evoenergy

CUSTOMER RELIABILITY STRATEGY
CREATING A VALUABLE NETWORK FOR ALL OUR CUSTOMERS.

Less than 0.5% of our customers experience more than 5 unplanned outages a year

Did you know: almost 100 outages in 2017/18 were caused by trees blown into power lines

Residential & Business Customers

Value:

A reliable network adds value. It enables:
- Heating, cooling and lighting in homes
- Entertainment
- Rooftop solar generation
- Business, industry and economic growth

Service:
- Embed a customer-centric mindset.
- Consult and communicate with customers to align values through forums like the Energy Consumer Reference Council (ECRC).
- Analyse reliability performance for worst-served customers and implement solutions to reduce outages.
- Customers who receive poor reliability are eligible for Guaranteed Service Level (GSL) payments.
- Maintain and improve network reliability to match customer expectations.
- Aim to meet or exceed regulatory benchmarks*

Working Smarter:

Prevention
- Reduce outages caused by vegetation.
- Reduce 3rd party caused faults.
- Decommission legacy assets.
- Design reliable networks.
- Dispatch Distributed Energy Resources (DER).
- Maximise availability for PV generators.
- Minimise the number of planned outages.

Minimisation
- Auto-reclosers.
- Fault Location, Isolation & Service Restoration (FLISR).
- Diversify network outage risk.

Restoration
- Fault Location, Isolation & Service Restoration (FLISR).
- Remote network indication & control.
- Maintain asset availability to enable fast restoration.

Future Proofing:

Grid resilience & climate change:
- Major Event Day (MED) performance.
- Network hardening to prevent outages in storms.
- Optimise response to outages during storms.
- Consider impact of future technology on grid, i.e. electric vehicles

Electricity supply environment transformation and future technology:
- Engage with customers and empower them to participate.
- Analyse evolving customer behaviour patterns.
- Engage with innovative technology initiatives
- Maintain reliability with increasing penetration of Distributed Energy Resources (DER).

Priority Customers

Value:

A highly reliable network is especially important for customers who provide essential services, including hospitals, emergency services and infrastructure.

Service:
- Monitor and analyse reliability performance of high priority feeders.
- Implement effective solutions to reduce outages.
- Provide high reliability to priority customers on priority feeders.

Working Smarter:

Prevention

Optimise outage frequency on high priority feeders.

Minimisation

Minimise the number of customers affected when an outage does occur.

Restoration

Restore supply safely as soon as possible.
Optimise restoration of high priority feeders.

Future Proofing:

Grid resilience & climate change:
- Provide high reliability to priority customers on priority feeders.
- Customer restoration priority.
- Engage with priority customers and their reliability.

Electricity supply environment transformation and future technology:

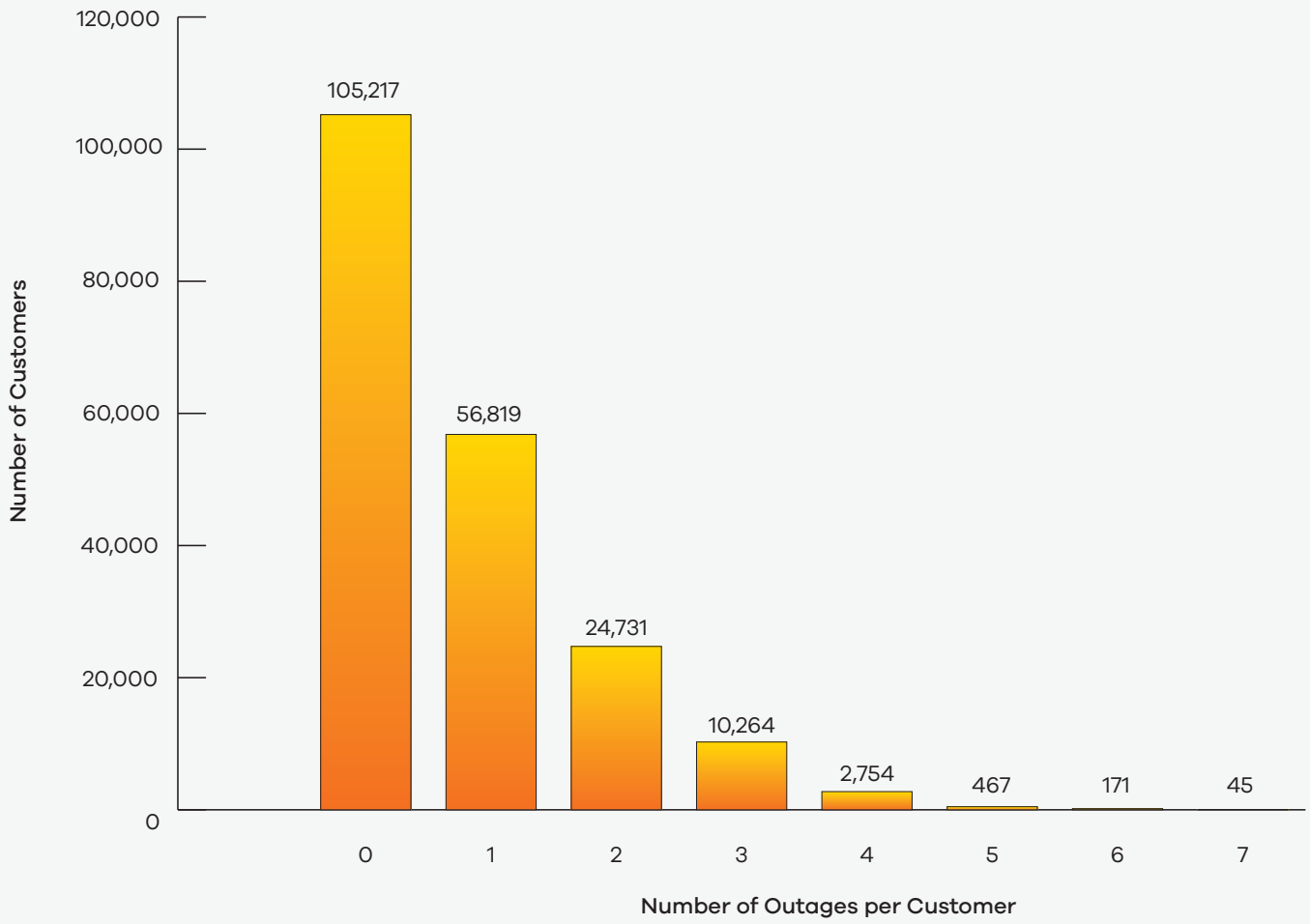
Customers' own equipment failing is the second highest cause of outages.

The average annual unplanned outage duration is 30 minutes. The national average is 116 minutes.

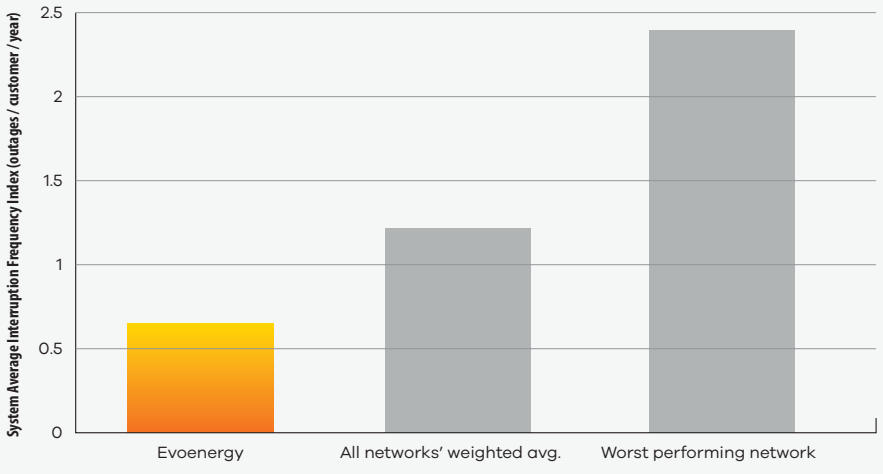
*Regulatory Benchmarks

Parameter	Australian Energy Regulator (AER)	Utilities Technical Regulator (UTR)
	Unplanned	Planned & Unplanned
SAIDI – minutes/customer/yr	32.12	91.0
SAIFI – outages/customer/yr	0.62	1.2

Planned and Unplanned Outage Frequency (2017/18)



Evoenergy's Unplanned Outages compared to the rest of Australia



Duration of Evoenergy's Unplanned Outages compared to the rest of Australia