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27/10/00



27 October 2000

Queensland Competition Authority
GPO Box 2257
Brisbane Qld 4001



Attention: Rob Prydon

Fax No: (07) 3222 0599

Dear Mr Prydon

Re: QCA Issues Paper: Electricity Distribution - Service Quality

CitiPower, as a major Queensland electricity retailer is pleased to have the opportunity to comment on the above paper.

Our submission is based on the issues our customers raise with us and these are mainly concerned with:

- the technical quality of the electricity supply:
 - over- and under-voltage events
- service response times, in particular the times
 - for new connections
 - for response to complaints about technical quality of supply.

CitiPower believes that the number of over- and under-voltage events, as experienced at the customer site, should be measured and incentives placed on the distributor to ensure that their frequency of occurrence is at best Australian practice levels.

Service response times are important to all customers and a key item in this category is the "new connection time", i.e. the time from placement of an order with the distribution company to provision of a working service at the customer premises. This is sufficiently important in CitiPower's view that it should be a "Guaranteed Service Level" for the distributor again at best Australian practice levels.

Customers are entitled to a timely reply to complaints about service in general and this should be more than just an acknowledgement that the correspondence has been received. Business customers in particular need timely and informative advice in order to make business decisions regarding arrangements for energy supply. CitiPower's view is that incentives should be placed on the distributor to ensure that timely and

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informative replies are produced to customer complaints with timing and content at best Australian practice levels.

Our views on matters associated with the above are:

- service quality data should be segmented to recognise the different network configurations and load densities so that segments not receiving appropriate service can be identified;
- incentives should:
 - penalise poor performance and reward over-performance which is best done via price control adjustments
 - encourage improvement over time.

Should you wish to discuss further:

- the customer issues raised above please contact Paul McKenna on 07 3360 0213 or
- the regulatory aspects of this submission please contact Adrian McKenzie on 03 9297 8909.

Yours sincerely



Rolf Herrmann
Manager Regulation