

PERFORMANCE OF PUBLIC LICENSEES

Service Dimension	Service Indicator		Responsibility of	Service Standard	Target %	Performance %			
						2020	2021	2022	2023
Availability of Supply	a)	Minimum duration of notice of interruption of electricity or gas supply	SP PowerAssets Ltd	7 consecutive days	(≥95)	100	100	100	100
			PowerGas Ltd	2 working days	(≥95)	100	100	100	100
	b)	Time taken to restore electricity supply for each power failure due to failure of, damage to, or operation of Licensee's equipment or cables rated at 22kV and below	SP PowerAssets Ltd	3 hours	(=100)	100	99.81 ²	99.77 ³	99.78 ⁴
			SP PowerAssets Ltd	Exceeds 2 hours but does not exceed 3 hours	(≤10)	0.81	0.54	0.88	1.76
Restoration of Supply	a)	Time taken to restore gas supply after each gas supply disruption incident in the gas pipeline network rated at/above 200 mbarg and below 3 barg	PowerGas Ltd	24 hours	(=100)	100	100	100	100
Quality of Supply	a)	Time taken to rectify voltage complaint or limit violation	SP PowerAssets Ltd	2 consecutive days	(≥95)	100	100	100	100
	b)	Time taken to correct voltage complaint which requires network reinforcement	SP PowerAssets Ltd	6 months	(≥99)	100	100	100	100
Gas Emergency	a)	Time taken to respond to all reported gas leakages	PowerGas Ltd	1 hour	(=100)	100	100	100	100
Providing Supply	a)	Time taken to process supply application and to reply to applicant	SP Services Ltd	14 consecutive days	(≥85)	99.59	99.55	99.28	98.86
	b)	Time taken to implement electrification scheme requiring new substations after take-over of substation (up to 22kV)	SP PowerAssets Ltd	10 weeks	(≥90)	100	100	100	100
	c)	Time taken to implement service connection requiring cable installation work after premises to be supplied is ready to receive cable	SP PowerAssets Ltd	6 weeks	(≥90)	99.69	100	100	99.9
	d)	Lead time taken to inspect and turn-on large installation (supply capacity greater than 45kVA) upon request	SP Services Ltd	7 working days	(≥90)	100	100	100	100
	e)	Lead time taken to test and turn-on small installation (supply capacity less than or equal to 45kVA) upon request	SP Services Ltd	10 consecutive days	(≥90)	99.95	99.98	96.2	100
	f)	Time taken to inspect and turn-on pre-tested electrical installation upon request after opening of account	SP Services Ltd	3 working days	(≥98)	100	99.99	100	100
	g)	Waiting time at site for appointment to turn-on or cut-off electricity or piped gas supply	SP Services Ltd	1.5 hours	(≥90)	99.94	99.90	99.48	99.17
			City Energy Pte Ltd	2 hours	(≥95)	99.01	99.44	99.87	99.64
	h)	Time taken to process and approve submission of plans for application of gas supply	City Energy Pte Ltd	2 weeks	(≥90)	97.94	96.96	98.73	98.93
	i)	Time taken to process an application for connection to the gas distribution network and to reply to the applicant	PowerGas Ltd	2 weeks	(≥90)	98.61	99.05	100	99.37
Customer Contact	a)	Time taken to reply to written complaint	SP PowerAssets Ltd	7 working days	(≥95)	98.14	100	100	100
		Time taken to reply to written enquiry or complaint	City Energy Pte Ltd	7 working days	(≥95)	100	100	100	100
			PowerGas Ltd	7 working days	(≥95)	100	100	99.99	99.99
		Time taken to reply to written enquiry (including complaint) (Supply of Electricity)	SP Services Ltd	7 working days	(≥95)	100.00	100	100	100
		Time taken to reply to written enquiry (including complaint) (Utilities Support Services)	SP Services Ltd	7 working days	(≥95)	98.67	98.2	97.58	99.12
	b)	Queuing time at customer service counter (enquiries and opening/closing of account)	SP Services Ltd	20 minutes	(≥90)	96.92	97.75	94.88	94.14
	c)	Time taken by customer service officer to pick up ringing telephone	SP Services Ltd	30 seconds	(≥90)	90.48	91.10	91.01	91.65
Metering Services	a)	Time taken to attend to meter problem at site upon notification	SP PowerAssets Ltd	8 consecutive days	(≥95)	98.03	100	100	100
		Time taken to attend to metering problem at site upon notification	SP Services Ltd	8 consecutive days	(≥95)	99.51	100	100	100
	b)	Time taken to respond (make appointment, visit or reply) to a metering problem or dispute upon notification	PowerGas Ltd	5 working days	(≥95)	100	100	100	100
		Time taken to respond (make appointment or reply) to meter disputes upon notification	SP Services Ltd	5 working days	(≥95)	100	100	100	100
	c)	Time interval between successive reading of billing meter(s)	SP Services Ltd	Once in 2 months	(≥95)	100	100	100	99.98
Service Dimension	Service Indicator		Responsibility of	Service Standard	Target %	Performance %			
						2020	2021	2022	2023 ⁵
Reliability of Supply	a)	Number of power failure incidents ¹ caused by failure of, damage to, or operation of Licensee's equipment or cables	SP PowerAssets Ltd	0 incident	(=100)	8	11	11	5
Quality of Supply	a)	Number of voltage dip incidents ¹ due to failure of, damage to, or operation of Licensee's equipment or cables	SP PowerAssets Ltd	0 incident	(=100)	3	0	1	1

¹ Only incidents where the Licensee is determined by the Authority to be at fault will be counted.

² Due to unexpected site constraint at the area where the cable failed and caused power failure on 17 Apr 2021.

³ Due to unexpected site constraint at the area where the cable failed and caused power failure on 23 Jul 2022.

⁴ Due to unexpected site constraint at the area where the cable failed and caused power failure on 20 Aug 2023.

⁵ Numbers are accurate up to Oct 2024.