



Benchmarking: Customer Perspective Indicators

A Simpson

Customer Service Indicators



PRICING –
COMPARISON OF
BILLS.



RELIABILITY – SAIFI
& SAIFI



POWER QUALITY

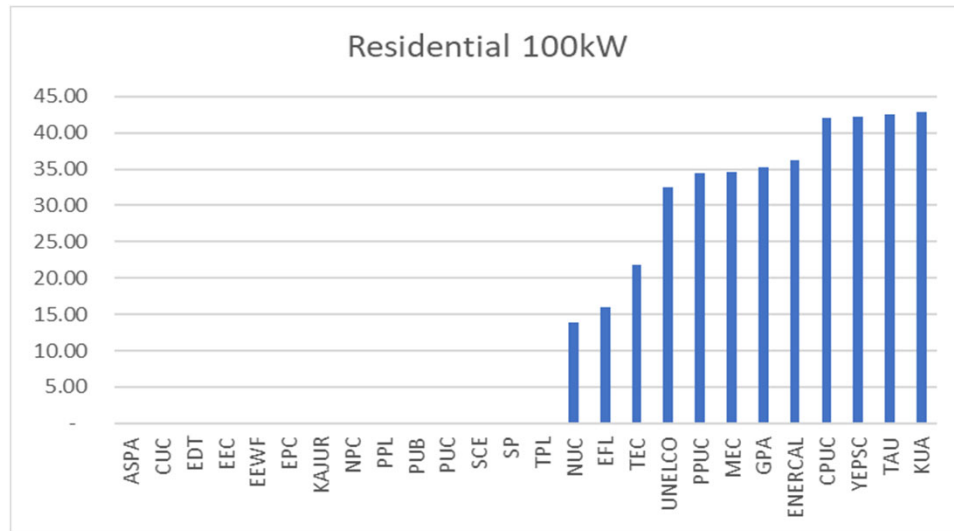


COMPLAINT
RESPONSE

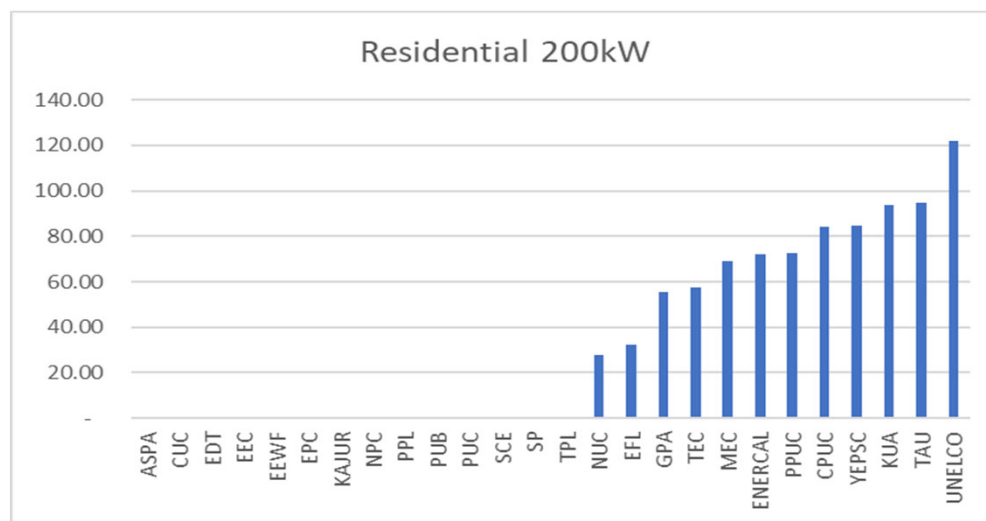


BRANDING

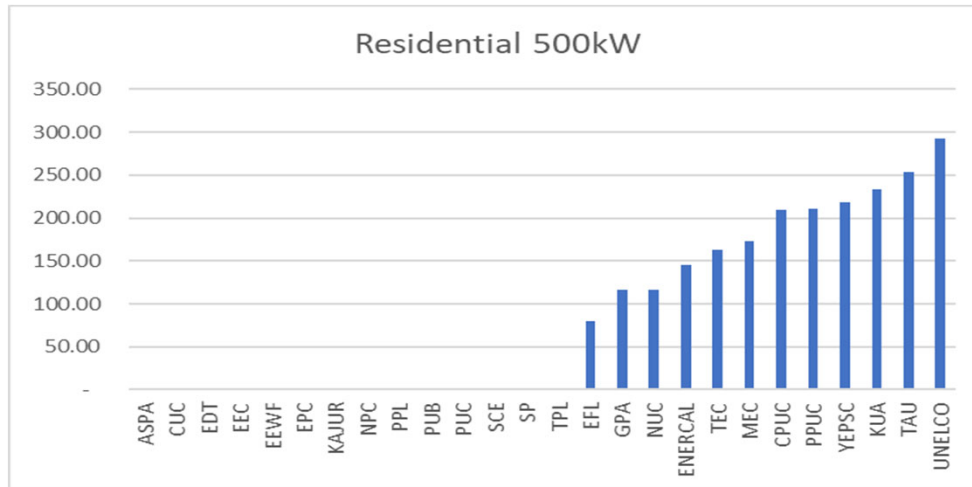
Monthly Bill: Residential Customer 100 kwh/month



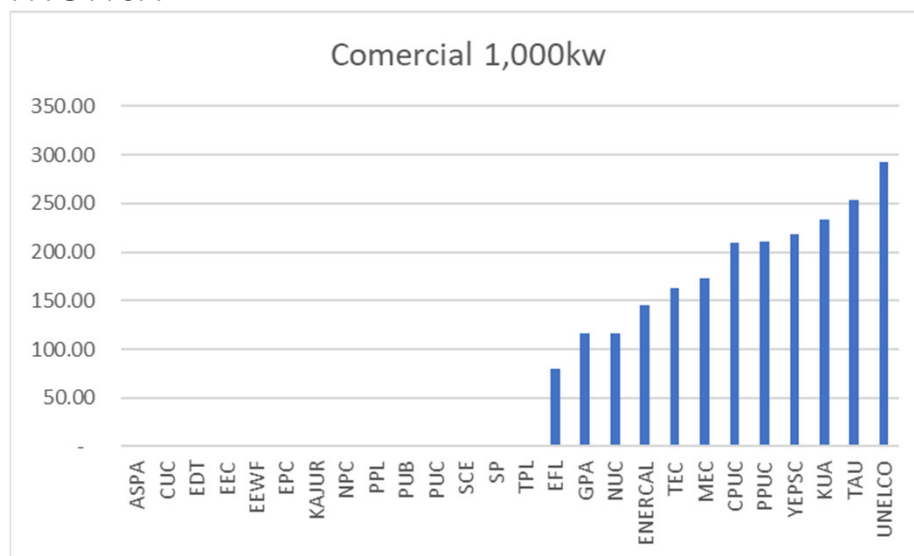
Monthly Bill: Residential Customer 200 kwh/month



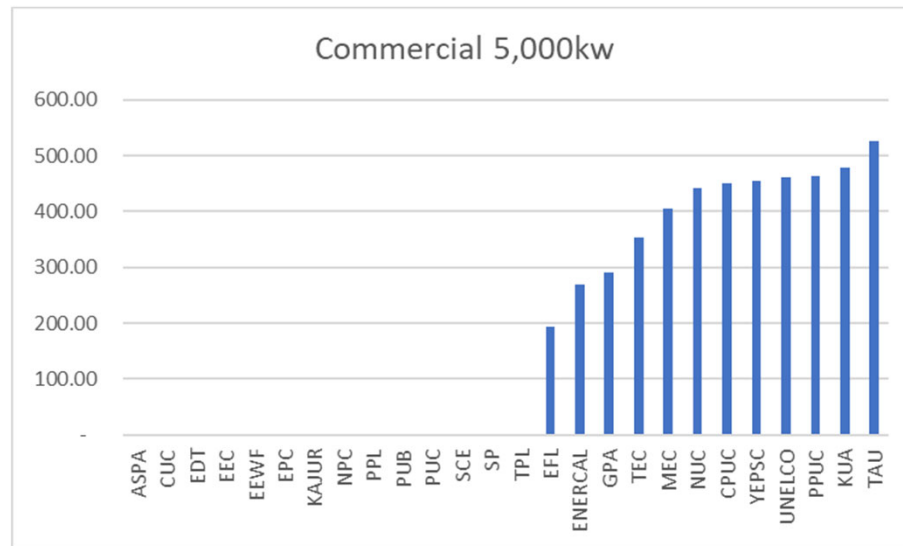
Monthly Bill: Residential Customer 500 kwh/month



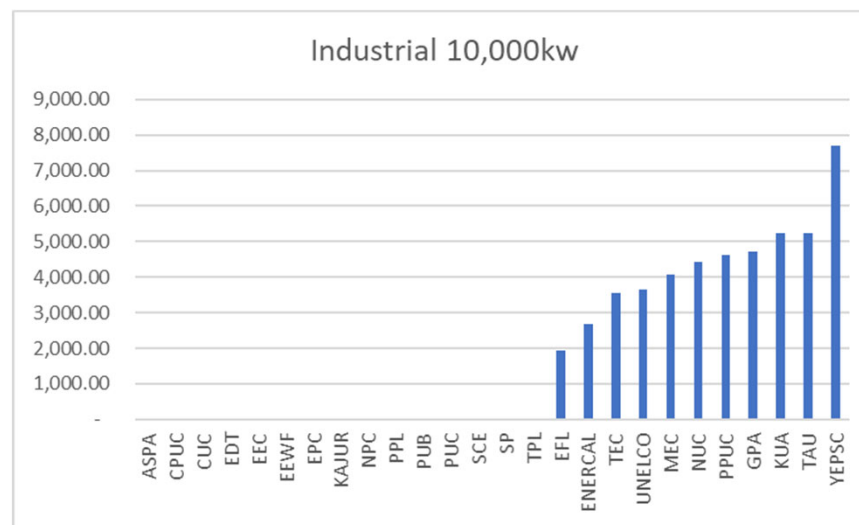
Monthly Bill: Commercial Customer 1,000 kwh/month



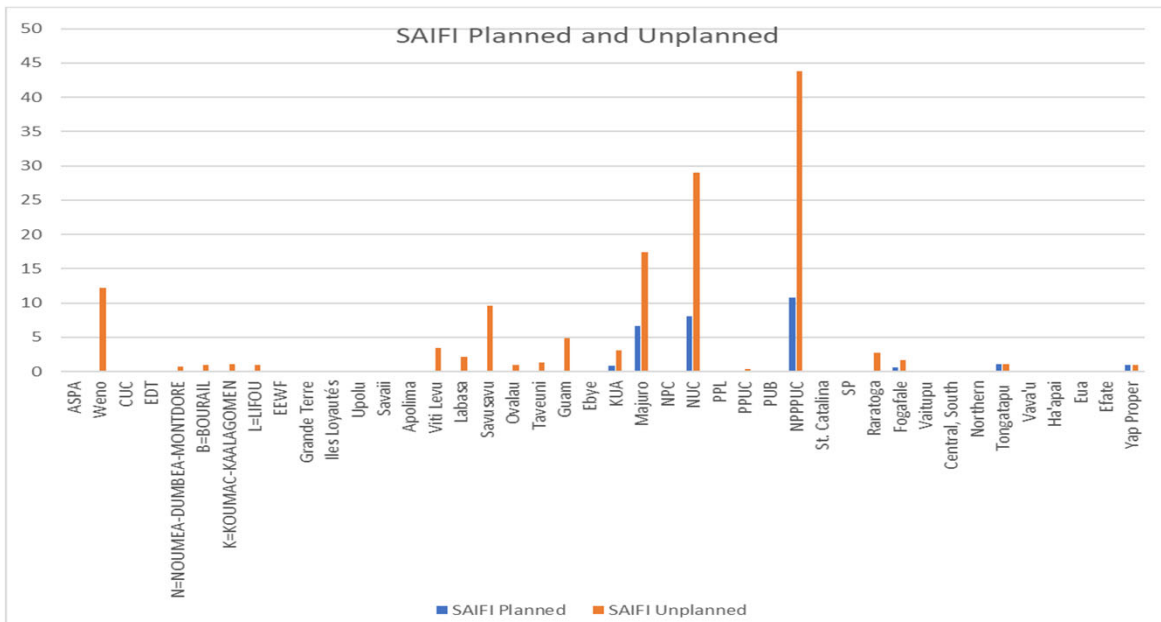
Monthly Bill: Commercial Customer 5,000 kwh/month



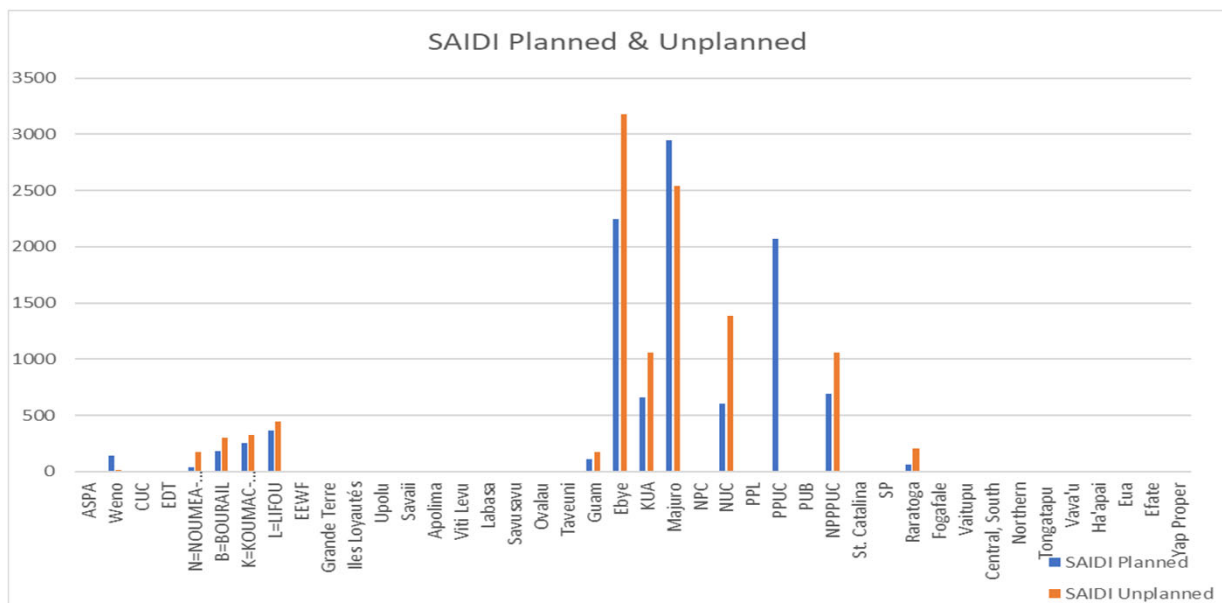
Monthly Bill: Industrial Customer 10,000 kwh/month



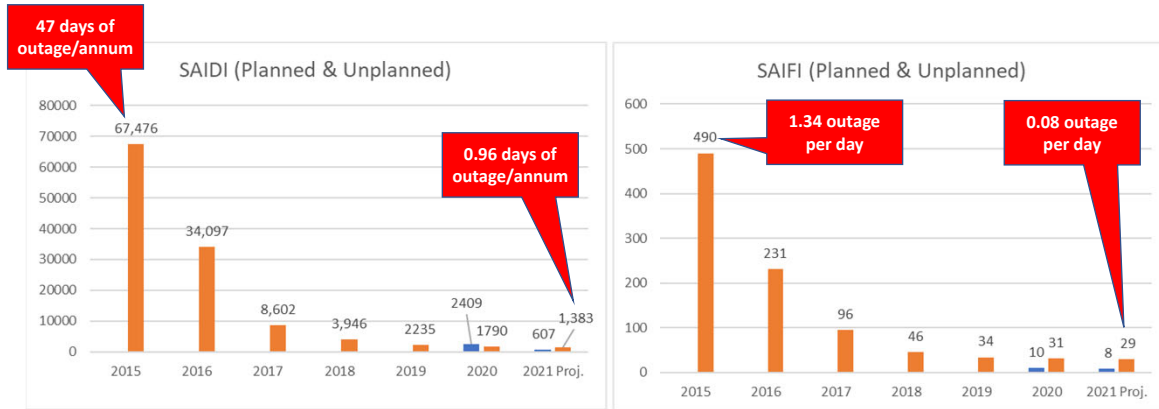
Reliability: SAIFI & SAIDI



Reliability: SAIFI & SAIDI



Reliability: SAIFI & SAIDI- Nauru

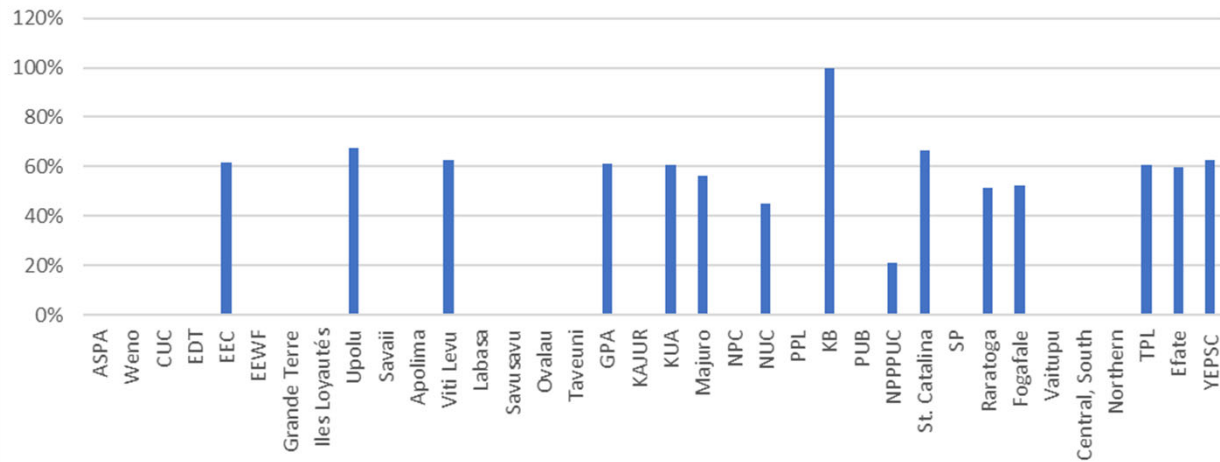


Reliability: SAIFI & SAIDI - Exercise

Exercise: See notes on SAIDI and SAIFI

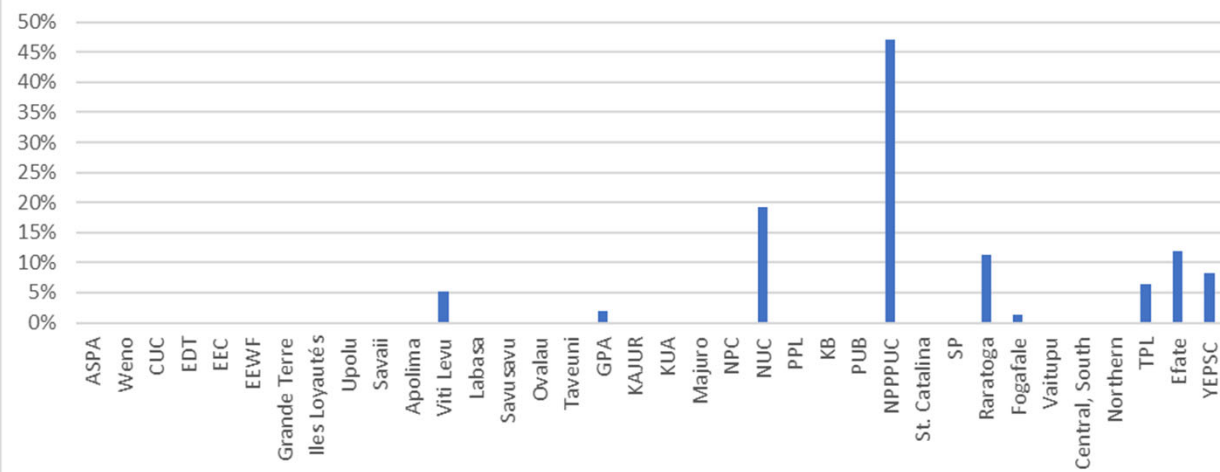
Customer Profile

Productive Electricity Usage



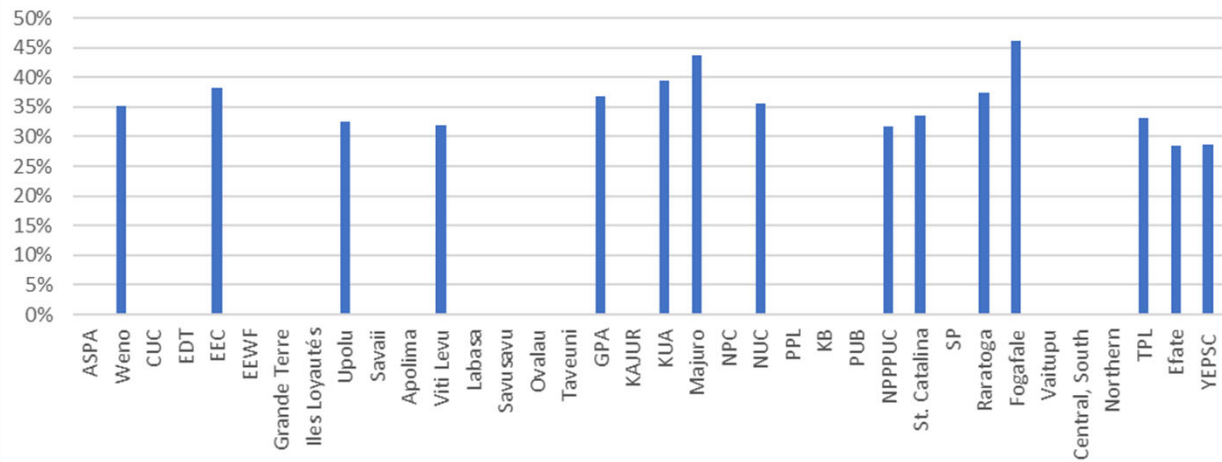
Customer Profile

Lifeline Tariff Usage



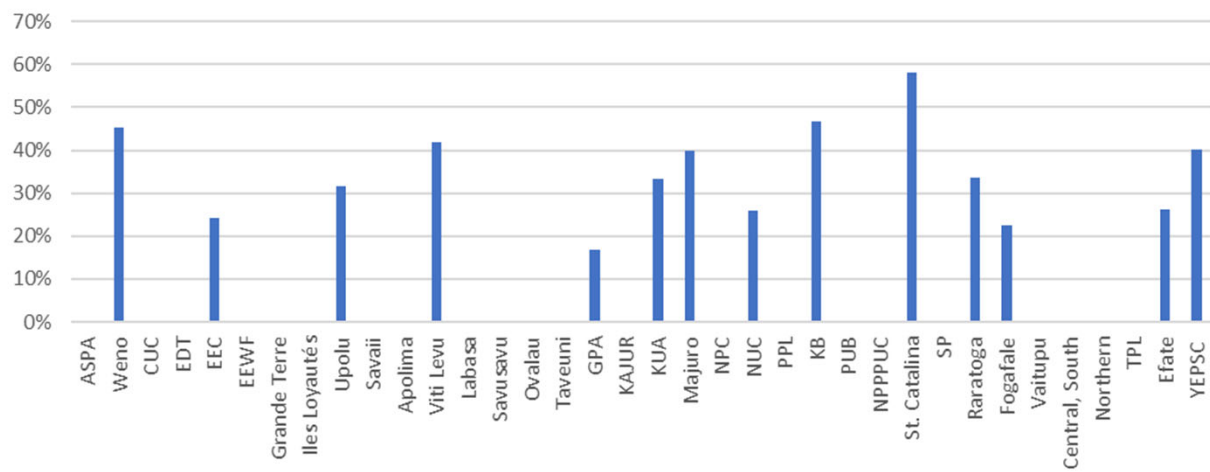
Customer Profile

Domestic Usage



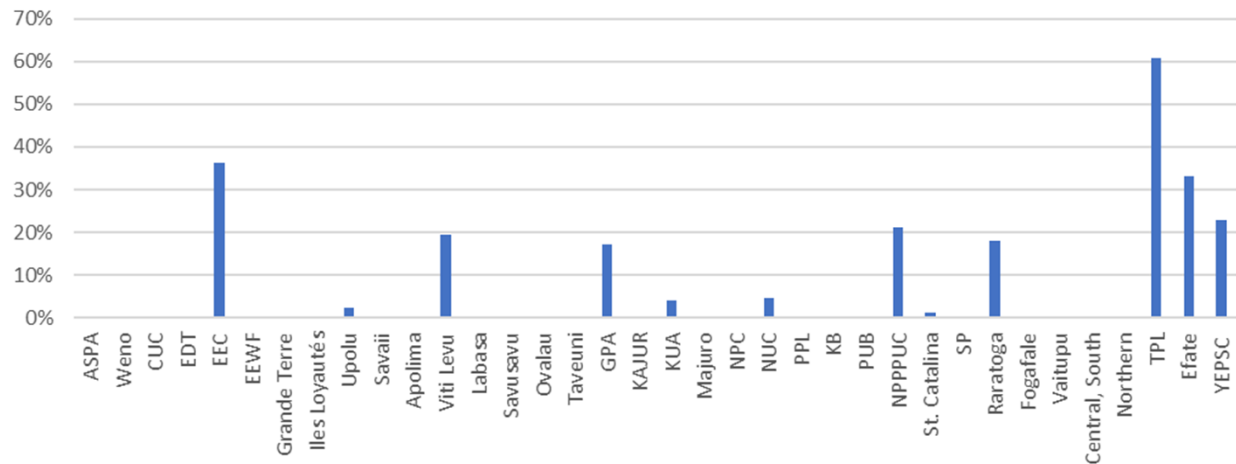
Customer Profile

Commercial Usage



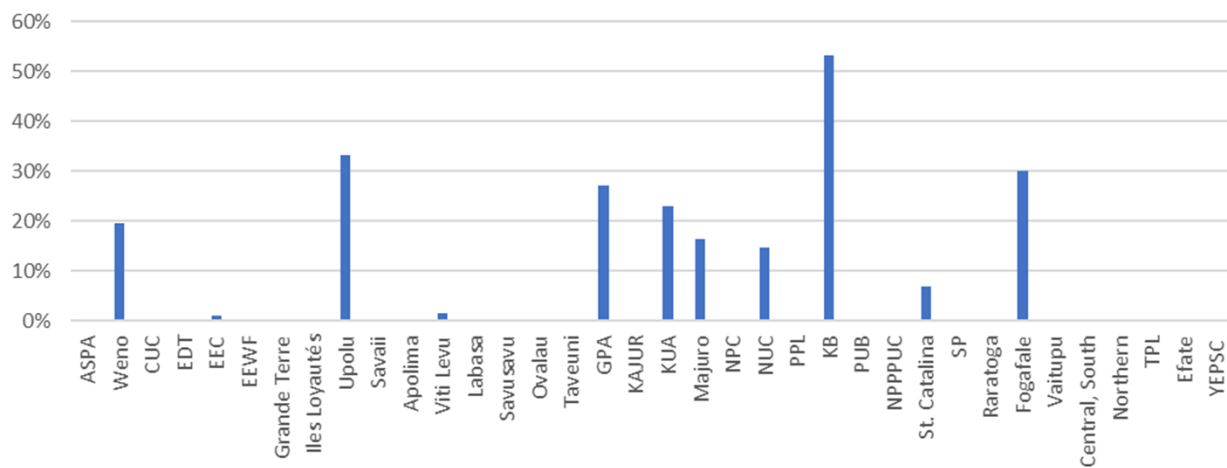
Customer Profile

Industrial Usage



Customer Profile

Other usage



System Energy Loss

