



The St. Helena Government Gazette

EXTRAORDINARY

Vol. LX

Published by Authority

No.17

Present Issue

2 April 2024

No. 43

ST HELENA UTILITIES REGULATORY AUTHORITY

DIRECTION UNDER SECTION 5 OF THE UTILITY SERVICES ORDINANCE 2013

Public Utilities Development Plan and Public Utilities Monitoring Plan

Pursuant to section 5 of the Utility Services Ordinance 2013, and in accordance with paragraph 16.4 of the Licence issued to Connect St Helena by the Governor in Council, the Utilities Regulatory Authority Directs that from the 1st April 2024 Connect St Helena submit to the Authority on an annual basis the information detailed below. This forms the Public Utilities Development Plan (PUDP) and Public Utilities Monitoring Plan (PUMP) which replaces the existing PUDP and PUMP.

The PUDP and PUMP shall use the year 23/4 as the benchmark year for monitoring performance. The PUDP and PUMP shall provide comparisons to the previous year's performance from 24/5, rising to the previous two years from 25/6 and for the previous three years thereafter.

The information required from Connect for the Public Utilities Monitoring Plan and shall be delivered at the same time as the annual report and shall contain the following information:

Service Delivery

Total electricity generation (MWh)

Total electricity generation from diesel generation (MWh)

Total electricity generation from renewables (MWh)

Percentage of electricity generation from renewables (%)

Overall fuel efficiency (l/kWh)

Total units of billed electricity (MWh)

Total units of billed water (m3)

Reliability

Number of faults on the electricity network

Customer minutes lost due to electricity faults

Number of faults on the water network

Network water loss/unaccounted for water (m3)

Physical losses/leaks (m3)

Commercial losses (m3)

Unbilled Authorised Consumption (m3)

Network water loss/unaccounted for water (%)

Physical losses/leaks (%)

Commercial losses (%)

Unbilled authorised consumption (%)

Infrastructure leakage index

Reserve levels of water (m3)

Reserve levels of water (%)

Reserve levels of water (days)

Quality

Power quality: voltage compliance with EN50160:2010 at:

Airport

Feeder 2

Solar Farm

Wind Farm

Appearance of treated water in CSH network Red Hill (NTU)

Appearance of treated water in CSH Network Hutt's Gate (NTU)

Appearance of treated water in CSH Network Levelwood (NTU)

Appearance of treated water in CSH Network Jamestown (NTU)

Microbiological integrity of treated water in CSH Network

Microbiological integrity of treated water at consumer meter

Customer service

Time taken to perform an electricity connection (days)

Time taken to perform a water connection (days)

Total customer complaints handled within Code of Practice parameters

Efficiency key performance indicator's

Total number of staff

Staff turnover rate

Staff cost as a percentage of total turnover

Lost time injury rate

Affordability

Cost to the consumer for 200 units of electricity/quarter (£)

Cost to the consumer for 15 units of water/quarter (£)

Number of electricity disconnections due to non-payment of bills

Innovation

Gearing ratio

Amount spent on research and development.

External grants measured against cash in bank

Duncan Cooke
Chairman, Utilities Regulatory Authority

2 April 2024