## PERFORMANCE OF PUBLIC LICENSEES

| Availability of Supply  a) Minimum duration of notice of insupply b) Time taken to restore electricity failure of, damage to, or operative cables rated at 22kV and below  Restoration of Supply a) Time taken to restore gas supply incident in the gas pipeline network below 3 barg  Quality of Supply b) Time taken to correct voltage congeniforcement  Gas Emergency  Providing Supply b) Time taken to respond to all report supply b) Time taken to implement electrifications after take-over of successive installation work after premises to cable d) Lead time taken to inspect and transpect and transpect in the factor of the complex supply and the complex supply and the complex supply capacity greater than 45 e) Lead time taken to inspect and turn-capacity less than or equal to 45 f) Time taken to inspect and turn-capacity less than or equal to 45 f) Time taken to inspect and turn-oupon request after opening of accessive supply h) Time taken to process and approaphication of gas supply i) Time taken to process and approaphication of gas supply i) Time taken to reply out gas serve customer's premises is ready to premise is within gas distribution  Customer Contact a) Time taken to reply to written en (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken by customer service  Metering a) Time taken to attend to meter pr   | Service Indicator   | Responsibility<br>of                                      | Service Standard                                   | Target                  | Performance<br>%    |                    |                     |                     |
|--|---|---|--|-------------------------|---------------------|--------------------|---------------------|---------------------|
| Supply b) Time taken to restore electricity failure of, damage to, or operatic cables rated at 22kV and below  Restoration of Supply a) Time taken to restore gas supply incident in the gas pipeline network below 3 barg  Quality of Supply b) Time taken to correct voltage congeniforcement  Gas a) Time taken to respond to all report residency  Providing Supply b) Time taken to implement electrifications after take-over of supply c) Time taken to implement service installation work after premises to cable d) Lead time taken to inspect and transpacity greater than 45 e) Lead time taken to test and turnapacity less than or equal to 45 f) Time taken to inspect and turnapacity less than or equal to 45 f) Time taken to inspect and turnapacity less than or equal to 45 f) Time taken to process and approach application of gas supply h) Time taken to process and approach application of gas supply i) Time taken to process and approach application of gas supply i) Time taken to process and approach application of gas supply i) Time taken to reply to written concurrence is within gas distribution network and to reply in the taken to reply to written end (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken to reply to written end (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken to reply to written end (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken to respond (make application problem or dispute upon motification)  | SS. FISS HIMIOURO   |   | J. 1.100 Standard                                  | %                       | 2020                | 2021               | 2022                | 2023                |
| Restoration of a) Time taken to restore gas supply incident in the gas pipeline network below 3 barg  Quality of Supply b) Time taken to correct voltage congenity b) Time taken to respond to all represented a) Time taken to respond to all represented a) Time taken to implement electrification work after premises to cable d) Lead time taken to inspect and turn-capacity less than or equal to 45 d) Time taken to inspect and turn-capacity less than or equal to 45 d) Time taken to inspect and turn-capacity less than or equal to 45 d) Time taken to process an application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to process and approach application of gas supply b) Time taken to reply to written en contact and to reply to written en time taken to reply to written en (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken to attend to meter promise taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon Time taken to respond (make ap metering problem or dispute upon notification the politication the po | interruption of electricity or gas  | SP PowerAssets Ltd<br>PowerGas Ltd                        | 7 consecutive days 2 working days                  | (≥95)<br>(≥95)          | 100<br>100          | 100<br>100         | 100<br>100          | 100<br>100          |
| Cables rated at 22kV and below  Restoration of Supply incident in the gas pipeline netwoelow 3 barg  Quality of Supply by Time taken to rectify voltage consupply by Time taken to correct voltage coreinforcement  Gas and Time taken to respond to all report to the supply and th | 1 /   | SP PowerAssets Ltd  | 3 hours  | (=100)                  | 100                 | 99.81 <sup>2</sup> | 99.77 <sup>3</sup>  | 99.78 <sup>4</sup>  |
| Supply  incident in the gas pipeline netwoellow 3 barg  Quality of Supply  b) Time taken to rectify voltage con reinforcement  Gas and Time taken to respond to all report to reinforcement  Gas and Time taken to respond to all report to reinforcement  Froviding and Time taken to implement electrific substations after take-over of such to able to the cable and the c |   | SP PowerAssets Ltd  | Exceeds 2 hours but does not exceed 3 hours        | (≤10)                   | 0.81                | 0.54               | 0.88                | 1.76                |
| Supply b) Time taken to correct voltage coreinforcement  Gas Emergency a) Time taken to respond to all report in the substations after take-over of substations after taken to implement service installation work after premises to cable  d) Lead time taken to test and turn-outpon request after opening of action application or gas supply  f) Time taken to process and approximation of gas supply  i) Time taken to process and approximation of gas supply  j) Time taken to carry out gas services in the substation of gas supply  i) Time taken to carry out gas services in the substation of gas supply  i) Time taken to carry out gas services in the substation of gas supply  i) Time taken to reply to written endotted in the substation of gas supply  i) Time taken to reply to written endotted taken to reply to written endotted in the substation of gas supply  customer Contact  a) Time taken to reply to written endotted taken to reply to written endotted to populing/closing of account)  c) Time taken to reply to written endotted to populing/closing of account)  c) Time taken to respond (make apmetering problem or dispute upon the taken to respond (make apmetering problem or dispute upon dispute upon notification)   | oly after each gas supply disruption<br>work rated at/above 200 mbarg and         | PowerGas Ltd  | 24 hours   | (=100)                  | 100                 | 100                | 100                 | 100                 |
| b) Time taken to correct voltage coreinforcement  Gas Emergency  a) Time taken to respond to all report Emergency  a) Time taken to process supply ap Supply  b) Time taken to implement electrific substations after take-over of su c) Time taken to implement service installation work after premises to cable  d) Lead time taken to inspect and turn-capacity less than or equal to 45  e) Lead time taken to test and turn-capacity less than or equal to 45  f) Time taken to inspect and turn-oupon request after opening of active of the composition o | omplaint or limit violation   | SP PowerAssets Ltd  | 2 consecutive days                                 | (≥95)                   | 100                 | 100                | 100                 | 100                 |
| Emergency  Providing Supply  a) Time taken to implement electrift substations after take-over of su c) Time taken to implement service installation work after premises to cable  d) Lead time taken to inspect and traceapacity greater than 45.  e) Lead time taken to test and turn-capacity less than or equal to 45.  f) Time taken to inspect and turn-oupon request after opening of account or piped gas supply  h) Time taken to process and approximation of gas supply  i) Time taken to process and approximation of gas supply  i) Time taken to process and approximation of gas supply  j) Time taken to carry out gas servicustomer's premises is ready to premise is within gas distribution network and to reply in the taken to reply to written endicated to rep | complaint which requires network  | SP PowerAssets Ltd  | 6 months   | (≥99)                   | 100                 | 100                | 100                 | 100                 |
| b) Time taken to implement electrifical substations after take-over of such that is substation after take-over of such that is substation after taken to implement service installation work after premises to cable  d) Lead time taken to inspect and turn-out that is substational to the substance of t | ported gas leakages   | PowerGas Ltd  | 1 hour   | (=100)                  | 100                 | 100                | 100                 | 100                 |
| c) Time taken to implement service installation work after premises to cable  d) Lead time taken to inspect and to (supply capacity greater than 45)  e) Lead time taken to test and turn-capacity less than or equal to 45  f) Time taken to inspect and turn-oupon request after opening of account or piped gas supply  h) Time taken to process and approact application of gas supply  i) Time taken to process an application of gas supply  i) Time taken to carry out gas servicus of gas is within gas distribution network and to reply in the premise is within gas distribution at the process of the premise is within gas distribution of Electricity)  Time taken to reply to written endofficial time taken to attend to meter proportion opening/closing of account)  c) Time taken to attend to meter profile taken to respond (make appending problem or dispute upon time taken to respond (make appending problem or dispute upon time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appending problem or dispute upon notification time taken to respond (make appen | application and to reply to applicant   | SP Services Ltd   | 14 consecutive days                                | (≥85)                   | 99.59               | 99.55              | 99.28               | 98.86               |
| installation work after premises to cable  d) Lead time taken to inspect and to (supply capacity greater than 45)  e) Lead time taken to test and turn-capacity less than or equal to 45  f) Time taken to inspect and turn-outpon request after opening of account or piped gas supply  h) Time taken to process and approapplication of gas supply  i) Time taken to process an application of gas supply  j) Time taken to carry out gas serve customer's premises is ready to premise is within gas distribution premise is within gas distribution.  Customer  Contact  a) Time taken to reply to written ender taken to  |   | SP PowerAssets Ltd  | 10 weeks   | (≥90)                   | 100                 | 100                | 100                 | 100                 |
| (supply capacity greater than 45 e) Lead time taken to test and turn-capacity less than or equal to 45 f) Time taken to inspect and turn-oupon request after opening of active of the process and approach to application of gas supply h) Time taken to process and approach application of gas supply i) Time taken to process an application network and to reply j) Time taken to carry out gas servicustomer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written ender the process of the process  | ce connection requiring cable<br>s to be supplied is ready to receive             | SP PowerAssets Ltd  | 6 weeks  | (≥90)                   | 99.69               | 100                | 100                 | 99.9                |
| f) Time taken to inspect and turn-o upon request after opening of act of piped gas supply  h) Time taken to process and approapplication of gas supply  i) Time taken to process an application network and to reply ji) Time taken to carry out gas servicustomer's premises is ready to premise is within gas distribution.  Customer Contact  a) Time taken to reply to written ender the taken to reply to written ender the fellowing time at customer service opening/closing of account)  c) Time taken to attend to meter properties and the fellowing time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond (make apmetering problem or dispute upon notification time taken to respond time | S .   | SP Services Ltd   | 7 working days                                     | (≥90)                   | 100                 | 100                | 100                 | 100                 |
| g) Waiting time at site for appointm or piped gas supply  h) Time taken to process and approapplication of gas supply  i) Time taken to process an application network and to reply j) Time taken to carry out gas serv customer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written enof Electricity)  |   | SP Services Ltd   | 10 consecutive days                                | (≥90)                   | 99.95               | 99.98              | 96.2                | 100                 |
| h) Time taken to process and approapplication of gas supply  i) Time taken to process an application network and to reply j) Time taken to carry out gas serv customer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written continue taken to reply to written endificulties Support Services) b) Queuing time at customer service opening/closing of account)  c) Time taken to attend to meter promotion to the services of the se | -on pre-tested electrical installation account                                    | SP Services Ltd   | 3 working days                                     | (≥98)                   | 100                 | 99.99              | 100                 | 100                 |
| application of gas supply  i) Time taken to process an application network and to reply  j) Time taken to carry out gas serv customer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written continue taken to reply to written endoff Electricity)  Time taken to reply to written endoff Electricity  Time taken to reply to written endoff  | ment to turn-on or cut-off electricity  | SP Services Ltd City Energy Pte Ltd                       | 1.5 hours<br>2 hours                               | (≥90)<br>(≥95)          | 99.94<br>99.01      | 99.90<br>99.44     | 99.48<br>99.87      | 99.17<br>99.64      |
| distribution network and to reply  j) Time taken to carry out gas serv customer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written con Time taken to reply to written ender taken to present taken to respond to meter present taken to attend to meter present taken to respond (make appetent taken taken to respond (make appetent taken  | prove submission of plans for   | City Energy Pte Ltd                                       | 2 weeks  | (≥90)                   | 97.94               | 96.96              | 98.73               | 98.93               |
| customer's premises is ready to premise is within gas distribution  Customer Contact  a) Time taken to reply to written con Time taken to reply to written ender the confection of Electricity) Time taken to reply to written ender to premit the customer service opening/closing of account)  c) Time taken by customer service  Metering a) Time taken to attend to meter premit to attend to meter premit to attend to metering to the customer service opening problem or dispute upon time taken to respond (make aparticular |   | PowerGas Ltd  | 2 weeks  | (≥90)                   | 98.61               | 99.05              | 100                 | 99.37               |
| Time taken to reply to written en of Electricity) Time taken to reply to written en of Electricity) Time taken to reply to written en (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken by customer service  Metering a) Time taken to attend to meter provided Time taken to attend to metering b) Time taken to attend to metering problem or dispute upon Time taken to respond (make ap disputes upon notification  | rvice connection from the date when o receive connection and where the on network | PowerGas Ltd  | 6 weeks  | (≥90)                   | 99.49               | 100                | 100                 | 100                 |
| of Electricity) Time taken to reply to written en (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken by customer service  Metering a) Time taken to attend to meter provided Time taken to attend to metering b) Time taken to respond (make appending problem or dispute upon Time taken to respond (make appending problem) Time taken to respond (make appending problem)   |   | SP PowerAssets Ltd<br>City Energy Pte Ltd<br>PowerGas Ltd | 7 working days<br>7 working days<br>7 working days | (≥95)<br>(≥95)<br>(≥95) | 98.14<br>100<br>100 | 100<br>100<br>100  | 100<br>100<br>99.99 | 100<br>100<br>99.99 |
| Time taken to reply to written en (Utilities Support Services) b) Queuing time at customer service opening/closing of account) c) Time taken by customer service  Metering a) Time taken to attend to meter provices b) Time taken to attend to metering taken to attend to metering problem or dispute upon Time taken to respond (make apagisputes upon notification   | enquiry (including complaint) (Supply   | SP Services Ltd   | 7 working days                                     | (≥95)                   | 100.00              | 100                | 100                 | 100                 |
| b) Queuing time at customer service opening/closing of account)  c) Time taken by customer service  Metering Services  a) Time taken to attend to meter provided to metering taken to attend to metering  b) Time taken to respond (make appending problem or dispute upon the taken to respond (make appending put taken to respond put taken to respond (make appending put taken to respond (make appending put taken to respond put taken to r | enquiry (including complaint)   | SP Services Ltd   | 7 working days                                     | (≥95)                   | 98.67               | 98.2               | 97.58               | 99.12               |
| Metering Services  a) Time taken to attend to meter provided Time taken to attend to metering b) Time taken to respond (make appending problem or dispute upon the taken to respond (make appendisputes upon notification  | rice counter (enquiries and   | SP Services Ltd   | 20 minutes   | (≥90)                   | 96.92               | 97.75              | 94.88               | 94.14               |
| Services  Time taken to attend to metering  b)  Time taken to respond (make ap metering problem or dispute upo  Time taken to respond (make ap disputes upon notification  | e officer to pick up ringing telephone  | SP Services Ltd   | 30 seconds   | (≥90)                   | 90.48               | 91.10              | 91.01               | 91.65               |
| metering problem or dispute upo Time taken to respond (make ap disputes upon notification  | problem at site upon notification   | SP PowerAssets Ltd<br>SP Services Ltd                     | 8 consecutive days<br>8 consecutive days           | (≥95)<br>(≥95)          | 98.03<br>99.51      | 100<br>100         | 100<br>100          | 100<br>100          |
| disputes upon notification   |   | PowerGas Ltd  | 5 working days                                     | (≥95)                   | 100                 | 100                | 100                 | 100                 |
| c) Time interval between successiv   | appointment or reply) to meter  | SP Services Ltd   | 5 working days                                     | (≥95)                   | 100                 | 100                | 100                 | 100                 |
|  | sive reading of billing meter(s)  | SP Services Ltd   | Once in 2 months                                   | (≥95)                   | 100                 | 100                | 100                 | 99.98               |
| Service Service  | ce Indicator  | Responsibility of   | Service Standard                                   | Target<br>%             | 2020                | 2024               | 2022                | 2023 <sup>5</sup>   |
|  | ents <sup>1</sup> caused by failure of, damage to, ipment or cables               | SP PowerAssets Ltd  | 0 incident   | (=100)                  | <b>2020</b>         | <b>2021</b>        | <b>2022</b><br>11   | <b>2023°</b> 5      |
| 1 11   | rs <sup>1</sup> due to failure of, damage to, or                                  | SP PowerAssets Ltd  | 0 incident   | (=100)                  | 3                   | 0                  | 1                   | 1                   |

Only incidents where the Licensee is determined by the Authority to be at fault will be counted.
 Due to unexpected site constraint at the area where the cable failed and caused power failure on 17 Apr 2021.
 Due to unexpected site constraint at the area where the cable failed and caused power failure on 23 Jul 2022.
 Due to unexpected site constraint at the area where the cable failed and caused power failure on 20 Aug 2023.
 Numbers are accurate up to Oct 2024.