Corporation Service Performance

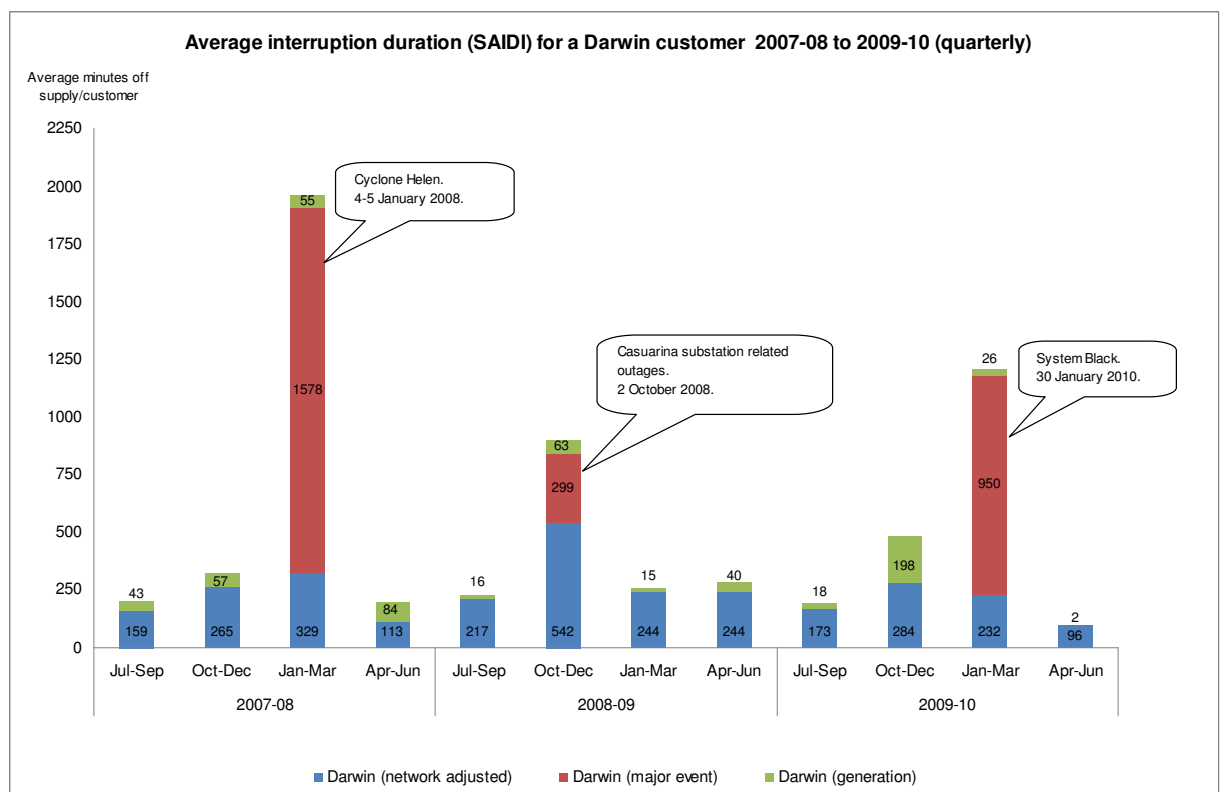
- This paper provides a summary of the Power and Water Corporation (PWC) 2009-10 Standards of Service: Key Service Performance Indicators Report, which covers:
 - network and generation reliability performance, and network feeder performance; and
 - customer service performance, such as network reconnections/new connections, the time taken to answer telephone calls, and customer complaints about quality of supply and service (e.g. billing).

Reliability performance

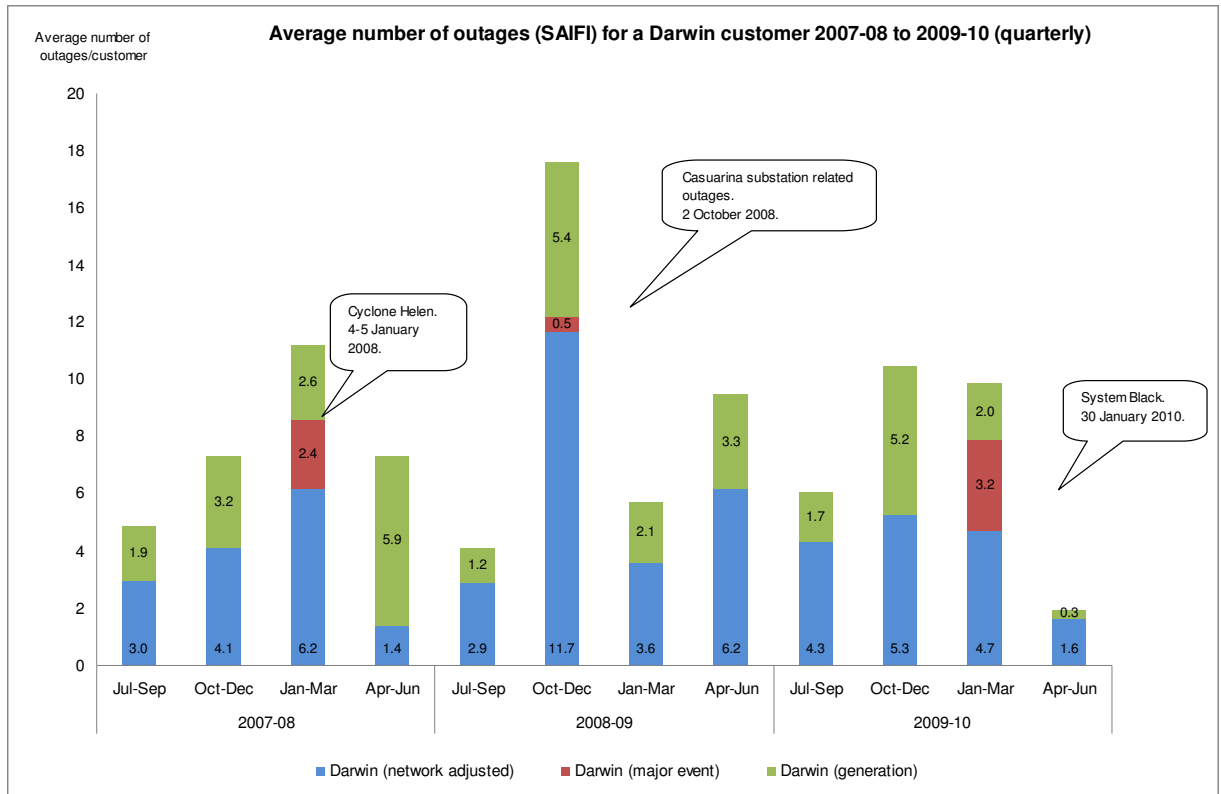
- Reliability performance is measured by calculating:
 - the system average interruption duration index (SAIDI), which indicates the average duration of network and generation related outages experienced by a customer; and
 - the system average interruption frequency index (SAIFI), which indicates the average number of network and generation related outages experienced by a customer.

Darwin region reliability performance

- SAIDI performance in 2009-10 was 494.9 minutes, being 61.2 minutes due to generation, 196.2 minutes due to networks and 237.6 minutes due to a major event (when a lightning strike to the two transmission lines from the Channel Island power station on 30 January 2010 led to the Darwin-Katherine system black).

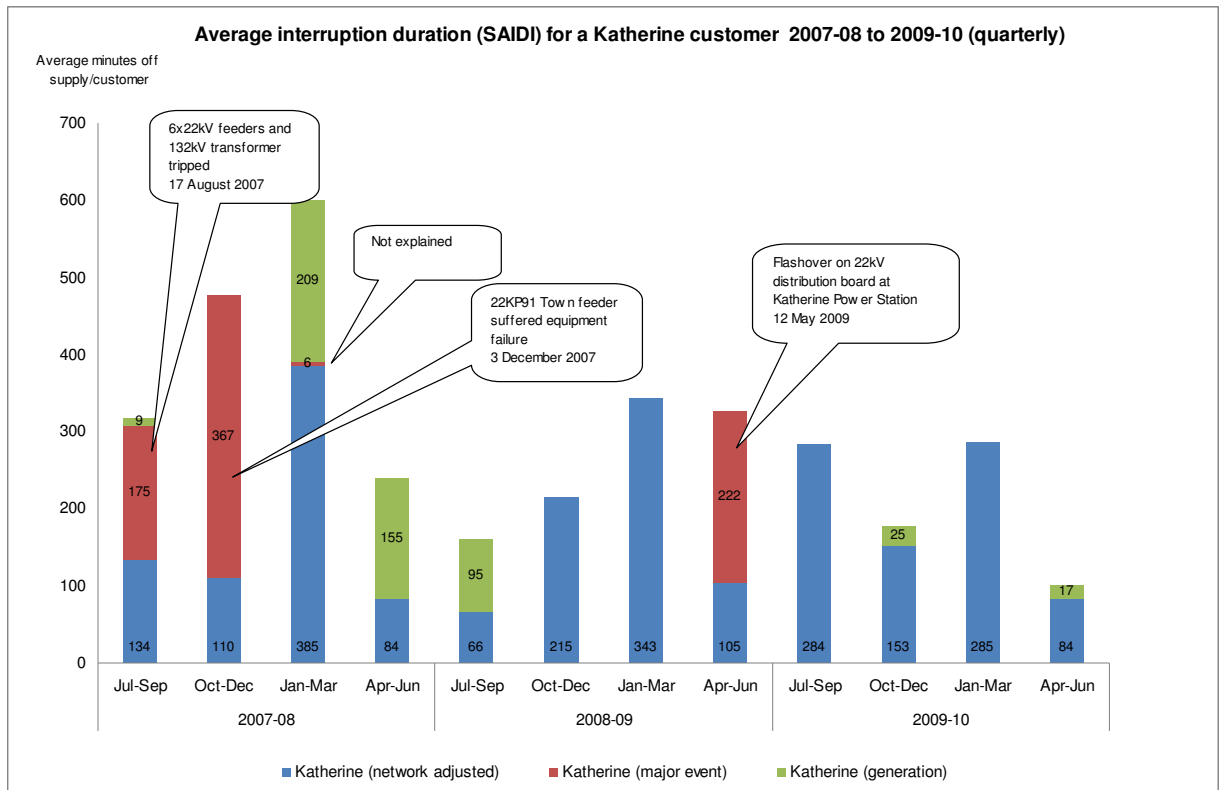


4. SAIFI performance in 2009-10 was 7.1 outages, being 2.3 outages due to generation, 4.0 outages due to networks and 0.8 outages due to the system black.

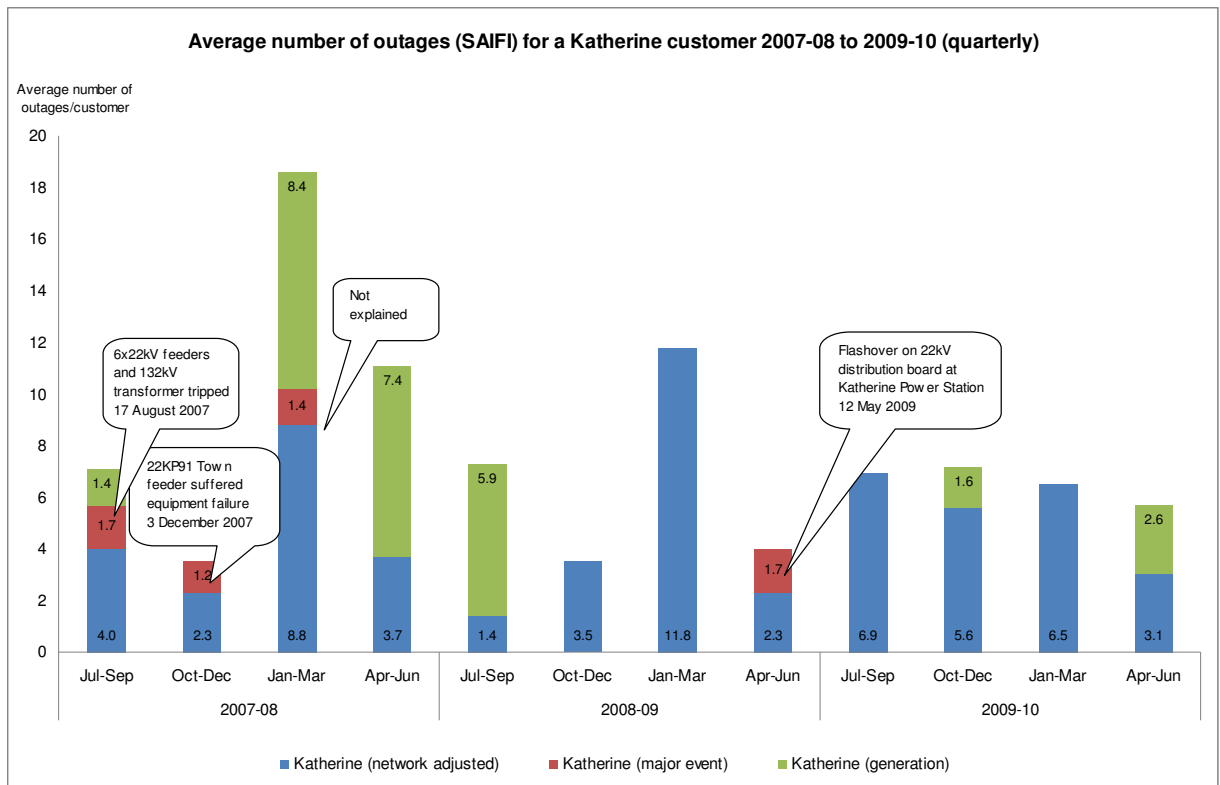


Katherine region reliability performance

5. SAIDI performance in 2009-10 was 211.9 minutes, being 10.4 minutes due to generation and 201.5 minutes due to networks.

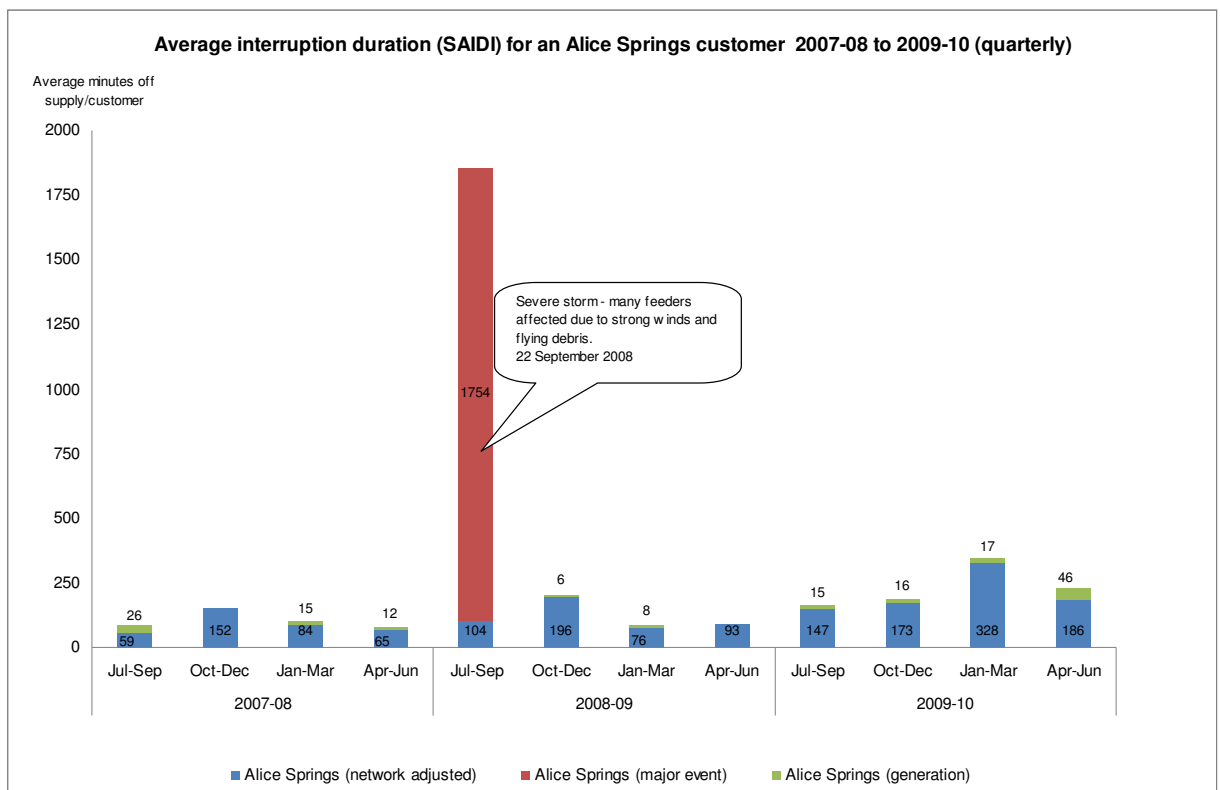


6. SAIFI performance in 2009-10 was 6.6 outages, being 1.0 outages due to generation and 5.5 outages due to networks.

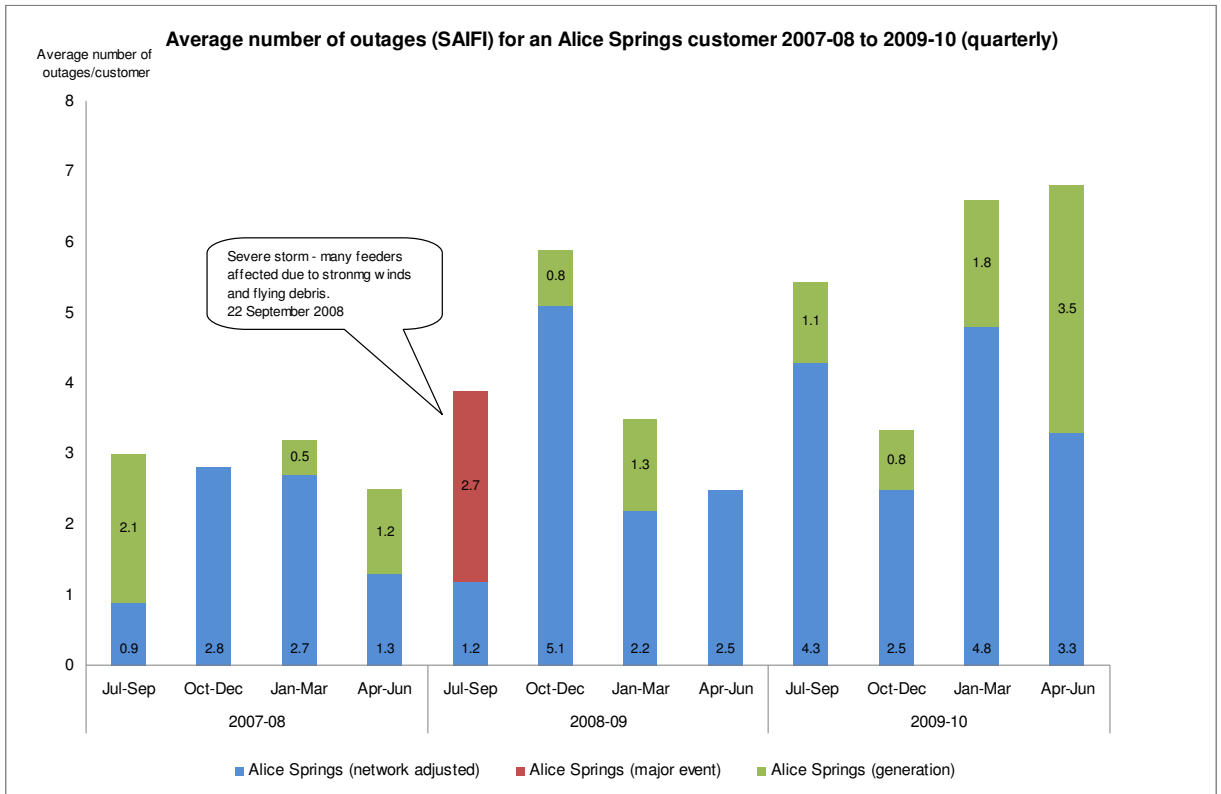


Alice Springs region reliability performance

7. SAIDI performance in 2009-10 was 231.9 minutes, being 23.4 minutes due to generation and 208.5 minutes due to networks.

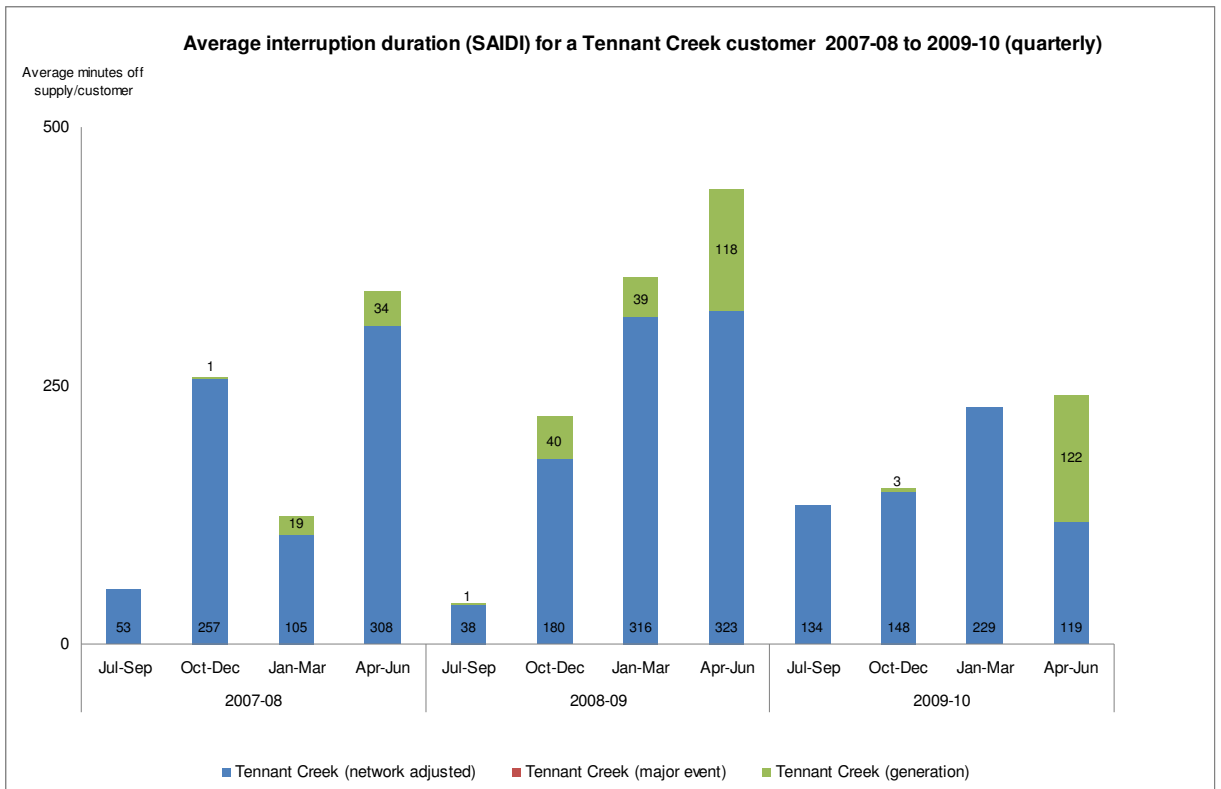


8. SAIFI performance in 2009-10 was 5.5 outages, 1.8 outages due to generation and 3.7 outages due to networks.

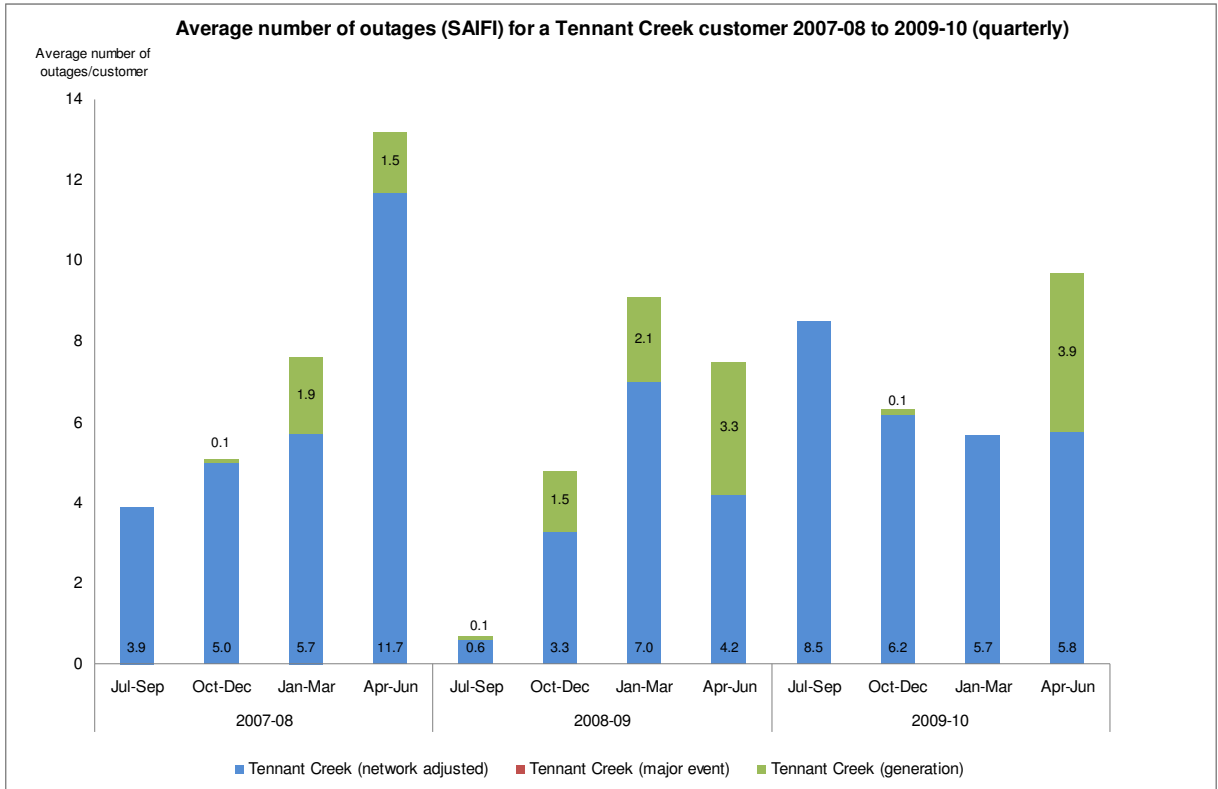


Tennant Creek reliability performance

9. SAIDI performance in 2009-10 was 188.7 minutes, being 31.2 minutes due to generation and 157.5 minutes due to networks.



10. SAIFI performance in 2009-10 was 7.6 outages, being 1.0 outages due to generation and 6.5 outages due to networks.



Distribution network feeder performance

Interconnected (urban) feeder performance

11. There were 7 interconnected feeders in Darwin (4) and Alice Springs (3) that experienced more than 15 interruptions in 2009-10.
12. There were 15 interconnected feeders in Darwin (11) and Alice Springs (4) that experienced more than 1500 minutes off supply in 2009-10.

Radial (rural) feeder performance

13. There were 5 radial feeders in Darwin (3), Katherine (1) and Tennant Creek (1) that experienced more than 27 interruptions in 2009-10.
14. There were 8 radial feeders in Darwin (6), Katherine (1) and Tennant Creek (1) that experienced more than 2500 minutes off supply in 2009-10.

Customer service performance

15. Customer service performance outcomes in 2009-10:
 - Quality of electricity supply – 1284 complaints were made by customers about voltage events.
 - New connections – 99.5 per cent of new connections to the network occurred within 24 hours of a request.
 - Telephone call response time – 63.3 per cent of telephone calls were answered within 20 seconds of the customer choosing to speak to an operator.

- Complaints – 2477 complaints were made by customers about PWC's service performance.