

**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
JULY TO SEPTEMBER, 2007**

ENERGEN LIMITED

Revised 9 April 2008

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1 INTRODUCTION

ENERGEX recognises that electricity is an essential part of daily life, and is committed to delivering excellent service to its electricity customers.

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.

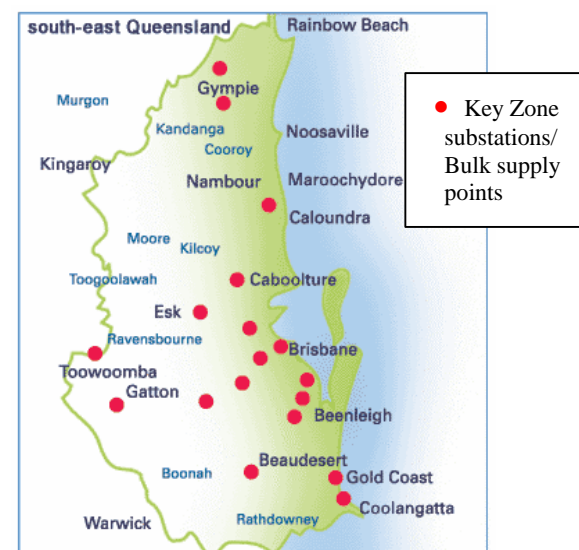
This report is produced four times a year, covering January to March, April to June, July to September, and October to December. In addition, once a year, ENERGEX provides additional background information on the state of its distribution network, including information on the size of the network, the total amount of electricity supplied to customers, and areas of the network where reliability is poor.

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.



Map of ENERGEX's electricity distribution network

Within this supply area, ENERGEX supplies electricity to more than 1.19 million customers, including approximately 829,000 urban customers, and approximately 365,000 short rural customers.

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. However, ENERGEX also considers that further work needs to be done by industry participants to achieve greater consistency in the regulatory reporting requirements between the various government and regulatory agencies to which ENERGEX reports.

1.3 Measuring ENERGEX'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. ENERGEX 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. ENERGEX 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. ENERGENX also reports on unplanned and planned interruptions. Unplanned interruptions are caused by events outside of ENERGENX's control, such as storms or animals climbing on wires. Planned interruptions are interruptions required to enable ENERGENX to carry out maintenance or upgrades on the distribution network.

To provide a clearer picture of ENERGENX'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.

Five of the categories relate to voltage fluctuations, based on whether the voltage was above or below standard voltage, and how long the fluctuation lasted for. These are low supply voltage, voltage dips – minor, voltage dips – severe, voltage swell, and voltage spike. 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.

ENERGEX 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 ENERGEX'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. ENERGEX 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 ENERGEX to meet a range of service guarantees to customers. Under the guarantees, ENERGEX is expected to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGEX 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. ENERGEX 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. ENERGEX reports how many times ENERGEX employees are more than 15 minutes late for appointments with customers;
- Timely provision of connections. ENERGEX 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. ENERGEX reports on the average time to repair faulty street lights, and instances of delay. One of ENERGEX's service standards is a commitment to repair 95 per cent of failed street lights under ENERGEX'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. ENERGEX reports on the number of GSL payments for not meeting service guarantees, and the amount paid out;
- Providing adequate notice of any planned interruptions. ENERGEX 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. ENERGEN 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 ENERGEN’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

ENERGEX's service quality performance across the suite of reliability, quality and customer service indicators to the end of the September 2007 quarter has maintained service quality levels since the previous quarter and showed improvements since the September 2006 quarter.

Highlights from the September 2007 quarter include:

- SAIDI and SAIFI for the urban network has improved over the 12 months ending September 2007;
- SAIDI and SAIFI for the short rural network improved significantly from the September 2006 quarter results. The reliability of the rural network has improved in the past 12 months to the extent that the rural network is now better than the MSS target for 2007/08;
- The September 2007 CAIDI measure for CBD customers (60.683 minutes per interruption) highlights an improvement from the results of the previous quarter and those of the September 2006 quarter;
- The average waiting time to speak to an operator for the period was 18 seconds, which was down from the 25 seconds in the September 2006 quarter. This was despite the fact that the number of calls to the contact centre was the highest experienced over the past 12 months;
- Quality of supply complaints have decreased from 341 last quarter to 310 this quarter;
- A total number of 201 GSLs were paid. Of these only 78 were claimed against the network with the remainder being attributed to retailer errors; and
- Levels of new connections and reconnections were the highest experienced over the past 12 months.

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 30 September 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 30 September 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.

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.

Improvements have also been observed in non-storm performance. A strong focus on rural performance through the "Rural Reliability Response" project has delivered improvements through initiatives such as:

- installation of reclosers to reduce the number of customers interrupted;
- prioritisation of vegetation management plans; and
- operational initiatives associated with deployment of additional standby crews for emergency response.

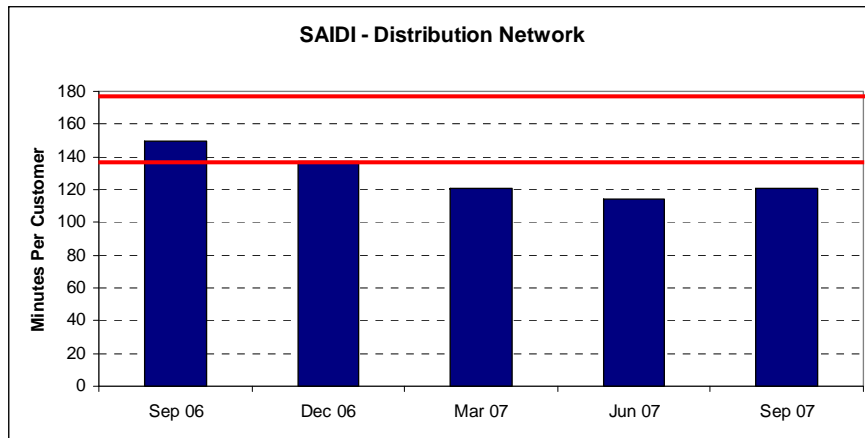
Improving trends in non-storm performance have occurred in the areas of overhead equipment failure, animals and vegetation related faults on the network.

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

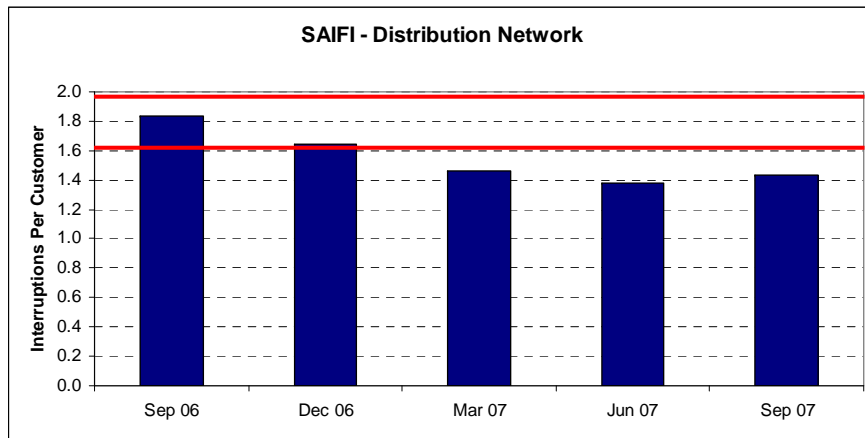
The red lines in these graphs represent the historic range for each of the measures. Green bars, which will appear in subsequent sections, represent the minimum service standard (MSS) for 2007/08 set out in the Electricity Industry Code (the *Code*).

Across the distribution system reliability performance has slightly decreased. The SAIDI of 120.80 minutes was a reduction of 28.67 minutes when compared to September 2006 but represents an increase of 6.35 minutes when compared to the results for the June 2007 quarter.

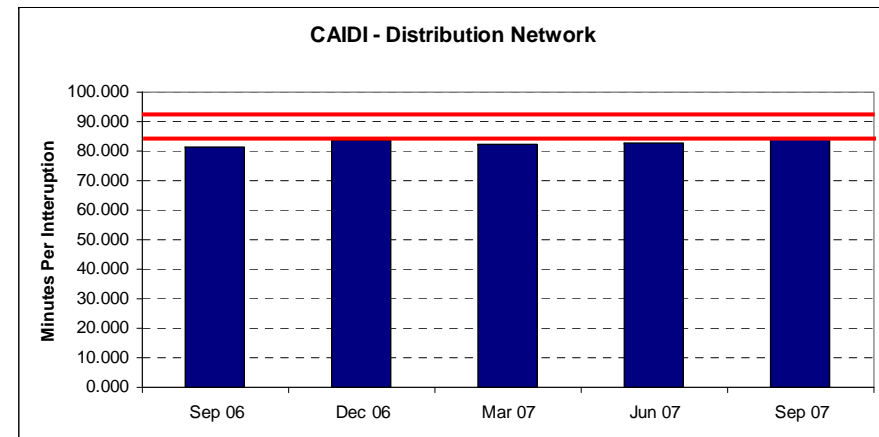
¹ ENERGEX continues with the practice of reporting reliability measures on a 'before removal of excluded events' and 'after removal of excluded events' basis, which separates out the impacts of the extraordinary events.



For the 12 months ending September 2007, SAIFI was 1.437 interruptions. This was an improvement from the 1.840 interruptions for the 12-month period ending September 2006, but is slightly higher than the previous quarter result of 1.382 interruptions.



The CAIDI for the distribution system (period ending 30 September 2007) was 84.058 minutes, which was slightly higher than the previous quarter's result of 82.814 minutes.

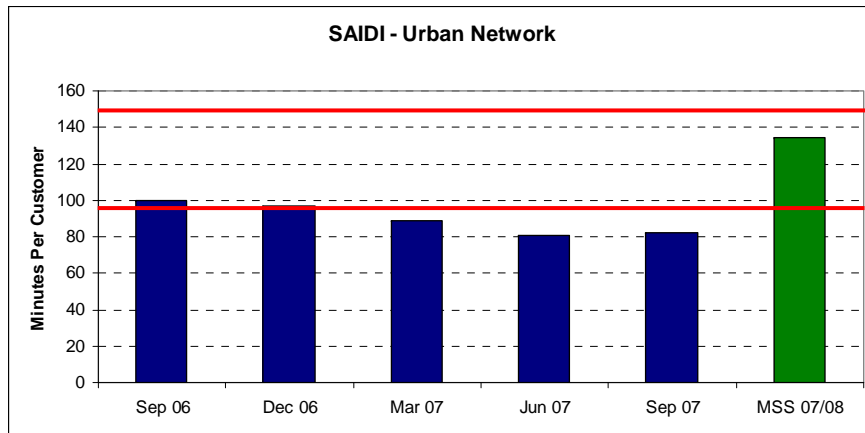


It is important to note that reliability performance is measured using both planned and unplanned outages (see Section 1.3.1).

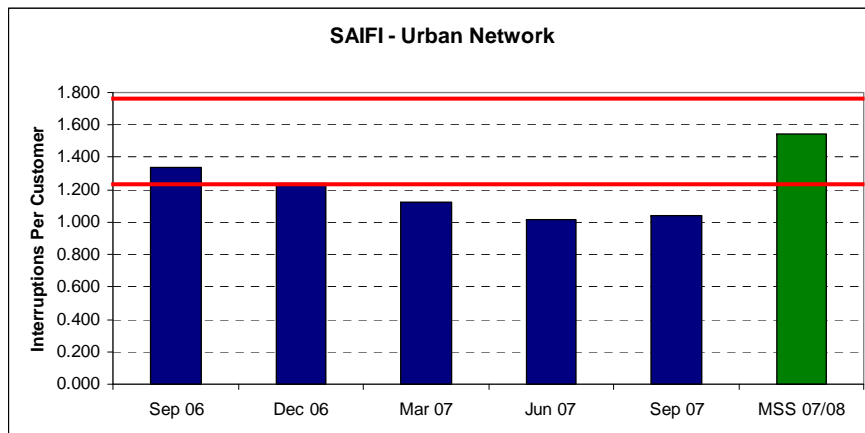
2.2.2 Urban network

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

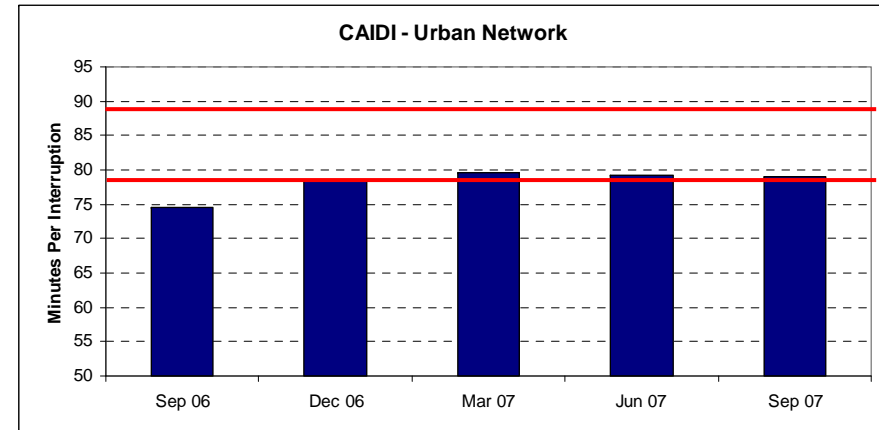
The average minutes of interrupted supply per customer (measured by SAIDI) was 82.191 minutes which is a significant improvement for the 12 months ending September 2006 result (99.715 minutes) and is slightly higher than the previous quarter's result of 80.444 minutes. This remains below the MSS.



For the 12 months ending September 2007, there were, on average, 1,039 interruptions per customer. This was slightly higher than the 1,016 interruptions experienced for the previous quarter, but well below the 1,336 interruptions for the 12 months ending September 2006 and the 2007/08 MSS of 1.54 interruptions.



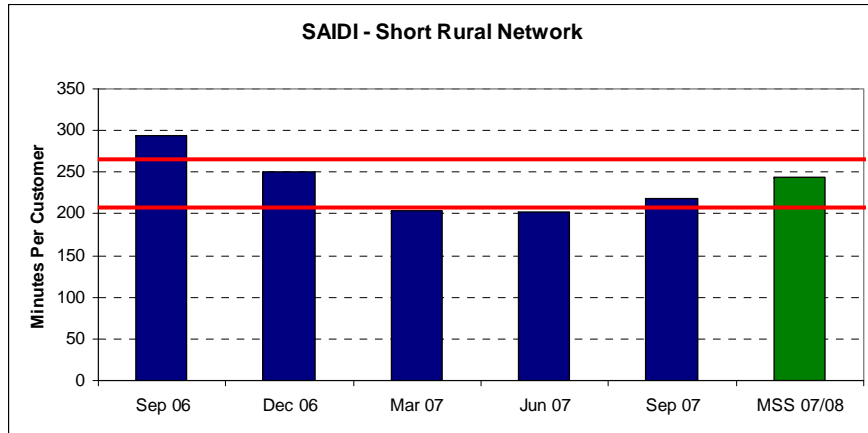
The average duration of each customer interruption (measured by CAIDI) for the period ending September 2007 was 79.106 minutes. This was slightly lower than the previous quarter result of 79.186 minutes.



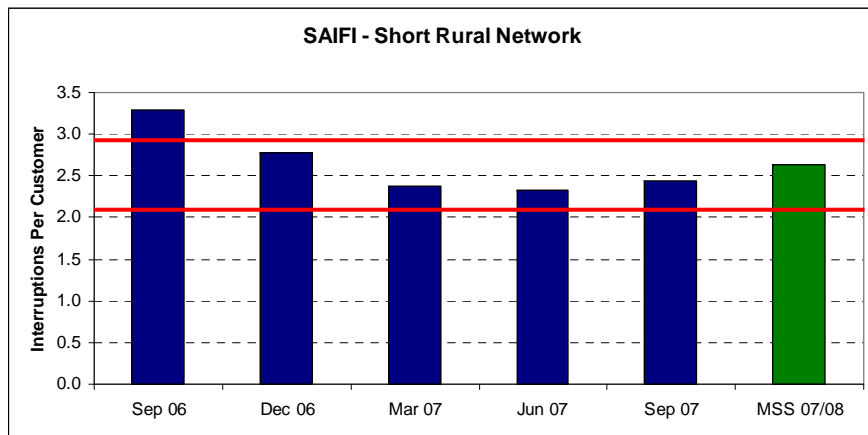
2.2.3 Short rural network

An intense low developed on 21 August 2007 with wind gusts of up to 46 knots, affecting 82,000 customers mainly in the rural areas.

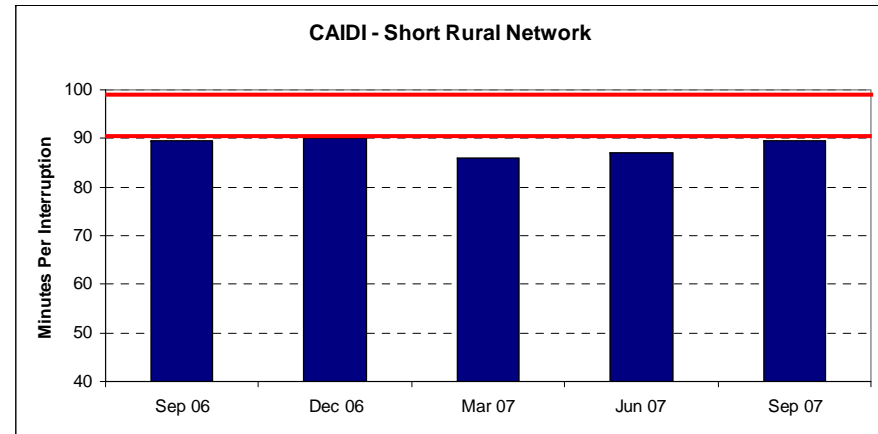
The SAIDI for the 12 months ending September 2007 was 218.664 minutes, which was an increase on the previous quarter (202.681 minutes), but a reduction of 75.774 minutes for the 12 months ending September 2006 (294.438 minutes).



In the 12 months ending September 2007, customers located on ENERGEX’s short rural network experienced, on average, 2.445 interruptions. This represents an improvement on the 3.293 interruptions reported for the 12 month period ending September 2006.

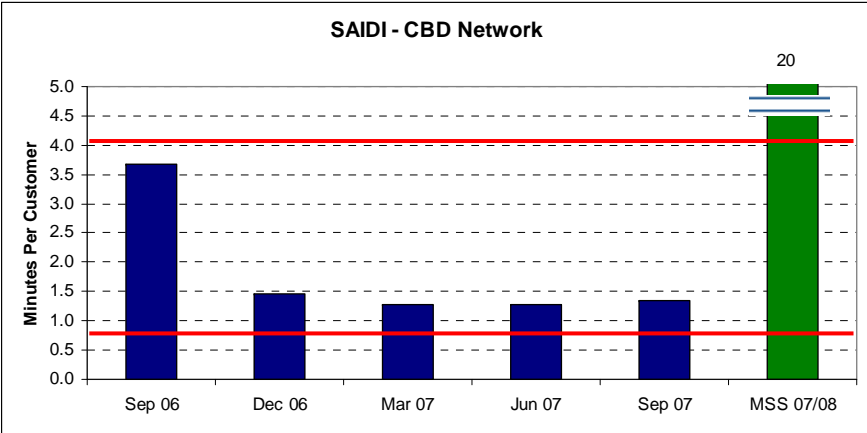


The average duration of interruption experienced by short rural customers was 89.427 minutes, similar to that in the 12 months ending September 2006 (89.405), but only slightly higher than the 87.110 minutes reported in the June 2007 quarter.

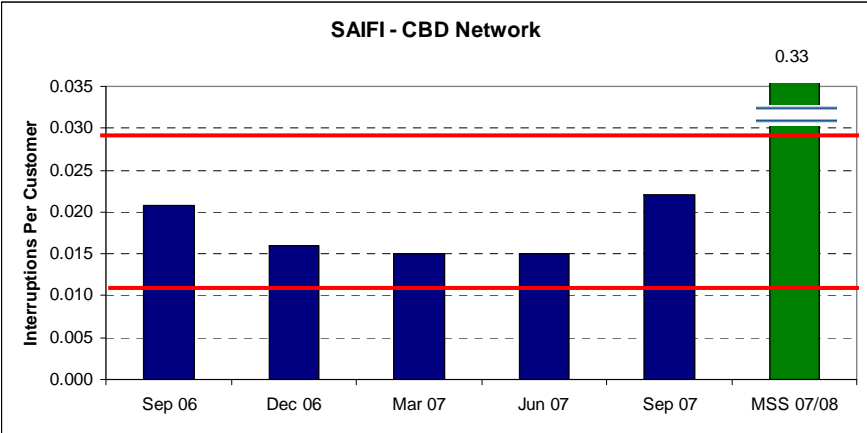


2.2.4 CBD network

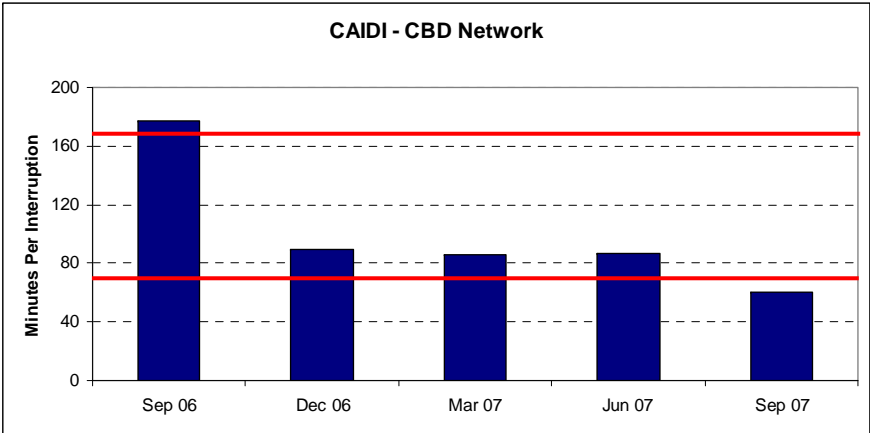
The ENERGEX CBD network experienced, on average, 1.349 minutes per interruption for the 12 months ending September 2007. This represents a significant reduction compared to the September quarter 2006 result of 3.677 minutes per interruption and the previous quarter’s result of 1.273 minutes.



Similarly, CBD customers experienced, on average, 0.022 interruptions for the 12 months ending September 2007. This is higher than the previous quarter's result of 0.015 interruptions and the September quarter 2006 result of 0.021 interruptions.



According to the CAIDI measure, CBD customers experienced on average 60.683 minutes per interruption which is lower than the result from the previous quarter (86.975 minutes) and the September quarter 2006 result of 177.256 minutes per interruption.

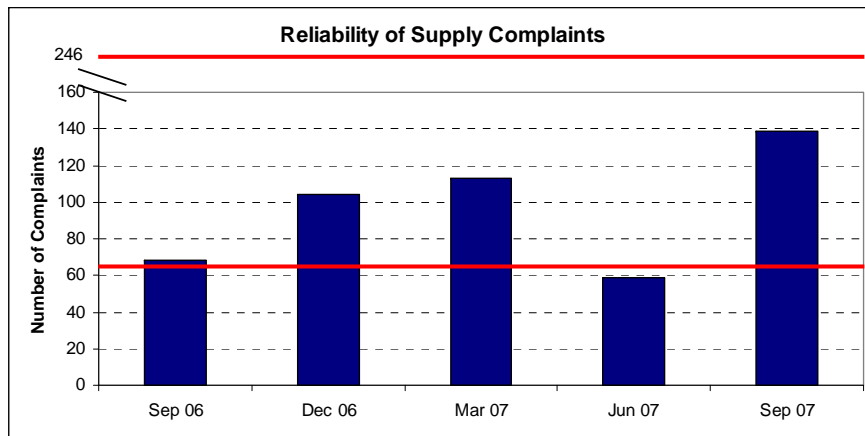


The remainder of Section 2 presents quarterly data for the 3 months to the end of September 2007. For comparative purposes, the June 2007 quarter is referred to as the previous quarter and the September 2006 quarter is referred to as the last September quarter.

2.2.5 Reliability of supply complaints

The total numbers of complaints in relation to reliability of supply have increased from 59 in the previous quarter to 139 this quarter. The majority of these complaints (69) were related to a series of events which occurred subsequent to an instance of wildlife coming into contact with overhead powerlines, bringing down wires on a section of the overhead network.

The number of complaints associated with momentary interruptions to supply remained unchanged from the previous quarter.

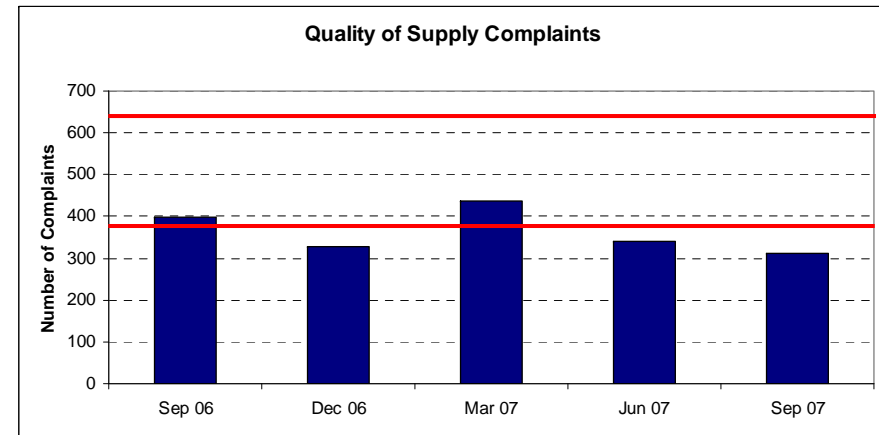


The average time taken to resolve reliability of supply complaints remained at 2 days for the September 2007 quarter, which was the same as in the previous quarter.

2.3 Quality of supply

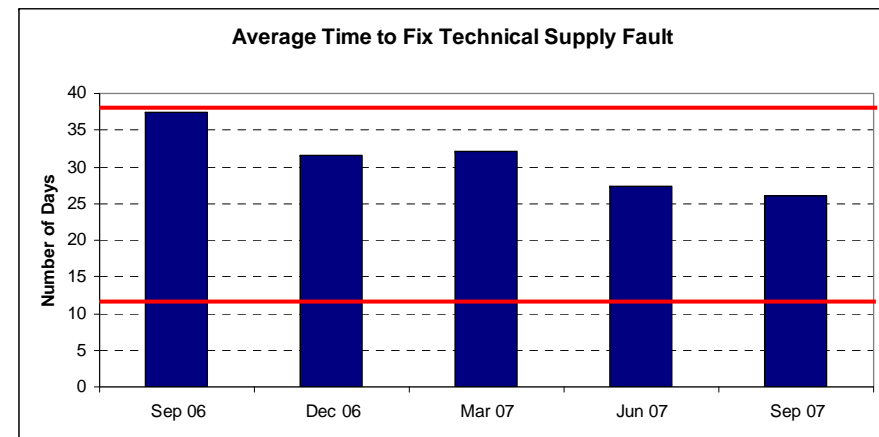
2.3.1 Quality of supply complaints

There were 310 quality of supply complaints in the September 2007 quarter, equating to 2.59 complaints for every 10,000 customers. This figure is down from the 341 complaints in the previous quarter and 397 complaints in the last September quarter.



2.3.2 Technical faults

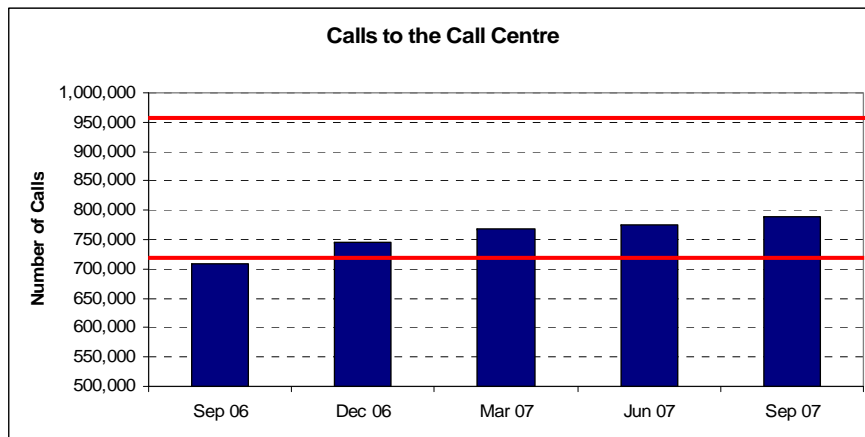
The average time taken to repair a technical supply fault in the September quarter 2007 was down to 26.08 days, compared to 27.41 days in the previous quarter.



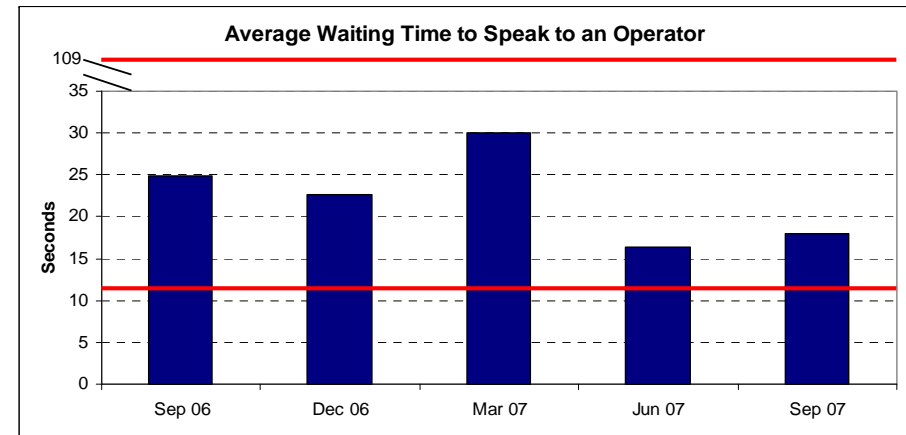
2.4 Customer service

2.4.1 Call centre

Total calls to the contact centre for the September 2007 quarter were 788,344 which was slightly higher than the 774,097 in the previous quarter. Compared to the last September quarter (709,335), there were 79,009 more calls to the contact centre for this period.



The average waiting time to speak to an operator for the September 2007 quarter was 18 seconds, which was down from the 25 seconds in the last September quarter.

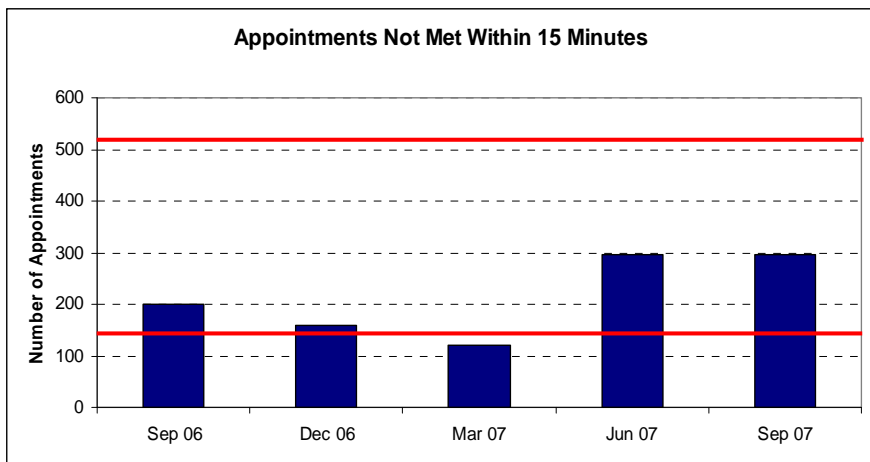


2.4.2 Appointment punctuality

There were 7,091 customer-arranged appointments in the September 2007 quarter, compared to 7,159 appointments for the previous quarter.

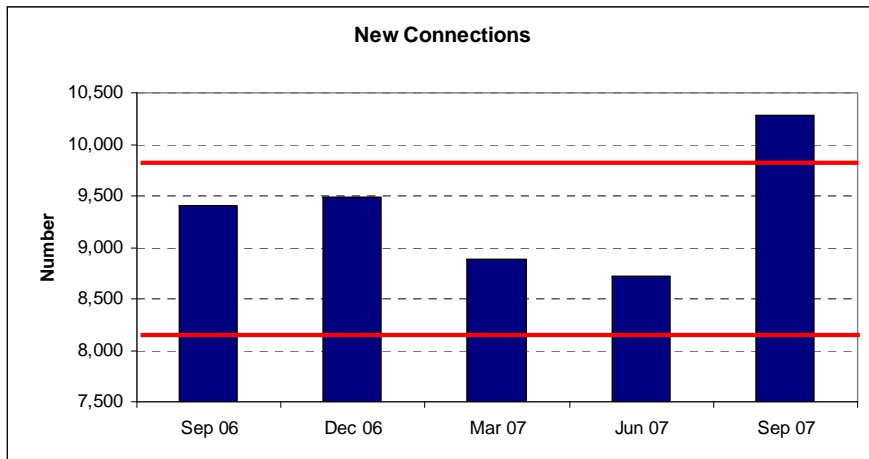
The number of appointments not met within 15 minutes of the agreed time was 296, which was similar to the previous quarter result of 297. This figure remains higher than in earlier quarters (shown in the table below) due to the implementation of Full Retail Competition in July and the associated changes to systems and training of staff. A period of high wind and rain as well as system outages (planned and unplanned) also contributed to jobs being deferred or rescheduled.

Whilst every endeavour is made by ENERGEX to arrive within the appointment window, there are times when specific jobs take longer than average and ENERGEX must remain on site until the job is completed and our stringent safety requirements are met.

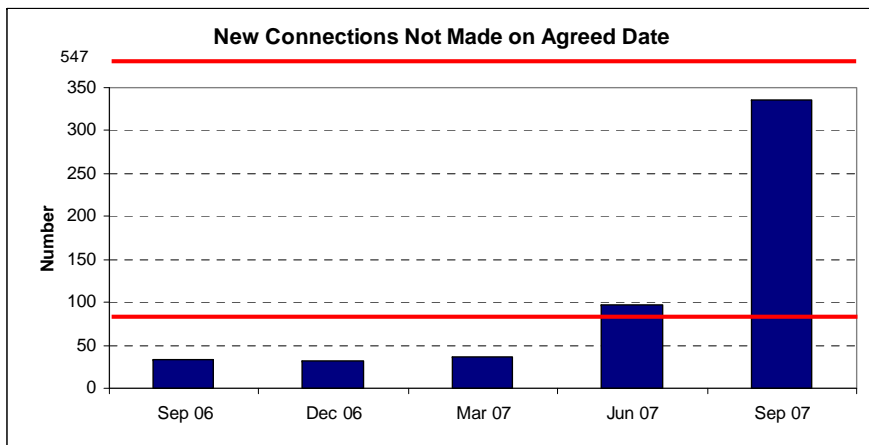


2.4.3 New connections

In the September 2007 quarter, the number of new connections rose to 10,276 compared to the 8,723 connections for the previous quarter and 9,398 new connections in the last September quarter.



The number of new connections not made on the agreed date rose to 335, representing 3.3% of total new connections. This performance result was due to a new scheduling and despatch system being implemented, and the associated training of staff.



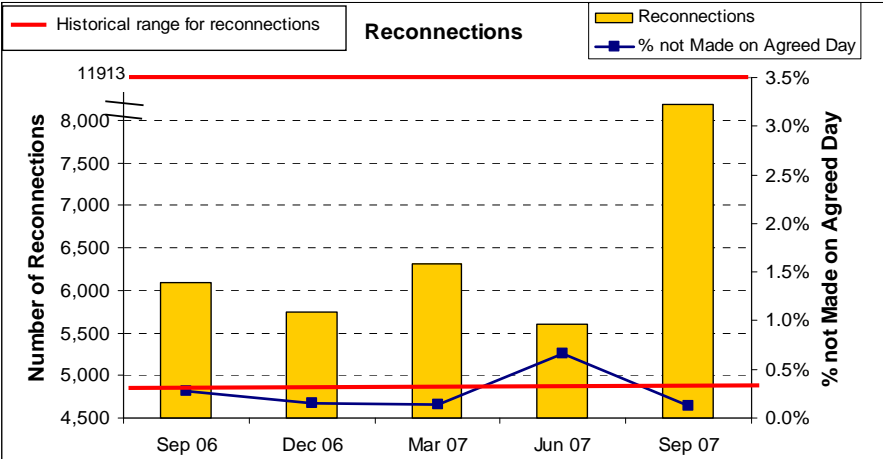
Of the 335 new connections not made on the agreed date, 265 were made within four days of the agreed date.

The average time taken for connection for the September 2007 quarter was 4.09 days.

2.4.4 Reconnections

Re-connections increased to 8,178 from 5,604 in the previous quarter.

The average time taken for reconnection was 4.05 hours in the September 2007 quarter, which was down from the 4.11 hours in the previous quarter, and less than the 4.12 hours in the last September quarter.

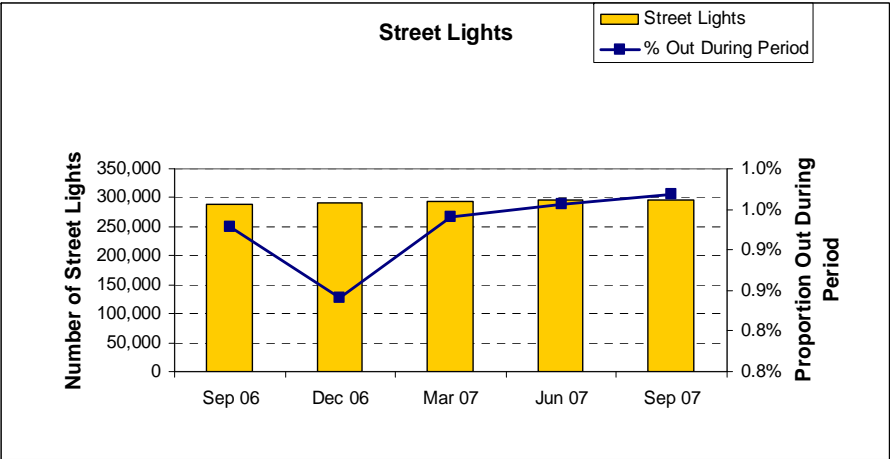


The number of reconnections not made on the agreed date for the September 2007 quarter was 10, which is significantly lower than the previous quarter result of 37 and less than the last September quarter result of 17.

2.4.5 Street lights

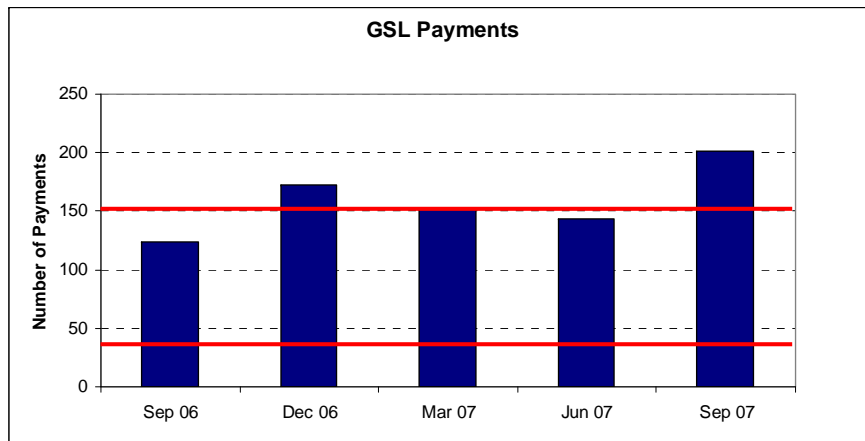
The number of street lights out during the period was 2,865, or less than 1.0% of total streetlights (296,026 lights). This represents a slight increase on the 2,832 reported for the previous quarter.

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 178, which was significantly lower than the 462 in the previous quarter.



2.4.6 Guaranteed service levels

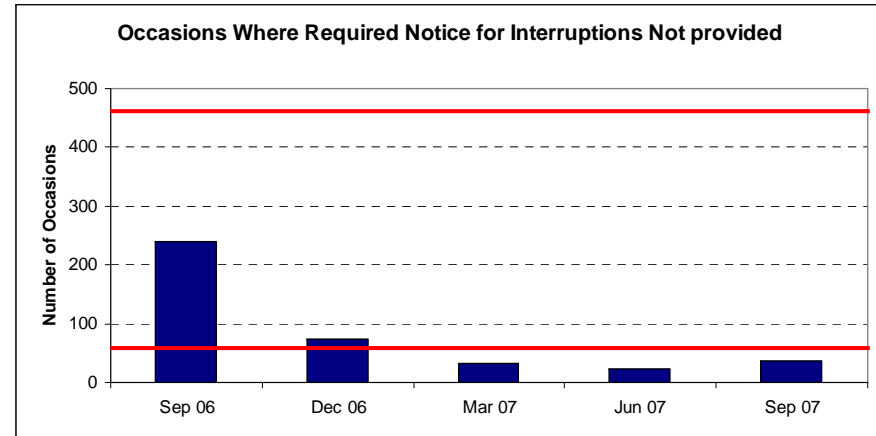
GSL claims have increased slightly, from 144 (\$13,100) in the previous quarter, to 201 (\$19,020). However, of the total GSLs paid, only 78 (\$6,840) are related to the service standards of the ENERGEX network business. The remainder (123) are attributed to retailer-related errors or delays.



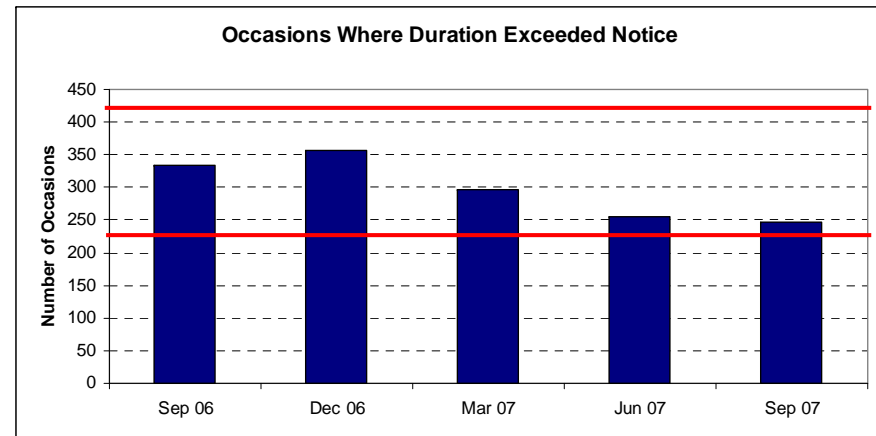
2.4.7 Planned interruptions

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

Occasions when the required notice of interruption to supply was not given increased slightly to 37, from the 22 reported in the previous quarter. However, this figure is much lower than the 239 occasions reported in last September quarter.



The number of instances where the duration of a planned interruption exceeded the time specified fell to 246 or 18.50%.



2.4.8 Complaints

There was a total of 3,662 complaints received in the September 2007 quarter, an increase of 938 on the previous quarter. Of these complaints, 2,997 (82%) were resolved at the first point of contact. The remainder were escalated to Customer Relations for further investigation and customer contact.

The principal increases are detailed below.

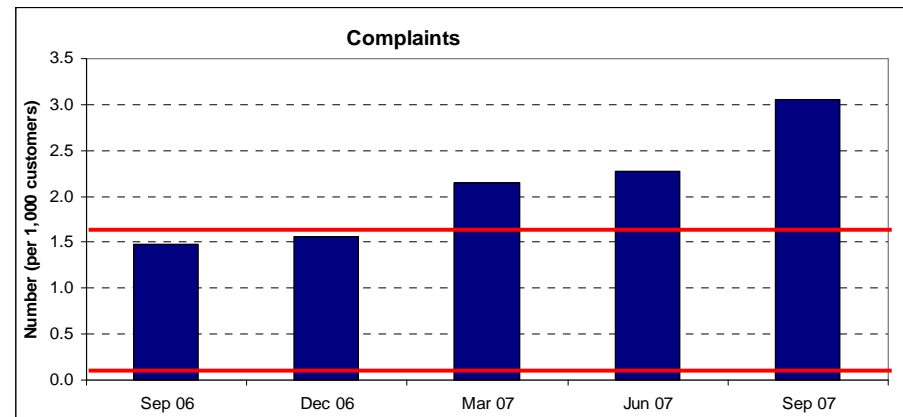
- Meter Reading - increased from 1,721 to 2,595*
 The key areas of complaints in this category related to "Meter Reading Behaviour", "Access Arrangements" and "Disconnection Advice/Forms Left".

The increase in complaints can be partly explained by ENERGEX's focus on Workplace Health and Safety compliance. In particular, meter readers are not entering premises to read meters if they cannot confirm that a dog is restrained or that they cannot gain safe access to the meter box.

In addition, the cessation of self meter readings, following the introduction of FRC in Queensland, has contributed to customer dissatisfaction in this area.

Of the meter reading complaints, 2,348 were resolved at the first point of contact, an increase from 1,497 in the previous quarter.

- Staff Behaviour – increased from 153 to 205*
 The majority of complaints in this category related to "unprofessional behaviour", "staff error/incorrect information provided" and "failure to action customer request". The increase in staff behaviour complaints can also be attributed to the increase in call volumes for the period.



The average time taken to resolve complaints was 1.71 days for the September quarter 2007.

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	01-07-2007
1.3	<i>Last day of reporting period</i>	date	30-09-2007

3.2 Aggregate Data

Item No.	Measure	Units	Value
2.1 ^{a,b}	<i>Total distribution customers</i>	number	1,198,329
	Central business district	number	4,365
	Urban	number	829,016
	Short rural	number	364,948
	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	11.912	n/a
	Distribution system – whole of network	minutes	132.717	120.804
	Central business district	minutes	1.349	1.349
	Urban	minutes	82.410	82.191
	Short rural	minutes	260.186	218.664
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	19.186	19.186
	Distribution system – unplanned	minutes	113.530	101.618
3.2 ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation	number	0.021	0.021
	Exclusions	number	n/a	0.021
	Distribution system – whole of network	number	1.458	1.437
	Central business district	number	0.022	0.022

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Urban	number	1.041	1.039
	Short rural	number	2.514	2.445
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.069	0.069
	Distribution system – unplanned	number	1.389	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	573.056
	Distribution system – whole of network	minutes	91.030	84.058
	Central business district	minutes	60.683	60.683
	Urban	minutes	79.188	79.106
	Short rural	minutes	103.489	89.427
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	277.405	277.405
	Distribution system – unplanned	minutes	81.748	74.283

Source: NFM

3.3.2 For quarter (to 30 September 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	28.799	28.799
	Central business district	minutes	0.076	0.076
	Urban	minutes	15.720	15.720
	Short rural	minutes	59.567	59.567
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	4.341	4.341
	Distribution system – unplanned	minutes	24.458	24.458
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	0.351	0.351
	Central business district	number	0.008	0.008
	Urban	number	0.224	0.224

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.649	0.649
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.016	0.016
	Distribution system – unplanned	number	0.334	0.334
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	82.158	82.158
	Central business district	minutes	10.000	10.000
	Urban	minutes	70.178	70.178
	Short rural	minutes	91.766	91.766
	Long rural	minutes		
	Distribution system – planned	minutes	264.730	264.730
	Distribution system – unplanned	minutes	73.198	73.198
3.9	<i>Reliability of supply complaints</i>	number	139	
	Number of complaints relating to momentary interruptions to supply	number	6	
3.91	<i>Average time taken to resolve reliability complaints</i>	days	2	

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 ^f	<i>Total quality of supply complaints</i>	number	310
4.11	<i>Low supply voltage</i>	number	84
4.12	<i>Voltage dips – minor or nuisance</i>	number	122
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	63
4.15	<i>Voltage spike</i>	number	10
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	29
4.18	<i>Noises from appliances or lights</i>	number	2
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 ^g	<i>Average time taken to fix a technical supply fault</i>	days	26.08

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 ^h	<i>Calls to the contact centre</i>	number	788,344
	Distribution (both operator-answered and self-serve calls)	number	192,761
	Retail (both operator-answered and self-serve calls)	number	595,583
5.11	<i>Calls to the contact centre answered by an operator</i>	number	348,056
5.12 ⁱ	<i>Calls to the contact centre answered by the IVR system^e</i>	number	55,374
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	17,796
5.14	<i>Average time waiting to speak to an operator</i>	seconds	18
5.15 ^j	<i>Abandoned calls</i>	number	4,931
		percentage	1
5.16 ^k	<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 ^l	<i>Customer-arranged appointments</i>	number	7,091
5.21 ^l	<i>Appointments not met within 15 minutes of the agreed time</i>	number	296

Source: Advantex

3.5.3 Timely provision of connections

Item No.	Measure	Units	Value
5.3	<i>New connections made</i>	number	10,276
5.31 ^m	<i>New connections not made on agreed date</i>	number	335
5.32 ^m	<i>New connections with a one to four day delay</i>	number	265
5.33 ⁿ	<i>Average time taken for new connections^f</i>	days	4.09
5.34	<i>Reconnections made</i>	number	8,178
5.35 ^m	<i>Reconnections not made on agreed date</i>	number	10
5.36 ^m	<i>Reconnections with a one to four day delay</i>	number	8
5.37	<i>Average time taken for Reconnections</i>	hours	4.05

Source: Service Order Management (SOM) reports



3.5.4 Street light maintenance

Item No.	Measure	Units	Value
5.4	Street lights	number	296,026
5.41	Street lights out during period	number	2,865
5.42 ^o	Street lights not repaired by the date agreed with the customer	number	178
5.43 ^p	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 ^s	Number of GSL payments made		
	Total	number	201
	Network	number	78
	Retail	number	123
5.51 ^s	Amount paid in GSL payments	dollars	19,020
	Network	dollars	6,840
	Retail	dollars	12,180

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	37
		percentage	2.80%
5.61 ^r	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	246
		percentage	18.50%

Source: A4S database

3.5.7 Complaints management

Item No.	Measure	Units	Value
5.7	<i>Complaints</i>		
	meter reading	number	2595
	staff behaviour	number	205
	condition of worksite	number	48
	damage to property	number	88
	driving	number	20
	vehicles	number	17
	poles	number	24
	streetlights	number	25

Item No.	Measure	Units	Value
	timeliness of service delivery	number	312
	transformer	number	6
	trees	number	160
	general	number	162
	Total	number	3662
5.71	<i>Average time taken to resolve complaints</i>	days	1.71
	meter reading	days	1.35
	staff behaviour	days	2.84
	condition of worksite	days	2.48
	damage to property	days	3.71
	driving	days	4.58
	vehicles	days	3.44
	poles	days	3.48
	streetlights	days	2.28
	timeliness of service delivery	days	1.95
	transformer	days	2.33
	trees	days	2.69
	general	days	2.33
6.1	<i>Complaints resolved within 20 days</i>	number	634
		percentage	96.79%

Item No.	Measure	Units	Value
6.2	<i>Repeat complaints</i>	number	5
6.21	<i>Average time taken to resolve repeat complaints</i>	days	15

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 The following Major event(s), occurring in the rolling twelve month period, were excluded from the calculations for the "After Removal of Excluded Events" SAIDI, SAIFI and CAIDI measures:

<u>Date</u>	<u>Incident</u>
16/12/2006	Severe Storms

^f As of 1 July 2004, ENERGETEX 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 ENERGETEX’s Ellipse system are consistent with the QCA’s quality of supply symptom reporting categories. ENERGETEX 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.

^g 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. ENERGETEX 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, ENERGETEX will respond immediately.

^h Due to the sale of ENERGETEX 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 ENERGETEX 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.

i 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.

j 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 29.43% of the total abandoned calls provided in this report.

k 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 a 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.

l 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).

- ^m From January 2005, ENERGEX guarantees to connect customers as agreed:
- (i) reconnections: where electricity has previously been supplied to the customer, and the customer contacts ENERGEX before 1 pm on a business day, ENERGEX 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, ENERGEX 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, ENERGEX 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, ENERGEX 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, ENERGEX 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.
- ⁿ 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.
- ^o ENERGEX 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.

^p The average time indicated includes the day of notification.

^q ENERGETX 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 1329 jobs entered into A4S. The A4S data indicated that 37 or 2.8% did not provide the required 2 business days notice. A number of these were emergency jobs where no notification could be required and entered into the A4S program. ENERGETX acknowledges the need to improve the quality of its reporting systems and have taken steps to ensure a focus is maintained on the correct completion of data into A4S. Data is available on a per Hub basis to allow a focus to be made on areas where improvements are required rather than a global approach.

^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 1329 jobs. The data collected indicated that 246 or 18.5% exceeded the times specified in the notification. 51 jobs or 3.8% commenced prior to the notification times, 187 or 14.0% after the notified time and 8 or 0.6% started and finished 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.

^s 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.