

Customer segmentation data

Summary statistics, reliability and solar PV insights



24 April 2018

Contents

- 1. Customer summary data – by customer size**
- 2. Reliability data – by customer location**
- 3. Reliability data – by customer location and size**
- 4. Solar customers – by size and location**
- 5. Solar penetration – by size and location**
- 6. Deloitte 2014 customer segmentation study (attached)**

Notes:

1. The reliability data presented is 'raw' data that has not been adjusted for excluded events (e.g. storms) and, therefore, reflects the reliability experienced by our customers
2. Refers to 'urban, rural – short and rural – long' refer to customers located on different length feeders. Rural short refers to a customer located on a feeder of <200km length that is not an urban feeder, while rural long refers to a customer located on a feeder of >200km length

1. Customer summary data – by customer size (2017 data)



Customer size	Number of customers	Average bill p.a. (distribution only)	% of our total revenue	Typical customer
Residential (LV, low voltage)	648,165	\$493	52.4%	Residential
Business (LV), under 160MWh usage	63,450	\$2,017	22.2%	Milk bar/restaurant/café/sports club
Business (LV), more than 160MWh usage	5,978	\$22,793	22.1%	Shopping mall/health services/supermarkets/hotel
High voltage	95	\$174,053	2.7%	Manufactory/dairy farms/food production/data centre
Sub-transmission	7	\$529,084	0.6%	Heavy manufactory/water pumping station

2. Reliability data – by customer location

Customer location	Number of customers	Average annual total <u>duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
2017					
Urban	293,932	90	1	90	\$2.46
Rural - short	294,503	154	1.7	87	\$3.84
Rural - long	120,184	280	2.7	102	\$10.86
2013-17 average					
Urban	291, 658	122	1.4	92	\$2.97
Rural - short	273, 338	309	2.6	120	\$16.2
Rural - long	118, 338	370	3.2	115	\$16.29

* Excludes momentary interruptions (<1 min)

3. Reliability data – by customer size and location (2013-17 average)



Residential (LV) customers

Customer location	Number of customers	Average annual <u>total duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
Urban	263,591	124	1.3	93	\$3.13
Rural - short	247,730	305	2.5	120	\$16.02
Rural - long	98,692	359	3.2	113	\$15.52

* Excludes momentary interruptions (<1 min)

3. Reliability data – by customer size and location (2013-17 average)



Business (LV), under 160MWh usage

Customer location	Number of customers	Average annual <u>total duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
Urban	25,081	92	1.1	81	\$1.43
Rural - short	23,404	358	2.9	125	\$18.14
Rural - long	18,164	422	3.4	123	\$20.25

* Excludes momentary interruptions (<1 min)

3. Reliability data – by customer size and location (2013-17 average)



Business (LV), more than 160MWh usage

Customer location	Number of customers	Average annual <u>total duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
Urban	2,959	85	1	81	\$1.28
Rural - short	2,168	325	2.7	121	\$15.89
Rural - long	1,475	421	3.4	124	\$19.27

* Excludes momentary interruptions (<1 min)

3. Reliability data – by customer size and location (2013-17 average)



High voltage

Customer location	Number of customers	Average annual <u>total duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
Urban	28	115	1.2	98	\$6.95
Rural - short	34	557	2.4	229	\$28.57
Rural - long	4	160	1.5	108	\$0

* Excludes momentary interruptions (<1 min)

3. Reliability data – by customer size and location (2013-17 average)



Sub-transmission

Customer location	Number of customers	Average annual total <u>duration</u> of outages (minutes)	Average annual <u>number</u> of outages*	Average duration <u>per</u> outage (minutes)	Average GSL payment per customer
Urban	3	125	2.5	49	\$2.98
Rural - short	-	-	-	-	-
Rural - long	2	350	2	172	\$0

* Excludes momentary interruptions (<1 min)

4. Solar customers – by customer size and location (as at March 2018)



Customer size / location	Urban (no.)	Rural – short (no.)	Rural – long (no.)	Total
Residential (LV, low voltage)	36,149	45,056	21,898	103,103
Business (LV), under 160MWh usage	1,066	1,349	1,374	3,789
Business (LV), more than 160MWh usage	37	37	18	92
High voltage	-	1	-	1
Sub-transmission	-	-	-	-
Total	37,252	46,443	23,290	106,985

4. Solar penetration – by customer size and location (as at March 2018)



Customer size / location	Urban (%)	Rural – short (%)	Rural – long (%)	Total
Residential (LV, low voltage)	13.7%	18.2%	22.2%	15.9%
Business (LV), under 160MWh usage	4.3%	5.7%	7.6%	5.9%
Business (LV), more than 160MWh usage	1.3%	1.7%	1.2%	1.5%
High voltage	-	2.9%	-	1%
Sub-transmission	-	-	-	-
Total	12.7%	15.8%	19.4%	15%