



# QUARTERLY SERVICE QUALITY REPORT

October – December 2005

Ergon Energy Corporation Limited



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## 1. Administrative Data

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
1.1	<i>Distribution Network Service Provider</i>	Name	EECL
1.2	<i>First day of reporting period</i>	Date	01-10-2005
1.3	<i>Last day of reporting period</i>	Date	31-12-2005

## 2. Aggregated Data<sup>1</sup>

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.10 <sup>2</sup>	<i>Total distribution Customers</i>	Number	591,223
<sup>3</sup>	Urban	Number	221,460
<sup>4</sup>	Short Rural	Number	298,938
	Long Rural	Number	63,989

## 3. Reliability Measures<sup>5</sup>

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE</u> Less Exclusions
<b>Reliability of Supply – 12 Month Rolling (a)<sup>6</sup></b>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	509.50	509.50
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	7.67	7.67
<sup>7</sup>	Exclusions	Minutes	0.00	29.09
	Distribution system – total	Minutes	501.82	472.73
	Urban	Minutes	225.73	211.39
	Short Rural	Minutes	560.08	525.91
	Long Rural	Minutes	1188.48	1,131.40
	Distribution system – planned	Minutes	123.22	123.22
	Distribution system – unplanned	Minutes	378.60	349.51
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	4.28	4.28
	Generation	Number	0.00	0.00
	Transmission	Number	0.13	0.13
	Exclusions	Number	0.00	0.21
	Distribution system – total	Number	4.15	3.95
	Urban	Number	2.07	1.96
	Short Rural	Number	4.72	4.49
	Long Rural	Number	8.74	8.33
	Distribution system – planned	Number	0.59	0.59
	Distribution system – unplanned	Number	3.56	3.35

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE Less Exclusions</u>
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	118.93	118.93
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	58.37	58.37
	Exclusions	Minutes	0.00	140.68
	Distribution system – total	Minutes	120.85	119.81
	Urban	Minutes	109.10	108.05
	Short Rural	Minutes	118.55	117.12
	Long Rural	Minutes	136.03	135.86
	Distribution system – planned	Minutes	208.21	208.21
	Distribution system – unplanned	Minutes	106.33	104.21
<b>Reliability of Supply – Quarterly Measure (b)</b>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	224.16	224.16
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	2.24	2.24
	Exclusions	Minutes	0.00	29.09
	Distribution system – total	Minutes	221.92	192.83
	Urban	Minutes	90.45	76.11
	Short Rural	Minutes	235.86	201.69
	Long Rural	Minutes	612.02	554.94
	Distribution system – planned	Minutes	38.58	38.58
	Distribution system – unplanned	Minutes	183.35	154.25
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.82	1.82
	Generation	Number	0.00	0.00
	Transmission	Number	0.05	0.05
	Exclusions	Number	0.00	0.21
	Distribution system – total	Number	1.76	1.56
	Urban	Number	0.81	0.70
	Short Rural	Number	1.91	1.68
	Long Rural	Number	4.36	3.95
	Distribution system – planned	Number	0.17	0.17
	Distribution system – unplanned	Number	1.59	1.38
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	123.34	123.34
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	40.83	40.83
	Exclusions	Minutes	0.00	140.68
	Distribution system – total	Minutes	125.90	123.94
	Urban	Minutes	111.60	109.06

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Short Rural	Minutes	123.24	120.07
	Long Rural	Minutes	140.27	140.37
	Distribution system – planned	Minutes	223.94	223.94
	Distribution system – unplanned	Minutes	115.28	111.48
<b>Reliability of Supply - Complaints</b>				
3.90	Reliability of supply complaints	Number		441
<sup>8</sup>	Momentary Interruptions to supply complaints	Number		See Footnote
3.91	Average time to resolve reliability complaint	Days		3

#### 4. Quality of Supply Data<sup>9</sup>

ITEM NO.	MEASURE	UNIT	VALUE
<b>Quality of Supply – Complaints Categorised by Symptoms</b>			
4.10	<i>Total quality of supply complaints</i>	Number	780
4.11	<i>Low supply voltage</i>	Number	303
4.12	<i>Voltage dips – minor or nuisance</i>	Number	77
4.13	<i>Voltage dips – severe</i>	Number	35
4.14	<i>Voltage swell</i>	Number	127
4.15	<i>Voltage spike</i>	Number	15
4.16	<i>Waveform distortion or unbalance</i>	Number	30
4.17	<i>TV or radio interference</i>	Number	34
4.18	<i>Noise from appliance or lights</i>	Number	7
4.19	<i>Other</i>	Number	152
<b>Technical supply faults</b>			
4.50	<i>Average time taken to fix a technical supply fault</i>	Days	74

#### 5. Customer Service<sup>10</sup>

ITEM NO.	MEASURE	UNIT	VALUE
<b>Network Call Centre Performance</b>			
5.10 <sup>11</sup>	<i>Calls to the call centre</i>	Number	422,776
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	59.3%
5.12	<i>Call to the call centre answered by an IVR</i>	Number	206,065
5.13	<i>Call to the call centre answered &gt;30 seconds</i>	Percent	25.7%
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	28.6
5.15	<i>Abandoned calls</i>	Percent	3.5%
5.16 <sup>12</sup>	<i>Number of instances of capacity overload</i>	Number	0
5.17	<i>Number of missed loss of supply an emergency calls</i>	Number	0
<b>Appointment Punctuality</b>			
5.20 <sup>13</sup>	<i>Customer-arranged appointments</i>	Number	4,159
5.21 <sup>14</sup>	<i>Appointments not met &lt;15 minutes of agreed time</i>	Number	10

ITEM NO.	MEASURE	UNIT	VALUE
<b>Timely provision of connections</b>			
5.30	<i>New connections made</i>	Number	3,886
5.31	<i>New connections not made to agreed date</i>	Number	17
5.32	<i>New connections with a one to four day delay</i>	Number	13
5.33 <sup>15</sup>	<i>Average time taken to new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,687
5.35	<i>Re-connections not made on agreed date</i>	Number	14
5.36	<i>Re-connection with a one to four day delay</i>	Number	12
5.37	<i>Average time taken for re-connections</i>	Days	1.01
<b>Street light maintenance</b>			
5.40	<i>Street lights</i>	Number	120,298
5.41	<i>Street lights out during period</i>	Number	2,398
5.42	<i>Street lights not repaired by the agreed date</i>	Number	428
5.43	<i>Average time taken to repair faulty street lights</i>	Days	3.1
<b>Guaranteed service levels</b>			
5.50	<i>Number of GSL payment made</i>	Number	165
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$9,350
<b>Interruptions</b>			
	<i>Total planned interruptions</i>	Number	1,650
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	128
		Percent	7.8%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	509
		Percent	30.8%
<b>Customer Service Complaints</b>			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70	<i>Total – Customer Service Complaints</i>	Number	699
	<i>Disputes – National Electricity Code</i>	Number	0
<sup>16</sup>	<i>Customer Service</i>	Number	144
	<i>Environmental issues</i>	Number	9
	<i>Field Activity</i>	Number	182
	<i>Line clearances</i>	Number	0
	<i>Metering/Technical</i>	Number	10
	<i>Meter reading</i>	Number	102
	<i>Streetlights</i>	Number	18
	<i>Trees</i>	Number	121
	<i>Supply – new extensions</i>	Number	51
	<i>Suspected compliance failure</i>	Number	2
	<i>Infrastructure</i>	Number	11
	<i>Other</i>	Number	49
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	7.1
	<i>Disputes – National Electricity Code</i>	Days	0.0

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
	Customer Service	Days	7.7
	Environmental issues	Days	5.6
	Field Activity	Days	5.1
	Line clearances	Days	0.0
	Metering/Technical	Days	6.0
	Meter reading	Days	2.2
	Streetlights	Days	2.6
	Trees	Days	11.0
	Supply – new extensions	Days	13.7
	Suspected compliance failure	Days	19.0
	Infrastructure	Days	9.4
	Other	Days	7.1

## 6. Complaints Management

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
6.10 <sup>17</sup>	<i>Complaints not resolved within 20 days</i>	Number	273
		Percent	14.22%
6.20 <sup>18</sup>	<i>Repeat complaints</i>	Number	26
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	10.3

## 7. Definitions to Service Quality Report

For detailed service quality measure definitions please refer to the Authority's Electricity Distribution Service Quality Reporting Guidelines, these are available for download free of charge from the Authority's Web site via the URL link below.

<http://www.qca.org.au/www/welcome.cfm>

Please direct queries or feedback on this report to:

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## <sup>1</sup> Aggregated Data

The Customer numbers on which minutes of supply and interruption figures are based (for the business, business centres, and feeders). A distribution customer is defined as a metered entity that is directly connected to the DNSPs network. Inactive accounts are excluded. All distribution customers in the DNSPs area to be counted (ie. Including 'lost' retail customers and excluding 'won' retail customers in other DNSPs areas).

<sup>2</sup> At present urban, short rural and long rural customer statistics do not add to total distribution customers. The shortfall is made up of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. Validation of connectivity mapping is ongoing.

<sup>3</sup> Following the completion of systems functionality to allow improved measurement of line lengths, Ergon Energy has reviewed and reallocated some feeder type categories from 1st July 2005. This explains why the urban, short rural, long rural customer numbers and reliability data varies slightly from previously reported results last financial year.

<sup>4</sup> The fall in the number of Short Rural customers this quarter is due to reconfigurations that have resulted in a shift of customers across categories. Some customers previously supplied by Short Rural category feeders are now being supplied by feeders of a different category.

## <sup>5</sup> Reliability Measures

Index	Measure/description
SAIDI – System Average Interruption Duration Index	Total number of minutes, on average, that a customer on a distribution network is without electricity in a year.
SAIFI – System Average Interruption Frequency Index	Average number of times a customer's supply is interrupted per year.
CAIDI – Customer Average Interruption Duration Index	Average duration of each interruption.

SAIDI, SAIFI, CAIDI are calculated on a 12 month rolling average basis according to the following equations;

SAIDI:

$$\frac{\sum \text{Interruptions [interruptions duration (minutes) x number of customers affected]}}{\text{Total number of Customers}}$$

SAIFI:

$$\frac{\text{Total number of Interruptions}}{\text{Total number of Customers}}$$

CAIDI:

$$\frac{\sum \text{Interruptions [interruption duration (minutes) x number of customers affected]}}{\text{Total number of Interruptions}}$$

<sup>6</sup> Reliability performance measures are now reported using two methods. The 12 monthly rolling measures (a) reflects average network performance experienced for the 12 months to end of quarter reported whereas the quarterly measures (b) reflects the network performance that occurred for the quarter reported.

<sup>7</sup> Under the QCA's revised service quality guidelines from the 1st July 2005 the exclusion event definition has changed from the 5 percent of effected customer's method to the 2.5 beta method, which is an internationally accepted standard for excluding outages from reliability data. Exclusions for the purposes of QCA reporting include only unplanned events over which the DNSP has no control. For the December quarter there were two major event days (MED) that contributed to exclusion events for Ergon Energy under this definition. The first MED occurred on the 13th October 2005 when severe storm activity in the South West region contributed to high daily SAIDI exceeding the 2005/06 MED threshold of 11.24. The second MED on the 22nd October 2005 resulted from widespread storms and a significant event to the Bundaberg Substation.



<sup>8</sup> While complaints about momentary interruptions are included in complaints about Reliability and Quality of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy is reviewing how to isolate momentary interruption complaints from other Reliability and Quality of Supply complaints for future reporting.

### <sup>9</sup> Quality of Supply

Number of complaints attributed to the various symptom types such as;

Low supply voltage	Dim lights and overheating motors
Voltage dips – minor or nuisance	Flicking lights and resetting digital clocks
<i>Quality of Supply Symptoms (Continued)</i>	
Voltage dips – server	Interrupted production, contactors dropping out, and direct financial loss
Voltage swell	Blown lights, motor protection operates, and minor equipment damage, with no clear initiating event (likely to cause a spike)
Voltage spike	Obvious damage to appliances and wiring arising from a clear initiating event, such as lightning (spikes last for shorter time than swell)
Waveform distortion or unbalance	Equipment performing erratically
TV or radio interference	TV or radio interference
Noise from appliances or lights	Audible noise, other than that associated with the normal operation of the appliance, or audio-frequency interference of audio systems and telephones

### <sup>10</sup> Customer Service

Please refer to the Authority's guidelines.

<sup>11</sup> This number includes both retail and distribution calls, currently it is not possible to meaningful disaggregate for a subset of these calls. Ergon Energy will commence reporting calls that can be disaggregated and will investigate a methodology to disaggregate the remaining call subsets by the March 2006 quarter.

<sup>12</sup> This measure relates to the number of occurrences (ie. events) where callers received a busy signal when first calling the call centre Faults line (13 22 96) before going through the Interactive Voice Response (IVR) system. This is defined as where either one or many callers received a busy signal when calling the faults line over 24 hour period in one day. There were zero occurrences of this in the December 2005 quarter.

<sup>13</sup> Ergon Energy is pleased to be able to report customer-arranged appointments for activities such as electrical installations, readings, testing, maintaining or inspecting a meter. From the 1 July 2005 appointment details have been captured on service orders, this has been delivered through the Guarantee Service Level (GSL) Project.

<sup>14</sup> This measure relates to the total number of GSL Payments which were made for incidences where Ergon Energy did not met the agreed appointment GSL as per the electricity code, not the number of incidences where Ergon Energy was more than 15 minutes late for an appointment. The process of creation and completion for a service order is still being embedded into the business, it is expected that we will be able to automatically determine and report all appointment arrival times by the March 2006 quarter.

<sup>15</sup> The average time taken for a new connection and a re-connection (measure 5.37) is defined as the average time taken to fulfil the service request from the agreed date with the customer, not the date from when the customer first contacted Ergon Energy and the service request was raised.

<sup>16</sup> The complaints reporting category was modified for the quarter ending June 2003 to include additional categories of "Customer Service" and "Other", which were previously not included. These generic categories include some Retail related complaints but due to system practices they are unable to be easily extracted for the quarter. Ergon Energy is implementing new quality measures to address the performance of the complaint management processes; the second phase complaints system modification was implemented in September 2004. As a result of this change we are now reporting pure negative complaints only, previous months included negative, positive and inquiry feedback types.

<sup>17</sup> This number is an aggregate figure that includes Quality of Supply, Reliability and Customer Service complaints. The nature of Quality of Supply issues means that resolving these issues can frequently take longer than the standard measurement of 20 days that is appropriate for Reliability and Customer Service complaints. The underlying breakdown of complaints by type (and their percentage to each type's total) taking more than 20 days to resolve is: Reliability – 25 (5.67%), Quality of Service – 219 (28.08%) & Customer Service – 29 (4.15%).

<sup>18</sup> Due to system constraints the repeat complaint figures do not include Quality of Supply complaints. Ergon Energy is reviewing how to isolate repeat Quality of Supply complaints for future reporting.

