



**ELECTRICITY DISTRIBUTION  
QUARTERLY SERVICE QUALITY REPORT  
OCTOBER TO DECEMBER, 2006**

**ENERGEN LIMITED**

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For Media Inquiries, please contact ENERGEN Corporate Communications on (07) 3407 4420

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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.

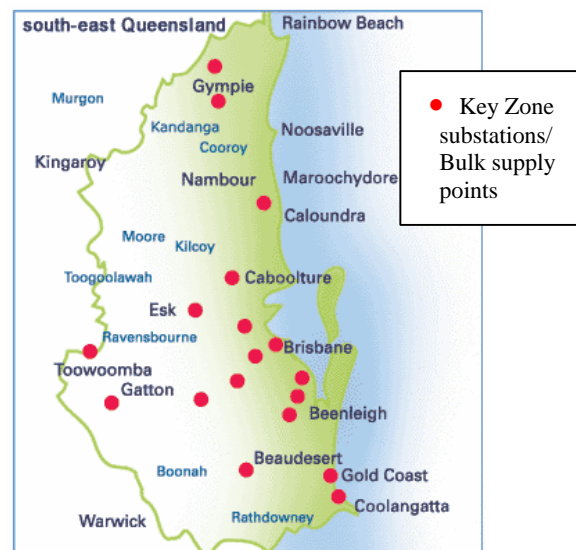
This report is produced four times a year, covering January to March, April to June, July to September, and October to December. In addition, once a year, ENERGEX provides additional background information on the state of its distribution network, including information on the size of the network, the 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 1.18 million customers, including approximately 847,000 urban customers, and almost 336, 000 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 day events;
- 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 day events 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 day event 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.

ENERGEX 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. ENERGEX 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 ENERGEX's customer service performance is presented in Section 2.3, 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 December 2006 quarter has:

- improved or maintained service quality levels since the previous quarter;
- showed large improvements since the December 2005 quarter ; and
- performed well against historic trends.

Highlights from the December 2006 quarter include:

- SAIDI and SAIFI improved on the CBD and short rural networks and remained steady on the urban network;

- Reliability of Supply Complaints increased from the September 2006 quarter with the start of the storm season but remain at less than 1 complaint for every 10,000 customers;
- The call centre answered 744,855 phone calls with an average operator waiting time of 23 seconds and an abandoned call rate of less than 3%;
- 9,486 new connections were made with 99.6% made on time;
- 5,744 reconnections were made with 99.7% made on time; and
- Less than 1% of street lights were out during the period with more than 96% repaired on time.

### 2.2 Reliability<sup>1</sup>

ENERGEX's service reliability performance is measured by both annual and quarterly data. This section describes annual reliability performance for the 12 months ending 31 December 2006. Section 3.3.1 of this report presents the annual data and Section 3.3.2 presents the reliability performance data for the 3 month period ending 31 December 2006.

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

<sup>1</sup> 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.

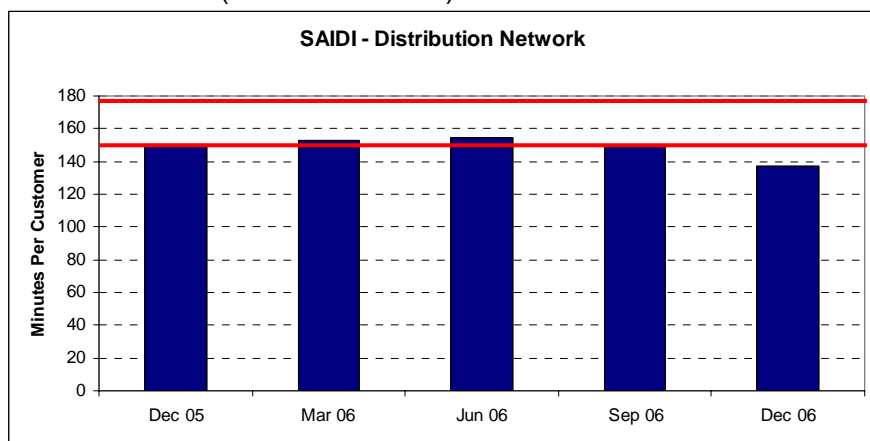
the overall network and then for the urban, rural and CBD customers.

### 2.2.1 Overall network

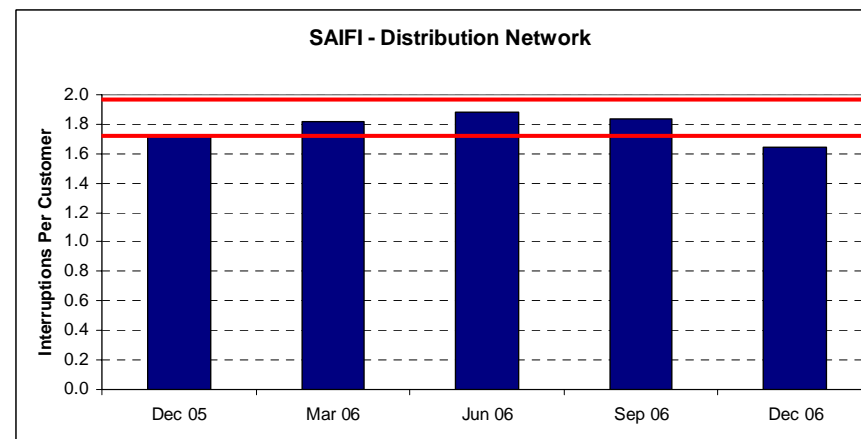
The following graphs present the reliability performance of the overall distribution network for the 12 months to the end of December 2006, after the removal of excluded events.

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 2006/07 set out in the Electricity Industry Code (the Code).

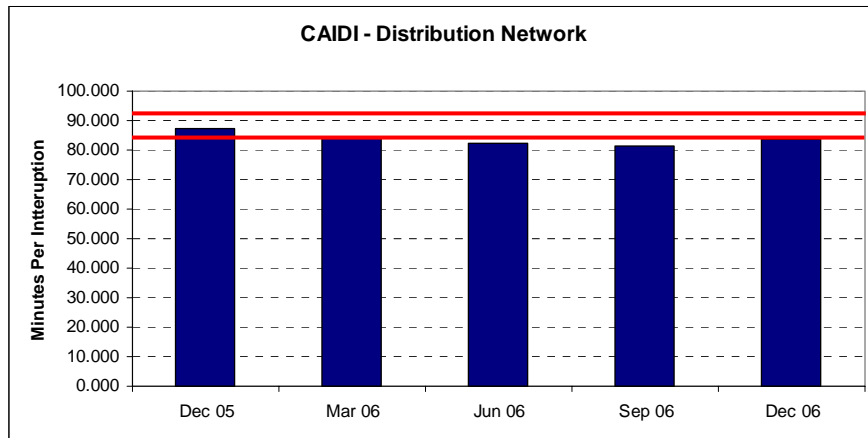
Across the distribution system reliability performance has improved. The SAIDI of 137.107 minutes was a reduction of 12.359 minutes when compared to the result for the 12 months ending September 2006 (149.466 minutes) and represents an improvement of 13.407 minutes when compared to the results for the 12 months ending December 2005 (150.514 minutes).



For the 12 months ending December 2006 the SAIFI was 1.642 interruptions, showing an improvement of 10.75% against the 12 months ending September 2006 (1.840 interruptions) and is performing better than the historic range of 1.727 to 1.967 interruptions.



The CAIDI for the distribution system was 83.521 minutes, which is consistent with the result for the 12 months ending September 2006 of 81.245 minutes and represents a modest improvement from the result for 12 months ending December 2005 (87.427 minutes).



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

Despite the decrease in overall outages, planned outages has risen by 16.71% to 14.466 minutes from 12.387 minutes. The rise in planned outages has been driven largely by two factors:

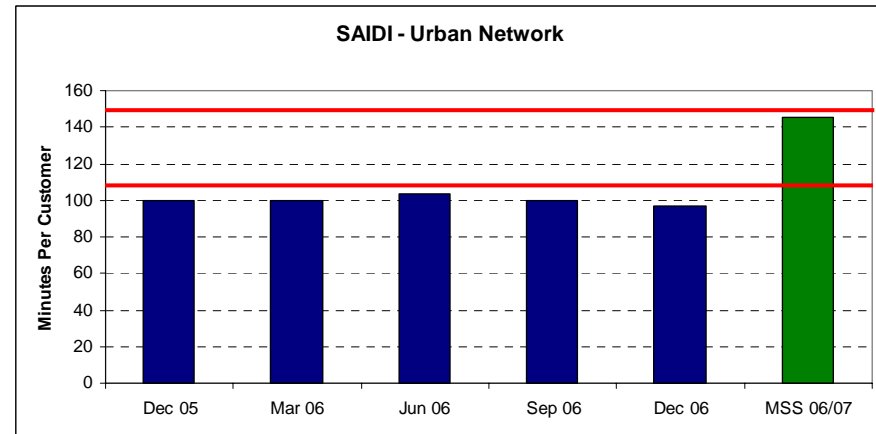
- an increase in operating and maintenance activity; and
- improvements in the planned outages reporting processes.

### 2.2.2 Urban network

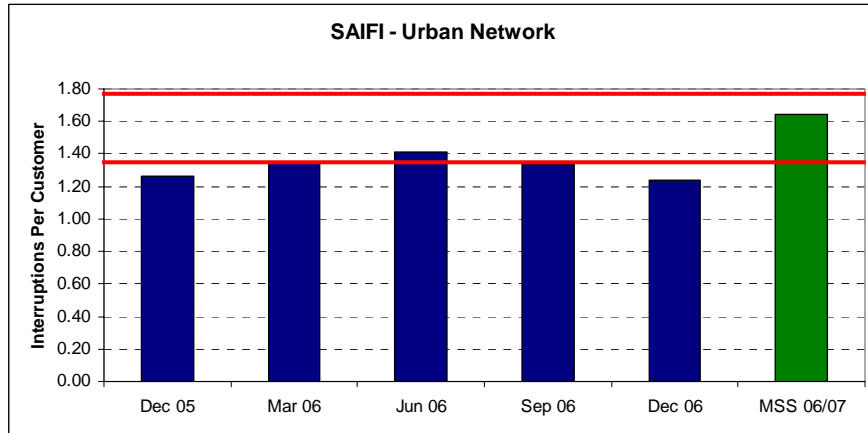
The following graphs present the reliability performance of the urban network for the 12 months to the end of December 2006, after the removal of excluded events.

The strong reliability performance of ENERGEX's urban network can be largely attributed to the benefits of increased operating and maintenance activities, such as enhanced vegetation management and network inspection and repair activities, on the urban network.

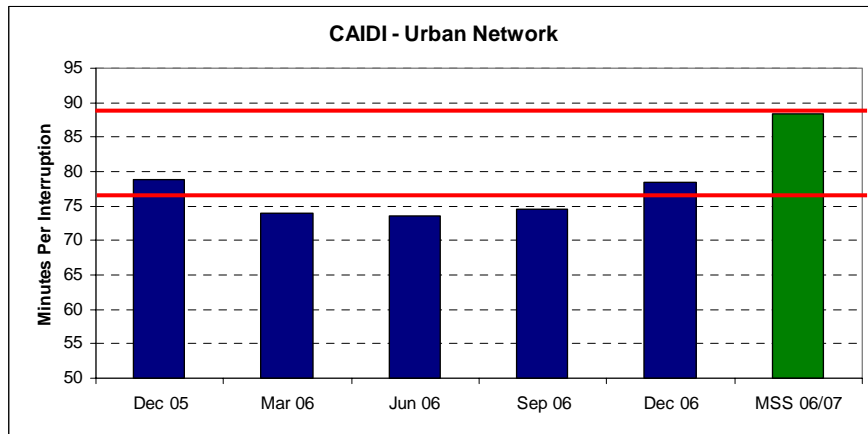
The average minutes of interrupted supply per customer (measured by SAIDI) was 97.239 minutes, which was consistent with the results for the 12 months ending September 2006 (99.715 minutes) and the 12 months ending December 2005 (99.843 minutes) and remains below the MSS.



For the 12 months ending December 2006 there were, on average, 1.239 interruptions per customer. This was below the 2006/07 MSS of 1.64 interruptions and the 1.336 interruptions experienced for the 12 months ending September 2006.



The average duration of each customer interruption (measured by CAIDI) was 78.476 minutes, which was up slightly on the 12 months ending September 2006 (74.620 minutes) and consistent with the 12 months ending December 2005 (78.842 minutes).

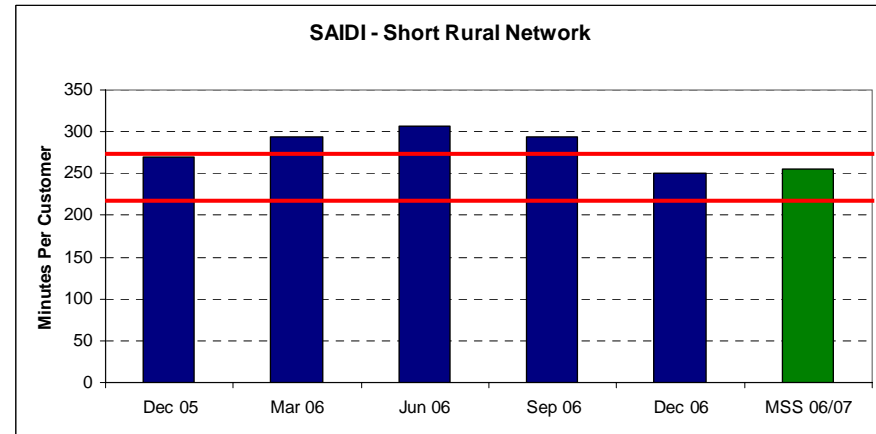


### 2.2.3 Short rural network

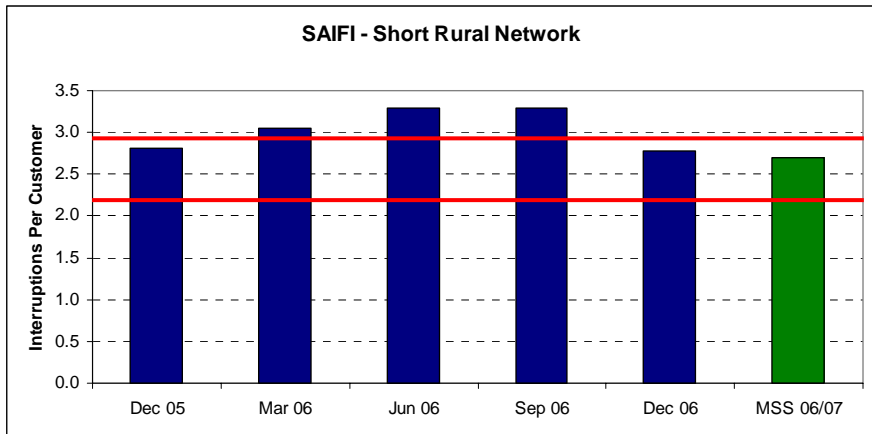
The reliability performance of ENERGEX’s short rural network has significantly improved over the December 2006 quarter and returned to within historic trends for the first time in the last twelve months. The drivers of the improvements in reliability performance on the short rural network have been:

- milder storm activity impacting on the short rural network;
- the benefits of the “Rural Reliability Response” program, implementing network improvement projects, targeted inspection and maintenance and enhanced vegetation management; and
- the rolling effects of the improvement in the feeder classification process that commenced in July 2006.

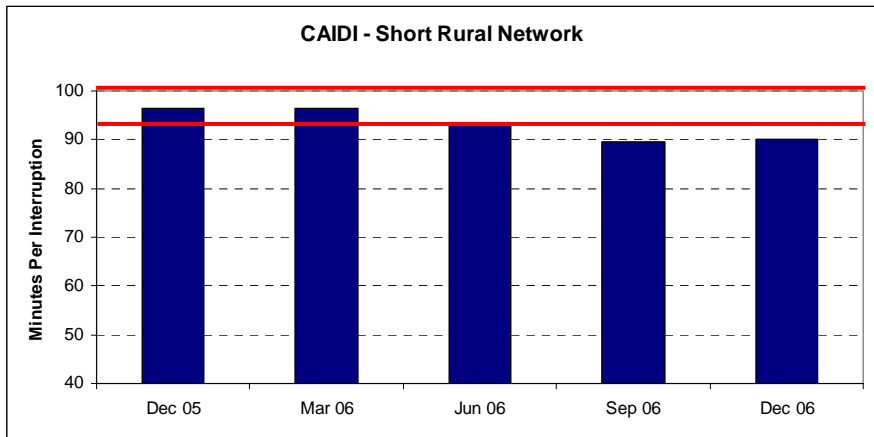
The SAIDI for the 12 months ending December 2006 was 251.222 minutes, which was a large reduction on the 294.438 minutes from the 12 months ending September 2006.



In the 12 months ending December 2006, customers located on ENERGEX's short rural network experienced, on average, 2.785 interruptions, which represents an improvement on the 3.293 interruptions reported for the 12 months ending September 2006.

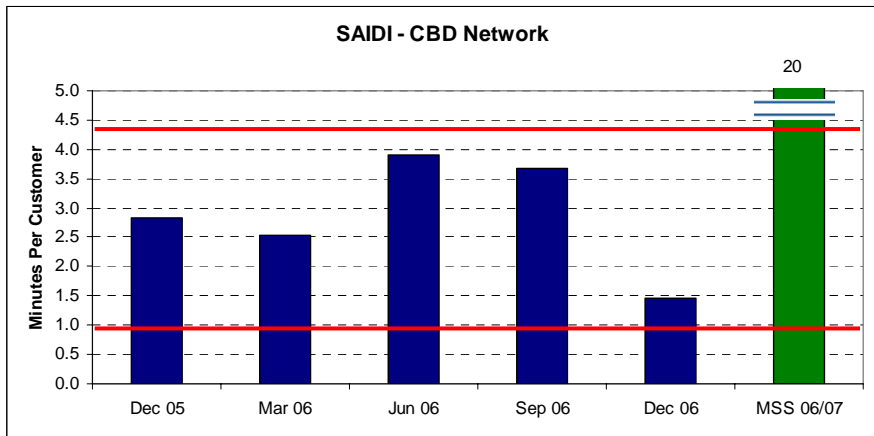


The average duration of interruption experienced by short rural customers was 90.200 minutes, which is consistent with the 89.405 minutes reported for the 12 months ending September 2006 and an improvement on the 96.502 minutes for the last December quarter.

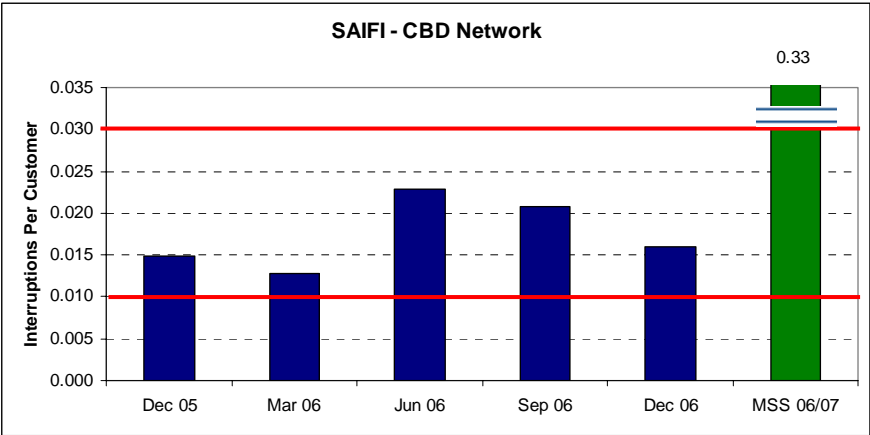


### 2.2.4 CBD network

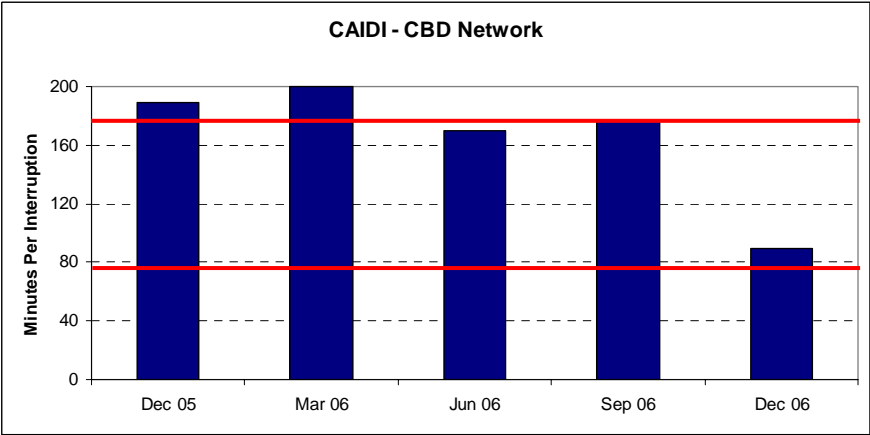
The ENERGEX CBD network experienced, on average, 1.466 minutes per interruption for the 12 months ending December 2006.



CBD customers experienced, on average, 0.016 interruptions for the 12 months ending December 2006, which was consistent with the results from the previous quarter (0.021 interruptions).



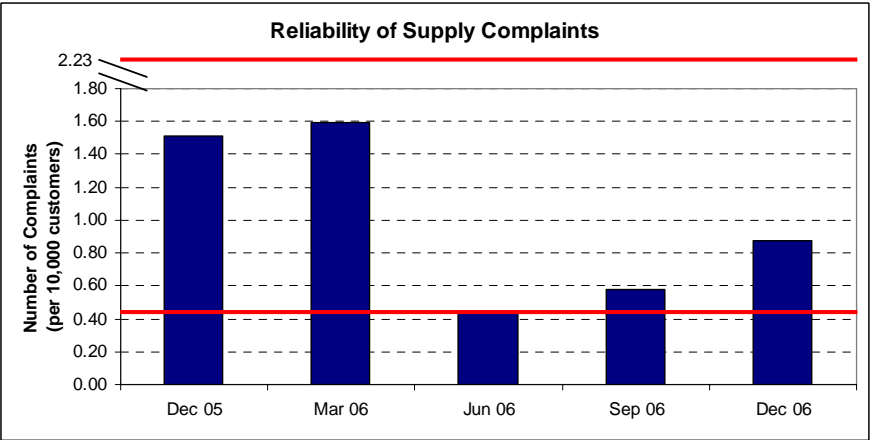
According to the CAIDI measure, CBD customers experienced on average 89.175 minutes per interruption.



**2.2.5 Reliability of supply complaints**

The remainder of Section 2 presents quarterly data for the 3 months to the end of December 2006. For comparative purposes, the September 2006 Quarter is referred to as the previous quarter and the December 2005 quarter is referred to as the last December quarter.

Compared to the previous quarter, reliability of supply complaints increased to 104 complaints for the December 2006 quarter, with the increase largely being driven by the change in season. Controlling for seasonality by comparing to the last December quarter, there has been a decrease of 69 reliability complaints. The figure below shows ENERGETX’s recent reliability of supply complaints as complaints per 10,000 customers. It can be seen that reliability of supply complaints remain below 1 for every 10,000 customers.



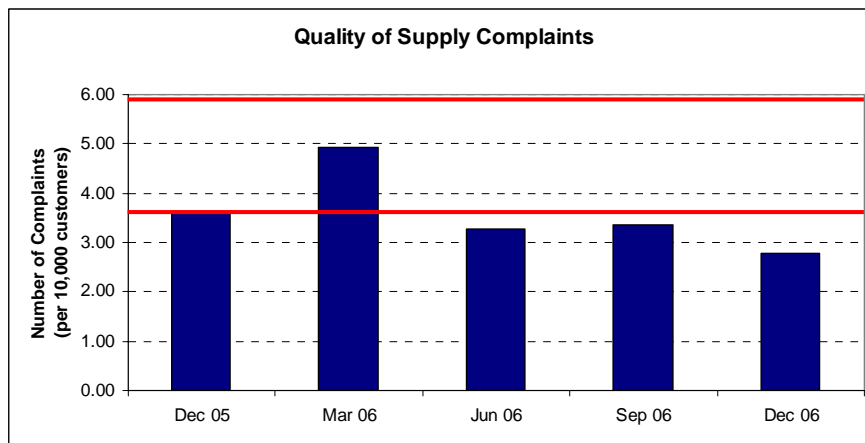
Despite the increase in the number of complaints, the average time taken to resolve complaints remained at 2 days for the December

2006 quarter, which was the same as the previous quarter, and was below the 6 day average for the last December quarter.

## 2.3 Quality of supply

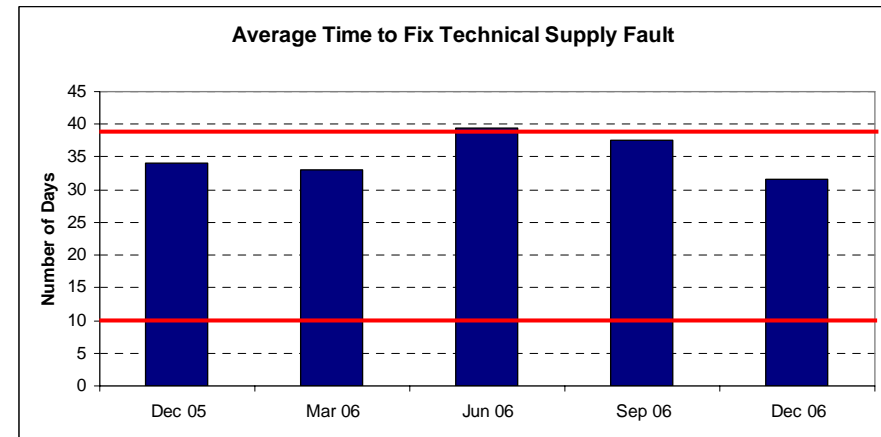
### 2.3.1 Quality of supply complaints

There were 329 quality of supply complaints in the December 2006 quarter. This equates to less than 3 complaints for every 10,000 customers.



### 2.3.2 Technical faults

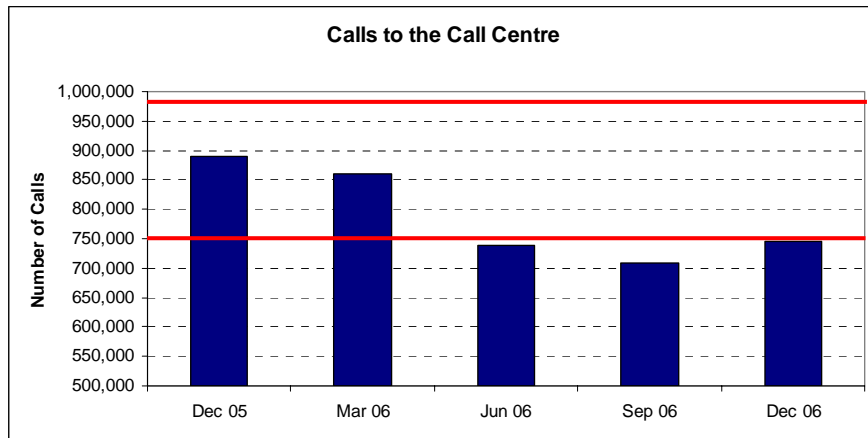
The average time taken to repair a technical supply fault in the December Quarter 2006 fell to 31.59 days from the 37.50 days reported in the previous quarter.



## 2.4 Customer service

### 2.4.1 Call centre

Total calls to the contact centre totalled 744,855, which was higher than the 709,335 reported in the previous quarter. Compared to the last December quarter there were 144,820 less calls to the contact centre for the period.

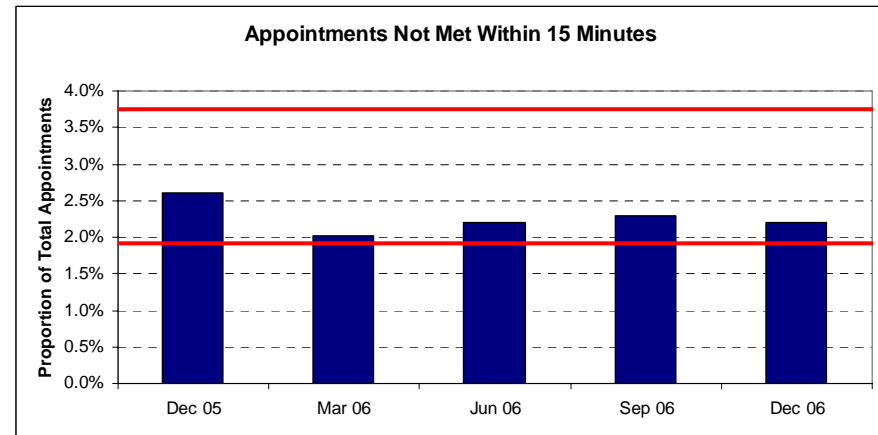


The average waiting time to speak to an operator for the period reduced to 23 seconds (from 25 in the previous quarter) and remains within the lower band of the historic range (20 to 118 seconds).

### 2.4.2 Appointment punctuality

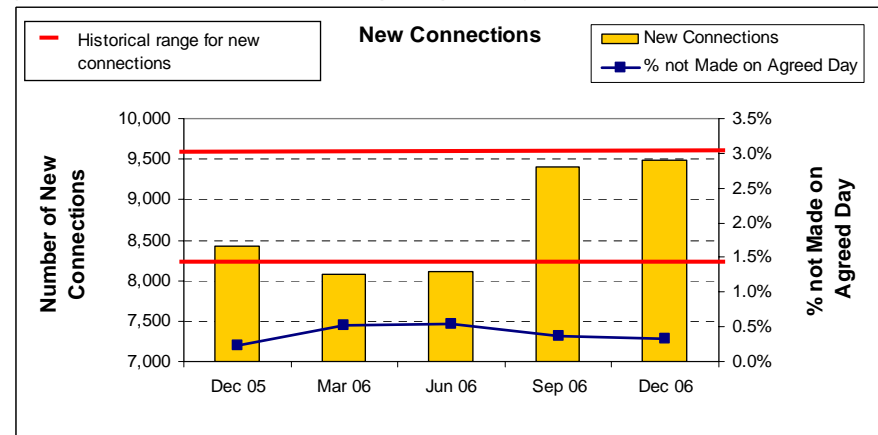
There were 7,224 customer-arranged appointments in the December 2006 quarter, compared to 8,677 appointments for the previous quarter. The number of appointments not met within 15 minutes of the agreed time was 159, which represents 2.20% of all appointments. This result is consistent with the 2.57% reported in the last December quarter.

The following figure shows ENERGEX's performance by appointments not met within 15 minutes as a share of total appointments for the quarter.



### 2.4.3 New connections

In the December 2006 quarter, the number of new connections increased to 9,486 when compared to the 9,398 connections for the previous quarter and within the upper bound of the historic range (8,200 to 9,540 connections per quarter).



The number of new connections not made on the agreed date was 32, representing less than 1.00% of total new connections and sustaining the new service levels reached in timely connections over the previous 12 months. The large improvements have been driven by enhanced data accuracy and timeliness of response as a result of:

- increased field staff to deliver improved services;
- improved data accuracy and improved utilisation of the computer aided schedule and dispatch system; and
- increased centralisation of despatch functions.

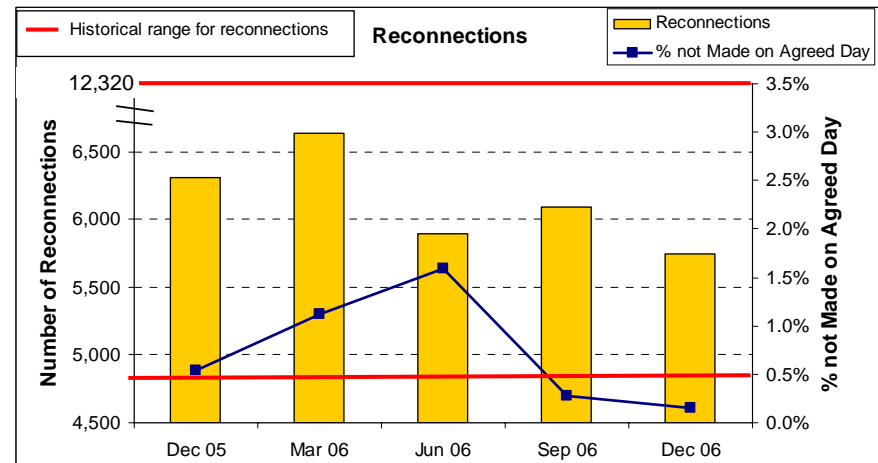
Of the 32 new connections not made on the agreed date, all were made within four days of the agreed date. The average time taken for connection for the December 2006 quarter remained at 4.01 days.

#### 2.4.4 Reconnections

Re-connections decreased slightly to 5,744 for the December 2006 quarter, from 6,089 for the previous quarter. The current re-connections are within the lower bound of the historic range (5,027 to 12,499 reconnections per quarter).

The average time taken for reconnection was 4.11 hours in the December 2006 quarter, which was consistent with the 4.12 hours recorded in the previous quarter and the 4.15 in the last December Quarter.

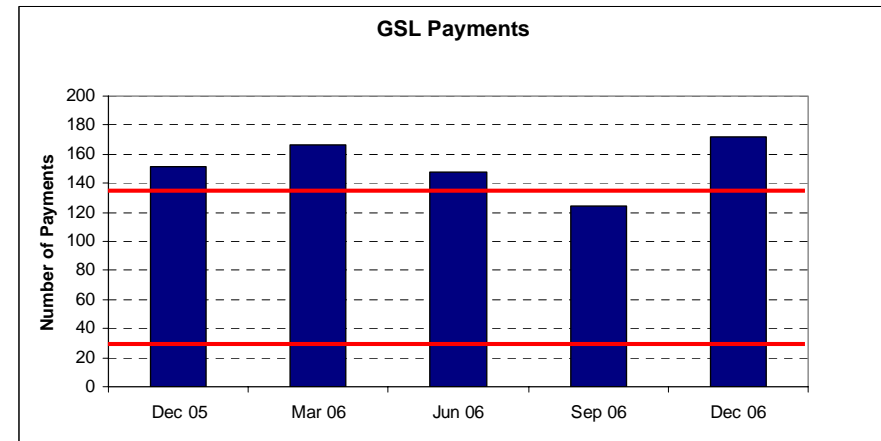
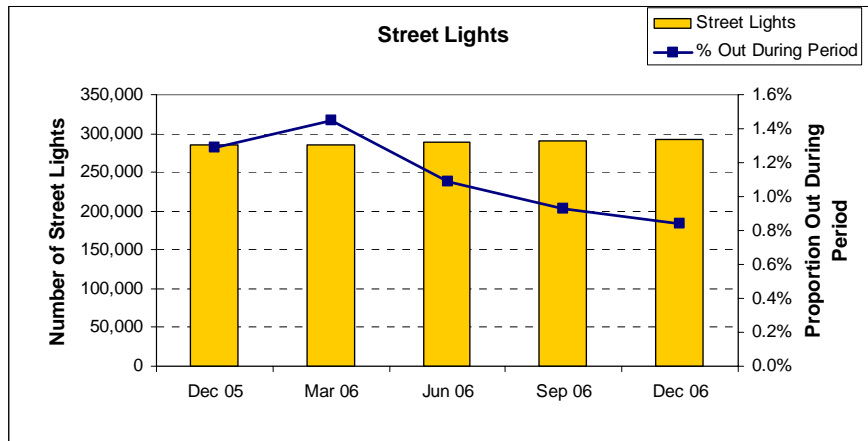
The number of reconnections not made on the agreed date for the September Quarter 2006 was 9, representing less than 1.00% of total reconnections.



#### 2.4.5 Street lights

The number of street lights out during the period was 2,449, or less than 1.0% of total streetlights (291,506 lights), a decrease on the 2,687 reported for the previous quarter.

The average time taken to repair each street light fault remains steady at 5 days and the number of street lights not repaired by the agreed date was 93 or 3.80% of street light outages.



#### 2.4.6 Guaranteed service levels

GSL claims increased in this quarter, from 124 (\$10,860) to 172 (\$14,980). Key claim areas were Wrongful Disconnections and Failure to Connect - New Connections. Over the last 18 months GSL payments have largely remained above the historic trend. The rise in GSL claims since July 2005 has been driven by:

- an expansion of the GSLs offered to the public;
- a change towards ENERGETX proactively providing GSL rebates to eligible customers; and
- growing community awareness of the GSL Scheme.

#### 2.4.7 Planned interruptions

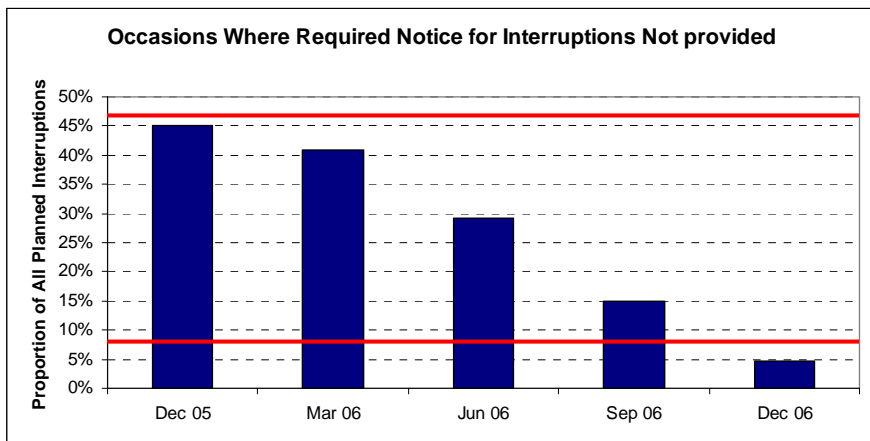
ENERGETX gives customers at least 2 clear business days notice of planned interruptions to electricity supply, except in emergency situations.

Concerns were previously raised over ENERGETX service quality performance for planned interruptions. ENERGETX investigated the operations and procedures associated with planned outages. Two areas for improvement were identified:

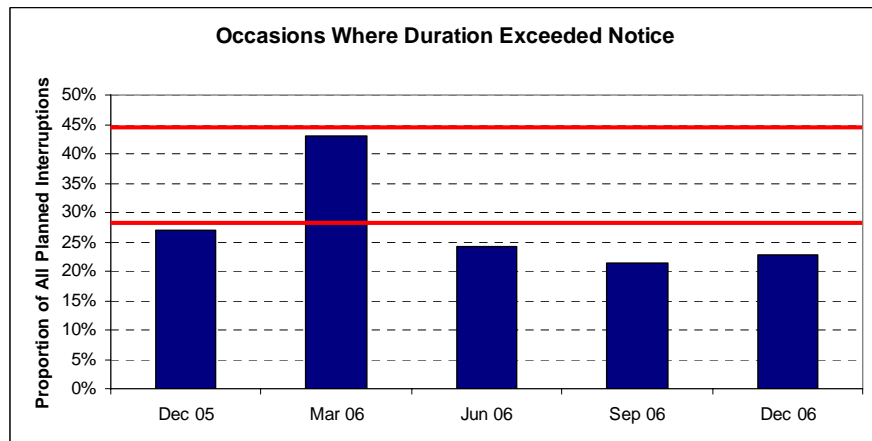
- a misunderstanding in the definition of the “two day notice” was resulting in jobs beginning prior to the ‘2 clear business days’ notice; and
- differences in notification times provided to field staff and customers were found.

Training within the business to clarify the notice definition and measures taken to improve the notification processes are showing strong improvements in interruptions service quality.

Occurrences when the required notice of interruptions of supply was not given reduced to 74, from the 239 reported in the previous quarter and represents less than 5% of all planned interruptions.



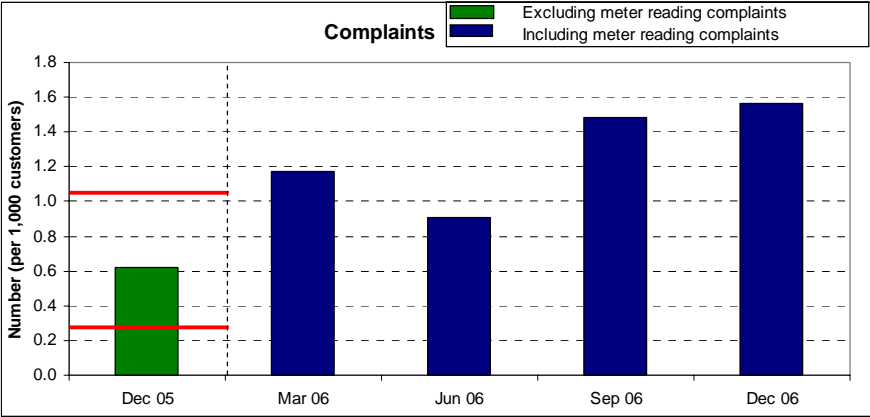
The number of instances where the duration of a planned interruption exceeded the time specified remained steady at 356 or 22.72% for the December 2006 quarter when compared to the previous quarter (334 instances or 21.34%).



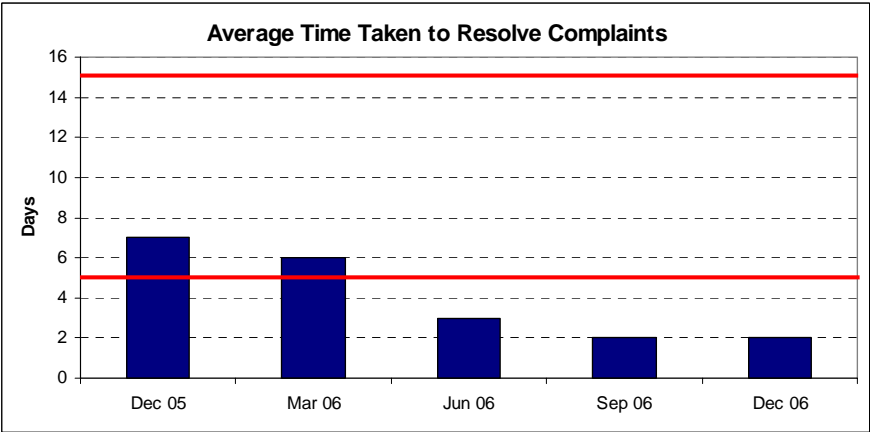
### 2.4.8 Complaints

There has been a slight increase in the number of overall complaints received in the December 2006 quarter. ENERGEX received 1,858 complaints or 1.56 complaints for every 1,000 customers.

Meter reading complaints have been included since January 2006, evident by the step change between the December 2005 quarter and the March 2006 quarter.



The average time taken to resolve complaints remained at 2 days for the December Quarter 2006. This is well below the 7 days recorded in the last December quarter and shows strong improvements against the historic trends.



### 3 SERVICE QUALITY DATA

#### 3.1 Administrative Data

Item No.	Measure	Units	Value
1.1	<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
1.2	<i>First day of reporting period</i>	date	01-10-2006
1.3	<i>Last day of reporting period</i>	date	31-12-2006

#### 3.2 Aggregate Data

Item No.	Measure	Units	Value
2.1 <sup>a,b</sup>	<i>Total distribution customers</i>	number	1,186,225
	Central business district	number	4,009
	Urban	number	846,520
	Short rural	number	335,696
	Long rural	number	n/a

*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 <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	0.006	0.006
	Exclusions	minutes	n/a	21.747
	Distribution system – whole of network	minutes	158.854	137.107
	Central business district	minutes	1.466	1.466
	Urban	minutes	103.770	97.239
	Short rural	minutes	313.670	251.222
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	14.466	14.466
	Distribution system – unplanned	minutes	144.388	122.641
3.2 <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation <sup>2</sup>	number	0.000	0.000
	Exclusions	number	n/a	0.093
	Distribution system – whole of network	number	1.735	1.642

<sup>2</sup> This number is very small and appears as zero due to rounding.

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Central business district	number	0.016	0.016
	Urban	number	1.299	1.239
	Short rural	number	2.970	2.785
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.054	0.054
	Distribution system – unplanned	number	1.681	1.588
3.3 <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	485.000	485.000
	Exclusions	minutes	n/a	233.636
	Distribution system – whole of network	minutes	91.576	83.521
	Central business district	minutes	89.175	89.175
	Urban	minutes	79.867	78.476
	Short rural	minutes	105.598	90.200
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	269.899	269.899
	Distribution system – unplanned	minutes	85.890	77.230

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

## 3.3.2 For quarter (to 31 December 2006)

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	11.912
	Distribution system – whole of network	minutes	50.894	38.982
	Central business district	minutes	1.273	1.273
	Urban	minutes	28.763	28.544
	Short rural	minutes	106.791	65.249
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	4.562	4.562
	Distribution system – unplanned	minutes	46.333	34.420
3.2.Q <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.000	0.000
	Exclusions	number	n/a	0.021
	Distribution system – whole of network	number	0.443	0.422
	Central business district	number	0.015	0.015
	Urban	number	0.322	0.320

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.744	0.675
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.017	0.017
	Distribution system – unplanned	number	0.426	0.406
3.3.Q <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	573.056
	Distribution system – whole of network	minutes	114.862	92.308
	Central business district	minutes	86.975	86.975
	Urban	minutes	89.382	89.168
	Short rural	minutes	143.461	96.640
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	273.967	273.967
	Distribution system – unplanned	minutes	108.650	84.852
3.9 <sup>e</sup>	<i>Reliability of supply complaints</i>	number	104	
	Number of complaints relating to momentary interruptions to supply	number	13	
3.91 <sup>e</sup>	<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 <sup>f</sup>	<i>Total quality of supply complaints</i>	number	329
4.11	<i>Low supply voltage</i>	number	108
4.12	<i>Voltage dips – minor or nuisance</i>	number	117
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	66
4.15	<i>Voltage spike</i>	number	8
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	25
4.18	<i>Noises from appliances or lights</i>	number	5
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 <sup>g</sup>	<i>Average time taken to fix a technical supply fault</i>	days	31.6

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 <sup>h</sup>	<i>Calls to the contact centre</i>	number	744,855
	Distribution (both operator-answered and self-serve calls)	number	310,611
	Retail (both operator-answered and self-serve calls)	number	434,244
5.11	<i>Calls to the contact centre answered by an operator</i>	number	390,916
5.12	<i>Calls to the contact centre answered by the IVR system<sup>i</sup></i>	number	93,679
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	67,522
5.14	<i>Average time waiting to speak to an operator</i>	minutes:seconds	00:23
5.15 <sup>j</sup>	<i>Abandoned calls</i>	number	10,226
		percentage	2.5
5.16 <sup>k</sup>	<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 <sup>l</sup>	<i>Customer-arranged appointments</i>	number	7,224
5.21	<i>Appointments not met within 15 minutes of the agreed time</i>	number	159

Source: Computer Aided Scheduling and Dispatch (CASAD)

### 3.5.3 Timely provision of connections

Item No.	Measure	Units	Value
5.3 <sup>m</sup>	<i>New connections made</i>	number	9,486
5.31	<i>New connections not made on agreed date</i>	number	32
5.32	<i>New connections with a one to four day delay</i>	number	32
5.33	<i>Average time taken for new connections<sup>n</sup></i>	days	4.01
5.34	<i>Reconnections made</i>	number	5,744
5.35	<i>Reconnections not made on agreed date</i>	number	9
5.36	<i>Reconnections with a one to four day delay</i>	number	4
5.37	<i>Average time taken for Reconnections</i>	hours	4.11

Source: Service Order Management (SOM) reports

### 3.5.4 Street light maintenance

Item No.	Measure	Units	Value
5.4	Street lights	Number	291,506
5.41	Street lights out during period	Number	2,449
5.42 <sup>o</sup>	Street lights not repaired by the date agreed with the customer	Number	93
5.43 <sup>p</sup>	Average time taken to repair faulty street lights	Days	5

Source: Ellipse and SOM reports

### 3.5.5 Guaranteed service levels

Item No.	Measure	Units	Value
5.5	Number of GSL payments made	number	172
5.51	Amount paid in GSL payments	dollars	14,980

Source: FACOM

### 3.5.6 Interruptions

Item No.	Measure	Units	Value
5.6 <sup>q</sup>	Occasions on which the required notice of a planned interruption to supply was not given	number	74
		percentage	4.7
5.61 <sup>r</sup>	Occasions on which the duration of a planned interruption exceeded the time specified in the notification	number	356

Item No.	Measure	Units	Value
		percentage	22.7

Source: A4S database and FROG

### 3.5.7 Complaints management

Item No.	Measure	Units	Value
5.7	<i>Complaints</i>		
	meter reading	number	937
	staff behaviour	number	108
	condition of worksite	number	64
	damage to property	number	114
	driving	number	20
	vehicles	number	12
	poles	number	34
	streetlights	number	24
	timeliness of service delivery	number	230
	transformer	number	6
	trees	number	159
	general	number	150
	<b>Total</b>	<b>number</b>	1858
5.71	<i>Average time taken to resolve complaints</i>	days	2

Item No.	Measure	Units	Value
	meter reading	days	2
	staff behaviour	days	2
	condition of worksite	days	4
	damage to property	days	5
	driving	days	5
	vehicles	days	6
	poles	days	4
	streetlights	days	2
	timeliness of service delivery	days	3
	transformer	days	3
	trees	days	3
	general	days	2
6.1 <sup>s</sup>	<i>Complaints resolved within 20 days</i>	number	626
		percentage	98.6
6.2 <sup>t</sup>	<i>Repeat complaints</i>	number	9
6.21	<i>Average time taken to resolve repeat complaints</i>	days	22

Source: FROG

## Notes to Service Quality Report

### Aggregate Data

- a This indicator reports the 12 month rolling figure based on the average number of customers at the end of each reporting period for the central business district, urban, and rural areas.
- b The classification of feeders as CBD, urban, short rural, and long rural depends on factors including the amount of electricity load carried by those feeders, as set out in the *Guidelines*.

### Reliability Measures

- c The reported SAIDI, SAIFI and CAIDI figures are calculated using the following equations:

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

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

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

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>
06/01/2006	Severe Storms
16/12/2006	Severe Storms

- e ENERGEX is now able to report the number of complaints received from 1 January 2006 relating to momentary interruptions.

### Quality of Supply Data

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

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

- 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. ENERGEX guarantees to investigate and respond to technical supply faults within 20 business days. However, if there is a risk to public safety or the customer's safety, ENERGEX will respond immediately.

## Customer Service

### Network Contact Centre

- h Customers call the network with both distribution-related and retail-related enquiries. Distribution-related enquiries relate to network maintenance and operational issues such as new connections, 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. Given the diverse range of enquiries to these queues, it is frequently difficult to assign a particular call as either distribution-related or retail-related. Accordingly, in those instances, an assumption has been made to assign calls made to the electricity and e-commerce queues equally between distribution and retail.

- i As per the *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 27.70% 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 quickly.

### Appointment Punctuality

- I On 01 January 2005, the Electricity Industry Code introduced guaranteed service levels for Queensland distribution entities. Section 2.5.7 of the *Code* (Version 2) 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 *Guidelines*, 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 *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; and (iv) commercial final readings. These four services orders are centrally organised through ENERGEX’s Computer-Aided Scheduling and Dispatch (CASAD) system. 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).

### Timely provision of Connections

- m Since 01 January 2005, ENERGEX guarantees to connect customers as agreed within Section 2.5.5 of the *Code* (Version 2):
- (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 (i.e. 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 (i.e. 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.

#### Street Light Maintenance

- 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.

#### Interruptions

- q ENERGEX guarantees to give customers at least 2 business days notice of planned interruptions to electricity supply.

The reported data for determining indicator 5.6 is based on 1567 jobs entered into A4S. The data from A4S indicated that a further 178 jobs were identified as having insufficient data to calculate the business days notice, this reflects jobs that were either cancelled, deferred, postponed, re-scheduled or only proposed and should not be included in the calculations. The A4S data indicated that 74 or 4.7% did not have the required 2 business days notice.

ENERGEX 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 also available on a per Hub basis which will 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 when 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 1567 jobs. The data collected indicated that 356 or 22.7% exceeded the times specified in the notification. 68 jobs or 4.3% commenced prior to the notification times, 271 or 17.3% after the notified time and 17 or 1.1% started and finished after the notified time. A focus is being made to reduce the early starts to 0% and to focus on improving the late restoration jobs.

#### Complaints Management

- s For this measure ENERGEX reports the number of customer complaints resolved within 20 days by excluding those complaints that are resolved at the point of contact. The number of complaints that were escalated beyond the point of contact for the December quarter was 626. ENERGEX considers that this approach provides a more accurate measure of how quickly we are managing and resolving customers' complaints.
- t As of 1 January 2005, the complaints management process has changed to align our processes with the requirements of Section 4.6 of the Code (Version 2) and Chapter 9 of the EDSD Review. This change requires ENERGEX to capture customer dissatisfaction even when the complaint is resolved at the point of contact. The change is expected to adversely impact on the total number of complaints received in all areas of the business because a large percentage of customer dissatisfaction is generally resolved at the point of contact (RPC), particularly by ENERGEX's Network Contact Centre.

For complaints recorded relating to Reliability of Supply (indicator 3.9) around 60% were RPC by the Network Contact Centre, and required no additional customer contact by the Customer Relations group.

ENERGEX's complaints management system has been developed to deal promptly and efficiently with complaints, and to the customer's satisfaction, and so minimise the number of repeat complaints. When any complaint is registered in the system, resources are allocated to resolving the matter. The customer is contacted, often a number of times, to be provided with an update on resolution of the complaint.

If the customer is not satisfied with the proposed resolution, Customer Relations will endeavour to meet the customer's needs or offer an alternative solution.

In this way, by involving the customer through to resolution, ENERGETIC strives to minimise repeat complaints. Accordingly, given the framework of the established system and those procedures adopted, ENERGETIC reports non-resolved complaints that escalate outside of the organisation as "repeat complaints" for the purpose of this report. These complaints include complaints which a customer has referred to the Energy Consumer Protection Office, the Office of Fair Trading, or a Government Minister. The time taken to resolve repeat complaints is reported on the basis of the number of business days taken to resolve the complaint.