ABSTRACT

PT. PLN (Persero) ULP is part of the service unit under the UP3 unit or the abbreviation of the Customer Service Implementation Unit which divides the PLN service area into small scopes to be more focused and directly touch the community. With this ULP unit, it is hoped that it can help manage customer service and the electricity distribution network closer so as to minimize complaints and maintain the quality of electricity distribution which can provide the best value for customers. With this goal, handling and maintenance are needed in the event of a customer's electricity distribution network disruption. Customer service is a top priority for the ULP unit because it focuses on the distribution of electricity used, and there is no difference in service between ordinary customers and priority customers, all of whom are priority. This electricity distribution network is the network closest to the community, the voltage used at PLN is 20 KV. Handling of disturbances to the electricity distribution network must be carried out quickly and periodically responsive to the components of the electricity network as well as matters that cause disturbances such as cables hit by fallen trees, components that are no longer suitable for use or need to be replaced, rain and so on. Factors that cause disturbances are caused by several factors when viewed from the duration of the disturbance, such as temporary and permanent disturbances. The results of this study are expected to be able to find out the main causes of disturbances that occur in the electricity distribution network from January 2022 to August 2022 based on the length of time the disturbances occur. So that in the future it can be used as learning if the same or similar disturbance occurs, the PLN can inform the customer about the estimation of the disturbance repair work that has occurred. With that, it can minimize unclear information, customer complaints, and improve the performance of PLN technicians After conducting this research at ULP Purworejo and analyzing it, it can be concluded that the many disturbances that often occur are caused by natural factors with permanent types of disturbances.

Keywords: PLN, Causes of Disturbances, Distribution Networks, Temporary Disruptions, Permanent Disruptions.