

Envestra Service Quality Report 2004/2005

DATA FIELD	DEFINITION	RESULTS
Start Date	First Day of reporting Period	1 July 2004
End Date	Last Day of reporting Period	30 June 2005
Supply Area	Whole of Network	North Brisbane, Ipswich, Maryborough, Hervey Bay, Bundaberg, Gladstone & Rockhampton
Distribution Customers - total (number)	Distribution customer defined as any supply point through which gas is delivered from a distribution network identified as a separate account for billing purposes (excluding water meters).	74,706
Distribution Customers - small (number <10TJ pa)	All customers subject to small customer class price constraint in access arrangement for the Allgas network and tariff V price constraint for the Envestra network.	74,641
Distribution Customers - large (number >10TJ pa)	All customers subject to large customer class price constraint in access arrangement for the Allgas network and tariff D price constraint for the Envestra network.	65
Gas Consumption - small customer class (< 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	1,919 TJ
Gas Consumption - large customer class (> 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	3,242 TJ
Unaccounted for Gas (GJ)	Difference between total measurements of gas injected into and withdrawn from the distribution network (pipeline system), with no correction for changes in quantity of gas stored in pipeline over measurement period.	298 TJ
Length of Mains (km)	For entire network.	2,172 km (as at 30/06/05)
Reliability of Supply		
Planned customer interruptions	Reported as the total number of planned interruptions as the result of 61 km of Mains Replacement work .	615
	Total number of customers affected by these planned interruptions.	4,181
	Average duration of interruption/customer	6 hours
Unplanned outages	Number of unplanned outage affecting 5+ consumers.	3: 1 X 5 customers due to water in mains following heavy rain, 1 X 11 customers and 1 X 35 customers both due to damages to mains by external third parties.
	Number of customers affected by unplanned outages	51
	Number of hours of gas supply lost through unplanned outages	1 @ 4 hrs, 1 @ 5 hrs and 1 @ 4.5 hrs= total of 13.5 hours
	Average duration of unplanned outage (hours/customer)	

	<ul style="list-style-type: none"> • Worst 10 percent 	5 hours		
	<ul style="list-style-type: none"> • Worst 25 percent 	5 hours		
	<ul style="list-style-type: none"> • All such outages 	4.6 hours		
Customer Service				
Actionable Calls	Total number of calls to centre dispatched actionable calls allocated to distribution company.	6,196		
Complaints - number and nature (See detailed report attached)	Complaint defined as a communication from an external customer that requirements or expectations have not been met. A complaint does not include reports of system failures. The number of complaints according to category:			
	<ul style="list-style-type: none"> • Metering 	-		
	<ul style="list-style-type: none"> • Connections/disconnections 	2		
	<ul style="list-style-type: none"> • Reliability 	-		
	<ul style="list-style-type: none"> • Other distribution 	18		
Compliments (See detailed report attached)	Compliment defined as a communication from an external customer to praise the company or an employee for service quality.			
	<ul style="list-style-type: none"> • Metering 	-		
	<ul style="list-style-type: none"> • Connections/disconnections 	3		
	<ul style="list-style-type: none"> • Reliability 	-		
	<ul style="list-style-type: none"> • Other distribution 	10		
Response time to gas leaks	Measured from the time of report	Total No. of reports	Response time	
	<ul style="list-style-type: none"> • All response times 	1863	Ave 51 min	
	<ul style="list-style-type: none"> • Response time for worst 10% 	186	1 hr 56 min	
	<ul style="list-style-type: none"> • Response time for worst 25% 	465	1 hr 35 min	
New connections These measures include customer-related delays.	Connection within the timeframes specified, after lodgement of necessary paperwork and payment of customer contribution (if required) where suitable gas mains run down the customer's street. Reported as the percentage (%) of the total number of applications received and connected:	% of total number		
	<ul style="list-style-type: none"> • Within 20 days (new home gas connections N/H) 	37%		
	<ul style="list-style-type: none"> • Within 20 days (new home existing area gas connections NH/EA) 	45%		
	<ul style="list-style-type: none"> • Within 20 days (existing home gas connections E/H) 	56%		
	Type of New Connection	N/H	N/H E/A	E/H
	Total No of connections	710	316	339
		Average number of working days from application to connection.		
	<ul style="list-style-type: none"> ▪ Worst 10% 	376	236	69
	<ul style="list-style-type: none"> ▪ Worst 25% 	319	171	49
	<ul style="list-style-type: none"> ▪ All connections 	137	63	25

COMPLAINTS

CONNECTIONS/DISCONNECTIONS

Suburb	Date	Description
Clayfield	10/8/04	Customer unhappy with service she has received with a new service. A meter position was agreed and a meter box supplied. When the site was inspected the owner had not fitted the box. Customer argued the fact that we were putting the meter in the incorrect spot
Bardon	2/7/04	Customer had sprinkler system damaged when having a new service laid.

RELIABILITY

Suburb	Date	Description

OTHER DISTRIBUTION

Suburb	Date	Description
Milton	8/7/04	Damaged driveway after new main laid concrete to be reinstated
Toowong	25/8/04	Concrete splashed on walls cement patches are too rough saw cuts exposed general mess left
Auchenflower	6/9/04	Complaint against mains replacement damaging her pot plant and an ornament
Stafford	7/9/04	Footpath to be reinstated
Windsor	8/9/04	Pavers to be reinstated have been left stacked at property
Northgate	12/10/04	Rubble left in front of garage door, cement bags put in recycling bin, general mess & concrete splashes to be removed
Newmarket	21/10/04	Work done on property in June 04 - formwork and materials left on grass
Kedron	21/10/04	Lawn to be repaired and holes in footpath to be filled in
Brisbane CBD	10/12/04	Patches on road have subsided on footpath at valves and on road
Auchenflower	18/1/05	Irrigation system damaged when service was repaired
Milton	24/1/05	When mains replacement went through in May 04 the rendered brick wall has been cracked and a pipe has been left exposed out of the wall
Clayfield	24/1/05	Pebbles that were moved when a leak on the service was repaired - to be reinstated
Booval	9/3/05	Pavers subsided after repair to gas service at property
Red Hill	4/4/05	Leak was attended to but a mess was left - pebbles to be reinstated and excess fill was put into her pot plants & pavers not reinstated correctly
Paddington	12/4/05	Customer complaining about mains replacement making noise from the night works
Indooroopilly	19/4/05	Damaged was done to customers sprinkler system when meter and service were moved
Paddington	11/5/05	Customer has raised a complaint re the language that was being used at her property while work being done
Paddington	8/6/05	Rocks displaced, possible electrical cable has been cut, sprinkler knocked over and not replaced

CUSTOMER SATISFACTION/COMPLIMENTS

CONNECTIONS/DISCONNECTIONS

Suburb	Date	Description
Rockhampton	16/8/04	Owner thanked FNO Supervisor on behalf of the crew on site that connected the gas after alteration as it was a very professional job.
Kallangur	8/10/04	Civil Construction was so happy with the service he received that they will now be putting natural gas into stage 3 of the Bridgeway Estate to every house instead of 60%
Keperra	9/3/05	Customer would like to thank the crew who worked at the property in reconnecting his gas as it was a very hard job & they had to contend with a sprinkler system.

RELIABILITY

Suburb	Date	Description

OTHER DISTRIBUTION

Suburb	Date	Description
Brisbane	6/8/04	Origin LPG complimented the Mapping Office in regards to the quality of maps produced in response to a request.
Brisbane	2/9/04	Danielle Hilman of Life Care Australia would like to say thanks for the assistance & punctual response by Jodie Flugge (Administration Assistant Banyo) in relation a leak repair
Hamilton	16/11/04	Sue Kieseker would like to thank David Smith (Area Foreman) for the professional work standard he gave when altering the gas meter.
Toowong	22/11/04	Customer would like to thank the crew working on the gas outside her hose.
Newmarket	22/11/04	Customer would like to thank the crew that worked on the gas leak - they were courteous and professional with their work.
Paddington	6/12/04	Customer would like to thank the crew that completed the alteration of his meter (AMRP) as they were polite and did a good job
Auchenflower	30/12/04	Customer would like to thank the crew that carried out the work on his property - very impressed
Ipswich	30/12/04	Customer would like to give a compliment on how well the work was done at her property.
Wilston	30/12/04	Customer would like to thank the crew for the impressive work that they had done at the property.
Nundah	14/6/05	Customer would like to thank the crew the crew that worked on site (AMRP) as the work was carried out in a professional manner and the workers were polite and helpful at all times