



Quarterly Service Quality Report

July – September 2008

Ergon Energy Corporation Limited



everything in our power



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1. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	Distribution Network Service Provider	Name	EECL
1.2	First day of reporting period	Date	01-07-2008
1.3	Last day of reporting period	Date	30-09-2008

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.1 ²	Total distribution Customers	Number	628,826
	Urban	Number	252,594
	Short Rural	Number	292,835
	Long Rural	Number	69,296

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Results effective as at 15 July 2008, for the period ending 30 June 2008)</i>				
3.1	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	500.81	500.81
	Generation	Minutes	0.16	0.16
	Transmission	Minutes	3.38	3.38
5	Exclusions	Minutes	0.00	85.98
	Distribution system – total	Minutes	497.27	411.29
	Urban	Minutes	247.59	180.05
	Short Rural	Minutes	570.93	472.16
	Long Rural	Minutes	1,123.28	1,019.83
	Distribution system – planned	Minutes	102.72	102.72
	Distribution system – unplanned	Minutes	394.55	308.57
3.2	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	3.76	3.76
	Generation	Number	0.01	0.01
	Transmission	Number	0.12	0.12
	Exclusions	Number	0.00	0.48
	Distribution system – total	Number	3.64	3.16
	Urban	Number	2.30	1.87
	Short Rural	Number	4.07	3.54
	Long Rural	Number	6.85	6.39
	Distribution system – planned	Number	0.49	0.49
	Distribution system – unplanned	Number	3.14	2.67

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ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	133.04	133.04
	Generation	Minutes	16.93	16.93
	Transmission	Minutes	28.55	28.55
	Exclusions	Minutes	0.00	180.22
	Distribution system – total	Minutes	136.74	130.18
	Urban	Minutes	107.67	96.16
	Short Rural	Minutes	140.19	133.21
	Long Rural	Minutes	163.99	159.70
	Distribution system – planned	Minutes	208.33	208.33
	Distribution system – unplanned	Minutes	125.51	115.73
Reliability of Supply – Quarterly Measure (b) <i>(Results effective as at 15 July 2008, for the period ending 30 June 2008)</i>				
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	76.91	76.91
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	0.00	0.00
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	76.91	76.91
	Urban	Minutes	30.28	30.28
	Short Rural	Minutes	94.16	94.16
	Long Rural	Minutes	182.44	182.44
	Distribution system – planned	Minutes	26.27	26.27
	Distribution system – unplanned	Minutes	50.64	50.64
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	0.55	0.55
	Generation	Number	0.00	0.00
	Transmission	Number	0.00	0.00
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	0.55	0.55
	Urban	Number	0.30	0.30
	Short Rural	Number	0.66	0.66
	Long Rural	Number	1.04	1.04
	Distribution system – planned	Number	0.12	0.12
	Distribution system – unplanned	Number	0.43	0.43
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	140.13	140.13
	Generation	Minutes	0.00	0.00

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ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Transmission	Minutes	0.00	0.00
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	140.13	140.13
	Urban	Minutes	101.36	101.36
	Short Rural	Minutes	142.11	142.11
	Long Rural	Minutes	174.71	174.71
	Distribution system – planned	Minutes	217.46	217.46
	Distribution system – unplanned	Minutes	118.30	118.30
Reliability of Supply – Complaints				
3.9 ⁶	<i>Reliability of supply complaints</i>		Number	399*
	<i>Momentary Interruptions to supply complaints</i>		Number	177
3.91 ⁷	<i>Average time to resolve reliability complaints</i>		Days	2.5

4. Quality of Supply Data⁸

ITEM NO.	MEASURE	UNIT	VALUE
Quality of Supply – Complaints Categorised by Symptoms			
4.1	<i>Total quality of supply complaints</i>	Number	454
4.11	<i>Low supply voltage</i>	Number	133
4.12	<i>Voltage dips – minor or nuisance</i>	Number	42
4.13	<i>Voltage dips – severe</i>	Number	21
4.14	<i>Voltage swell</i>	Number	121
4.15	<i>Voltage spike</i>	Number	10
4.16	<i>Waveform distortion or unbalance</i>	Number	22
4.17	<i>TV or radio interference</i>	Number	23
4.18	<i>Noises from appliances or lights</i>	Number	3
4.19	<i>Other</i>	Number	79
Technical supply faults			
4.5 ⁹	<i>Average time taken to fix a technical supply fault</i>	Days	89.5

* Ergon Energy recently identified an error in the number of reliability of supply complaints reported for the prior June 2008 quarter. The correct number of reliability of supply complaints for the prior June 2008 quarter is 414 (previously 272).

5. Customer Service

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.1 ¹⁰	<i>Calls to the call centre</i>	Number	359,653
5.11	<i>Calls to the call centre answered by an operator</i>	Number	197,876
5.12 ¹¹	<i>Calls to the call centre answered by an IVR</i>	Number	47,849
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	41,714
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	23.8
5.15	<i>Abandoned calls</i>	Number	3,876
		Percent	1.92%
5.16 ¹²	<i>Number of instances of capacity overload</i>	Number	0
5.17	<i>Number of missed loss of supply and emergency calls</i>	Number	0
Appointment Punctuality			
5.2	<i>Customer-arranged appointments</i>	Number	2,443
5.21 ¹³	<i>Appointments not met >15 minutes of agreed time</i>	Number	257
5.21a ¹⁴	<i>Appointments not met – Complaints received</i>	Number	10
Timely provision of connections			
5.3	<i>New connections made</i>	Number	4,935
5.31	<i>New connections not made on agreed date</i>	Number	22
5.32	<i>New connections with a one to four day delay</i>	Number	16
5.33 ¹⁵	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,768
5.35	<i>Re-connections not made on agreed date</i>	Number	10
5.36	<i>Re-connection with a one to four day delay</i>	Number	9
5.37 ¹⁵	<i>Average time taken for re-connections</i>	Days	1.00
Street light maintenance			
5.4	<i>Street lights</i>	Number	128,440
5.41 ¹⁶	<i>Street lights out during period</i>	Number	See Footnote
5.42 ¹⁶	<i>Street lights not repaired by the agreed date</i>	Number	See Footnote
5.43 ¹⁶	<i>Average time taken to repair faulty street lights</i>	Days	See Footnote
Guaranteed service levels			
5.5 ¹⁷	<i>Number of GSL payment made</i>	Number	219
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$12,020
Interruptions			
	<i>Total planned interruptions</i>	Number	1,644
5.6	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	119
		Percent	7.24%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	539
		Percent	32.79%

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ITEM NO.	MEASURE	UNIT	VALUE
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.7	<i>Total – Customer Service Complaints</i>	Number	946
	Disputes – National Electricity Code	Number	0
	National Contact Centre ¹⁸	Number	172
	Environmental issues	Number	5
	Field Activity	Number	158
	Line clearances	Number	0
	Metering/Technical	Number	24
	Meter reading	Number	170
	Streetlights	Number	21
	Vegetation Management	Number	247
	Supply – new service/extensions	Number	52
	Suspected compliance failure	Number	0
	Infrastructure	Number	47
	Other	Number	50
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	3.9
	Disputes – National Electricity Code	Days	0.0
	National Contact Centre	Days	2.0
	Environmental issues	Days	6.6
	Field Activity	Days	4.0
	Line clearances	Days	0.0
	Metering/Technical	Days	6.5
	Meter reading	Days	1.6
	Streetlights	Days	4.2
	Vegetation Management	Days	4.9
	Supply – new service/extensions	Days	7.3
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	6.7
	Other	Days	4.9

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.1 ¹⁹	<i>Complaints not resolved within 20 days</i>	Number	142
		Percent	7.89%
6.20 ²⁰	<i>Repeat complaints</i>	Number	23
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	8.4

7. Notes to the 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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¹ 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).

² At present urban, short rural and long rural customer statistics do not reconcile to total distribution customers. The balance consists of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. Validation of connectivity mapping is ongoing.

³ 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:

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

Please note for the purpose of this report, calculated reliability measures have been rounded. As a result, deriving CAIDI from rounded SAIDI, SAIFI reported figures may not align with CAIDI reported figures.

⁴ Reliability performance measures are 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.

⁵ 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.

During the September 2008 quarter no major Event Days (MED) were registered during the quarter using the 2.5 beta exclusion event method, which requires a MED to be any day with a daily SAIDI value greater than the 2008-09 MED Threshold (TMED) of 8.94 system minutes.

⁶ While complaints about momentary interruptions are included in complaints about Reliability of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy currently identifies momentary interruption complaints based on fault calls which have been logged as a "momentary outage" in reporting systems. A number of business rules and criteria are used at the point of customer contact, to assess whether a complaint relates to a momentary interruption and consequently logged as a "momentary outage".

⁷ The calculation for the Average time taken to resolve a reliability complaint is inclusive of momentary interruption complaints, and includes all complaints that have been resolved during the quarter. This includes any complaints opened in any period prior to the reporting quarter, provided they were actually resolved within the reporting period.

⁸ Quality of Supply Data

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
Voltage dips – severe	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

⁹ The calculation for the Average time taken to fix a technical supply fault includes all technical fault calls resolved during the quarter. This includes any calls opened in any period prior to the reporting quarter, provided they were actually resolved within the reporting period.

The relatively high average time to resolve a technical supply fault (89.5 days) during the September 2008 quarter is thought to be largely driven by the continued pro-active efforts of Ergon Energy's Power Quality Group to resolve outstanding older QOS issues. The Power Quality Group has been working closely with Customer Service Investigation Officers in a concerted effort since March 2008 to resolve these issues.

¹⁰ This number includes both retail and distribution calls. Given the diverse range of enquires to the National Contact Centre queues, it is frequently difficult to assign a particular call as either distribution-related or retail-related. With the introduction of Full Retail Competition and the sale Ergon Energy Retail, the customer experience and Ergon Energy's operating environment has changed to an extent. The IVR system, including reason for call data is currently being investigated to re-assess and determine the most effective means of separating Retail and Distribution calls for future reporting.

¹¹ This figure represents successful calls "answered" without intervention by a representative – i.e. the customer was satisfied with the message they heard relating to their outage and hung up.

¹² 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 receive a busy signal when calling the faults line over a 24 hour period in one day.

¹³ This measure is conservatively based on the number of incidences where Ergon Energy did not arrive within the agreed appointment timeframe. Where Ergon Energy does not meet the specified timeframe, it is deemed as a missed appointment.

¹⁴ This measure relates to the total number of complaints received for incidences where Ergon Energy did not meet the agreed appointment time and represents the number of appointment based GSL claim paid by Ergon Energy for the quarter.

¹⁵ The average time taken for a new connection (measure 5.33) or re-connection (measure 5.37) is defined in relation to the agreed date on which the connection is completed with the customer. Ergon Energy quotes two business days as the standard time required to arrange a new connection and one business day for a re-connection.

¹⁶ Ergon Energy is currently unable to provide data on streetlight maintenance performance, as a result of number of limitations arising from the transition to new reporting systems. Ergon Energy is currently investigating internal work processes and reporting systems, to determine a confidence level with the accuracy, completeness and consistency of the underlying data required to calculate required streetlight performance measures.

Until this investigation process is completed, Ergon Energy is unable to determine if historical performance data will be readily available to be provided with an acceptable level of confidence/accuracy. Ergon Energy has commenced the initial investigation process and will keep QCA informed of major developments impacting the future delivery of streetlight maintenance performance measures.

¹⁷ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code).

¹⁸ Customer service complaints in this report are focused on measuring complaints in relation to distribution-related activities. Ergon Energy's National Contact Centre (NCC) is a shared retail and distribution function. As a result, complaints reported against the NCC category can relate to both distribution and retail activities.

¹⁹ 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.

²⁰ Due to system constraints the repeat complaint figures do not include Quality of Supply or Reliability of Supply complaints. Ergon Energy is reviewing how to isolate repeat complaints for these categories for future reporting.