



# SA Power Networks Reliability Guaranteed Service Level payments

## Our commitment

At SA Power Networks we are committed to providing all customers across the State a reliable and high quality electricity supply.

Regrettably there are times when, despite our best efforts, customers experience interruptions to their electricity supply.

When this occurs customers may be entitled to a Reliability Guaranteed Service Level (GSL) payment. These payments are made to acknowledge the inconvenience a power interruption may cause.

## Types of Reliability GSL payments

There are two types of payments made for interruptions to electricity supply.

Duration of interruption payments are made to customers who experience an excessively long interruption to their supply.

The other is a frequency of interruptions payment, which is paid to customers affected by ten or more interruptions in one regulatory year (1 July – 30 June).

## Exclusions

When calculating customers' entitlements, the following types of interruptions are excluded:

- Single customer interruptions caused by the customer or by a fault on the customer's installation.
- Supply interruptions shorter than one (1) minute.
- Interruptions caused by transmission and generation failures.
- Disconnections that lead to supply interruptions due to emergency situations, such as bushfires.
- Multiple interruptions that are related to a single fault.
- Planned interruptions.

## Emergency situations and no access - Force Majeure

When SA Power Networks is unable to perform remedial work to restore the electricity supply because we cannot gain safe access to our equipment (eg flooding, impassable roads/paddocks, lightning in area, authority prevents access (such as the Police, CFS or MFS in emergency situations), we will "stop the GSL clock" for the period we are unable to gain access to our equipment. This will reduce the time of the interruption when determining GSL payments.

If the duration of the interruption (excluding the time the clock was stopped) exceeds 12 continuous hours, a GSL payment will be processed for those eligible.

## Payments

Frequency of interruption payments are paid to the account holder/s affected by ten or more interruptions in one regulatory year (1 July – 30 June). This payment will be forwarded during August or September each year. The cheque will be made payable to the account holder/s registered at the property as at 30 June.

Regulatory Year	Threshold One	Threshold Two	Threshold Three
1 July – 30 June			
Number of interruptions	10 – 12	13 – 15	more than 15
Payment due by 30 September	\$100*	\$150*	\$200*

Duration of interruption payments are paid to customers who experience excessively long interruptions to supply. Payments will be made within three (3) months of the date of the interruption.

	Threshold One	Threshold Two	Threshold Three	Threshold Four	Threshold Five
Duration (in hours)	More than 12 & up to & incl 15	More than 15 & up to & incl 18	More than 18 & up to & incl 24	More than 24 & up to & incl 48	More than 48
Payment	\$100*	\$150*	\$200*	\$405*	\$605*

Note: Payments include GST

\*Payment values effective as at 1 July 2015

## Claims

If you believe you have suffered any damage as a result of a supply interruption, please refer to our claims section of the website [www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

For more information about these GSL payments, please refer to the questions and answers below or call us on 13 12 61.

For further information contact:  
SA Power Networks on 13 12 61  
[www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

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**Q. What is a force majeure event?**

**A.** A force majeure event is an unexpected and disruptive event (ie. fire, flooding) beyond the circumstances or control of SA Power Networks. For further details please refer to the National Energy Retail Rules, Clause 17 of the Model Terms and Conditions for Deemed Standard Connection Contracts.

**Q. Who will receive the payment?**

**A.** Frequency of interruptions: Cheques will be made payable to the account holder/s registered at the property as at 30 June.

Duration of interruptions: Cheques will be made payable to the account holder/s registered at the property on the date of the interruption.

**Q. Who determines how much I will receive?**

**A.** SA Power Networks determines the duration of the interruption, ie the time from when SA Power Networks becomes aware of the interruption until supply is restored (excludes any time we could not access our equipment to restore supply) and the number of interruptions in a financial year. Payments are then made based on the thresholds and payment amounts as determined by the Essential Services Commission of South Australia (ESCOSA).

**Q. What if I didn't receive a payment that I thought I was entitled to?**

**A.** There are some exclusions to the scheme. However, if you believe you may be entitled to a payment, please call us on 13 12 61 to discuss. We will investigate your enquiry and confirm whether you are entitled to a payment.

**Q. What if I move house?**

**A.** If you change residence we suggest that you arrange a temporary postal redirection.

**Q. Can I redeem the payment for credit on my electricity bill?**

**A.** As South Australia's electricity distributor, we do not issue your electricity bills—this is the responsibility of your retailer. Therefore, we are unable to credit your electricity bill.

**Q. Can SA Power Networks split the cheque between all the people living at the address at the time of the interruptions?**

**A.** Cheques will be made payable to the account holder/s registered at the affected supply address.

**Q. Can I ask that the cheque be made out to another person's name?**

**A.** We can only make the cheque out to the registered account holder/s. Cheques cannot be made out to any other person.

**Q. What if the supply address was registered in more than one name?**

**A.** SA Power Networks will make the cheque out to the account holder/s registered at the supply address. Therefore supply addresses in joint or multiple names will receive a cheque made out to joint or multiple names.

**Q. How do I report supply interruptions?**

**A.** Interruptions to your electricity supply can be reported to our Faults and Emergency line 13 13 66.

**Q. How long after I experience an interruption can I expect to receive my payment?**

**A.** Frequency of interruptions: Payments will be made once each year, normally by the end of September.

Duration of interruptions: Payments will be made within three (3) months from the date that the interruption occurred.

**Q. Will payments be made for previous power supply interruptions?**

**A.** The Reliability GSL payment scheme only applies to interruptions experienced from 1 July 2005.