



**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
APRIL TO JUNE, 2007**

ENERGEN LIMITED

Revised 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.

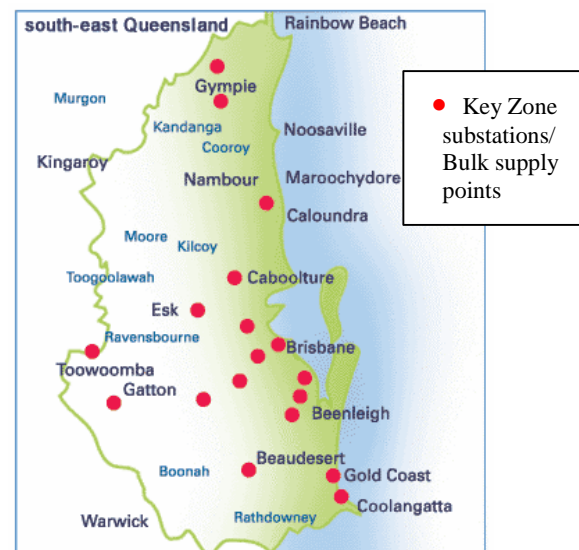
This report is produced four times a year, covering January to March, April to June, July to September, and October to December. In addition, once a year, ENERGEX provides additional background information on the state of its distribution network, including information on the size of the network, the 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 859,000 urban customers, and approximately 332,000 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 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 2.4, 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 June 2007 quarter has:

- improved or maintained service quality levels since the previous quarter;
- showed large improvements since the June 2006 quarter; but
- recorded higher number of meter reading, timeliness of service delivery and staff behaviour complaints compared to the March 2007 quarter.

Highlights from the June 2007 quarter include:

- SAIDI and SAIFI have improved across the distribution system against the 12 months ending June 2007;
- The SAIDI and SAIFI for the short rural network remained steady from the previous quarter but improved significantly compared to the June 2006 quarter. The reliability of the rural network has improved in the past 12 months to the extent that the rural network is now significantly better than the MSS target for 2006/07;
- The SAIDI on the urban network continues to improve significantly and remains below the MSS;
- Occasions when the required notice of interruptions of supply was not given reduced to 22, from the 32 reported in the previous quarter and compared to the 456 in the June 2006 quarter;
- The average waiting time to speak to an operator for the period was 16 seconds, which was well down from the 27 seconds in the June 2006 quarter, and the 30 seconds in the March 2007 quarter;
- Reliability of supply complaints decreased significantly from 113 in the March 2007 quarter to 59 this quarter. Quality of supply complaints have also decreased from 437 last quarter to 341 this quarter; and
- GSL claims have decreased from 152 in the previous quarter to 144 in the June 2007 quarter.

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 June 2007. 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 30 June 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

Reliability performance has continued its improving trend due primarily to significantly better storm performance. While ENERGEX has made improvements in storm resilience through vegetation management and operational response for low level 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.

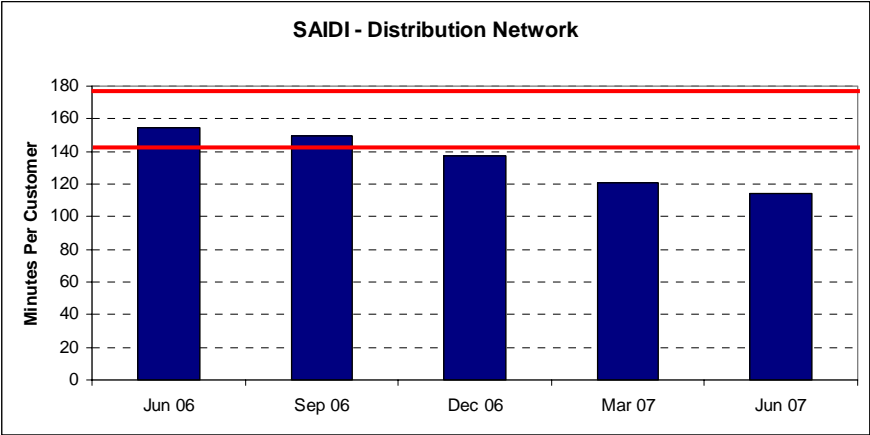
Improving trends in non-storm performance have occurred in the areas of overhead equipment failure, animals and vegetation related faults on the network.

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

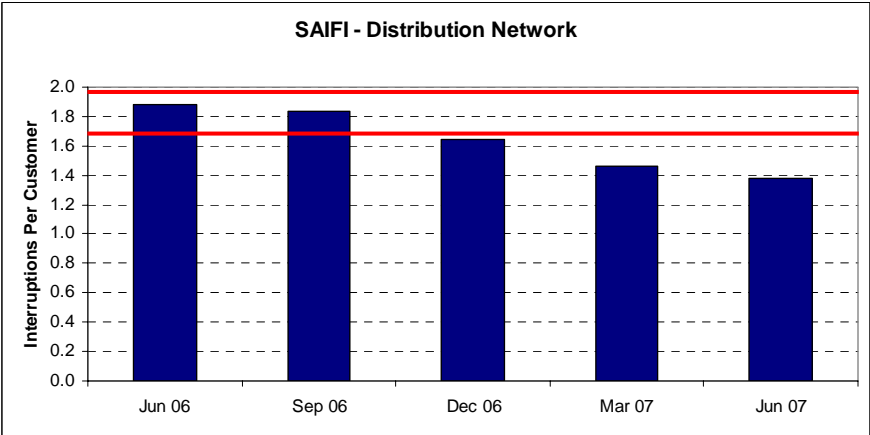
The red lines in these graphs represent the historic range for each of the measures. Green bars, which will appear in subsequent sections, represent the minimum service standard (MSS) for 2006/07 set out in the Electricity Industry Code (the *Code*).

Across the distribution system reliability performance has improved. The SAIDI of 114.456 minutes was a reduction of 40.331 minutes when compared to the result for the 12 months ending June 2006 (154.787 minutes) and represents an improvement of 6.014 minutes when compared to the March 2007 quarter (120.470).

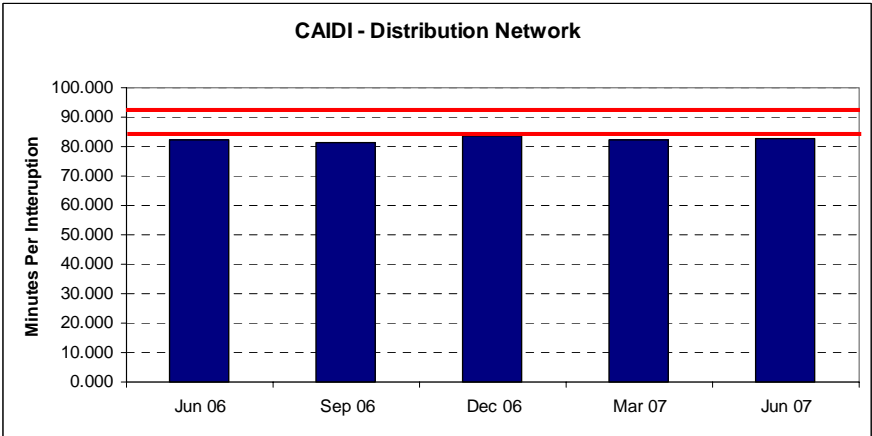
¹ ENERGEX continues with the practice of reporting reliability measures on a 'before removal of excluded events' and 'after removal of excluded events' basis, which separates out the impacts of the extraordinary events.



For the 12 months ending June 2007 the SAIFI was 1.382 interruptions, showing an improvement against the 12 months ending June 2006 period result of 1.882 interruptions and is performing significantly better than the historic range of 1.642 to 1.978 interruptions.



The CAIDI for the distribution system (period ending 30 June 2007) was 82.814 minutes, which was consistent with the result for the 12 months ending June 2006 of 82.259 minutes.



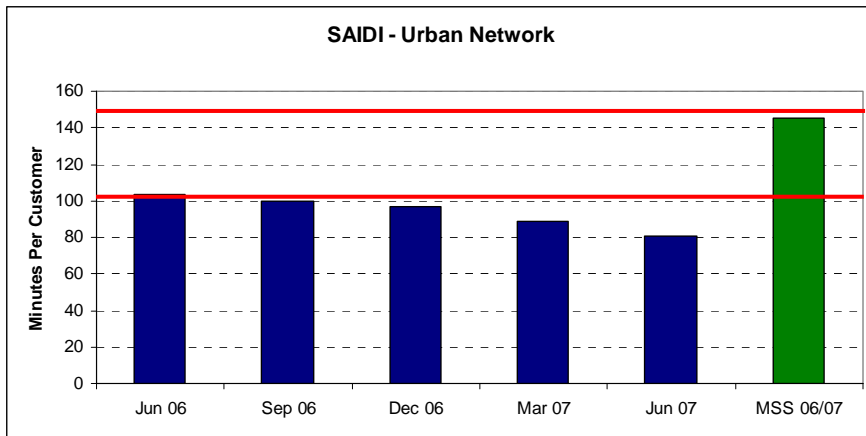
It is important to note that reliability performance is measured using both planned and unplanned outages (see Section 1.3.1).

2.2.2 Urban network

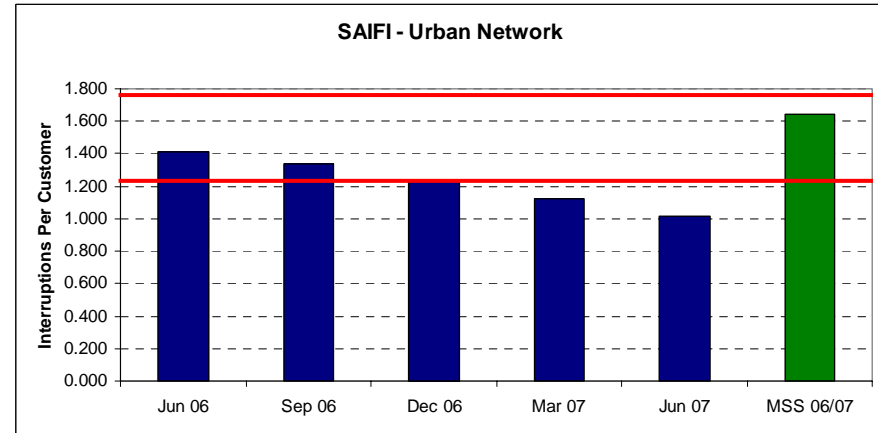
The following graphs present the reliability performance of the urban network for the 12 months to the end of June 2007, after the removal of excluded events.

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

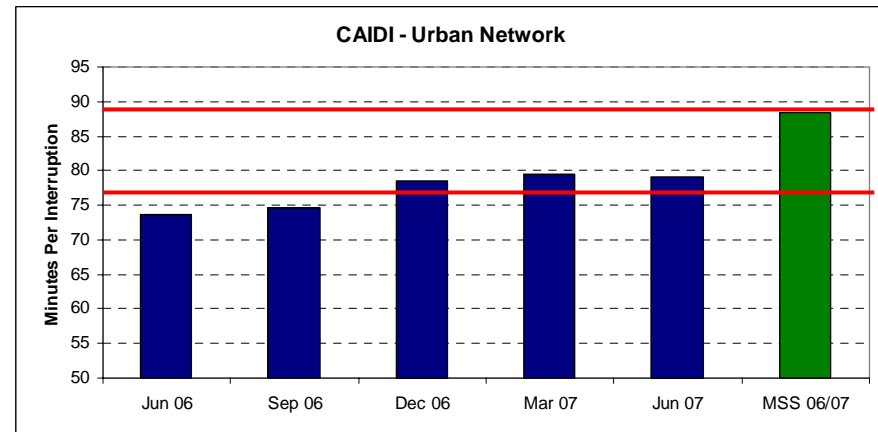
The average minutes of interrupted supply per customer (measured by SAIDI) was 80.444 minutes which is a significant improvement for the 12 months ending March 2007 result (89.142 minutes) and the 12 months ending June 2006 (103.818 minutes), and remains below the MSS.



For the 12 months ending June 2007 there were, on average, 1.016 interruptions per customer. This was well below the 2006/07 MSS of 1.64 interruptions as well as the 1.121 interruptions experienced for the 12 months ending March 2007 and the 1.411 interruptions for the 12 months ending June 2006.



The average duration of each customer interruption (measured by CAIDI) for the period ending June 2007 was 79.186 minutes, which was up compared to the 12 months ending June 2006 (73.586 minutes).

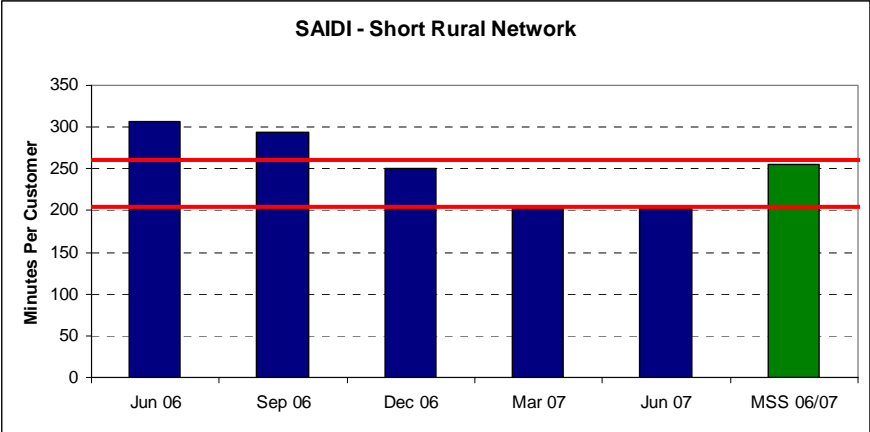


2.2.3 Short rural network

The reliability performance of ENERGETX’s short rural network has continued to improve over the June 2007 quarter. The drivers of the improvements in reliability performance on the short rural network have been:

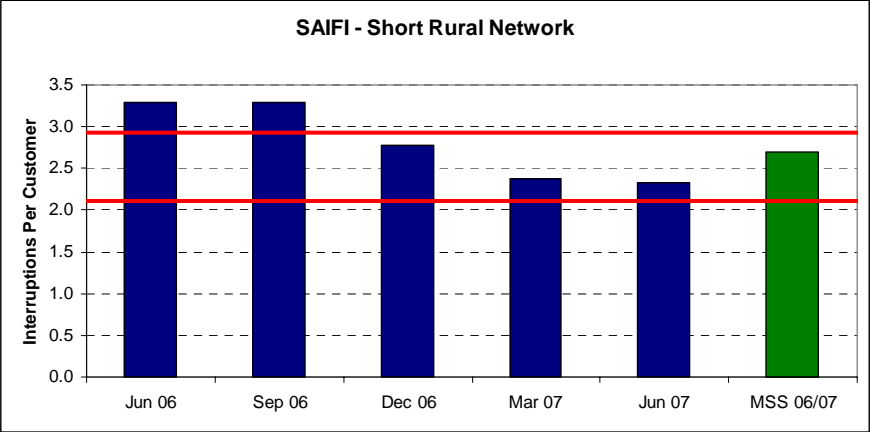
- the benefits of the “Rural Reliability Response” program, implementing network improvement projects, targeted inspection and maintenance and enhanced vegetation management; and
- the rolling effects of the improvement in the feeder classification process that commenced in July 2006.

The SAIDI for the 12 months ending June 2007 was 202.681 minutes, which was a significant reduction on the 306.354 minutes for the 12 months ending June 2006.

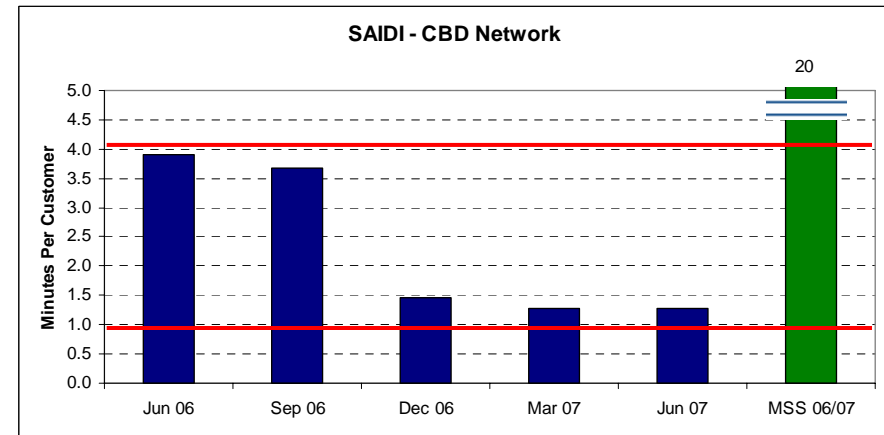
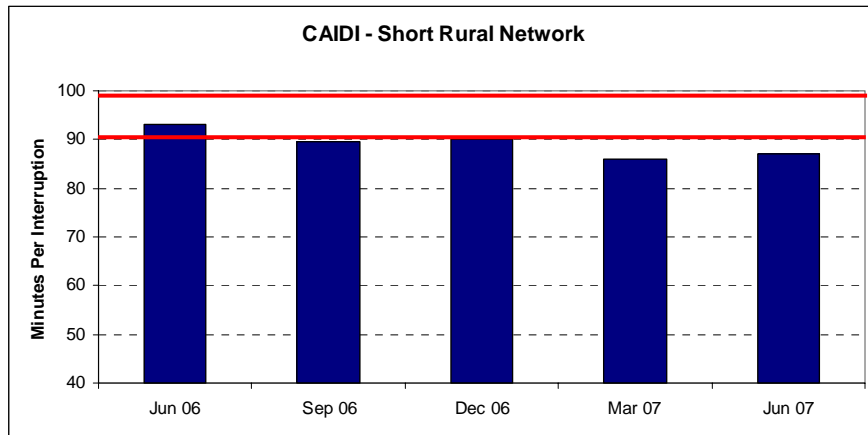


In the 12 months ending June 2007, customers located on ENERGETX’s short rural network experienced, on average, 2.327

interruptions, representing an improvement on the 3.287 interruptions reported for the 12 months ending June 2006.

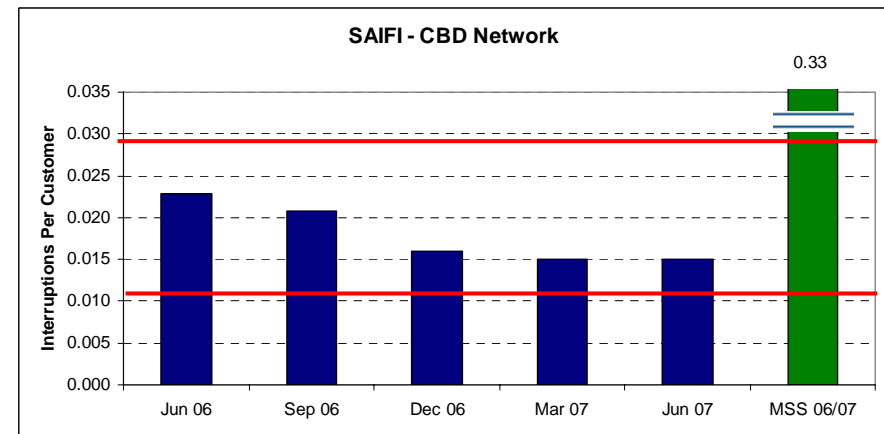


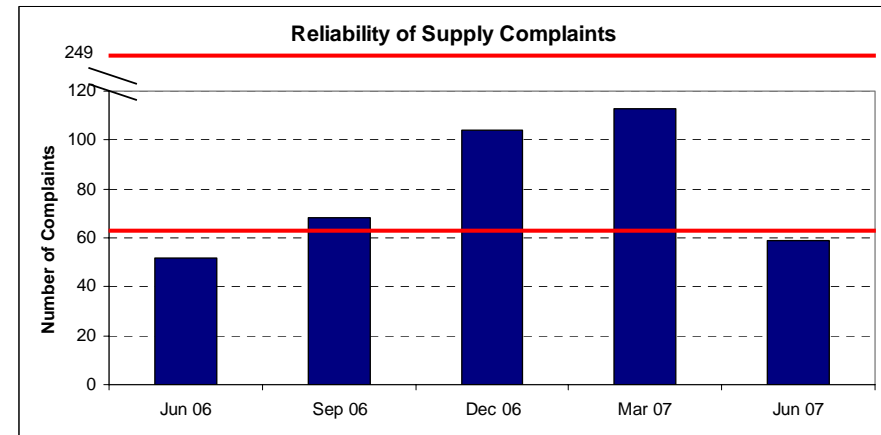
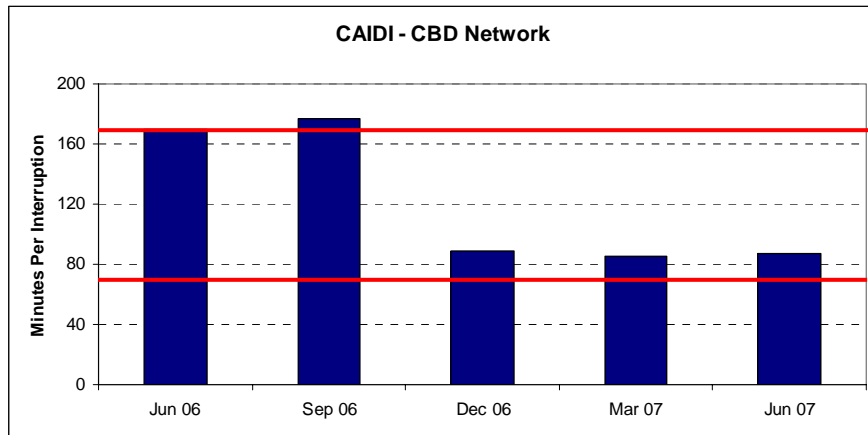
The average duration of interruption experienced by short rural customers was 87.110 minutes, down from 93.189 minutes for the 12 months ending June 2006 but slightly higher than the 86.067 minutes reported in the March 2007 quarter.



2.2.4 CBD network

The ENERGEX CBD network experienced, on average, 1.273 minutes per interruption (as measured by SAIDI) and 0.015 interruptions (as measured by SAIFI) for the 12 months ending June 2007. And according to the CAIDI measure, CBD customers experienced on average 86.975 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 June 2007. For comparative purposes, the March 2007 quarter is referred to as the previous quarter and the June 2006 quarter is referred to as the last June quarter.

Total numbers of complaints in relation to reliability of supply have decreased significantly from 113 in the previous quarter to 59 this quarter and is comparable to the last June quarter's result of 52. The decrease in complaints is due to the milder weather conditions during the June 2007 quarter.

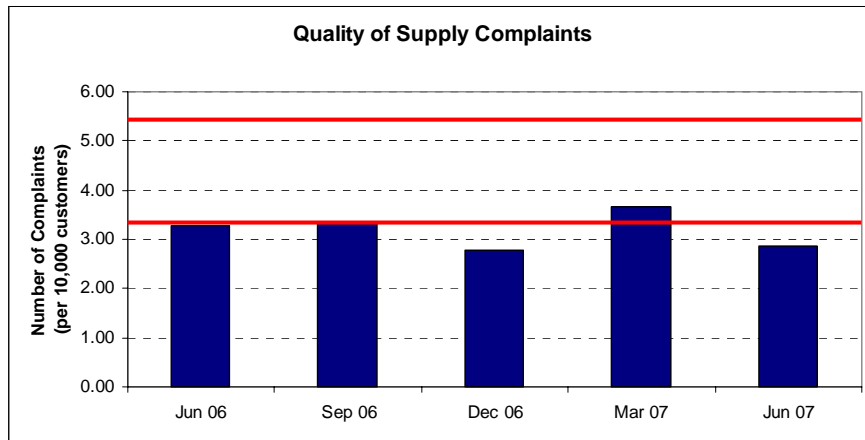
The complaints are broad in nature covering general interruption events and surges.

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

2.3 Quality of supply

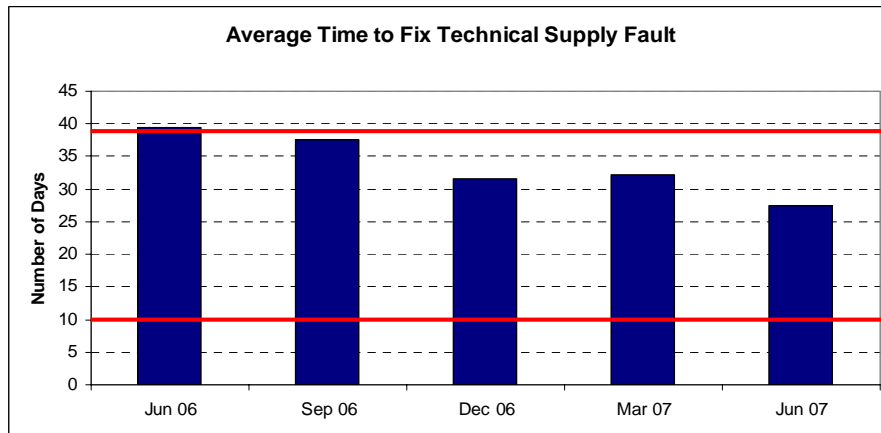
2.3.1 Quality of supply complaints

There were 341 quality of supply complaints in the June 2007 quarter, which is down from 382 complaints in the last June quarter and 437 complaints in the previous quarter (March 2007). This equates to 2.85 complaints for every 10,000 customers.



2.3.2 Technical faults

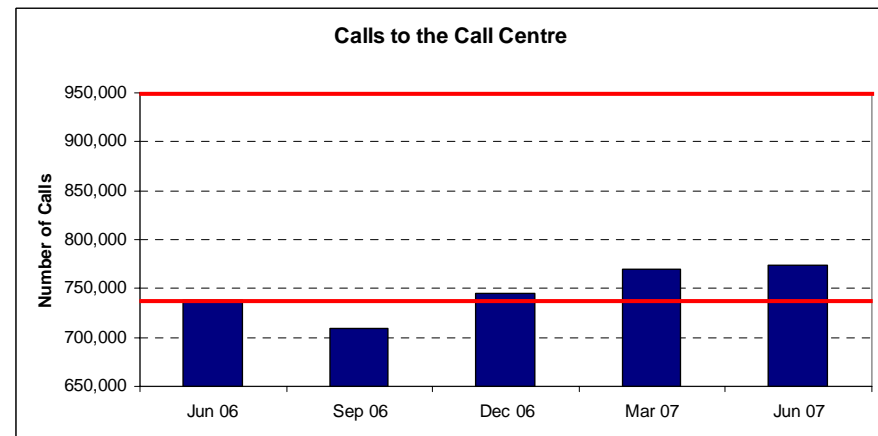
The average time taken to repair a technical supply fault in the June quarter 2007 was down to 27.41 days.



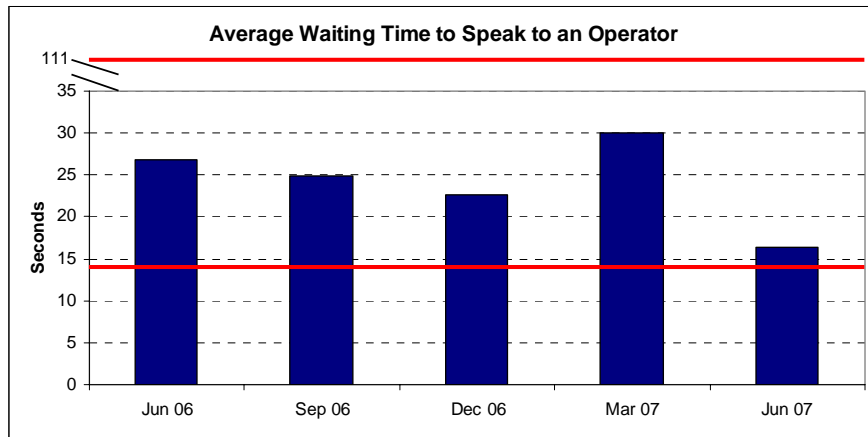
2.4 Customer service

2.4.1 Call centre

Total calls to the contact centre for the June quarter were 774,097 which was lower than the 769,090 reported in the previous quarter. Compared to the last June quarter there were 35,402 less calls to the contact centre for the period (from 738,695).



The average waiting time to speak to an operator for the period was 16 seconds, which was well down from the 27 seconds in the last June quarter, and the 30 seconds in the previous quarter.

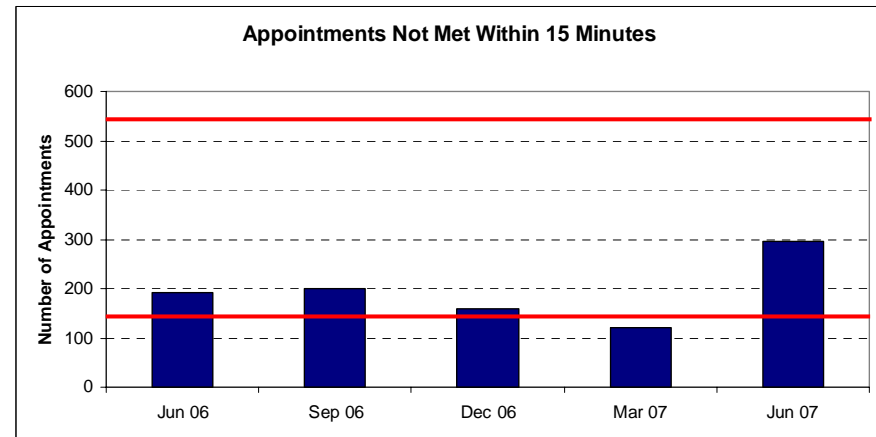


2.4.2 Appointment punctuality

There were 7,159 customer-arranged appointments in the June 2007 quarter, compared to 5,136 appointments for the previous quarter. The increase in the number of appointments in the June quarter is partially due to this winter being much colder than previous winters.

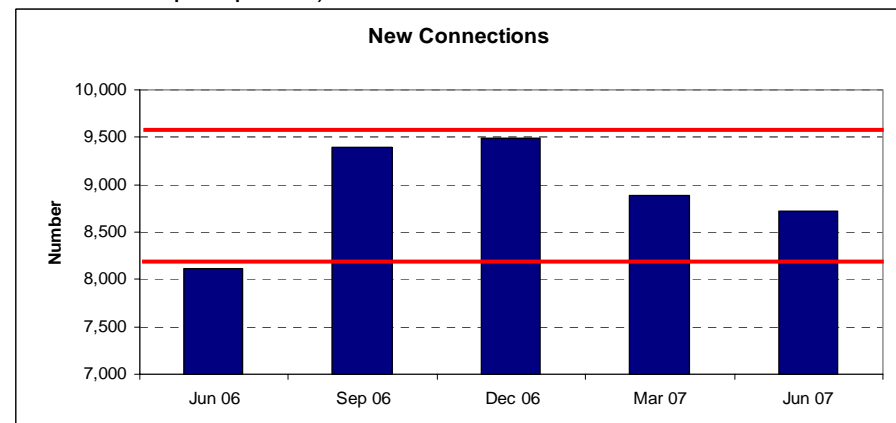
The number of appointments not met within 15 minutes of the agreed time was 297. This figure is higher than previous quarters (shown in the table below) due to a new scheduling and despatch system being implemented and the associated training of staff.

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.

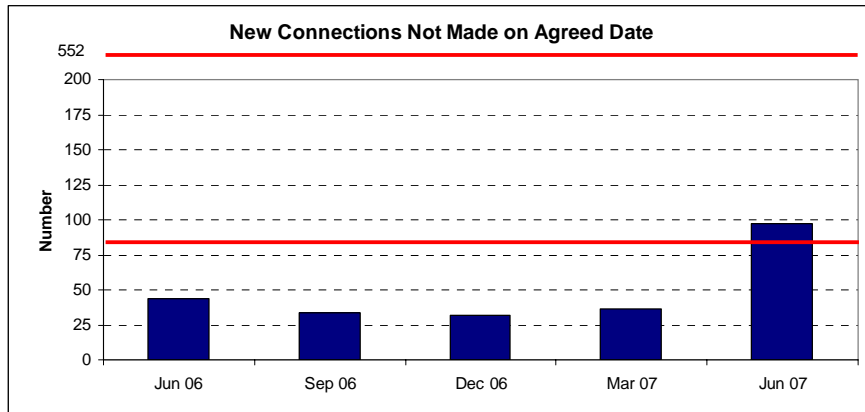


2.4.3 New connections

In the June 2007 quarter, the number of new connections fell to 8,723 compared to the 8,890 connections for the previous quarter and sits within the middle of the historic range (8,248 to 9,550 connections per quarter).



The number of new connections not made on the agreed date was 97, representing 1.1% of total new connections. This performance result was due to a new scheduling and despatch system being implemented and the associated training of staff.

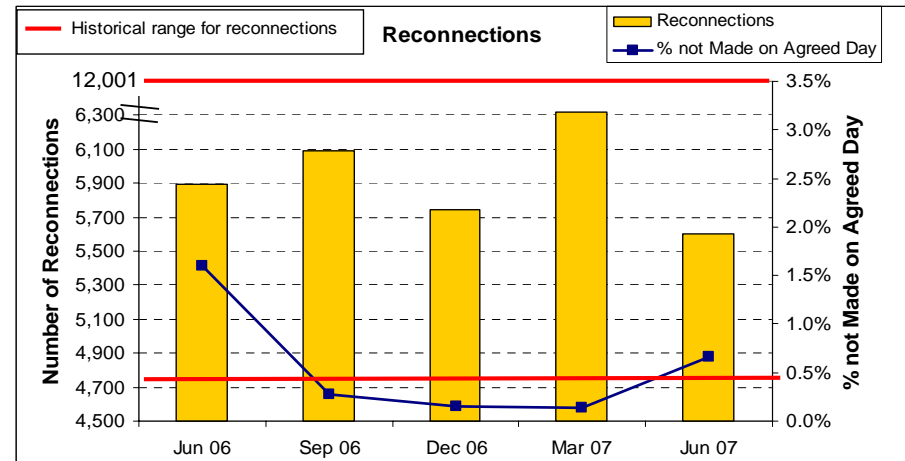


Of the 97 new connections not made on the agreed date, all were made within four days of the agreed date. The average time taken for connection for the June 2007 quarter was 4.02 days.

2.4.4 Reconnections

Re-connections decreased to 5,604 from 6,318 in the March 2007 quarter.

The average time taken for reconnection was 4.11 hours in the June 2007 quarter, which was down from 4.54 hours in the June 2006 quarter but higher than the 4.07 hours in the March 2007 quarter.



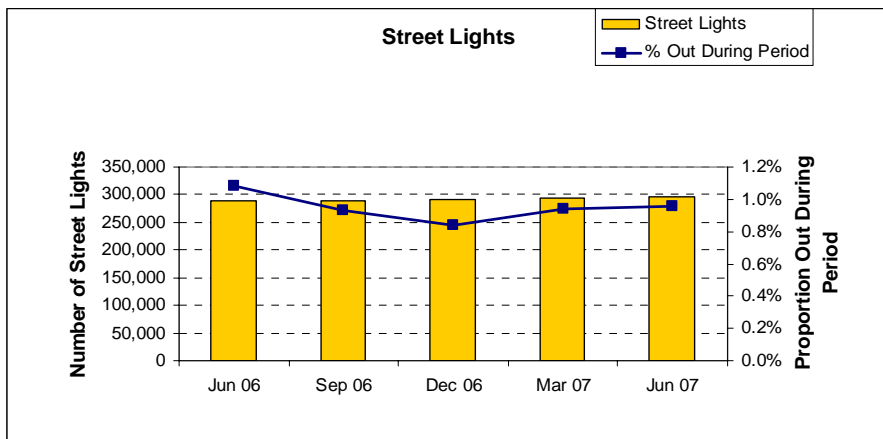
The number of reconnections not made on the agreed date for the June 2007 quarter was 37, which is higher than the previous quarter result of 9 but substantially lower than the June 2006 quarter result of 94. The increase of reconnections not made on agreed date is due to the new scheduling and despatch system implemented.

2.4.5 Street lights

The number of street lights out during the period was 2,832 or less than 1.0% of total streetlights (296,026 lights), and a slight increase on the 2,766 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 462, which was higher than the March 2007 quarter (111) as a result of problems experienced with the work delivery interface with the service provider. The reporting mechanism relied upon

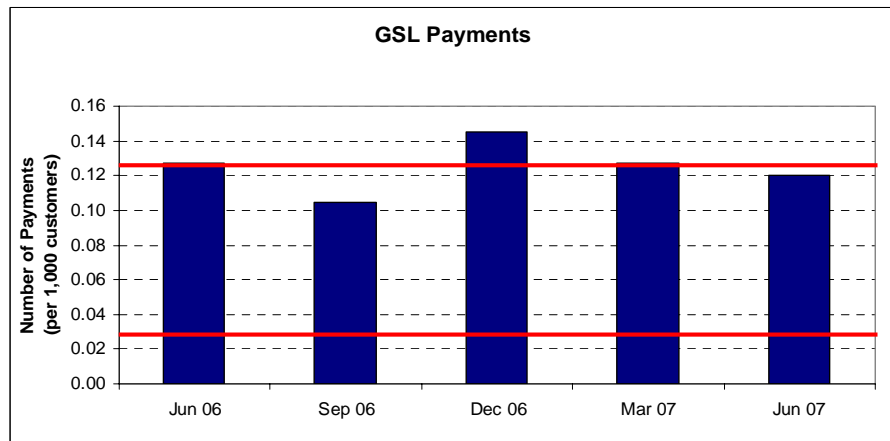
electronic receipt of information, which was corrupt. This problem has now been rectified.



2.4.6 Guaranteed service levels

GSL claims have decreased slightly in this quarter, from 152 (\$14,040) to 144 (\$13,100). Key claim areas were Wrongful Disconnections (102 claims) and New Connection – Failure to Complete (26 claims).

Wrongful Disconnection GSL's continue to be investigated by several key business units with a view to identifying opportunities for improvement in systems and processes to reduce the number of these GSL claims.

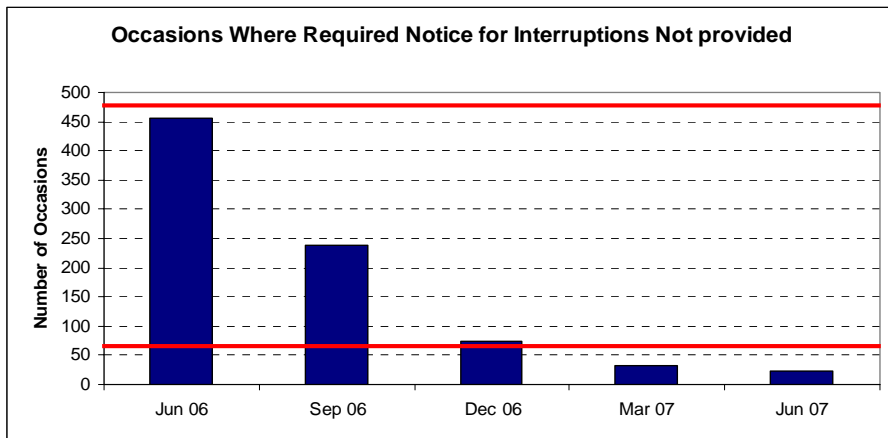


2.4.7 Planned interruptions

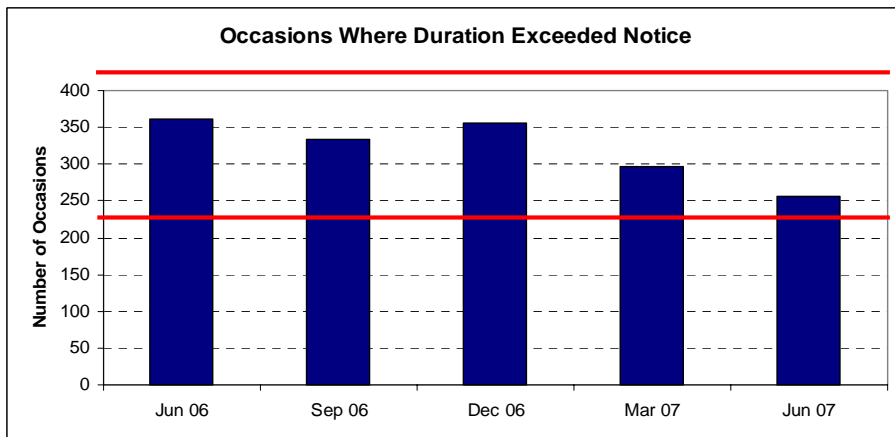
ENERGEX gives customers at least 2 clear business days notice of planned interruptions to electricity supply, except in emergency situations.

The initiative to improve the process of planned interruption notification continues to deliver improvements in performance in this area. Occasions when the required notice of interruptions of supply was not given reduced to 22, from the 32 reported in the previous quarter.

The following graph shows a dramatically improving trend in this area over the past year.



The number of instances where the duration of a planned interruption exceeded the time specified fell to 256 or 17.50%.



2.4.8 Complaints

There has been an increase in the number of overall complaints received in the June 2007 quarter, however a large proportion of these complaints were resolved at the first point of contact. Of the 2,724 complaints, 1,992 were resolved at the first point of contact, an increase from the 1,878 resolved at first point of contact recorded in the March 2007 quarter. The remainder (732 or 26.87%) were escalated to Customer Relations for further investigation and customer contact.

Meter reading complaints were included in the total complaint numbers from January 2006. The historic range in the graphs below includes meter reading complaints from the March 2006 quarter. Prior to this time, the historic range excluded meter reading complaints.

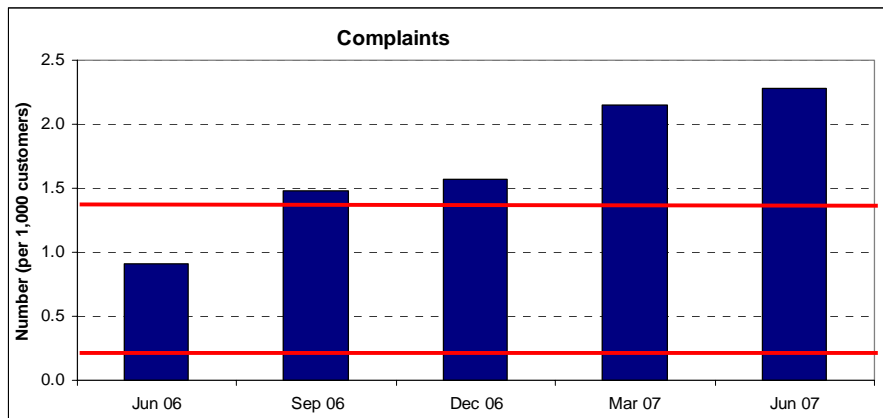
The key increases have been detailed below.

- Meter Reading - increased from 1607 to 1721*

The key areas of complaints were "Meter Reading Behaviour", "Access Arrangements" and "Disconnection Advice/Forms Left". The increase in complaints is indicative of the focus on Workplace Health and Safety compliance. That is, meter readers are not entering premises to read meters if they cannot confirm that a dog is restrained or that they can gain safe access to the meter box.

Of the meter reading complaints 1497 were resolved at first point of contact (increase from 1391 last quarter).

- *Timeliness of Service Delivery - increased from 258 to 294*
The key areas for the increase in this quarter under this category were classified as "Service Order Action".
- *Staff Behaviour – increased from 89 to 153*
The majority of complaints in this category related to “unprofessional behaviour”, “staff error/incorrect information provided” and “failure to action customer request”



The average time taken to resolve complaints remained at 2 days for the June 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	01-04-2007
1.3	<i>Last day of reporting period</i>	date	30-06-2007

3.2 Aggregate Data

Item No.	Measure	Units	Value
2.1 ^{a,b}	<i>Total distribution customers</i>	number	1,195,958
	Central business district	number	4,081
	Urban	number	859,811
	Short rural	number	332,066
	Long rural	number	NA

Source: Network Facilities Management (NFM)

3.3 Reliability measures

3.3.1 For 12 months to end of quarter

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1 ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	0.105	0.105
	Exclusions	minutes	n/a	11.912
	Distribution system – whole of network	minutes	126.368	114.456
	Central business district	minutes	1.273	1.273
	Urban	minutes	80.663	80.444
	Short rural	minutes	244.222	202.681
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	19.051	19.051
	Distribution system – unplanned	minutes	107.317	95.404
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	1.403	1.382
	Central business district	number	0.015	0.015

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Urban	number	1.018	1.016
	Short rural	number	2.396	2.327
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.068	0.068
	Distribution system – unplanned	number	1.335	1.314
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	90.078	82.814
	Central business district	minutes	86.975	86.975
	Urban	minutes	79.270	79.186
	Short rural	minutes	101.932	87.110
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	279.010	279.010
	Distribution system – unplanned	minutes	80.412	72.617

Source: NFM

3.3.2 For quarter (to 30 June 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	0.105	0.105
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	21.628	21.628
	Central business district	minutes	0.000	0.000
	Urban	minutes	13.812	13.812
	Short rural	minutes	42.676	42.676
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	4.921	4.921
	Distribution system – unplanned	minutes	16.708	16.708
3.2.Q ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.021	0.021
	Exclusions	number	n/a	0.000
	Distribution system – whole of network	number	0.272	0.272
	Central business district	number	0.000	0.000
	Urban	number	0.195	0.195

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.476	0.476
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.017	0.017
	Distribution system – unplanned	number	0.254	0.254
3.3.Q ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	5.000	5.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	79.659	79.659
	Central business district	minutes	0.000	0.000
	Urban	minutes	70.742	70.742
	Short rural	minutes	89.582	89.582
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	286.665	286.665
	Distribution system – unplanned	minutes	65.688	65.688
3.9 ^e	<i>Reliability of supply complaints</i>	number	59	
	Number of complaints relating to momentary interruptions to supply	number	6	
3.91 ^e	<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	341
4.11	<i>Low supply voltage</i>	number	86
4.12	<i>Voltage dips – minor or nuisance</i>	number	112
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	97
4.15	<i>Voltage spike</i>	number	7
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	34
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 ^g	<i>Average time taken to fix a technical supply fault</i>	days	27.41

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	774,097
	Distribution (both operator-answered and self-serve calls)	number	239,344
	Retail (both operator-answered and self-serve calls)	number	534,753
5.11	<i>Calls to the contact centre answered by an operator</i>	number	167,040
5.12	<i>Calls to the contact centre answered by the IVR systemⁱ</i>	number	66,000
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	29,467
5.14	<i>Average time waiting to speak to an operator</i>	minutes:seconds	16
5.15 ^j	<i>Abandoned calls</i>	number	10,970
		percentage	3
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 ¹	<i>Customer-arranged appointments</i>	number	7,159
5.21	<i>Appointments not met within 15 minutes of the agreed time</i>	number	297

Source: Computer Aided Scheduling and Dispatch (CASAD)

3.5.3 Timely provision of connections

Item No.	Measure	Units	Value
5.3 ^m	<i>New connections made</i>	number	8,723
5.31	<i>New connections not made on agreed date</i>	number	97
5.32	<i>New connections with a one to four day delay</i>	number	97
5.33	<i>Average time taken for new connectionsⁿ</i>	days	4.02
5.34	<i>Reconnections made</i>	number	5,604
5.35	<i>Reconnections not made on agreed date</i>	number	37
5.36	<i>Reconnections with a one to four day delay</i>	number	37
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	296,026
5.41	Street lights out during period	Number	2,832
5.42 ^o	Street lights not repaired by the date agreed with the customer	Number	462
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	Number of GSL payments made	number	144
5.51	Amount paid in GSL payments	dollars	13,100

Source: FACOM

3.5.6 Interruptions

Item No.	Measure	Units	Value
5.6 ^q	Occasions on which the required notice of a planned interruption to supply was not given	number	22
		percentage	1.40%
5.61 ^r	Occasions on which the duration of a planned interruption exceeded the time specified in the notification	number	256

Item No.	Measure	Units	Value
		percentage	17.50%

Source: A4S database and FROG

3.5.7 Complaints management

Item No.	Measure	Units	Value
5.7	<i>Complaints</i>		
	meter reading	number	1,721
	staff behaviour	number	153
	condition of worksite	number	47
	damage to property	number	101
	driving	number	24
	vehicles	number	20
	poles	number	20
	streetlights	number	24
	timeliness of service delivery	number	294
	transformer	number	9
	trees	number	167
	general	number	144
	Total	number	2,724
5.71	<i>Average time taken to resolve complaints</i>	days	2

Item No.	Measure	Units	Value
	meter reading	days	1
	staff behaviour	days	3
	condition of worksite	days	3
	damage to property	days	5
	driving	days	4
	vehicles	days	3
	poles	days	3
	streetlights	days	2
	timeliness of service delivery	days	2
	transformer	days	3
	trees	days	3
	general	days	2
6.1 ^s	<i>Complaints resolved within 20 days</i>	number	708
		percentage	96.72%
6.2 ^t	<i>Repeat complaints</i>	number	3
6.21	<i>Average time taken to resolve repeat complaints</i>	days	13

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 There were no Major Events in the June Quarter 2007. The following Major event occurred in the rolling twelve month period, and was 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

- 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 Due to the sale of ENERGEX Retail (Sun Retail) customers should now call ENERGEX Network with distribution-related enquiries only. 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. With the recent sale of ENERGEX Retail customers now call on separate phone numbers for Retail and Distribution enquiries. Prior to the sale, all customer enquiries were made to the one phone number. By separating phone numbers, reporting on Retail and Distribution enquiries has become more accurate. This report focuses on distribution-related enquiries only.

- 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 26.70% 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 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 The Electricity Industry Code introduced guaranteed service levels for Queensland distribution entities. Clause 5.7 of the Code (second edition) 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; 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 ENERGEX guarantees to connect customers as agreed within Section 2.5.5 of the *Code* (Second Edition):
- (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 clear business days' notice of planned interruptions to electricity supply.

The reported data for determining indicator 5.6 is based on 1560 jobs entered into A4S. The data from A4S indicated that a further 147 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 22 or 1.4% 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. A marked improvement in the correctness of the data entry has improved the percentage from 15%

in Qtr 1 to 1.4% in Qtr 4. Data is now 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 1560 jobs with 156 identified as having insufficient data. (This reflects jobs that were either cancelled, deferred, postponed, re-scheduled or only proposed and should not be included in the calculations). The data collected indicated that 256 or 17.5% exceeded the times specified in the notification. 46 jobs or 2.9% commenced prior to the notification times, 200 or 12.8% after the notified time and 12 or 0.7% started and finished after the notified time. A focus is continuously being made to reduce the early starts to 0% and 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.
- t As of 1 January 2005, the complaints management process has changed to align our processes with the requirements of the Electricity Industry Code and EDSO requirements. 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, ENERGEX strives to minimise repeat complaints. Accordingly, given the framework of the established system and those procedures adopted, ENERGEX 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.