

# Projects on the Go

## March 2020

Activities of OTTER  
prepared for the  
OTTER Customer Consultative Committee

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Office of the Tasmanian Economic Regulator

Level 3, 21 Murray Street, Hobart TAS 7000

GPO Box 770, Hobart TAS 7001

Phone: (03) 6166 4422

# OTTER Customer Consultative Committee

## Projects on the Go

Meeting 1/2020

Thursday 12 March 2019

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## 1. Water and Sewerage

### a. TasWater quarterly capital expenditure update (Q2, 2019-20).

TasWater reports that the following projects were completed during the second quarter of 2019-20:

- Margate water main upgrade (Stage 2). This projects supports demand growth in the Margate area through the addition of a duplicate main;
- Glen Dhu stormwater management improvements. A stormwater pipeline was diverted to prevent overflowing to the Glen Dhu school; and
- King Island treated water supply. A new water treatment plant at Currie with connecting pipeline to Grassy which will improve water quality and prevent risk of non-compliant water.

TasWater has flagged the following project for completion during the third quarter of 2019-20:

- St Marys reuse upgrade. Installation of two new pivot irrigators and upgrade of a third to conform with relevant standards. Further upgrades and rectifications including fencing the reuse zone. This project will improved state-wide compliance levels and remove one to the top 20 environmental harm sites.

TasWater's capital works register currently lists 38 projects and 18 programs with 23 projects added and seven projects deferred during the second quarter of 2019-20.

### b. Next pricing investigation - status update

Preparatory work has commenced in relation to the upcoming investigation. Most notably:

- TasWater has engaged external consultants, Marsden Jacob, to assist with the preparation of its proposed Price and Service Plan (proposed PSP). OTTER has attended several informal meetings with TasWater and one with Marsden Jacob to discuss issues relevant to the investigation.
- TasWater's customer engagement activities are continuing as it prepares its proposed PSP.
- TasWater has invited OTTER and other interested parties to a public forum on 16 March 2020 to discuss its developer charges policy.
- As has occurred in previous investigations, the Regulator will be engaging an external consultant to review TasWater's operating and capital expenditure as part of the investigation.

TasWater is required to lodge its proposed PSP by 30 June 2020 with the Regulator commencing its investigation in July 2020.

### c. Water restrictions

The Regulator sought an explanation from TasWater in relation to the reasons for the recent imposition of water restrictions across most of Tasmania.

In response TasWater advised that restrictions have been imposed due to:

- a reduction in TasWater's water supply following several years of increased temperatures and reduced rainfall;
- increased demand for water in the Hobart region and from Tasmanian Irrigation; and

- TasWater’s infrastructure not operating at capacity because of maintenance, operational and safety issues.

d. 2018-19 State of the Industry Report

OTTER has been finalising preparation of the Regulator’s Tasmanian Water and Sewerage State of the Industry Report for 2018-19. As with previous reports, contributions have been provided by public health (Department of Health), environment (Environment Protection Authority Tasmania), water (Department of Primary Industries, Parks, Water and Environment - DPIPWE) and dam safety (DPIPWE).

The Report is being prepared using the same structure and format as the 2017-18 report. It will focus on key performance outcomes during the year and priorities for improving performance. Unlike in previous years, the report will cover important matters since June 2019, especially if they may have a bearing on the forthcoming price investigation.

The Report is expected to be published in early April 2020 and OTTER is also preparing a fact sheet to accompany the Report.

## 2. Energy

a. 2020 Network Reliability Review

Every three years, the Regulator has a statutory obligation to review the reliability of the Tasmanian electricity network. The Regulator released its most recent report from its review on 13 February 2020.

The Report’s objective is to present the Regulator’s findings from its review of the performance of the Tasmanian electricity network in terms of reliability and to identify and analyse issues that may impact on reliability, in the short and medium term.

The report addresses a number of issues, including:

- the reliability and power quality performance of the transmission and distribution networks on mainland Tasmania;
- the reliability of the distribution network on the Bass Strait Islands and quality of supply on the islands;
- the management of power quality in respect to voltage, fault levels and frequency (inertia) in the mainland Tasmania power system in response to increased amounts of non-synchronous generation (for example, large-scale wind farms); and
- the growth of wind generation in the State and the increasing amounts of distributed energy resources (for example, solar PV);

## b. 2018-19 Energy in Tasmania Report

The Regulator published its annual performance report for Tasmania's energy sector, the 2018-19 Energy in Tasmania Report, on 17 February 2020.

The Regulator, noted that total on-island generation increased by 1.5 per cent in 2018-19, with hydro generation output increasing by 5.5 per cent and wind generation increasing by 2.4 per cent. Thermal generation output from the Tamar Valley Power Station decreased by 43.3 per cent compared to 2017-18.

The number of customers connecting solar PV systems to the network increased by around 2 000, bringing the total number of solar PV customers to over 31 000. Despite this growth, distributed generation provided less than one per cent of Tasmania's total electricity generation in 2018-19.

The Regulator also noted that the number of electricity customers increased by 1.6 per cent during 2018-19. However, electricity consumption through the National Electricity Market decreased by over one per cent. This small decrease is likely to be due to changes in consumption by large industrial customers, customers continuing to install more energy efficient appliances and weather-related factors. The continued growth in distributed generation systems is also likely to have contributed as electricity consumed on-site from these systems is not recorded as electricity consumption through the National Electricity Market.

In 2018-19, an additional retailer offered products to residential customers in Tasmania, increasing the total number of electricity retailers in mainland Tasmania to five.

Tasmania continued to be a net exporter of electricity via Basslink during 2018-19, with exports at significantly higher levels than in 2017-18.

TasNetworks transmission and distribution networks in mainland Tasmania generally performed well during 2018-19. Compared to earlier years, fewer communities in mainland Tasmania received electricity network services that failed to meet the standards in the Tasmanian Electricity Code.

Similarly, the State's natural gas transmission and distribution network performed well, including the transmission pipeline linking Tasmania with Victoria, with no major reliability issues in 2018-19.

The Report is available on the Regulator's website:

<https://www.economicregulator.tas.gov.au/electricity/reports/performance-reporting/performance-reports>

## c. Typical Electricity Customers Report 2020

The Regulator periodically identifies a set of typical electricity customers who consume electricity under Aurora Energy regulated tariffs.

A typical customer has annual consumption, and therefore annual expenditure, that is representative of the median usage of a group of customers using a particular tariff or tariff combination.

The data set out in the resultant typical customer report is used:

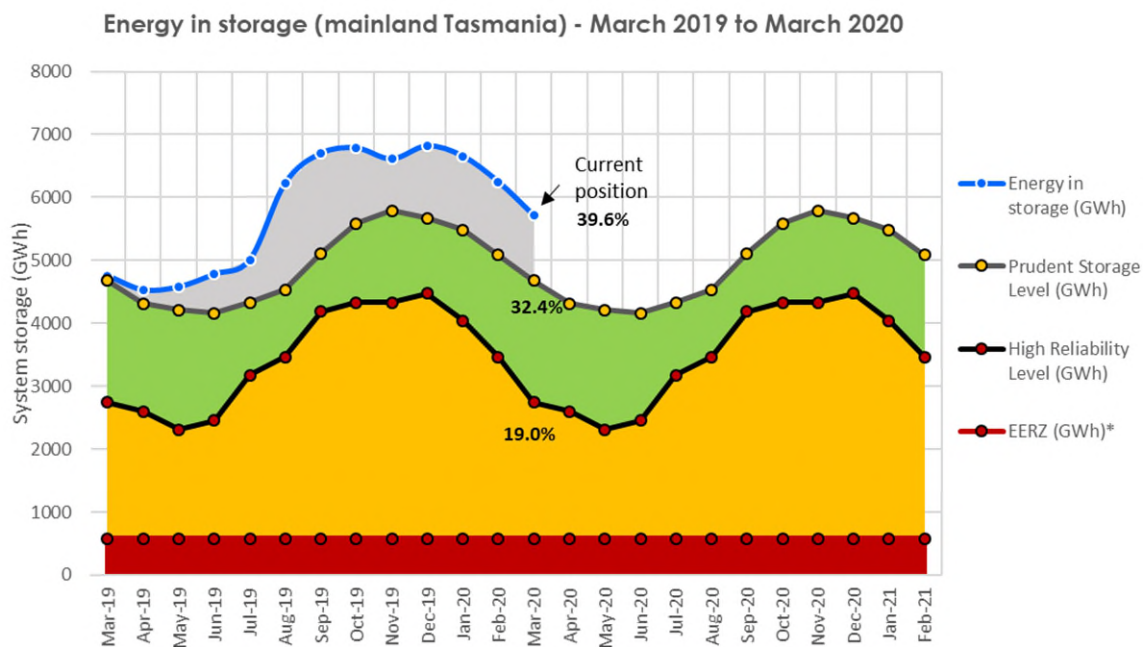
- to assess the impact on customers of proposed changes in Aurora Energy's regulated electricity prices; and
- to compare estimated annual expenditure under Aurora Energy's regulated electricity tariffs with the estimated annual expenditure under similar tariffs offered by retailers on mainland Australia for the specified level of consumption (see 2.e. below).

The Regulator’s most recent report, the Typical Electricity Customers in Tasmania 2020 Report, was published on 13 February 2020. The Report identified typical electricity customers for tariffs or tariff combinations with a sizeable number of customers using Aurora Energy’s customer consumption data for 2018-19. The Report is available on the Regulator’s website:

<https://www.economicregulator.tas.gov.au/electricity/reports/price-comparisons/typical-customers>

d. Energy Security Monitor and Assessor update

Energy in storage (EIS) as at 2 March 2020, the date of the most recent monthly dashboard, was at 39.6 per cent. EIS at this level is above the March Prudent Storage Level (PSL) and well above the High Reliability Level (HRL) for March and is able to supply 6 months of demand based on average seasonal demand of around 948 GWh. Energy in storage over the past year is shown below.



As at 2 March 2020, Hydro Tasmania reports that storages remain above the HRL over the next 90 days in all of its simulated inflow sequences.

The monthly dashboards and past annual security reviews are available here: <https://www.economicregulator.tas.gov.au/about-us/energy-security-monitor-and-assessor>

The Regulator, in its role as Energy Security Monitor and Assessor, is currently reviewing the existing PSL and HRL profiles to account for the impact of the additional generation expected from the large scale Granville Harbour and the Wild Cattle Hill wind farms. The Monitor and Assessor will report on the outcomes from its review to the Minister for Energy in the second half of 2020.

e. Price Comparison Report

The Regulator makes standing offer energy price comparisons and assesses how changes in standing offer electricity prices would impact customers’ energy expenditure using typical customer annual usage estimated for each tariff or tariff combination.

OTTER has prepared a draft Comparison of Regulated Standing Offer Electricity and of Gas Prices in Australia March 2020 (March 2020 Report) based on the estimated typical customer usage from the Typical Electricity Customers in Tasmania 2020 report (see 2.c. above). The Regulator will be considering this Report at its 11

March TER meeting. Subject to the Regulator's approval, the Report is expected to be published in mid-March 2020.



### 3. Electricity - Quarterly Performance Reports (Q2, 2019-20)

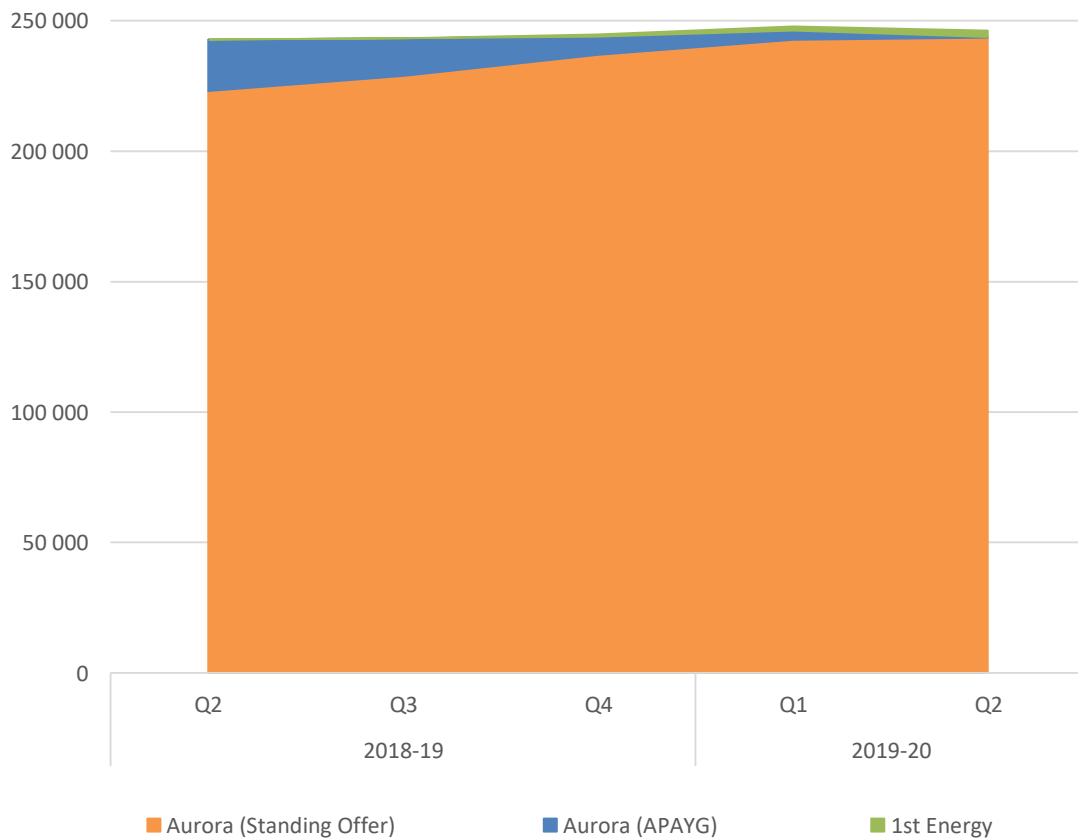
#### a. Retail Performance Report

1st Energy, Aurora Energy, Energy Locals and ERM Power have provided their performance reports for Q2, 2019-20 as required by Regulation 12 of the *Electricity Supply Industry Regulations 2018*.

Performance is reported in accordance with the AER's performance reporting procedures and guideline. The following charts provide details of performance, as at 31 December 2019, against a selection of performance measures. Full details are provided in the Appendices.

#### i. Residential Summary

Figure 1 Customer numbers <sup>1</sup>



<sup>1</sup> Energy Locals had 15 residential customers as at 31 December 2019.

Figure 2 Number of disconnections

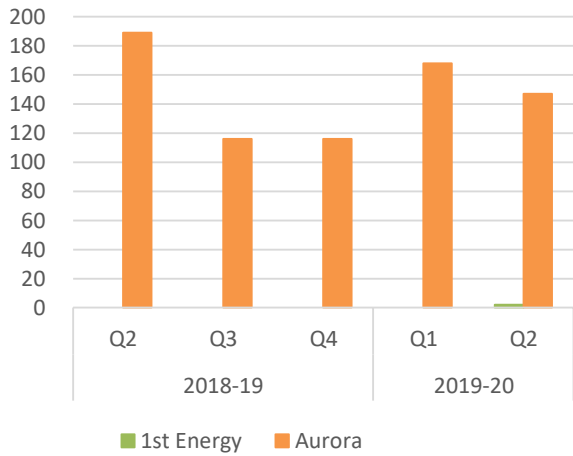


Figure 3 Customers on a payment plan

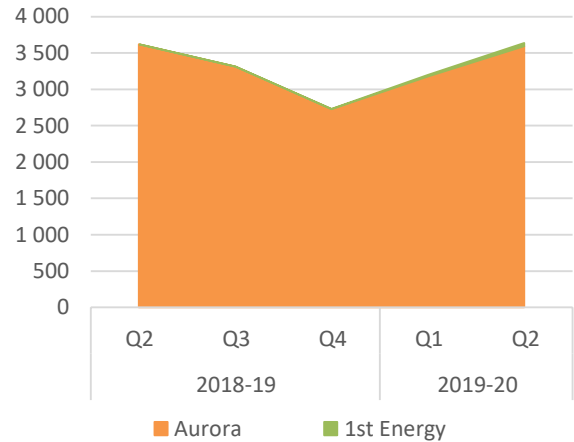


Figure 4 Customers repaying a debt and average debt

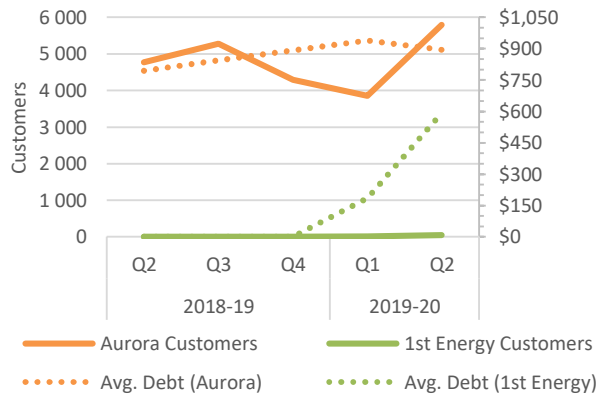


Figure 5 Aurora Energy customers (excluding concession) on hardship program and average debt upon entry to the program

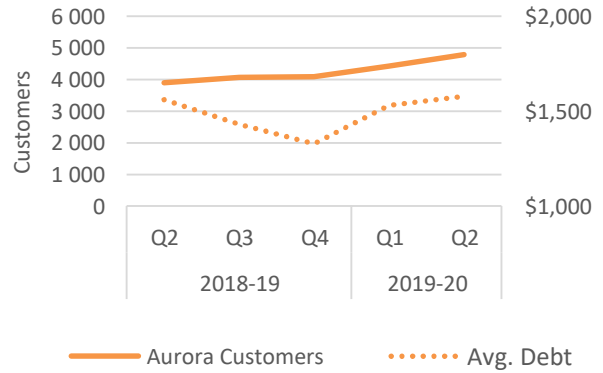


Figure 6 Aurora Energy concession customers on hardship program and average debt upon entry to the program

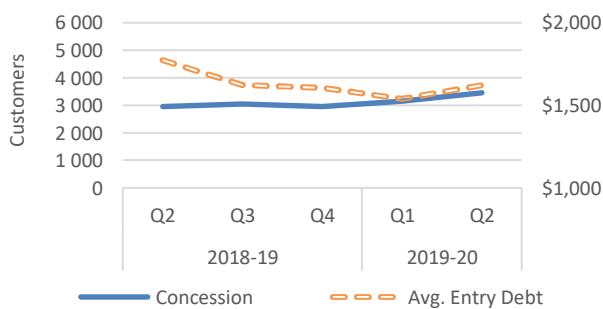


Figure 7 1st Energy customers (including concession) on hardship program and average debt upon entry to the program

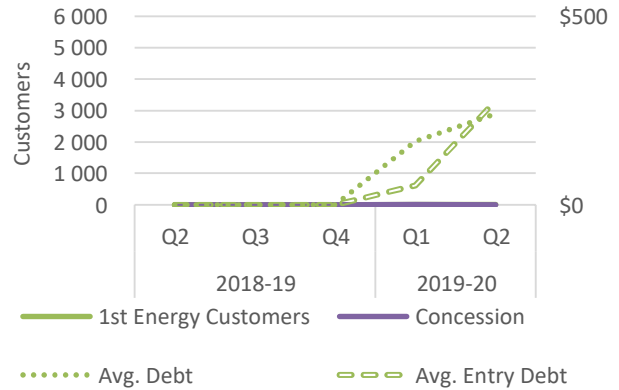
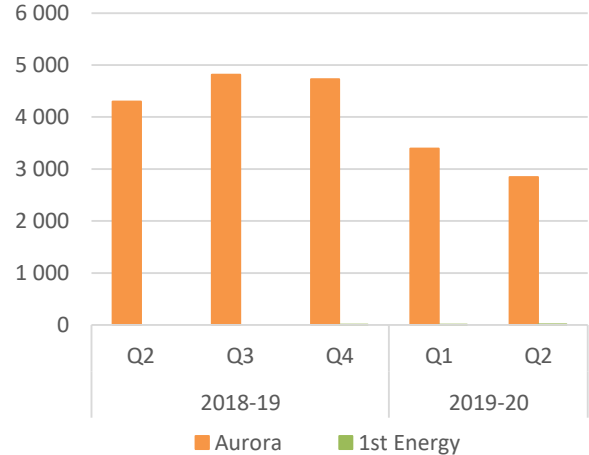


Figure 8 Total complaints to the relevant entity



ii. Small Business Summary

Figure 9 Customer numbers<sup>2</sup>

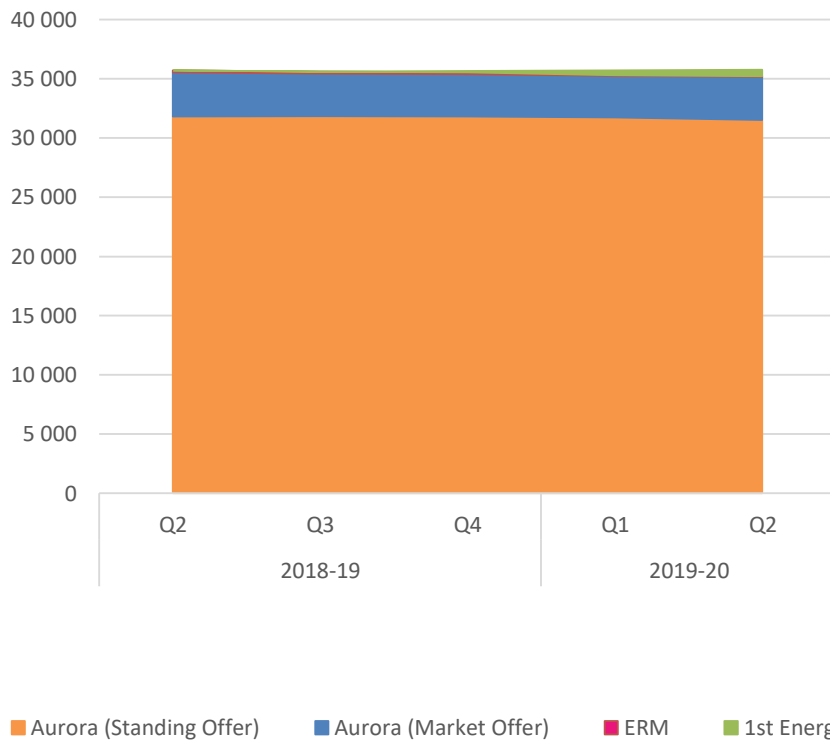


Figure 10 Disconnections<sup>3</sup>

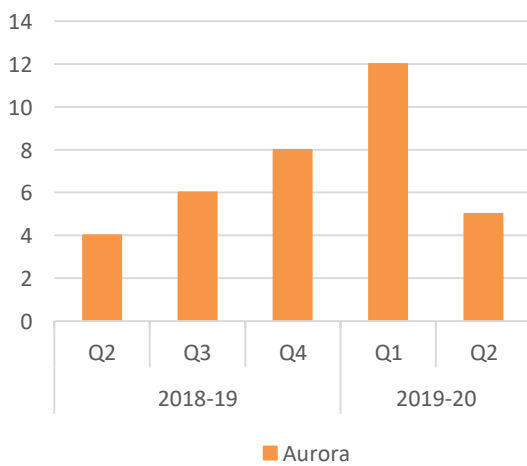
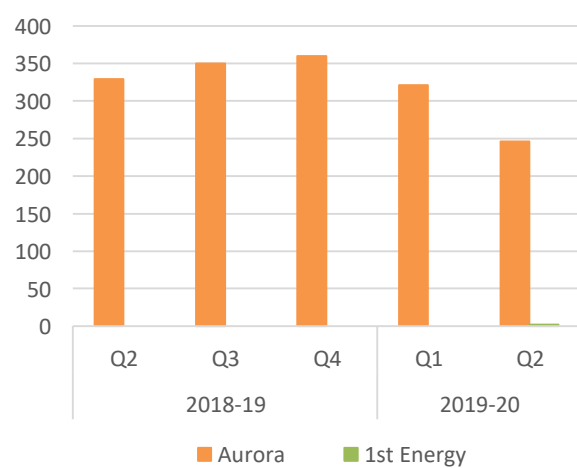


Figure 11 Total complaints to the relevant entity<sup>4</sup>



<sup>2</sup> Energy Locals had 24 small business customers as at 31 December 2019.

<sup>3</sup> 1st Energy, Energy Local and ERM had no disconnections in any of the 5 reported quarters.

<sup>4</sup> Energy Local and ERM had no complaints in any of the 5 reported quarters.

Figure 12 Aurora Energy customers repaying a debt and average debt

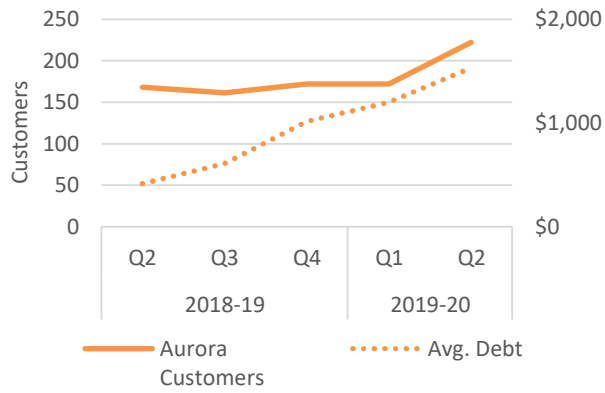


Figure 13 ERM customers repaying a debt and average debt

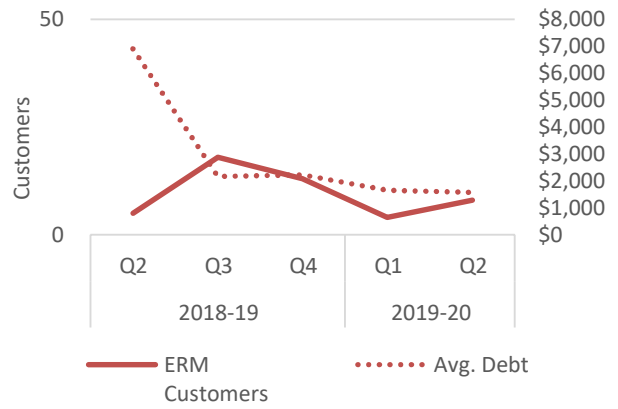


Figure 13 1st Energy customers repaying a debt and average debt

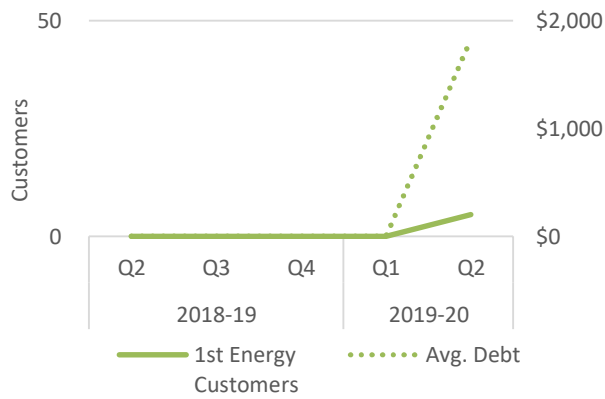
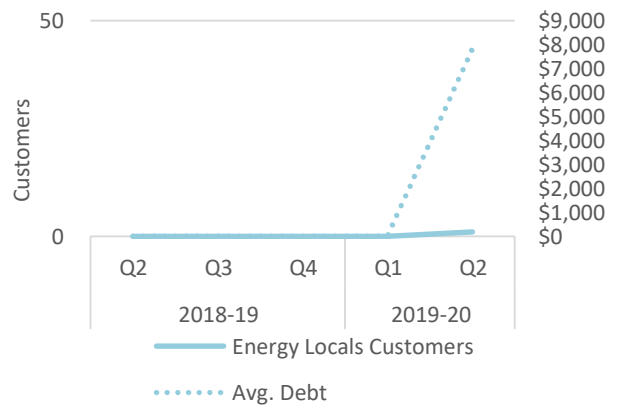


Figure 14 Energy Locals customers repaying a debt and average debt



b. Distribution Performance Report - TasNetworks

TasNetworks has provided its performance report for Q2, 2019-20.

Network performance is measured by:

- System Average Interruption Duration Index (SAIDI) - the total duration (in minutes) of all outages divided by the number of customers served (this provides a measure of the average outage duration experienced by each customer).
- System Average Interruption Frequency Index (SAIFI) - the total number of interruptions divided by the number of customers served (this provides a measure of the average number of interruptions experienced by each customer).
- Customer Average Interruption Duration Index (CAIDI) - the total duration (in minutes) of all outages divided by the total number of interruptions (this provides a measure of the average time taken to repair an interruption to supply).
- Momentary Average Interruption Frequency Index (MAIFI) - the total number of momentary interruptions divided by the number of customers served (this provides a measure of the average number of momentary interruptions experienced by each customer).

Table 1 shows TasNetworks' recent performance on a per customer basis. A summary of quarterly performance for the 101 Communities across Tasmania is provided in Appendix 8.

**Table 1 Overall system performance**

	2018/2019	2018/2019	2018/2019	2019/2020	2019/2020
	Q2	Q3	Q4	Q1	Q2
SAIFI	0.36	0.50	0.35	0.45	0.49
SAIDI (minutes)	42.53	57.09	46.66	75.00	61.87
CAIDI (minutes)	119.27	114.54	133.55	166.83	125.21
MAIFI	0.79	1.54	0.71	0.81	0.76

Figure 15 and Figure 16 show the outage causes and the contribution those outages made to SAIFI and SAIDI performance respectively.

Figure 15 Contributions to SAIFI

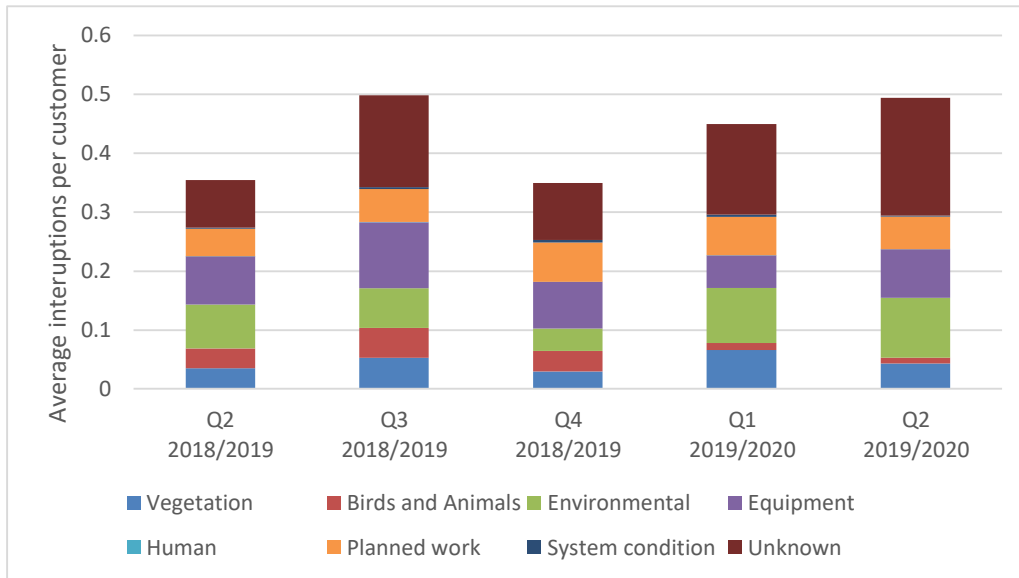
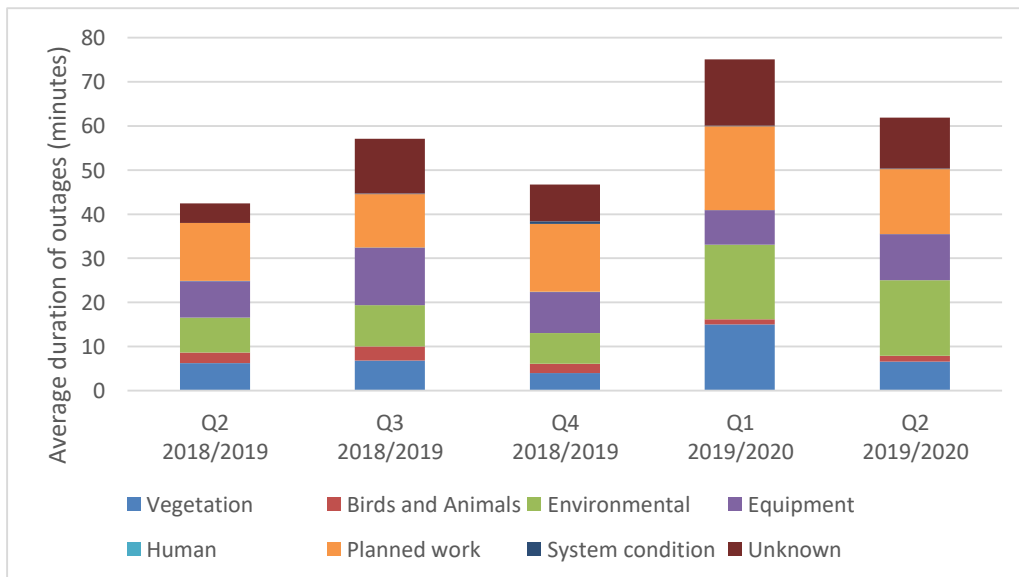


Figure 16 Contributions to SAIDI



#### 4. Water and Sewerage, Electricity and Gas Licensing Update

##### *GloBird Energy Pty Ltd - Issue of Gas Retail Licence*

On 19 December 2019, the Regulator issued a gas retail licence to GloBird Energy Pty Ltd. The licence is for a period of 10 years, effective from 1 January 2020.

## 5. Appendices

### Appendix 1: Aurora Energy quarterly performance – residential



	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	223 041	228 741	236 879	242 618	243 419
APAYG customers	19 711	14 549	6 989	3 575	342
<b>Payment difficulties</b>					
customers repaying a debt	4 775	5 277	4 292	3 853	5 794
average amount \$	794	844	892	939	895
debt over \$500 but less than or equal to \$1 500	1 345	1 577	1 217	1 123	1 690
debt over \$1 500 but less than or equal to \$2 500	365	429	396	340	521
debt over \$2 500	309	370	333	340	445
<b>Payment plans</b>					
customers on a payment plan	3 619	3 311	2 725	3 172	3 593
customers who had their plan cancelled for non-payment	1 019	1 143	1 109	723	1 022
customers with 2 or more plans cancelled in the prev 12 months	307	316	380	239	321
<b>Disconnections</b>					
residential disconnections	189	116	116	168	147
concession customers disconnected	87	54	49	76	68
customers disconnected who were on a payment plan in the prev 12 months	46	41	43	55	53
customers disconnected on more than once occasion in prev 24 months	13	13	11	4	5
<b>Reconnections</b>					
reconnections within 7 days	97	33	41	80	67
customers on a payment plan in the prev 12 months reconnected within 7 days	19	16	17	23	16
concession customers reconnected within 7 days	51	10	16	35	30
<b>APAYG - Prepayment meter (PPM) customers</b>					
PPM customers with a concession	10 704	8 949	5 201	1 723	258
PPMs able to detect and report self-disconnections	9 953	8 338	4 589	1 121	113
PPM self-disconnection events	628	392	657	362	68
customers self-disconnected	514	330	539	270	53
average duration of self-disconnection events (minutes)	220	315	69	239	343
<b>Hardship program</b>					
customers on the hardship program	3 893	4 065	4 090	4 425	4 786
hardship customers with a concession	2 954	3 048	2 949	3 146	3 445
customers exiting the program	449	645	592	581	588
average debt upon entry to program \$	1 772	1 621	1 605	1 538	1 620
debt \$0 - \$500	97	108	90	94	138
debt over \$500 but less than or equal to \$1 500	415	394	258	465	430
debt over \$1 500 but less than or equal to \$2 500	183	156	146	206	193
debt over \$2 500	157	75	123	151	188
average debt \$	1 560	1 431	1 328	1 529	1 578
customers who successfully completed program	0	153	160	151	141



customers excluded from program for non-compliance	210	325	275	299	311
customers who transferred or left the retailer	133	167	157	131	136
<b>Complaints (residential)</b>					
billing	2 754	2 547	2 134	1 838	1 896
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	1 541	2 270	2 596	1 552	947
<b>TOTAL</b>	<b>4 295</b>	<b>4 817</b>	<b>4 730</b>	<b>3 390</b>	<b>2 843</b>

## Appendix 2: Aurora Energy quarterly performance – small business



	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	31 802	31 831	31 826	31 740	31 526
market contracts	3 750	3 598	3 550	3 493	3 621
<b>Total small business</b>	<b>35 552</b>	<b>35 429</b>	<b>35 376</b>	<b>35 233</b>	<b>35 147</b>
<b>Payment difficulties</b>					
customers repaying a debt	168	161	172	172	222
average customer debt \$	415	608	1 014	1 199	1 530
<b>Disconnections</b>					
small business customers	4	6	8	12	5
<b>Reconnections</b>					
reconnections within 7 days	2	1	0	2	1
<b>Complaints</b>					
billing	281	274	270	241	160
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	48	76	90	80	86
<b>TOTAL</b>	<b>329</b>	<b>350</b>	<b>360</b>	<b>321</b>	<b>246</b>

## Appendix 3: 1st Energy quarterly performance – residential



	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	-	-	0	0	0
market offer	-	-	794	1 584	2 360
<b>Payment difficulties</b>					
customers repaying a debt	-	-	0	14	44
average amount \$	-	-	0	185	592
debt over \$500 but less than or equal to \$1 500	-	-	0	1	12
debt over \$1 500 but less than or equal to \$2 500	-	-	0	0	5
debt over \$2 500	-	-	0	0	0
<b>Payment plans</b>					
customers on a payment plan	-	-	3	25	44
customers who had their plan cancelled for non-payment	-	-	0	14	31
customers with 2 or more plans cancelled in the prev 12 months	-	-	0	0	4
<b>Disconnections</b>					
residential disconnections	-	-	0	0	2
concession customers disconnected	-	-	0	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	0	0	0
customers disconnected on more than once occasion in prev 24 months	-	-	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	0	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	0	0	0
concession customers reconnected within 7 days	-	-	0	0	0
<b>Hardship program</b>					
customers on the hardship program	-	-	0	4	8
hardship customers with a concession	-	-	0	1	2
customers exiting the program	-	-	0	0	3
average debt upon entry to program	-	-	0	52	276
debt \$0 - \$500	-	-	0	0	6
debt over \$500 but less than or equal to \$1 500	-	-	0	0	1
debt over \$1 500 but less than or equal to \$2 500	-	-	0	0	0
debt over \$2 500	-	-	0	0	0
average debt \$	-	-	0	168	241
customers who successfully completed program	-	-	0	0	0
customers excluded from program for non-compliance	-	-	0	0	1
customers who transferred or left the retailer	-	-	0	0	2
<b>Complaints (residential)</b>					
billing	-	-	1	0	8
marketing	-	-	2	1	0
customer transfer	-	-	0	0	0
other	-	-	0	1	6
<b>TOTAL</b>	-	-	<b>3</b>	<b>2</b>	<b>14</b>

#### Appendix 4: 1st Energy quarterly performance – small business

	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	-	-	0	0	0
market contracts	-	-	98	407	529
<b>Total small business</b>	-	-	98	407	529
<b>Payment difficulties</b>					
customers repaying a debt	-	-	0	0	5
average customer debt \$	-	-	0	0	1 828
<b>Disconnections</b>					
small business customers	-	-	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	0	0	0
<b>Complaints</b>					
billing	-	-	0	0	1
marketing	-	-	0	0	0
customer transfer	-	-	0	0	0
other	-	-	0	0	1
<b>TOTAL</b>	-	-	<b>0</b>	<b>0</b>	<b>2</b>

#### Appendix 5: ERM Power quarterly performance – small business

	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	18	49	21	41	41
market contracts	161	156	166	74	68
<b>Total small business</b>	179	205	187	115	109
<b>Payment difficulties</b>					
customers repaying a debt	5	18	13	4	8
average customer debt \$	6 900	2 161	2 216	1 652	1 569
<b>Disconnections</b>					
small business customers	0	0	0	0	0
<b>Reconnections</b>					
reconnections within 7 days	0	0	0	0	0
<b>Complaints</b>					
billing	0	0	0	0	0
marketing	0	0	0	0	0
customer transfer	0	0	0	0	0
other	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Appendix 6: Energy Locals quarterly performance – residential

	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	-	-	-	0	0
market offer	-	-	-	0	15
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	0	0
average amount \$	-	-	-	0	0
debt over \$500 but less than or equal to \$1 500	-	-	-	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	0	0
debt over \$2 500	-	-	-	0	0
<b>Payment plans</b>					
customers on payment plan	-	-	-	0	0
customers who had their plan cancelled for non-payment	-	-	-	0	0
customers with 2 or more plans cancelled in the last 12 months	-	-	-	0	0
<b>Disconnections</b>					
residential disconnections	-	-	-	0	0
concession customers disconnected	-	-	-	0	0
customers disconnected who were on a payment plan in the prev 12 months	-	-	-	0	0
customers disconnected on more than once occasion in prev 24 months	-	-	-	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	0	0
customers on a payment plan in the prev 12 months reconnected within 7 days	-	-	-	0	0
concession customers reconnected within 7 days	-	-	-	0	0
<b>Hardship program</b>					
customers on the hardship program	-	-	-	0	0
hardship customers with a concession	-	-	-	0	0
customers exiting the program	-	-	-	0	0
average debt upon entry to program	-	-	-	0	0
debt \$0 - \$500	-	-	-	0	0
debt over \$500 but less than or equal to \$1 500	-	-	-	0	0
debt over \$1 500 but less than or equal to \$2 500	-	-	-	0	0
debt over \$2 500	-	-	-	0	0
average debt \$	-	-	-	0	0
customers who successfully completed program	-	-	-	0	0
customers excluded from program for non-compliance	-	-	-	0	0
customers who transferred or left the retailer	-	-	-	0	0
<b>Complaints (residential)</b>					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	0
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>

## Appendix 7: Energy Locals quarterly performance – small business

	2018-19	2018-19	2018-19	2019-20	2019-20
	Q2	Q3	Q4	Q1	Q2
<b>Customer numbers</b>					
standing offer	-	-	-	0	0
market contracts	-	-	-	9	24
<b>Total small business</b>	-	-	-	9	24
<b>Payment difficulties</b>					
customers repaying a debt	-	-	-	0	1
average customer debt \$	-	-	-	0	7 819
<b>Disconnections</b>					
small business customers	-	-	-	0	0
<b>Reconnections</b>					
reconnections within 7 days	-	-	-	0	0
<b>Complaints</b>					
billing	-	-	-	0	0
marketing	-	-	-	0	0
customer transfer	-	-	-	0	0
other	-	-	-	0	0
<b>TOTAL</b>	-	-	-	<b>0</b>	<b>0</b>

## Appendix 8: TasNetworks distribution performance



### Community and category performance

#### Communities Exceeding Duration or Frequency Standards

	2018/2019			2019/2020	
	Q2	Q3	Q4	Q1	Q2
Number of communities where the SAIFI standard was exceeded	9	12	8	7	14
Number of communities where the SAIDI standard was exceeded	16	16	13	30	26
Number of communities where either the SAIDI or SAIFI standard was exceeded	18	21	16	31	30

#### Community Category Performance - SAIFI

	2018/2019			2019/2020	
	Q2	Q3	Q4	Q1	Q2
Critical Infrastructure	0	0	0	0	1
High Density Commercial	0	1	1	2	0
Urban	6	6	2	2	6
Higher Density Rural	3	3	4	2	3
Lower Density Rural	0	2	1	1	4

#### Community Category Performance - SAIDI

	2018/2019			2019/2020	
	Q2	Q3	Q4	Q1	Q2
Critical Infrastructure	1	0	0	1	1
High Density Commercial	1	0	1	3	1
Urban	8	6	5	8	8
Higher Density Rural	4	7	2	5	6
Lower Density Rural	2	3	5	13	10

## Customer Service

### Customer service performance indicators

	2018/2019			2019/2020	
	Q2	Q3	Q4	Q1	Q2
<i>Call Centre performance</i>					
Calls received	8 408	10 581	7 678	8 322	8 906
Calls answered within 30 seconds	84.90%	79.40%	86.43%	87.41%	86.69%
<i>Supply Reliability</i>					
New Connections	857	627	574	720	683
Customer charter payments / value	131/\$16 410	92/\$11 010	105/\$11 760	116/\$11 940	193/\$19 700
Complaints - reliability / quality of supply/complaints as a percentage of installations	113 (0.04%)	72 (0.02%)	68 (0.02%)	73 (0.02%)	159 (0.05%)
Reconnections	6 059	5 188	5 760	4 754	4 897
Total Customer Charter payments for reconnections (number / \$)	0/\$0	0/\$0	0/\$0	0/\$0	0/\$0
Street Lighting reported faults	293	376	716	932	301
Street lighting customer charter payments (number / \$)	0/\$0	0/\$0	0/\$0	0/\$0	0/\$0
GSL - Timely restoration > 8 or 12 hours - Number of payments	696	3 752	1 152	4 491	1 433
<b>\$ Payments</b>	<b>\$ 55 680</b>	<b>\$ 300 160</b>	<b>\$ 92 160</b>	<b>\$ 359 280</b>	<b>\$ 114 640</b>