



**ROTTNEST ISLAND
AUTHORITY**

Rottnest Island Authority

Network Quality and Reliability of Supply Report

In accordance with the

Electricity Industry (Network Quality and Reliability Supply) Code 2005

1 July 2022 – 30 June 2023

CONTENTS

INTRODUCTION

ROTTNEST ISLAND POWER

REPORTS – Code Schedule 1 – Information to be published

Clause 4 and 10

Clause 5 – Significant interruptions to small use customers

Clause 6 and 10 – Total number of complaints received

Clause 7 and 10 – Number of customer complaints in each discrete area

Clause 8 and 10 – Total amount spent on addressing complaints

Clause 9 and 10 – Payments to customers for failure to meet certain standards

Clause 11, 12 and 13(a) – Average length of interruption of supply to customer premises in minutes (CAIDI)

Clause 11, 12 and 13(b) – Average number of interruptions of supply to customer premises (SAIFI)

Clause 11, 12 and 13(c) – Average percentage of time that electricity of supplied to customer premises

Clause 11, 12 and 13(d) – Average total length of all interruptions of supply to customer premises in minutes (SAIDI)

INTRODUCTION

The purpose of the Network Quality and Reliability of Supply Report is to present the performance of the Rottnest Island Network in accordance with Schedule 1 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 (Code), for the reporting period 1 July 2022 to 30 June 2023.

The Code, established by the Minister for Energy under the Electricity Industry Act 2004, sets out supply reliability and quality standards for electricity network operators in relation to voltage fluctuations, harmonics, unplanned or planned interruptions and complaints. Section 27 of the Code states that a transmitter and distributor of electricity must publish an annual report setting out the information described in Schedule 1 of the Code.

The Rottnest Island Authority continues to maintain and periodically review its Electrical Licence requirements to ensure the power generation and the network system and its customers' electrical installation and apparatus are safe for use by employees, customers and the public.

There were no significant electrical works on the Island during the reportable period.

Major Event Days

No major event days for the reporting period.

REPORTS – code Schedule 1 – Information to be published

Clause 4 and 10

Clause 4(a) Number of breaches of each provision of the Code:

Quality of Supply	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Voltage Fluctuations	3	0	2	0	0
Harmonics	0	0	0	0	0

Clause 4(b) Remedial action taken for each provision

Voltage Fluctuations

Location	Action Taken
N/A	Nil

Harmonics

Location	Action Taken
N/A	Nil

Clause 5 – Significant Interruptions to small use customers

Clause 5(a)

Number of premises that experienced interruptions greater than 12 hours continuous = 0

Number of interruptions and duration, where duration is greater than 12 hours:

DATE	CUSTOMERS	DURATION (MINS)	COMMENT
N/A	Nil	Nil	Nil

Clause 5(b)

Number of premises that experienced more than 16 interruptions = 0

Clause 6 and 10 – Total number of complaints received

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
0	0	0	0	0

Clause 7 and 10 – Number of complaints in each discrete area:

DISCRETE AREA	2018/2021	2019/2020	2020/2021	2021/2022	2022/2023
Rottnest Island	0	0	0	0	0

Clause 8 and 10 – Total amount spent addressing complaints

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
\$0.00	\$0	\$0	\$0	\$0

Clause 9 and 10 – Payments to customers for failure to meet certain Standards

The number and total payments made to customers for failure to give required notice of interruption:

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Number	0	0	0	0	0
Cost	0	0	0	0	0

The number and total payments made to customers for supply interruptions exceeding 12 hours:

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Number	0	0	0	0	0
Cost	0	0	0	0	0

Clause 11, 12 and 13(a) – Average Length of interruption of Supply to Customer Premises in Minutes (CAI)

Discrete Area	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	AVERAGE
Rottnest Island	79.54	95.75	53.88	20.72	11.76	52.33

EFFECT of MAJOR EVENT DAYS

No major event days for the reporting period.

Clause 11, 12 and 13(b) – Average number of interruptions of Supply to Customer Premises (SAIFI)

Discrete Area	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	AVERAGE
Rottnest Island	6.53	9.02	2.36	4.77	3.60	5.26

Clause 11, 12 and 13(c) – Average Percentage of Time that electricity has been supplied to Customer Premises

Discrete Area	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	AVERAGE
Rottnest Island	99.73	99.52	99.65	99.62	99.66	99.64

Clause 11, 12 and 12(d) – Average Total length of all interruptions of supply to customer premises in Minutes (SAIDI)

Discrete Area	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	AVERAGE
Rottnest Island	519.82	864.14	127.00	98.8	42.40	330.432