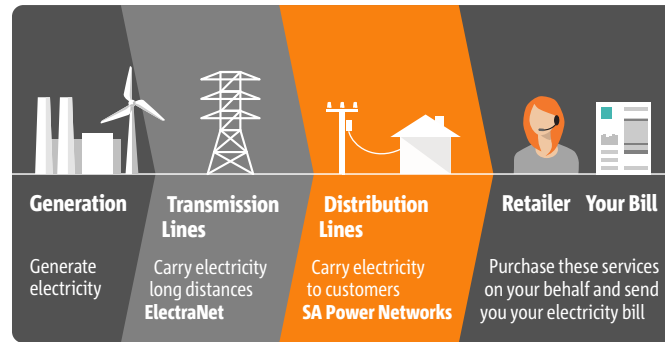


# SA Power Networks

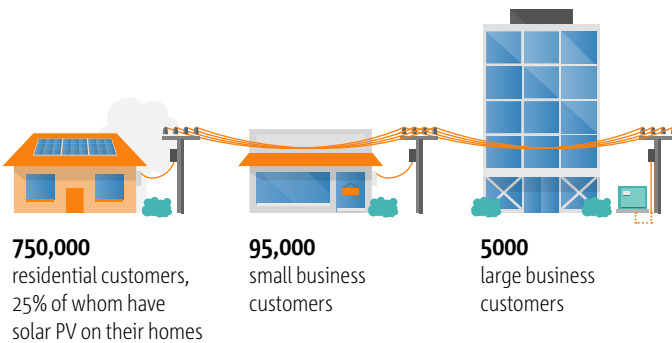
## Understanding the electricity industry in SA



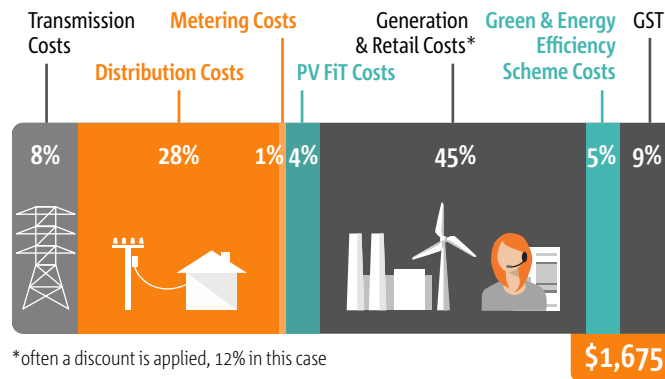
We are just one link in the energy supply chain and therefore one component of your electricity bill.



As the distribution network manager, SA Power Networks builds and maintains the poles, wires and substations that deliver power reliably and safely to around 850,000 customers:

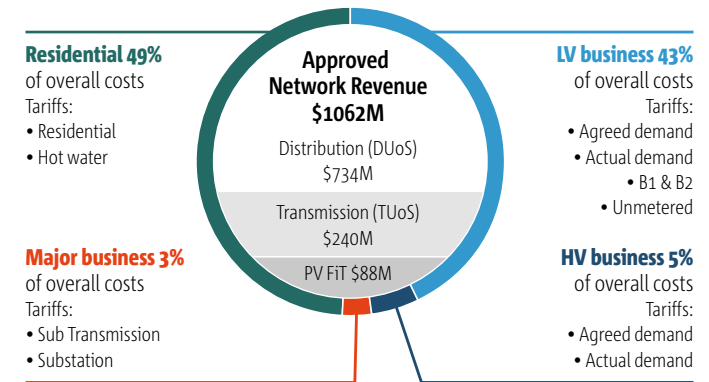


### Typical Residential Customer's Annual Electricity Bill



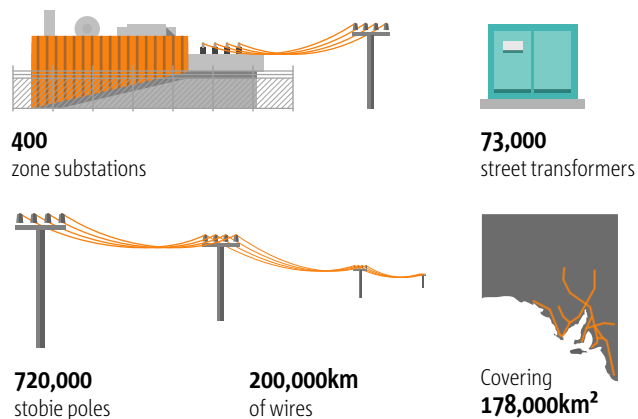
### 2016 – 2017 tariff classes

As well as charging customers the cost of managing the **distribution** network, we are also responsible for charging customers for the **transmission** and **Solar PV Feed in Tariff** (PV FIT) costs. We do this by splitting these costs amongst the different customer segments (or tariff classes, as below):



Tariff class	Transmission (TUoS)	Distribution (DUoS)	PV FIT	Total
Residential	42%	50%	63%	49%
LV business	44%	44%	32%	43%
HV business	7%	5%	3%	5%
Major business	7%	1%	1%	3%

We operate and maintain a network of:



There are also a number of agencies that govern the industry, both on a National and State level:

**The Australian Energy Market Commission (AEMC)** makes the policies and rules.

**The Australian Energy Market Operator (AEMO)** manages the wholesale market and B2B transactions in the National Electricity Market (NEM).

**The Australian Energy Regulator (AER)** enforces the rules and is responsible for the economic regulation of network businesses.

**The Essential Services Commission of SA (ESCoSA)** is responsible for licensing and setting and enforcing customer service standards in SA.

**The Office of the Technical Regulator (OTR)** is responsible for technical and safety regulations.

**The Energy and Water Ombudsman SA (EWOSA)** handles complaints for residential and business customers.