

Alcan Gove Pty Ltd (Alcan Gove) holds a section 87 [exemption](#) under the [Electricity Reform Act 2000](#), which allows it to operate in the Territory's electricity supply industry, including the operation of an electricity network in the township of Nhulunbuy. Alcan Gove's exemption was varied by the Utilities Commission on 4 August 2020 to include, among other changes, [guaranteed service levels](#) under the [Electricity Industry Performance Code](#), which are shown in Table 1.

[Guaranteed service levels](#) provide payments to eligible customers when performance does not meet the defined standard of service. Guaranteed service level payments are not intended to be compensation, but rather a recognition of poor service. Guaranteed service levels provide an incentive for a network provider to improve service to its worst served customers.

Alcan Gove is required to report to the Commission on its [guaranteed service level](#) performance by 31 October each year, for the preceding financial year. The Commission published the first [Township of Nhulunbuy Guaranteed Service Level Report](#) on 28 February 2022, with this being the third report.

The Commission previously noted that 2020-21 was a shortened reporting period (6 December 2020 - 30 June 2021), due to the need to implement systems to capture relevant data. Alcan Gove's reporting in 2021-22 and 2022-23 relates to the entire reporting period. Due to the shortened reporting period in 2020-21, comparisons with this reporting period do not provide an accurate representation of performance trends.

Performance

Alcan Gove reported that it met all of its [guaranteed service levels](#) in 2022-23 and were not required to make payments to customers. Notably, guaranteed service levels exclude planned interruptions, which require at least 2 business days' notice prior to commencement of the planned interruption (or maintenance) occurring.

The most impacted customers in 2022-23 experienced eight unplanned outages and 16 hours without power, which is an improvement from 13 unplanned outages and 22 hours without power for the most impacted customers in 2021-22. The longest duration outage in 2022-23 was just under 5 hours, which again, compares well with the longest duration outage in 2021-22 of 7 hours.

[Guaranteed service level](#) payments, alongside the full list of guaranteed service levels over the last three reporting periods are shown in Table 1.

The [Electricity Industry Performance Code](#) permits Alcan Gove to exclude certain non-network performance-related unplanned outages (or events) from its [guaranteed service level](#) payment obligations and reporting. Accordingly, unplanned interruptions to customers' electricity supply included under Alcan Gove's guaranteed service level reporting, as shown in Table 1, may not reflect all interruptions experienced by customers over the last three years.

While improved, the Commission considers that when compared with other Territory networks, performance in Nhulunbuy was poor during 2022-23, with a long duration of customer interruptions in Nhulunbuy over the financial year.

Table 1: Alcan Gove guaranteed service level performance in the township of Nhulunbuy, 2020-21 to 2022-23

Guaranteed service levels	2020-21 ¹		2021-22		2022-23	
	Customers impacted	Total payment (\$) ²	Customers impacted	Total payment (\$) ²	Customers impacted	Total payment (\$) ²
Duration of a single interruption:						
More than 12 hours and less than 20 hours	0	0	0	0	0	0
More than 20 hours	0	0	0	0	0	0
Frequency of interruptions:						
More than 12 interruptions in a financial year	0	0	56	3,440	0	0
Cumulative duration of interruptions:						
More than 40 hours of interruptions in a financial year	0	0	0	0	0	0
Time for establishing a connection:						
Re-connection of an existing premises – within 24 hours of receipt by the network entity of a valid request for re-connection from the small customer	0	0	1	38	0	0
New connection of a customer’s premises (excluding connections requiring network extension or augmentation) – within 5 business days of receipt by the network entity of a valid electrical certificate of compliance from the small customer, or as otherwise agreed with the customer	0	0	0	0	0	0
Time for giving notice of planned interruptions:						
At least 2 business days’ notice prior to the commencement of the day upon which the planned interruption will occur	0	0	41	1,572	0	0
Keeping appointments:						
Within 30 minutes of the time agreed with the small customer	0	0	0	0	0	0
Total guaranteed service level payments:	0	0	98	5,051	0	0

¹ Shortened reporting period of 6 December 2020 - 30 June 2021.

² Guaranteed service level total payments are rounded to nearest dollar.