



15 February 2017

Statement re load shedding event (8 February 2017)

Extreme high temperatures over 40 degrees Celsius experienced in South Australia resulted in some of the highest electricity demands ever recorded in the State on 8 February 2017. The Australian Energy Market Operator (AEMO), which has the responsibility for maintaining the security of the national electricity system, issued a direction for SA Power Networks to shed 100MW of load.

SA Power Networks responded immediately to the AEMO direction and initiated rotational load shedding. At 18.40 SA time, load shedding commenced using an automated load shedding software system.

Within 10 minutes our network controllers raised concerns that more load was being shed than the 86MW the load shedding system was indicating. In response, a process for restoring power was commenced immediately.

SA Power Networks apologises to the 60,000 additional customers whose load was shed.

We have put in place steps to prevent a recurrence while continuing detailed technical investigations into why the load-shedding software did not operate correctly.

The average time without supply for all customers affected by the load shedding event was 31 minutes.

Q&A re load shedding

Will there be any compensation paid to customers who were not supposed to be shed?

While we appreciate load shedding, which lasted 31 minutes on average, may have caused some difficulty for some business customers, we encourage them to contact their insurer in case of financial loss.

(Note: GSL payments paid for inconvenience associated with extended outages beyond 12 hours would not apply in this case).

We will not be providing compensation for inconvenience.

Where on the agreed rotational list were you supposed to stop?

Additional customers had load shed in several areas – including the western suburbs, Adelaide Hills and South East. Load shedding is rotated according to an agreed list. If load shedding is required again in future, we will continue from the **next** substation on the list (ie starting with substations listed after those that experienced load shedding on Wednesday 8 February).

The last load shed event for insufficient electricity supply was in 2009.

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What have you done to ensure it won't happen again?

We've put in place a number of check steps to prevent a recurrence and we are working with our supplier to identify the specific cause and a long term fix.

Why was this not communicated at the time?

We have been undertaking an investigation – which is still continuing – to determine the specific cause of the issue with the load shedding software, and we made a decision to apologise and release the updated information we had to coincide with release of AEMO's report into the event.

What about the messages I received that were inaccurate?

We aim to provide timely and accurate information to help customers manage their response to power outages. We know that during the largest storm-related events in 2016 (28/9 and 29/12) that we did not get estimated restoration times correct and updated this information too frequently. We know that our website did not reflect the load shed cause for outages immediately and in both major events we were slow to publish information on the website.

We have reviewed our systems and procedures for customer communication and are currently working on improvements.