Intisari

Listrik saat ini merupakan kebutuhan yang utama bagi perindustrian hingga rumah tangga. Tingkat mutu pelayanan dalam pelayanan tenaga listrik pun menjadi hal utama yang diperhatikan. Tingkat mutu pelayanan meliputi kualitas listrik yang di dalamnya terdapat keandalan dan ketersediaan tenaga listrik. Setiap daerah layanan distribusi memiliki nilai keandalan yang berbeda-beda. Perhitungan tarif listrik di Indonesia belum memasukkan faktor tingkat mutu pelayanan dalam perhitungannya (keandalan dan ketersediaan). Hal tersebut ditambahkan ke dalam perhitungan *tariff adjustment* tarif listrik Indonesia dengan mengacu kepada *Performance-Based Regulation*.

Penelitian ini bertujuan untuk mendiferensiasi tarif tenaga listrik dengan menambahkan faktor tingkat mutu pelayanan tenaga listrik. *Performance-Based Regulation* yang digunakan dalam penelitian ini adalah metode *price-linked incentive*. Komponen metode *Price-linked incentive* yang digunakan pada penelitian ini ada 4 yaitu keandalan distribusi berbasis pelanggan (SAIDI, SAIFI, dan CAIDI) dan susut energi. Keandalan distribusi berbasis pelanggan didapat dari perhitungan data kegagalan penyaluran tenaga listrik yang dialami langsung oleh pelanggan. Hasil perhitungan tingkat mutu pelayanan dievaluasi untuk menghasilkan tarif tenaga listrik yang baru.

Dari hasil penelitian didapatkan bahwa secara umum tingkat mutu pelayanan tenaga listrik di area layanan (rayon) PT. PLN (Persero) APJ Yogyakarta masih berada di bawah target. Pada rayon Kalasan di level tegangan TR bulan Februari, tarif listrik mengalami penurunan dari 1.392,12 Rp/kWh menjadi 1.386,40 Rp/kWh. Penurunan disebabkan tingkat mutu pelayanan pada bulan Januari berada di bawah target yang ditentukan. Namun, di bulan Maret level tegangan TR rayon Kalasan mengalami peningkatan dari 1.355,29 Rp/kWh menjadi 1.361,01 Rp/kWh. Penambahan disebabkan tingkat mutu pelayanan pada bulan Februari berada di atas target yang ditentukan. Penambahan/pengurangan paling besar yaitu Rp. 34,30 per kWh.

Kata Kunci: Tarif Listrik, *Performance-Based Regulation, Price-Linked Incentive*, Tingkat Mutu Pelayanan Tenaga Listrik.

Abstract

Electricity is currently a basic need for industry to households. The level of service quality in the service of electric power becomes the main thing. The level of service quality includes the quality of electricity in which there is reliability and availability of electric power. Each distribution service area has different reliability values. The calculation of electricity tariff in Indonesia hasn't added the level of service quality factor (reliability and availability) in its calculation. That factor is added in the calculation of tariff adjustment of Indonesian electricity tariffs refers to Performance-Based Regulation.

This study goal is to differentiate electricity tariffs by adding the level factor of electric power service quality. Performance-Based Regulation that used in this study is the price-linked incentive method. There were four components of Price-linked incentive method that used in this research. The components are reliability of customer-based distribution (SAIDI, SAIFI, and CAIDI) and energy losses. Reliability of customer-based distribution is obtained from the calculation of data failure of electricity distribution experienced by the customer. The results of the calculation of the level of service quality are evaluated to generate new electricity tariffs.

From the research result, it is found that in general the level of quality of electricity service in service area (rayon) of PT. PLN (Persero) APJ Yogyakarta is still below target. In Kalasan rayon at TR voltage level in February, electricity tariff decreased from 1,392.12 Rp/kWh to 1,386,40 Rp/kWh. The reduction caused by the quality of service levels in January being below the specified target. However, in March the level of TR rayon Kalasan voltage, electricity tariff increased from 1,355.29 Rp/kWh to 1,361.01 Rp/kWh. The increasement caused by the quality of service levels in February being above the specified target. Maximum increasement/decreasement is Rp. 34,30 per kWh.

Keyword: *Electrical Tariff, Performance-Based Regulation, Price-Linked Incentive, Quality of Service Level of Electricity*