

Power and Water Networks - Quality of Service Report

for the year ending 30 June 2004

Jurisdiction: Northern Territory
Utility: Power and Water Corporation
Business Unit: Power and Water Networks
Contact: Regulatory Affairs and Economic Analysis
 Manager: Darren Nelson, Ph: (08) 8924 7922
Period of Report: 1 July 2003 - 30 June 2004
Coverage: NT Consolidated Regulated Networks; All affected customers; 132kV Line and below

Reliability of Supply

Sustained interruptions		Feeder category				OR
Indicator	Data set	CBD	Urban	Rural short	Rural long	Total
SAIDI	Overall					138.94
	Distribution network - planned					25.12
	Distribution network - unplanned					113.87
	Normalised distribution network*					
SAIFI	Overall					3.00
	Distribution network - planned					0.20
	Distribution network - unplanned					2.81
	Normalised distribution network*					
CAIDI	Overall					46.26
	Distribution network - planned					126.68
	Distribution network - unplanned					40.57
	Normalised distribution network*					
MAIFI	Distribution Network					

* The normalised measure for interruptions has not been provided as excluded events were not readily available.

Technical quality of supply

Complaints	Number #
Total number of technical QOS complaints	97
Complaints by category (%)	
Low supply voltage	
Voltage dips	
Voltage swell	
Voltage spike	
Waveform distortion	
TV or radio interference	
Noise from appliances	
Other	
Likely cause of problem (%)	
Network equipment faulty	
Network interference by NSP equipment	
Network interference by another customer	
Network limitation	
Customer internal problem	
No problem identified	
Environmental	
Other	

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Customer service

Timely provision of services	Number #
Total number of new connections provided	988
Number not provided on or before agreed date	40
Total number of re-connections provided	22,375
Number not provided on or before agreed date	641
Timely repair of faulty street lights*	Number #
Average no. of street lights 'out' during each month	805
Faulty street lights not repaired before agreed date	58 (21 for Lights; 37 for Banks)
Average number of days to repair faulty street light	
Total number of street lights	13,485
Call centre performance**	
Total number of calls (#)	12,911
Number of calls not answered within 20 seconds (#)	7,992
Average waiting time before a call is answered (secs)	48 seconds
Percentage of calls abandoned (%)	5.28%
Number of overload events (#)	
Customer complaints***	Number #
Type of complaint	
Reliability of supply	1903
Technical quality of supply	97
Administrative process or customer service	
Other	2831
Total number of customer complaints	4,831

* Streetlight data is provided for the Darwin Urban and Rural areas only.

** Power Retail is the first point of contact for Power and Water and has a dedicated call centre. Retail staff log various calls related to Power Networks.

*** Complaints data is only available for the Darwin-Katherine region (includes suburbs, townships and surrounding rural areas, and excludes Jabiru).

Please note the complaints data includes the reporting of faults by customers.

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Business descriptors

Number of metered supply points						
Feeder category	Total no.	By type of customer		By supply voltage		
		Residential	Non-residential	ST	HV	LV
CBD						
Urban						
Rural short						
Rural long						
OR Total	68,679	57,020	11,659			

Number of unmetered supply points (optional)					OR
	CBD	Urban	Rural short	Rural long	Total
Total number					

Energy delivered (GWh)						
Feeder category	Total GWh	By type of customer		By supply voltage		
		Residential	Non-residential	ST	HV	LV
CBD						
Urban						
Rural short						
Rural long						
OR Total	1,606.57	502.47	1104.10			

Line length (km)						
Feeder category	Total km	By type		By supply voltage		
		Underground	Overhead	ST	HV	LV
CBD						
Urban						
Rural short						
Rural long						
OR Total	8,479	2,252	6,227	340	4,398	3,741

Number and total capacity of transformers		
	Number (#)	Capacity (MVA)
Subtransmission		
Distribution	507	867

Other	
Distribution losses (%)	5.3%
Network service area (sq. km)	
Number of poles (#)	36,618
Peak demand (MW) - Darwin/Katherine System	226.7
Peak demand (MW) - Tennant Creek System	7.0
Peak demand (MW) - Alice Springs System	54.6