



**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
OCTOBER TO DECEMBER, 2007**

ENERGEN LIMITED

Revised 9 April 2008

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1 INTRODUCTION

This report describes the quality of ENERGEX's service to the customers of its electricity distribution network.

This report is presented in three sections:

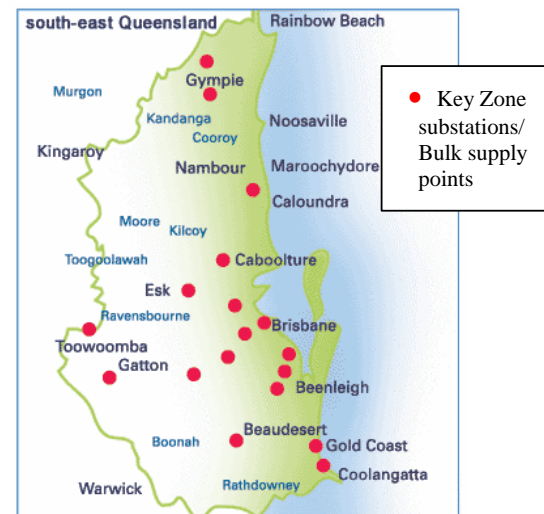
- section 1 describes ENERGEX distribution network and the measures used to assess the performance of ENERGEX's distribution network;
- section 2 summarises ENERGEX performance over the quarter and compares it to historical performance; and
- section 3 reports on the number of distribution customers supplied by ENERGEX, the reliability and quality of ENERGEX's electricity supply, and a range of measures of customer service.

1.1 About ENERGEX's distribution network

This report focuses on the performance of ENERGEX's distribution network. The distribution network is the network of poles, wires, underground cables, and transformers that takes electricity from the high voltage wires operated by the transmission network service provider, Powerlink, and delivers them to customers' factories, shops, and houses in south-east Queensland.

ENERGEX provides electricity distribution services to customers in south-east Queensland, in a region stretching from Gympie in the north to Gatton in the west and Coolangatta in the south.

Within this supply area, ENERGEX supplies electricity to more than 1.2 million customers, including approximately 841,000 urban customers, and approximately 362,000 short rural customers.



Map of ENERGEX's electricity distribution network

1.2 QCA Guidelines

The Quarterly Service Quality Report is prepared in accordance with the Queensland Competition Authority's (QCA) *Electricity Distribution: Service Quality Reporting Guidelines* (the *Guidelines*). The *Guidelines* require distribution network service providers to:

- submit the report within 6 weeks of the end of the relevant quarter;
- report on service quality measures representing the reliability of supply, quality of supply and customer service;
- report annual and quarterly reliability statistics as at the end of each quarter using the 2.5 beta method to identify major event days;

- report on the quality of supply, largely measured by customer complaints; and
- report on customer service measured by call centre performance, the timeliness of customer services offered and customer service complaints.

ENERGEX views the *Guidelines* as a valuable part of the regulatory framework that aids in the monitoring distribution network performance.

1.3 Measuring ENEREX's distribution system performance

ENERGEX measures the quality of its performance in three areas:

- reliability of supply (how often electricity supply is interrupted, and for how long);
- quality of supply (for example, whether electricity is supplied at a constant voltage); and
- customer service (for example, managing customer calls, attending appointments punctually, providing notice of maintenance outages, and handling complaints and feedback properly).

These measures are described more fully below. There are explanatory notes at the end of this report that describe some of the measures in more detail.

1.3.1 Reliability of supply

A key measure of service quality is reliability of supply. ENEREX operates a predominantly overhead distribution network. There are a range of causes for interruptions on such a network, including severe storms, lightning strikes, trees touching wires, high winds,

and birds and bats flying into wires. ENEREX manages the network to minimise these interruptions, and to restore power as quickly as possible following an interruption.

ENERGEX reports three measures of reliability:

- the total number of minutes in the last year when supply was interrupted, on average per customer. In this report, it is called by its industry name, SAIDI (System Average Interruption Duration Index). SAIDI gives a picture of how many minutes in a year, on average, customers were without power;
- the total number of times in the last year when supply was interrupted, on average, per customer. Referred to as SAIFI (System Average Interruption Frequency Index), it provides a picture of how many times supply was interrupted; and
- the average length of each supply interruption experienced by customers. Referred to as CAIDI (Customer Average Interruption Duration Index), it provides a measure of how quickly power was restored following an interruption.

ENERGEX disaggregates these figures to provide a picture of supply reliability in different areas of the network - the central business district (CBD), urban areas, and rural areas. ENEREX also reports on unplanned and planned interruptions. Unplanned interruptions are caused by events outside of ENEREX's control, such as storms or animals climbing on wires. Planned interruptions are interruptions required to enable ENEREX to carry out maintenance or upgrades on the distribution network.

To provide a clearer picture of ENEREX's performance, the reliability statistics report separately on interruptions caused by the failure of the generation or transmission system, or by major natural events. Generation interruptions are caused by the shut-down of

power stations, while transmission interruptions are caused by a failure of the high voltage transmission wires. These events are the responsibility of power generation and transmission companies, and are outside ENERGENX's control. Major event days are associated with widespread storms and flooding, other natural disasters or extraordinary events, which are determined by using the 2.5 beta method for identifying the level of major event day exclusions.

A summary of ENERGENX's reliability performance is presented in Section 2.2, while the detailed reliability data is presented in Section 3.3.

1.3.2 Quality of supply

Another important measure of ENERGENX's performance is its ability to supply electricity at a constant voltage (generally 240 volts) and to a standard technical specification in order to meet the needs of customers' electrical equipment.

This report lists instances where customers have reported fluctuations in the quality of supply, based on problems in the operation of electrical equipment. As different types of quality of supply problems can affect electrical equipment differently, the variations are classified into nine categories based on the particular symptoms experienced by the customer.

Voltage fluctuations can be caused by events such as large customer loads on the network, sudden switching on or off of heavy loads by customers or ENERGENX, wiring faults, and lightning strikes. The report includes some cases where quality of supply problems are found to be due to faults in the customer's equipment.

ENERGENX also reports instances where supply is not in a smooth continuous waveform, which can occur when too much of a certain type of load is connected to a particular circuit. ENERGENX reports on quality of supply problems associated with symptoms of TV or radio interference, and with audible noises from appliances or lights that are not consistent with normal operation. There is also a category to record other types of complaints that cannot be classified into one of the above categories.

ENERGENX also reports on the time taken to fix technical supply faults. A technical supply fault occurs when a customer experiences a problem with the quality of supply.

A summary of ENERGENX's quality of supply performance is presented in Section 2.3, while the detailed quality of supply data is presented in Section 3.4.

1.3.3 Customer service

Providing good customer service is an important measure of service performance. ENERGENX recognises the importance of providing excellent customer service and deals with customers on a daily basis on a variety of matters, including: new connections, information on planned and unplanned interruptions, fixing street lights, and handling complaints.

From 1 January 2005, the Electricity Industry Code has required ENERGENX to meet a range of service guarantees to customers. Under the guarantees, ENERGENX is expected to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGENX has also developed a range of service standards, which do not have payment penalties but are still recognised as critical to good customer service.

The service guarantees and the service standards relate to important areas of service such as connecting customers' electricity as agreed with the customer, providing customers with adequate notice of planned interruptions, and attending to supply interruptions promptly.

This report provides information on a range of areas of customer service, including some areas covered by service guarantees. The areas covered are:

- Network contact centre performance. ENERGETEX reports a number of contact centre performance measures, including how promptly calls are answered, the number of abandoned calls, and the number of events when callers are not able to get through because there are too many prior calls in the system waiting to be answered ("capacity overload" events);
- Appointment punctuality. ENERGETEX reports how many times ENERGETEX employees are more than 15 minutes late for appointments with customers;
- Timely provision of connections. ENERGETEX reports on any instances of delays in new connections or reconnections. Reconnections cover situations where electricity is reconnected to a household after a period of disconnection (eg due to vacancy);
- Maintaining street lights. ENERGETEX reports on the average time to repair faulty street lights, and instances of delay. One of ENERGETEX's service standards is a commitment to repair 95 per cent of failed street lights under ENERGETEX's control within three business days and 100 per cent within five business days after receiving notification, or as agreed with the customer;
- Making payments where guaranteed service levels are not maintained. ENERGETEX reports on the number of GSL payments for not meeting service guarantees, and the amount paid out;
- Providing adequate notice of any planned interruptions. ENERGETEX reports on any occasions when it has failed to give two clear business days' notice of a planned interruption, and instances where the planned interruption was longer than notified; and
- Resolving complaints promptly. Complaints are reported according to a range of categories, and the average time to resolve complaints by each complaint category. ENERGETEX also reports on the number of complaints resolved within 20 days and instances of repeat complaints (that is, further higher level complaints about the same matter).

A summary of ENERGETEX's customer service performance is presented in Section 2.4, while the detailed customer service data is presented in Section 3.5.

2 SUMMARY OF ENERGEX'S PERFORMANCE

In this section, ENERGEX provides commentary on service quality performance by reference to the historic range across a suite of performance indicators. The historic range is based on service quality data, reported to the QCA since the December 2001 quarter. The range is determined by taking a single standard deviation around the mean (covering 68% of historic observations).

ENERGEX service quality is affected by the seasonality of weather conditions. To appreciate the effects of seasonality, current service quality performance is compared to the previous quarter and the same quarter 12 months ago.

ENERGEX considers that the provision of this information allows readers to meaningfully compare current performance against historical performance.

2.1 Key performance outcomes

Highlights from the December 2007 quarter include:

- SAIDI and SAIFI across the distribution network improved significantly from the December 2006 results;
- SAIDI and SAIFI for the urban and short rural network also improved from the December 2006 quarter results;
- Reliability of supply complaints were 58 for this quarter, which is significantly lower than those in the previous quarter (139);
- Quality of supply complaints have also decreased from 310 in the previous quarter to 223 this quarter;

- Calls to the contact centre were down to 762,654 (including both distribution and retail calls), compared to the previous quarter result of 788,344;
- Appointments not met within 15 minutes were 161, which was lower than the previous quarter result of 296;
- New connections continued to increase to 11,403 while reconnections were much lower at 5,647, compared to the previous quarter result of 8,178; and
- Complaints decreased to 3,153 which is significantly lower than the previous quarter result of 3,662.

2.2 Reliability¹

ENERGEX's service reliability performance is measured by both annual and quarterly data. This section describes annual reliability performance for the 12 months ending 31 December 2007. Section 3.3.1 of this report presents the annual data and Section 3.3.2 presents the reliability performance data for the three-month period ending 31 December 2007.

The remainder of Section 2.2 presents ENERGEX's distribution system service reliability performance (after the removal of excluded events) as measured by SAIDI, SAIFI and CAIDI across the overall network and then for the urban, rural and CBD customers.

¹ ENERGEX continues with the practice of reporting reliability measures on a 'before removal of excluded events' and 'after removal of excluded events' basis, which separates out the impacts of the extraordinary events.

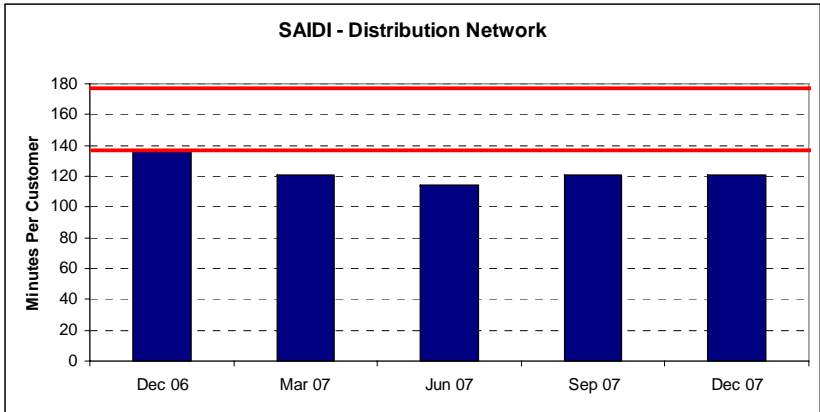
2.2.1 Overall network

Even though ENERGEX has made improvements in storm resilience through vegetation management and operational response for low to moderate level storms, there remains a significant exposure from moderate to severe level storms. The large influence of weather patterns highlights the difficulty in objectively comparing overall performance from one year to the next.

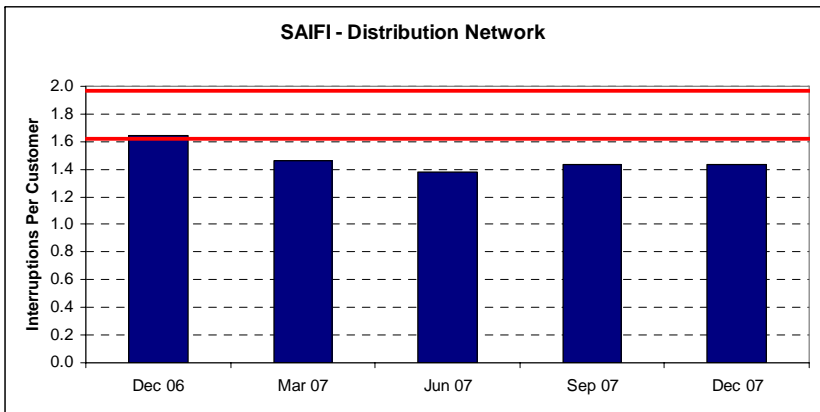
The following graphs present the reliability performance of the overall distribution network for the 12 months to the end of December 2007, after the removal of excluded events.

The red lines in these graphs represent the historic range for each of the measures. Green bars, which will appear in subsequent sections, represent the minimum service standard (MSS) for 2007/08 set out in the Electricity Industry Code (the Code).

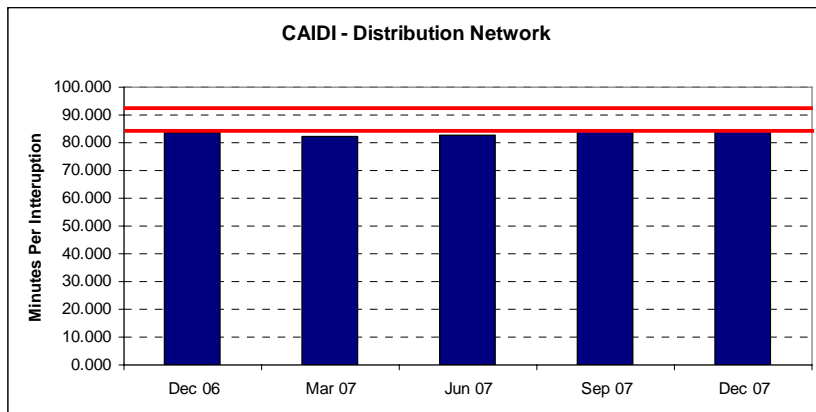
Across the distribution system, reliability performance has remained consistent with the previous September 2007 quarter and has significantly improved compared to the results of December 2006. The SAIDI of 120.984 minutes was an improvement of 16.123 minutes compared to the results of December 2006.



For the 12 months ending December 2007, SAIFI was 1.437 interruptions. This was an improvement from the 1.642 interruptions recorded for the 12-month period ending December 2006, and is similar to the result for the year ending September 2007 period.



The CAIDI for the distribution system (period ending 31 December 2007) was 84.206 minutes, which was similar to the previous quarter's result and only slightly higher than the December 2006 result of 83.521 minutes.

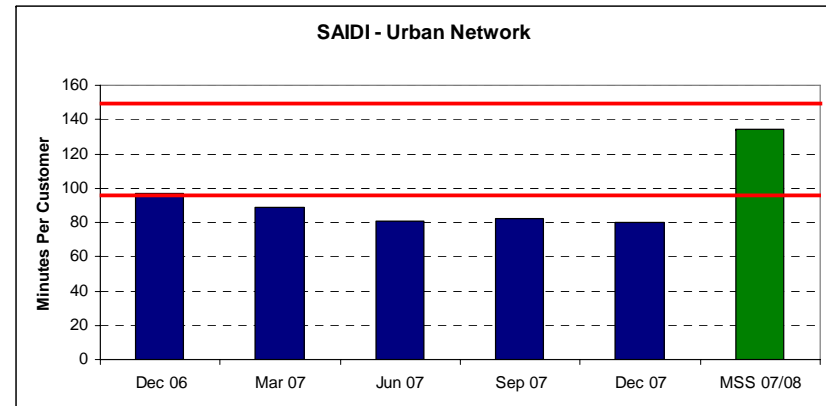


It is important to note that reliability performance is measured using both planned and unplanned outages (see Section 1.3.1).

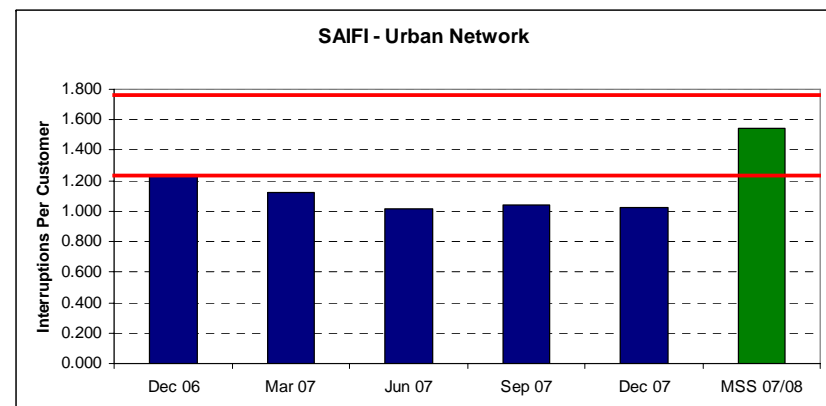
2.2.2 Urban network

The following graphs present the reliability performance of the urban network for the 12 months to the end of December 2007, after the removal of excluded events.

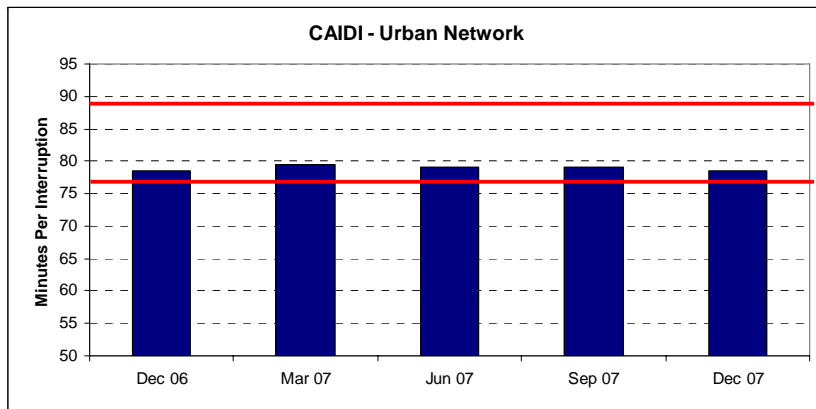
The average minutes of interrupted supply per customer (measured by SAIDI) was 80.227 minutes which is a significant improvement for the 12 months ending December 2006 result of 97.239 minutes and is slightly better than the previous quarter's result of 82.191 minutes. This remains well below the MSS.



For the 12 months ending December 2007, there were, on average, 1.021 interruptions per customer. This result is slightly better than the 1.039 interruptions experienced for the previous quarter, and is well below the 1.239 interruptions for the 12 months ending December 2006 and the 2007/08 MSS of 1.54 interruptions.

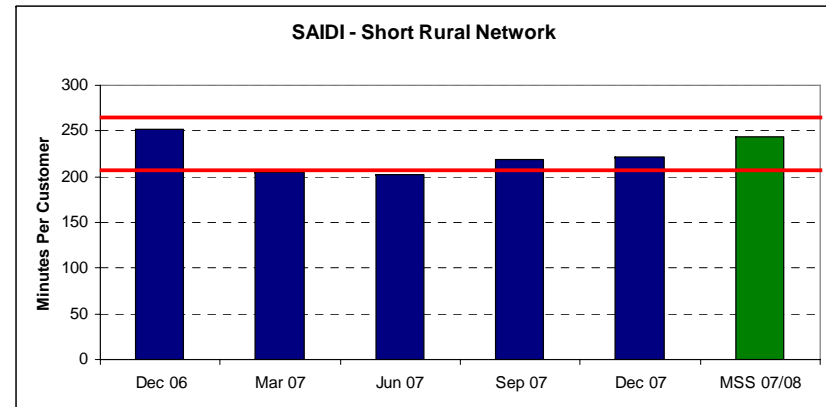


The average duration of each customer interruption (measured by CAIDI) for the period ending December 2007 was 78.576 minutes. This represents a small improvement from the previous quarter result of 79.106 minutes and is similar to 12 months to December 2006.

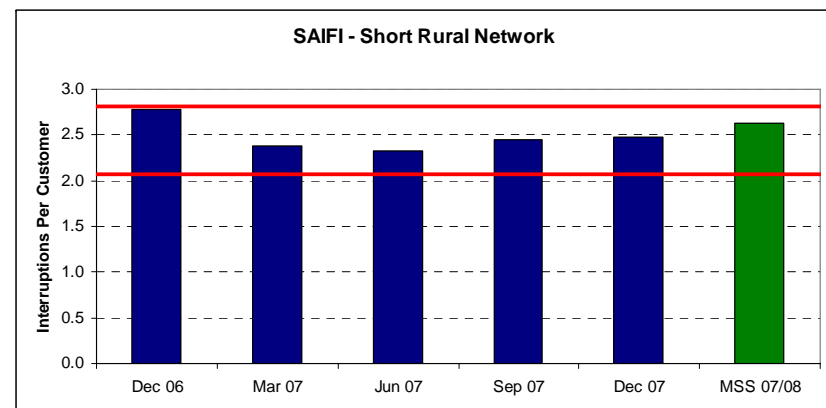


2.2.3 Short rural network

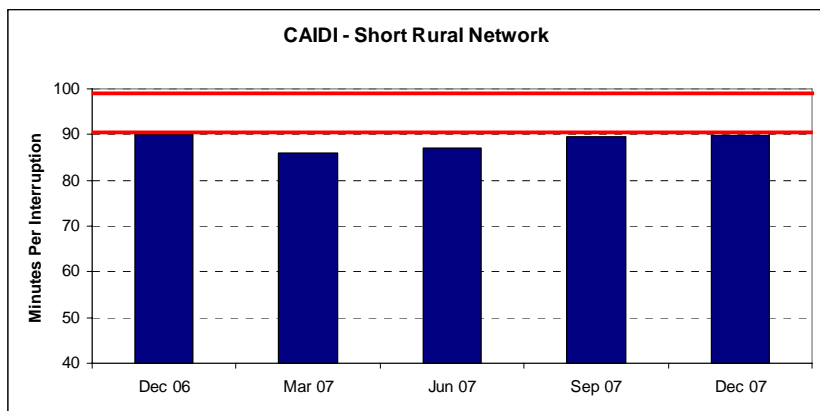
The SAIDI for the 12 months ending December 2007 was 221.958 minutes, which was a slight increase on the previous quarter (218.664 minutes), but a significant improvement compared to the 12 months ending December 2006 (251.222 minutes).



In the 12 months ending December 2007, customers located on ENERGEX's short rural network experienced, on average, 2.472 interruptions. This represents an improvement on the 2.785 interruptions reported for the 12 month period ending December 2006.

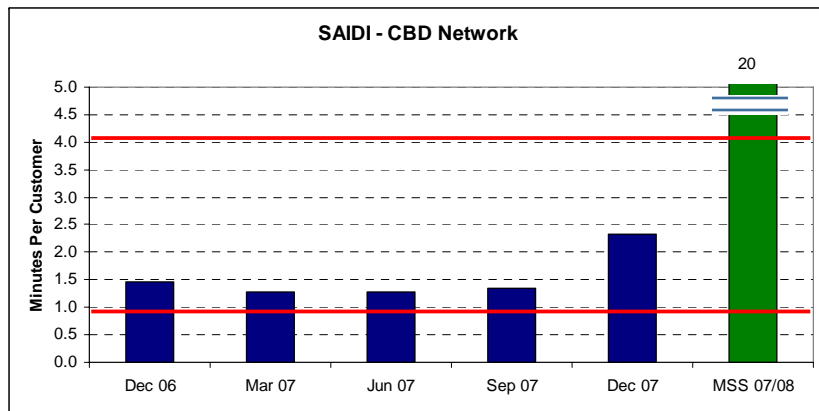


The average duration of interruption experienced by short rural customers was 89.784 minutes, which was slightly better than the result for the 12 months ending December 2006 (90.200).

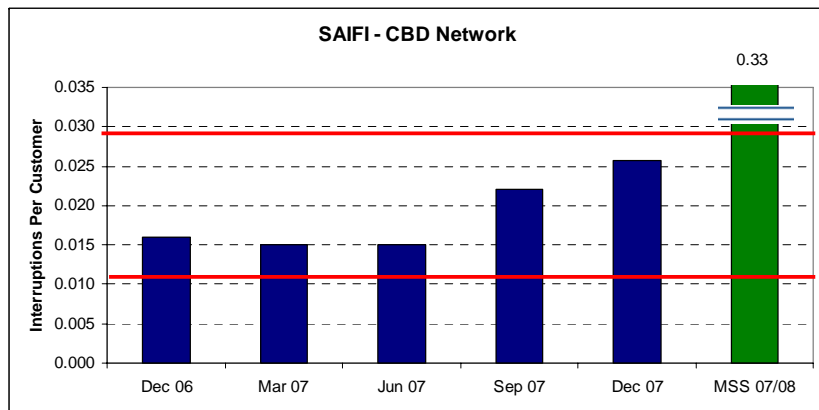


2.2.4 CBD network

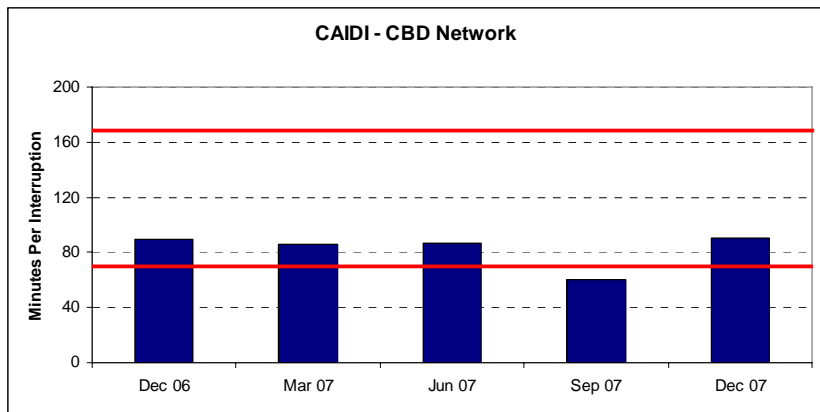
The ENERGEX CBD network experienced, on average, 2.334 minutes per interruption for the 12 months ending December 2007. The increase from the previous quarter (1.349) was due to a CBD feeder being dug up by the Brisbane City Council on the 28 October 2007. The incident affected 65 customers for 2 hours.



Similarly, CBD customers experienced, on average, 0.026 interruptions for the 12 months ending December 2007. This is higher than the previous quarter's result of 0.022 interruptions.



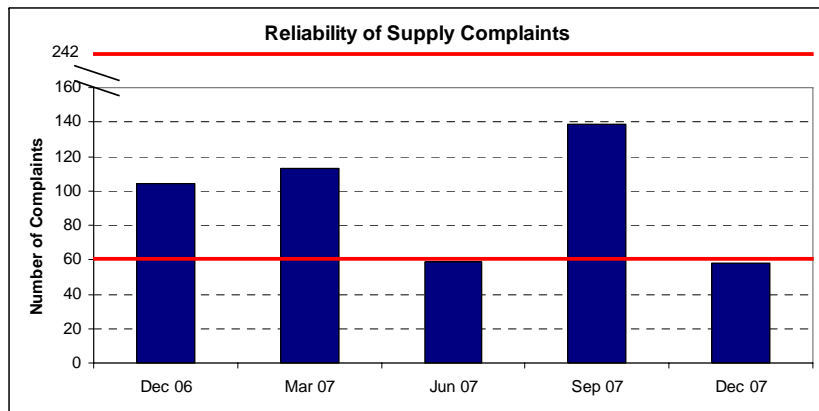
According to the CAIDI measure, CBD customers experienced on average 90.449 minutes per interruption which is similar to the 12 months to December 2006 (89.175).



The remainder of Section 2 presents quarterly data for the 3 months to the end of December 2007.

2.2.5 Reliability of supply complaints

The total numbers of complaints in relation to reliability of supply have decreased from 139 in the previous quarter to 58 for the December 2007 quarter.

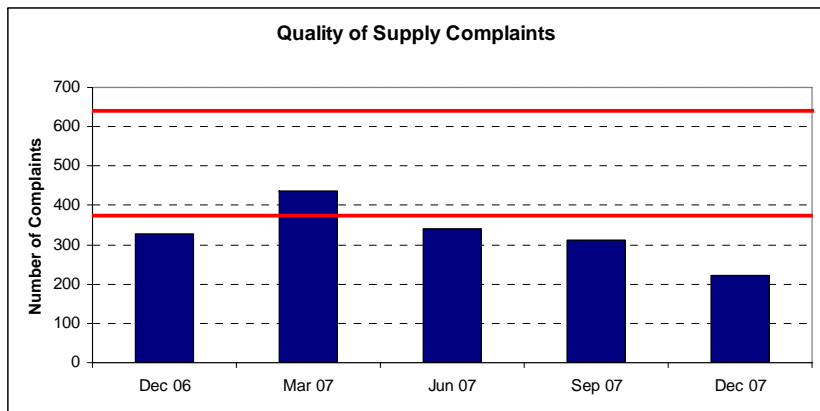


The average time taken to resolve reliability of supply complaints increased to 3.24 days for the December 2007 quarter, from 2 days in the previous quarter due to the complexity of the individual complaints and the time required to conduct investigations.

2.3 Quality of supply

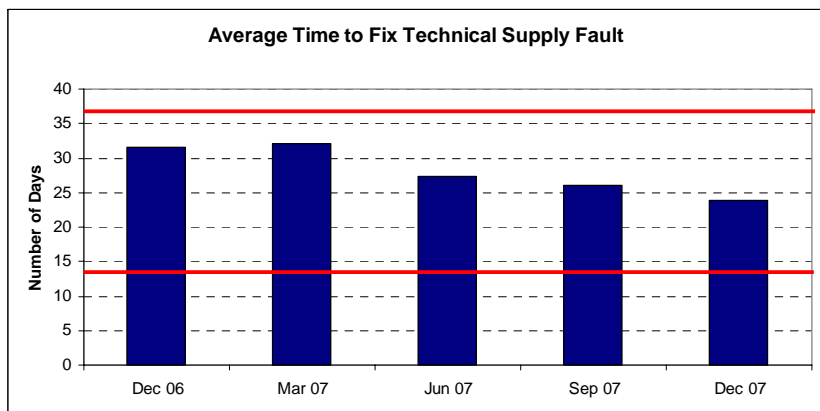
2.3.1 Quality of supply complaints

There were 223 quality of supply complaints in the December 2007 quarter, equating to 1.85 complaints for every 10,000 customers. This figure is down from the 310 complaints in the previous quarter and 329 complaints in the December 2006 quarter.



2.3.2 Technical faults

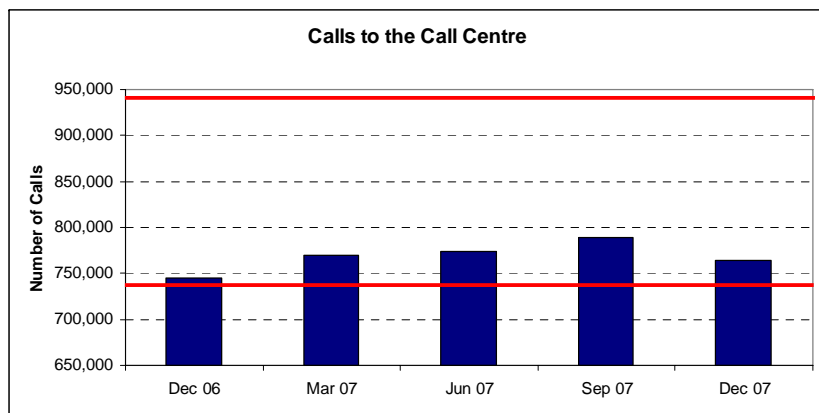
The average time taken to repair a technical supply fault in the December quarter 2007 was down to 23.77 days compared to 26.08 days in the previous quarter.



2.4 Customer service

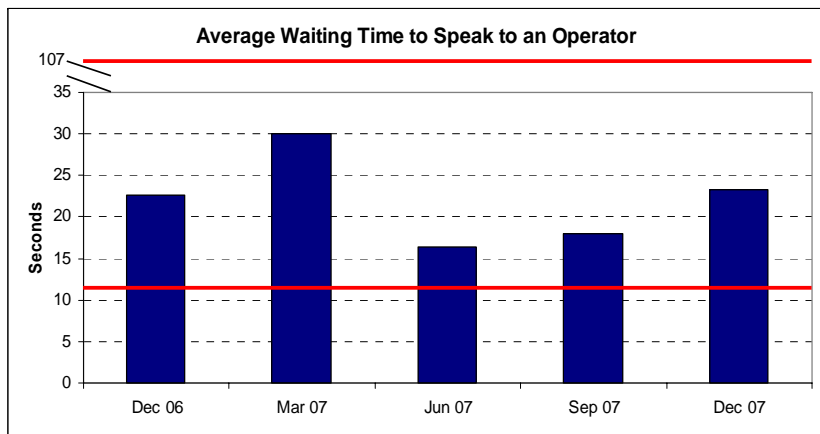
2.4.1 Call centre

Total calls to the contact centre for the December 2007 quarter were 762,654 which was slightly lower than the 788,344 in the previous quarter.



Of the 762,654 calls, 215,633 were distribution-related, which was an increase from the previous quarter of 192,761 distribution-related calls. This was due to storm events and calls being made to the emergency loss of supply IVR.

The average waiting time to speak to an operator for the December 2007 quarter was 23 seconds, which was slightly higher than the 18 seconds in the previous quarter but similar to the result in December 2006 quarter.



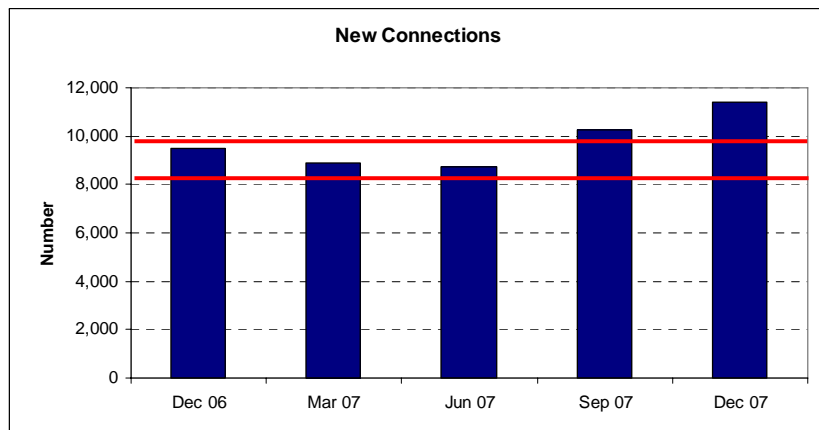
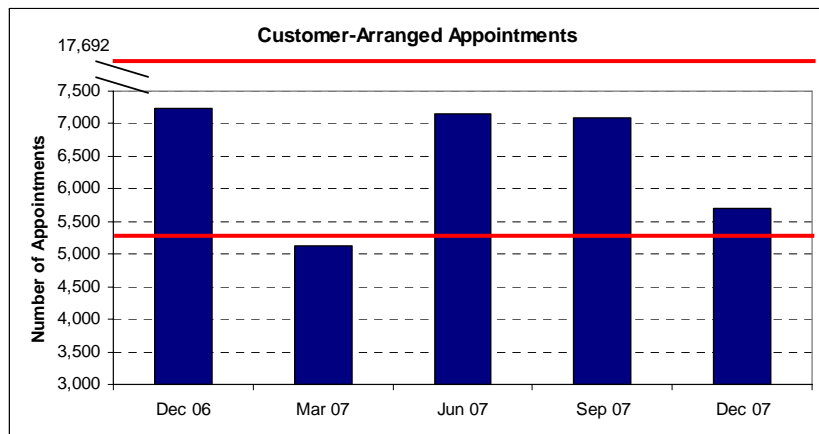
2.4.2 Appointment punctuality

There were 5,701 customer-arranged appointments in the December 2007 quarter, which was down compared to 7,091 appointments for the previous quarter.

The number of appointments not met within 15 minutes of the agreed time was 161, which was lower than the previous quarter result of 296.

2.4.3 New connections

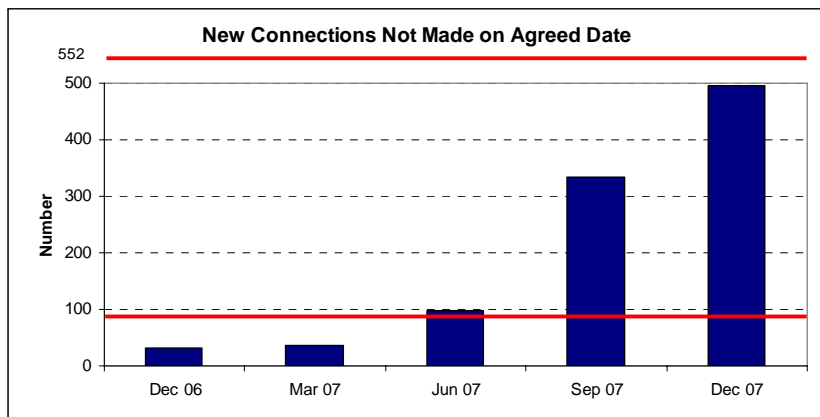
In the December 2007 quarter, the number of new connections rose to 11,403 compared to the 10,276 connections for the previous quarter and 9,486 new connections in the last December quarter. This represents a growth of 11% in new connections from the previous quarter and the highest volume of new connections to the network over the last ten years.



The number of new connections not made on the agreed date rose to 496, which was higher than the 335 for the previous quarter.

This increase was due to a number of reasons including:

- Changes to processes arising from FRC;
- Computer system failures experienced by both ENERGEX and retailers, which resulted in delays for customers; and
- The significant increase in the volume of new connections, which was higher than expected.



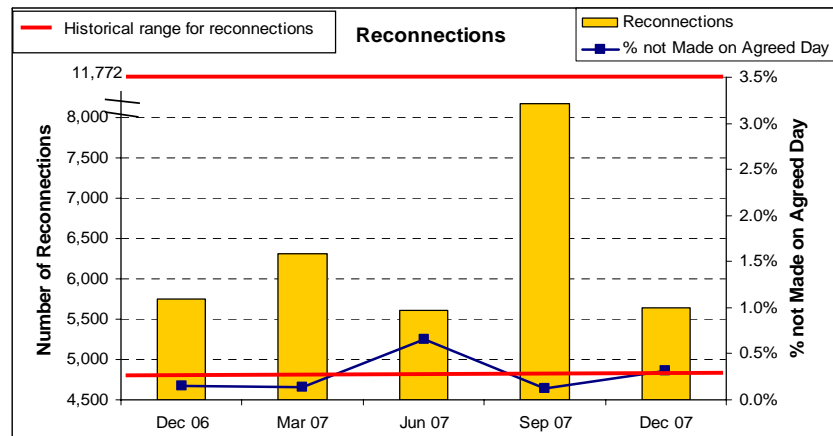
The average time taken for connection for the December 2007 quarter was 4.26 days.

2.4.4 Reconnections

Re-connections decreased to 5,647 from 8,178 in the previous quarter. The average time taken for reconnection was 4.04 hours in the December 2007 quarter and less than the 4.11 hours in the December 2006 quarter.

The number of reconnections not made on the agreed date for the December 2007 quarter was 18, which is higher than the previous

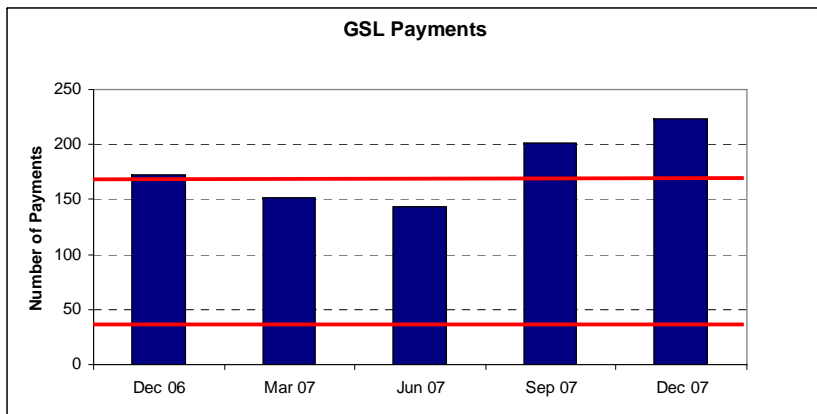
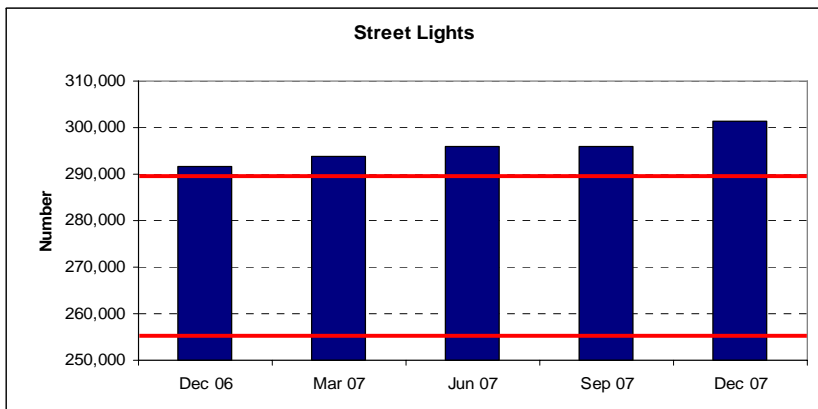
quarter result of 10. The delays in reconnecting customers were primarily due to a combination of system failures and training issues associated with the implementation of FRC.



2.4.5 Street lights

The number of street lights out during the period was 2,737 which was lower than the streetlights out for the previous period (2,865). The total number of streetlights for the period was 301,350

The average time taken to repair each street light fault remained at 4 days. The number of street lights not repaired by the agreed date was 289, which was higher than the 178 reported in the previous quarter.



2.4.6 Guaranteed service levels

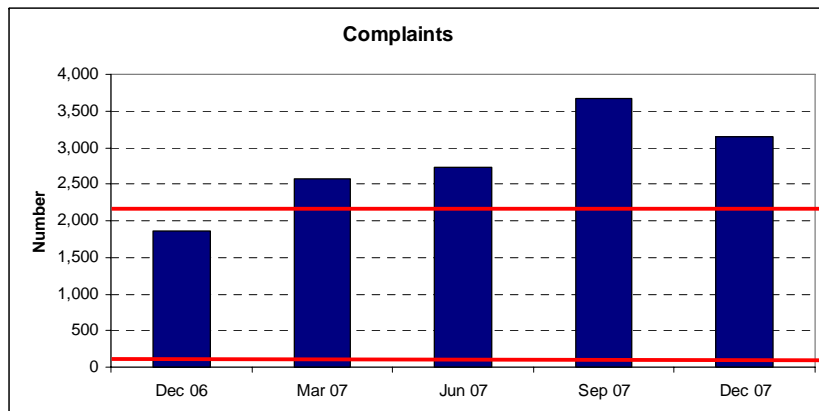
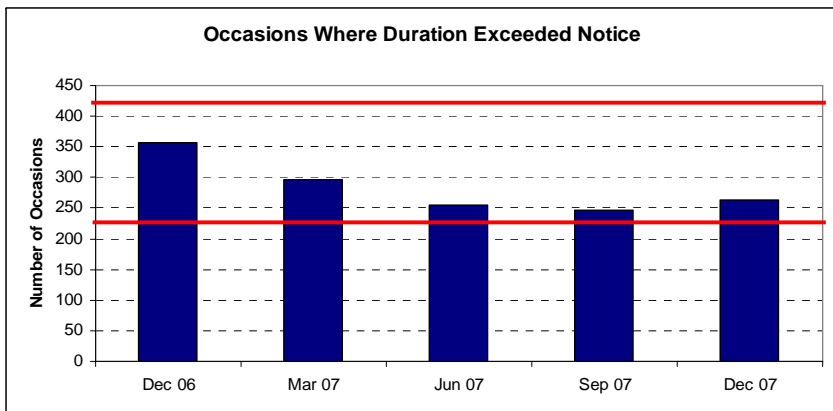
GSL claims have increased slightly, from 201 (\$19,020) in the previous quarter to 223 (\$24,760) this quarter. Of the total GSLs paid, 150 (\$17,380) were related to the service standards of the ENERGEX network business. The remainder (73) were attributed to retailer-related errors or delays.

2.4.7 Planned interruptions

ENERGEX must give customers at least 2 clear business days notice of planned interruptions to electricity supply, except in emergency situations.

Occurrences when the required notice of interruption to supply was not given was 36, which is similar to last quarter’s result of 37.

The number of instances where the duration of a planned interruption exceeded the time specified was 264 for the quarter, which is slightly higher than last quarter’s result of 246 but significantly lower than December 2006 quarter result of 356.



2.4.8 Complaints

Complaints totalled 3,153 in the December 2007 quarter, which was a decrease of 509 complaints from the previous quarter. This equates to 2.61 complaints per 1,000 customers.

Of these complaints, 2,569 (81.5%) were resolved at the first point of contact.

The average time taken to resolve complaints was 1.87 days for the December quarter 2007. The number of repeat complaints increased slightly from 5 complaints in the previous quarter to 6 complaints in the December 2007 quarter.

The average number of days taken to resolve a repeat complaint was 14 days. This is attributed to the involvement of a third party (eg minister or EOQ) and the complexity of the complaint.



3 SERVICE QUALITY DATA

3.1 Administrative Data

Item No.	Measure	Units	Value
1.1	<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
1.2	<i>First day of reporting period</i>	date	01-10-2007
1.3	<i>Last day of reporting period</i>	date	31-12-2007

3.2 Aggregate Data

Item No.	Measure	Units	Value
2.1 ^{a,b}	<i>Total distribution customers</i>	number	1,207,943
	Central business district	number	3,548
	Urban	number	841,437
	Short rural	number	362,959
	Long rural	number	NA

Source: Network Facilities Management (NFM)

3.3 Reliability measures

3.3.1 For 12 months to end of quarter

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1 ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	0.105	0.105
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	120.984	120.984
	Central business district	minutes	2.334	2.334
	Urban	minutes	80.227	80.227
	Short rural	minutes	221.958	221.958
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	19.488	19.488
	Distribution system – unplanned	minutes	101.496	101.496
3.2 ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation	number	0.021	0.021
	Exclusions	number	n/a	0.000
	Distribution system – whole of network	number	1.437	1.437
	Central business district	number	0.026	0.026



Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Urban	number	1.021	1.021
	Short rural	number	2.472	2.472
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.069	0.069
	Distribution system – unplanned	number	1.368	1.368
3.3 ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	5.000	5.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	84.206	84.206
	Central business district	minutes	90.449	90.449
	Urban	minutes	78.576	78.576
	Short rural	minutes	89.784	89.784
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	282.349	282.349
	Distribution system – unplanned	minutes	74.207	74.207

Source: NFM

3.3.2 For quarter (to 31 December 2007)

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	39.162	39.162
	Central business district	minutes	2.258	2.258
	Urban	minutes	26.580	26.580
	Short rural	minutes	68.563	68.563
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	4.864	4.864
	Distribution system – unplanned	minutes	34.298	34.298
3.2.Q ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.000	0.000
	Exclusions	number	n/a	0.000
	Distribution system – whole of network	number	0.422	0.422
	Central business district	number	0.018	0.018
	Urban	number	0.302	0.302



Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.702	0.702
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.017	0.017
	Distribution system – unplanned	number	0.405	0.405
3.3.Q ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	92.820	92.820
	Central business district	minutes	124.000	124.000
	Urban	minutes	87.976	87.976
	Short rural	minutes	97.615	97.615
	Long rural	minutes		
	Distribution system – planned	minutes	294.610	294.610
	Distribution system – unplanned	minutes	84.603	84.603
3.9	<i>Reliability of supply complaints</i>	number	58	
	Number of complaints relating to momentary interruptions to supply	number	8	
3.91	<i>Average time taken to resolve reliability complaints</i>	days	3.24	

Source: NFM and Feedback Register for Organisational Growth (FROG)

3.4 Quality of supply data

3.4.1 Quality of supply complaints – categorised according to symptoms

Item No.	Measure	Units	Value
4.1 ^e	<i>Total quality of supply complaints</i>	number	223
4.11	<i>Low supply voltage</i>	number	68
4.12	<i>Voltage dips – minor or nuisance</i>	number	80
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	45
4.15	<i>Voltage spike</i>	number	9
4.16	<i>Waveform distortion or unbalance</i>	number	2
4.17	<i>TV or radio interference</i>	number	12
4.18	<i>Noises from appliances or lights</i>	number	7
4.19	<i>Other</i>	number	0

Source: Ellipse and voltage-related reports from retailers and customers

3.4.2 Technical supply faults

Item No.	Measure	Units	Value
4.5 ^f	<i>Average time taken to fix a technical supply fault</i>	days	23.77

Source: Ellipse and voltage-related reports from retailers and customers



3.5 Customer Service

3.5.1 Network Call Centre Performance

Item No.	Measure	Units	Value
5.1 ^g	<i>Calls to the contact centre</i>	number	762,654
	Distribution (both operator-answered and self-serve calls)	number	215,633
	Retail (both operator-answered and self-serve calls)	number	547,021
5.11	<i>Calls to the contact centre answered by an operator</i>	number	135,366
5.12 ^h	<i>Calls to the contact centre answered by the IVR system</i>	number	75,736
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	22,303
5.14	<i>Average time waiting to speak to an operator</i>	seconds	23
5.15 ⁱ	<i>Abandoned calls</i>	number	4,532
		percentage	3
5.16 ^j	<i>Number of instances of capacity overload</i>	number	0
	Electricity queues	number	0
	Loss of supply queues	number	0
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	0
5.17	<i>Number of missed calls when capacity overload occurred</i>	number	0

Source: VU_ACD (Call Scan)

3.5.2 Appointment punctuality

Item No.	Measure	Units	Value
5.2 ^k	<i>Customer-arranged appointments</i>	number	5,701
5.21 ^k	<i>Appointments not met within 15 minutes of the agreed time</i>	number	161

Source: Advantex

3.5.3 Timely provision of connections

Item No.	Measure	Units	Value
5.3	<i>New connections made</i>	number	11,403
5.31 ^l	<i>New connections not made on agreed date</i>	number	496
5.32 ^l	<i>New connections with a one to four day delay</i>	number	376
5.33 ^m	<i>Average time taken for new connections</i>	days	4.26
5.34	<i>Reconnections made</i>	number	5,647
5.35 ^l	<i>Reconnections not made on agreed date</i>	number	18
5.36 ^l	<i>Reconnections with a one to four day delay</i>	number	17
5.37	<i>Average time taken for Reconnections</i>	hours	4.04

Source: Service Order Management (SOM) reports

3.5.4 Street light maintenance

Item No.	Measure	Units	Value
5.4	Street lights	number	301,350
5.41	Street lights out during period	number	2,737
5.42 ⁿ	Street lights not repaired by the date agreed with the customer	number	289
5.43 ^o	Average time taken to repair faulty street lights	days	4

Source: Ellipse and SOM reports

3.5.5 Guaranteed service levels

Item No.	Measure	Units	Value
5.5 ^p	Number of GSL payments made Total	number	223
	Network	number	150
	Retail	number	73
5.51 ^p	Amount paid in GSL payments	dollars	24,760
	Network	dollars	17,380
	Retail	dollars	7,380

Source: FACOM / GUS

3.5.6 Interruptions

Item No.	Measure	Units	Value
5.6 ^q	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	36
		percentage	2.50%
5.61 ^{tr}	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	264
		percentage	19.30%

Source: A4S database

3.5.7 Complaints management

Item No.	Measure	Units	Value
5.7	<i>Complaints</i>		
	meter reading	number	2,262
	staff behaviour	number	151
	condition of worksite	number	47
	damage to property	number	90
	driving	number	17
	vehicles	number	12
	poles	number	34
	streetlights	number	43

Item No.	Measure	Units	Value
	timeliness of service delivery	number	225
	transformer	number	5
	trees	number	141
	general	number	126
	Total	number	3,153
5.71	<i>Average time taken to resolve complaints</i>	days	1.87
	meter reading	days	1.38
	staff behaviour	days	3.8
	condition of worksite	days	3.98
	damage to property	days	5.29
	driving	days	2.56
	vehicles	days	3.25
	poles	days	3.03
	streetlights	days	1.23
	timeliness of service delivery	days	2.45
	transformer	days	2.4
	trees	days	2.91
	general	days	2.25
6.1	<i>Complaints resolved within 20 days</i>	number	542
		percentage	92.81%



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Item No.	Measure	Units	Value
6.2	<i>Repeat complaints</i>	number	6
6.21	<i>Average time taken to resolve repeat complaints</i>	days	14

Source: FROG

Notes to Service Quality Report

- a This indicator reports the number of customers in the central business district, urban, and rural areas, at the end of the reporting period.
- b This indicator reports the number of customers in the central business district, urban, and rural areas, at the end of the reporting period.
- c The reported SAIDI, SAIFI and CAIDI figures are calculated using the following equations:

$$SAIDI = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Customers}}$$

$$SAIFI = \frac{\text{Total Number of Interruptions}}{\text{Total Number of Customers}}$$

$$CAIDI = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Interruptions}} = \left(\frac{SAIDI}{SAIFI} \right)$$

The reported CAIDI figures may not align with derived figures using the above formulae due to rounding.

- d There were no Major events in the rolling twelve month period, which were excluded from the calculations for the "After Removal of Excluded Events" SAIDI, SAIFI and CAIDI measures.

- ^e As of 1 July 2004, ENERGEX uses the Ellipse system to record, investigate, and monitor quality of supply problems, except indicator 4.13 “Voltage dips – severe”, which is reported by Network Operations on the basis of substantiated customer reports of severe voltage dips. Cause categories in ENERGEX’s Ellipse system are consistent with the QCA’s quality of supply symptom reporting categories. ENERGEX has previously used the Voltrac system. Although the figures from both systems are comparative, there would be examples where the figures are not exactly the same.

Voltage complaints categorised as “4.19 Other” are mostly unclassified at the time of the report.

- ^f This indicator reports the average time taken to fix technical supply faults (defined below) for faults repaired within the relevant quarter, including situations where the fault was reported at the end of the previous quarter. The duration starts with the customer’s call and finishes when all work to the network to eliminate the cause of the complaint has been completed. Accordingly, this measure includes the total time to fix the problem (including network augmentation work), which will always lead to comparatively longer reported duration to resolve complaints than previously. The amount of time taken to repair the fault to the customer’s satisfaction will typically be a quarter to a half of the reported average duration.

A technical supply fault is a fault where the customer’s electricity stays on but fluctuates from the normal level, for example flickering lights. ENERGEX guarantees to investigate and respond to technical supply faults within 20 business days. However, if there is a risk to public safety or the customer’s safety, ENERGEX will respond immediately.

- ^g Due to the sale of ENERGEX Retail customers should now call the Network with distribution-related enquiries only. Distribution-related enquiries relate to network maintenance and operational issues such as supply interruptions, quality of supply, streetlights, and trees growing near powerlines. Retail-related enquiries relate to billing issues.

This report focuses on measuring call centre performance in relation to distribution-related calls. With the recent sale of ENERGEX Retail customers now call on separate phone numbers for Retail and Distribution enquiries. Prior to the sale, all customer enquiries were made to the one phone number. By separating phone numbers, reporting on Retail and Distribution enquiries becomes more accurate. This report focuses on Distribution related enquiries only.

- ^h As per the QCA’s Electricity Distribution: Service Quality Reporting Guidelines (August 2005) the IVR calls reported for this measure include only the emergency loss of supply number 13 62 62 as this is the only distribution-related self-service IVR.

ⁱ The number of abandoned calls provided in this report is the sum of two categories of abandonment, Pre RAN and Post RAN (RAN stands for Recorded Announcement). The Pre RAN component is the number of callers who abandon within 5 seconds and do so usually for reasons other than the quality of service levels delivered by the Agents or Call Centre. These Pre RAN abandons are considered as being outside the influence of the Contact Centre. Post RAN abandons are those who have waited usually a longer period and choose not to wait for an Agent to answer. Pre RAN abandons represent 32.11% of the total abandoned calls provided in this report.

^j ENERGEX has a highly sophisticated telephone call scan system, which is capable of measuring all incoming calls to the ENERGEX call centre, even those that result in the incoming caller receiving an engaged signal or a recorded message that the waiting queues are full and to call again later. Every such call is counted by the system and reported as a capacity overload event. During major outages, queues can fill quickly, resulting in multiple capacity overload events in a very short space of time. Currently, a capacity overload event relates to an event where the queue for the emergency loss of supply number (13 62 62) goes into full deflect either once or many times during any single day. Where an event starts late in one day then continues into the next day, such an event is reported as a single event.

ENERGEX is committed to managing the number of staff rostered to queues to minimise capacity overload events, while ensuring there is sufficient reserve capacity to make certain emergency calls are handled speedily.

^k As at January 2005, the Electricity Industry Code introduced guaranteed service levels for Queensland distribution entities. Clause 5.7 of the Code applies to an appointment which: “(i) is made between a distribution entity and a non-contestable customer who has an existing account for the premises; and (ii) relates to the distribution entity attending the premises for the purpose of: (A) reading, testing, maintaining or inspecting the meter; or (B) inspecting, altering or adding to the customer's electrical installation.” If the distribution entity does not attend at the specified time or within the specified time period agreed with the customer, the customer is eligible for a GSL rebate.

The Electricity Distribution Service Quality Reporting Guidelines (August 2005), however, require reporting of appointments, which are attended over 15 minutes late. The measure currently shown in this report is provided in accordance with the requirements of the Electricity Distribution Service Quality Reporting Guidelines.

For indicators 5.2 and 5.21, ENERGEX reports its punctuality in relation to appointments for four types of service orders: (i) reconnection of a premise after a period of vacancy; (ii) cold water complaints; (iii) change of tariff. These service orders are centrally organised through ENERGEX's field force automation system (Advantex). They are considered to be customer-arranged appointments because they typically

require a customer to be present at the time that the service is performed (as opposed to other service orders such as normal meter reading activities).

- ^l From January 2005, ENERGENX guarantees to connect customers as agreed:
- (i) reconnections: where electricity has previously been supplied to the customer, and the customer contacts ENERGENX before 1 pm on a business day, ENERGENX guarantees to reconnect the electricity supply within 4 hours (ie on the same business day) or as agreed. After 1 pm on a business day, ENERGENX guarantees to reconnect the customer by the next business day or as agreed with the customer. An after-hours fee is required to reconnect electricity on a weekend or public holiday. (Note: Under the Electrical Safety Act 2002, ENERGENX is required to conduct a visual inspection when we reconnect electricity after a change of tenancy or when four weeks have elapsed since power was disconnected for debt).
 - (ii) new connections (mains are outside the customer's home or business): as agreed with the customer where electricity has not been previously connected to the customer, but the electricity network already exists outside the customer's home or business and a low voltage connection only is required. Prior to January 2005, ENERGENX guaranteed to connect electricity within three business days of all necessary paperwork being lodged unless negotiated otherwise.
 - (iii) new connections (no mains outside customer's home or business or additional reinforcement required): where electricity mains (ie poles and wires) don't exist or additional reinforcement works are required, ENERGENX will contact the customers within 10 business days of the date of the lodgement of all necessary paperwork to advise on what is required to make supply available.
- ^m Time reported includes the day of lodgement, and is measured from the date of lodgement of all necessary paperwork, specifically the customer's application and Request for Initial Connection, Inspection or Metering form (Form 2). The Form 2 is normally lodged by the customer's electrician.
- ⁿ ENERGENX has set itself an objective of repairing 95 per cent of all failed streetlights under its control within three business days subsequent to the date of being notified by a customer, and 100 per cent within five business days after the date of notification, or as agreed with the customer. In the absence of a specifically agreed date, the date agreed with the customer is taken to be three business days after the date of notification.
- ^o The average time indicated includes the day of notification.
-

^p Under the Electricity Industry Code, a small customer who becomes eligible for a Guaranteed Service Level (GSL) payment must make a claim from the distribution entity. However, under the Standard Coordination Agreement, retailers agree to reimburse the distribution entity for the portion of a payment made to the customer, which is attributable to the retailer's delay, failure or wrongful action.

^q ENERGEX guarantees to give customers at least 2 clear business days' notice of planned interruptions to electricity supply. The reported data for determining indicator 5.6 is based on 1,359 jobs entered into A4S. The A4S data indicated that 36 or 2.5% did not provide the required 2 business days notice. Investigation into a number of these jobs identified that the notification was given to the customers but the data was incorrectly entered into A4S program.

ENERGEX acknowledges the need to improve the quality of its reporting systems and continues to ensure a focus is maintained on the correct completion of data into A4S. Data is available on a per Hub basis and is also now available on individual contractors which will provide a focus on areas where improvements are required on data accuracy.

^r Indicator 5.61 is determined on the basis of whether the actual duration of the outage exceeded the time recorded in A4S at which reverse switching was completed. This time generally exceeds the time at which power is actually restored to customers.

The reported data for determining indicator 5.61 is based on records of 1,359 jobs. The data collected indicated that 264 or 19.4% exceeded the times specified in the notification. 56 jobs or 4.1% commenced prior to the notification time and 208 or 15.3% after the notified time. Again a focus is being made to reduce the early starts to 0% and to focus on improving the late restoration jobs.