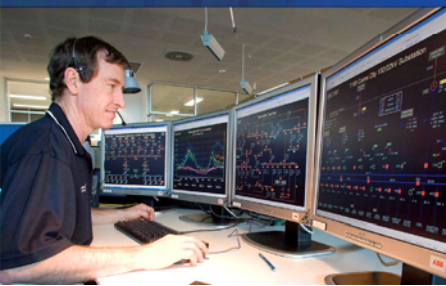


Quarterly Service Quality Report

October – December 2008

Ergon Energy Corporation Limited



everything in our power



Table of Contents

1. Administrative Data	3
2. Aggregated Data	3
3. Reliability Measures	3
4. Quality of Supply Data.....	5
5. Customer Service	6
6. Complaints Management	8
7. Notes to the Service Quality Report.....	8

1. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	Distribution Network Service Provider	Name	EECL
1.2	First day of reporting period	Date	01-10-2008
1.3	Last day of reporting period	Date	31-12-2008

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.1 ²	Total distribution Customers	Number	632,196
	Urban	Number	251,213
	Short Rural	Number	307,124
	Long Rural	Number	69,985

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Results effective as at 14 January 2009, for the period ending 31 December 2008)</i>				
3.1	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	518.22	518.22
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	6.39	6.39
5	Exclusions	Minutes	0.00	76.38
	Distribution system – total	Minutes	511.83	435.45
	Urban	Minutes	249.09	186.11
	Short Rural	Minutes	586.82	509.83
	Long Rural	Minutes	1,149.85	1,022.84
	Distribution system – planned	Minutes	106.40	105.95
	Distribution system – unplanned	Minutes	405.43	329.50
3.2	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	4.32	4.32
	Generation	Number	0.00	0.00
	Transmission	Number	0.21	0.21
	Exclusions	Number	0.00	0.70
	Distribution system – total	Number	4.11	3.41
	Urban	Number	2.48	1.96
	Short Rural	Number	4.67	3.90
	Long Rural	Number	7.64	6.63
	Distribution system – planned	Number	0.49	0.48
	Distribution system – unplanned	Number	3.62	2.93

SQ_Q208/09 V1.1

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE</u> <u>Less Exclusions</u>
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	119.98	119.98
	Generation	Minutes	136.29	136.29
	Transmission	Minutes	30.31	30.31
	Exclusions	Minutes	0.00	109.56
	Distribution system – total	Minutes	124.58	127.65
	Urban	Minutes	100.40	94.96
	Short Rural	Minutes	125.56	130.84
	Long Rural	Minutes	150.49	154.30
	Distribution system – planned	Minutes	218.49	219.93
	Distribution system – unplanned	Minutes	111.95	112.47
Reliability of Supply – Quarterly Measure (b) <i>(Results effective as at 14 January 2009, for the period ending 31 December 2008)</i>				
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	192.12	192.12
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	3.04	3.04
	Exclusions	Minutes	0.00	42.78
	Distribution system – total	Minutes	189.08	146.31
	Urban	Minutes	94.60	58.16
	Short Rural	Minutes	200.39	168.35
	Long Rural	Minutes	485.30	370.08
	Distribution system – planned	Minutes	27.78	27.78
	Distribution system – unplanned	Minutes	161.30	118.52
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.58	1.58
	Generation	Number	0.00	0.00
	Transmission	Number	0.11	0.11
	Exclusions	Number	0.00	0.25
	Distribution system – total	Number	1.47	1.23
	Urban	Number	0.80	0.61
	Short Rural	Number	1.71	1.46
	Long Rural	Number	2.90	2.46
	Distribution system – planned	Number	0.13	0.13
	Distribution system – unplanned	Number	1.34	1.10
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	121.62	121.62
	Generation	Minutes	0.00	0.00

SQ_Q208/09 V1.1

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE</u> <u>Less Exclusions</u>
	Transmission	Minutes	28.22	28.22
	Exclusions	Minutes	0.00	174.34
	Distribution system – total	Minutes	128.45	119.27
	Urban	Minutes	118.47	94.75
	Short Rural	Minutes	116.97	115.36
	Long Rural	Minutes	167.57	150.69
	Distribution system – planned	Minutes	215.05	215.05
	Distribution system – unplanned	Minutes	120.12	107.99
Reliability of Supply – Complaints				
3.9 ⁶	<i>Reliability of supply complaints</i>		Number	526 ⁷
	<i>Momentary Interruptions to supply complaints</i>		Number	185
3.91 ⁸	<i>Average time to resolve reliability complaints</i>		Days	2.8

4. Quality of Supply Data⁹

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Quality of Supply – Complaints Categorised by Symptoms			
4.1	<i>Total quality of supply complaints</i>	Number	478
4.11	<i>Low supply voltage</i>	Number	174
4.12	<i>Voltage dips – minor or nuisance</i>	Number	32
4.13	<i>Voltage dips – severe</i>	Number	14
4.14	<i>Voltage swell</i>	Number	79
4.15	<i>Voltage spike</i>	Number	16
4.16	<i>Waveform distortion or unbalance</i>	Number	20
4.17	<i>TV or radio interference</i>	Number	33
4.18	<i>Noises from appliances or lights</i>	Number	5
4.19	<i>Other</i>	Number	105
Technical supply faults			
4.5 ¹⁰	<i>Average time taken to fix a technical supply fault</i>	Days	89.7

5. Customer Service

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Network Call Centre Performance			
5.1 ¹¹	<i>Calls to the call centre</i>	Number	510,987 ¹²
5.11	<i>Calls to the call centre answered by an operator</i>	Number	223,601
5.12 ¹³	<i>Calls to the call centre answered by an IVR</i>	Number	146,896
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	51,941
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	32.2
5.15	<i>Abandoned calls</i>	Number	8,854
		Percent	3.81%
5.16 ¹⁴	<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	2,232
5.21 ¹⁵	<i>Appointments not met >15 minutes of agreed time</i>	Number	166
5.21a ¹⁶	<i>Appointments not met – Complaints received</i>	Number	5
Timely provision of connections			
5.3	<i>New connections made</i>	Number	4,415
5.31	<i>New connections not made on agreed date</i>	Number	10
5.32	<i>New connections with a one to four day delay</i>	Number	8
5.33 ¹⁷	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,153
5.35	<i>Re-connections not made on agreed date</i>	Number	9
5.36	<i>Re-connection with a one to four day delay</i>	Number	9
5.37 ¹⁷	<i>Average time taken for re-connections</i>	Days	1.0
Street light maintenance			
5.4	<i>Street lights</i>	Number	129,306
5.41 ¹⁸	<i>Street lights out during period</i>	Number	1,065
5.42	<i>Street lights not repaired by the agreed date</i>	Number	265
5.43 ¹⁹	<i>Average time taken to repair faulty street lights</i>	Days	6.5
Guaranteed service levels			
5.5 ²⁰	<i>Number of GSL payment made</i>	Number	329 ²¹
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$21,860
Interruptions			
	<i>Total planned interruptions</i>	Number	1,612
5.6	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	99
		Percent	6.1%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	496
		Percent	30.8%

SQ_Q208/09 V1.1

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	949
	Disputes – National Electricity Code	Number	0
	National Contact Centre ²²	Number	228
	Environmental issues	Number	3
	Field Activity	Number	198
	Line clearances ²³	Number	N/A
	Metering/Technical	Number	38
	Meter reading	Number	149
	Streetlights	Number	14
	Vegetation Management	Number	189
	Supply – new service/extensions	Number	39
	Suspected compliance failure	Number	0
	Infrastructure	Number	38
	Other	Number	53
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	3.5
	Disputes – National Electricity Code	Days	0.0
	National Contact Centre	Days	2.3
	Environmental issues	Days	2.0
	Field Activity	Days	3.2
	Line clearances	Days	N/A
	Metering/Technical	Days	3.3
	Meter reading	Days	3.3
	Streetlights	Days	3.0
	Vegetation Management	Days	4.6
	Supply – new service/extensions	Days	7.5
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	4.3
	Other	Days	3.2

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.1 ²⁴	<i>Complaints not resolved within 20 days</i>	Number	134
		Percent	6.86%
6.20 ²⁵	<i>Repeat complaints</i>	Number	13
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	2.8

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 transmission customers and undefined 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:

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

SAIFI:

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

CAIDI:

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

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 December 2008 quarter, reliability performance was adversely influenced by fierce storms across the state which caused widespread damage in Ergon Energy's service area. Ergon Energy registered three major Event Days (MED) 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. One of the MEDs (8th December 2008) resulted in a daily SAIDI of 20.55 SAIDI minutes alone (more than double the required TMED threshold). The other two MEDs on the 20th November and 7th of December resulted in a daily SAIDI of 12.86 and 9.35 SAIDI minutes respectively.

⁶ Complaints relating to reliability of supply are generally seasonal with peak periods commonly in the December and March 'storm season' quarters. 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 Reliability of Supply complaints has increased on the prior September quarter due to the considerable increase in unplanned outages resulting from the extremely unfavourable weather conditions experienced across the state during the quarter. Severe storm activity affected large geographical supply areas and large volumes of Ergon Energy customers across the state. The extreme weather conditions resulted into three Major Event Days during the December quarter. Impacts of the severe storm activity are also reflected in other QCA quarterly measures including reliability of supply (SAIDI / SAIFI) and customer service measures (eg. Call Centre performance and GSL payments)

⁸ 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.

⁹ 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

¹⁰ 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.

¹¹ 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.

¹² Calls to the call centre increased considerably on the prior September quarter due to the significant increase in unplanned outages resulting from the extremely unfavourable weather conditions experienced during the quarter. Severe and widespread storm activity affected large volumes of Ergon Energy customers across the state, resulting in major call spikes to Ergon Energy's faults line on affected days. One of the Major Event Days during the quarter (8th December 2008) recorded one of the busiest days in Ergon Energy's history, where loss of supply to approximately 166,699 customers resulted in a massive 23,430 calls to the faults line. The overall average number of calls per day to the faults line during the December quarter was 2,531 calls, compared to an average of 937 calls per day in the prior September 2008 quarter and 2,009 calls per day in the December 2007 quarter. As expected, impacts of the widespread storm activity is also reflected in performance across a number of the other call centre measures for the quarter, including the average waiting time to speak to an operator, and abandoned calls.

¹³ 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.

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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.

¹⁸ The number of streetlights out during the period represents the number of work orders raised during the period relating to streetlight faults, where the work order has been identified as initiated and logged via customer contact through Ergon Energy's National Contact Centre (NCC). For the purposes of this measure, where a work order has been raised, the assumption is the streetlight is not working, even if the streetlight is consequently found not to be faulty.

¹⁹ The average time to repair a streetlight fault is taken from the time the work request is raised in the NCC and when the work order is closed off in corporate systems. Where a work order has been closed, for the purposes of this measure, it is assumed this is when the streetlight job has been completed or "repaired".

²⁰ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code).

²¹ The large number of GSL claims during the December 2008 quarter is largely attributed to the extraordinarily high number of GSL claims paid for interruption duration the quarter (151 claims). On removal of these claims, the total number of valid GSLs for the December quarter reduces to 178 claims and \$9,780 in payments. The majority of the interruption duration GSL claims paid were associated with storm related damage and extended outages experienced in Baralaba, Boolburra, Woorabinda and Glenden (Central Queensland) on the 7th December 2008. This particular day was subsequently registered as one of the three eligible MEDs for the quarter, however under clause 2.3.9 of the Electricity Industry Code, such GSL payments are still required to be paid to customers.

²² 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.

²³ Due to changes in Ergon Energy's complaint management system, the "Line Clearance" complaint category is now captured as a sub-category of complaint under "Infrastructure" complaints. Given the highest level of quarterly complaint recorded against the "Line Clearance" category over the last three years has been 5 complaints, it is not considered material enough to warrant adjustments to figures, in order to continue to separately report.

²⁴ 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.

²⁵ 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.