



**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
JANUARY TO MARCH, 2007**

ENERGEN LIMITED

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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.

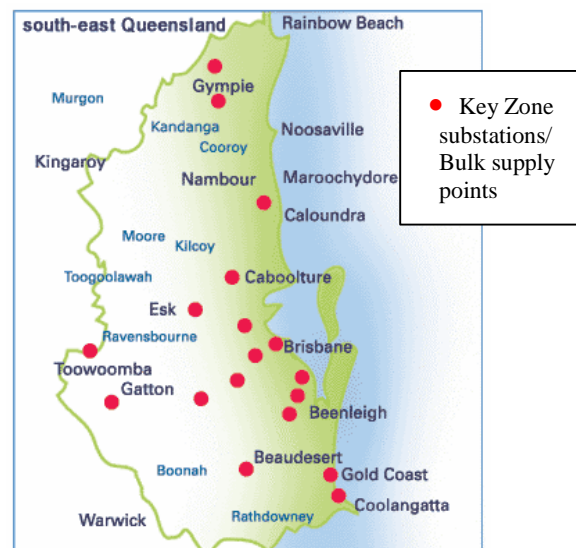
This report is produced four times a year, covering January to March, April to June, July to September, and October to December. In addition, once a year, ENERGEX provides additional background information on the state of its distribution network, including information on the size of the network, the 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 857,000 urban customers, and approximately 331,000 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 March 2007 quarter has:

- improved or maintained service quality levels since the previous quarter;
- showed large improvements since the March 2006 quarter;
- recorded higher number of complaints compared to the December 2006 quarter, primarily due to meter reading, quality of supply and reliability of supply complaints; and
- performed well against historic trends.

Highlights from the March 2007 quarter include:

- SAIDI and SAIFI have improved across the distribution system against the 12 months ending December 2006;
- The SAIDI and SAIFI for the short rural network improved significantly compared to the December 2006 quarter and 12 months ending March 2006 and has fallen below the MSS;
- The SAIDI on the urban network continues to improve and remains below the MSS;
- Strong reliability performance of ENERGEX's urban and short rural network can be attributed to increased operating and maintenance activities, such as enhanced vegetation management and network inspection and repair activities;
- Occasions when the required notice of interruptions of supply was not given reduced to 32, from the 74 reported in the previous quarter. This represents less than 2% of all planned interruptions;
- Number of complaints (particularly in relation to timeliness of service delivery, meter reading, reliability of supply, quality of supply and trees) has increased due to the increased focus on capturing 100% of customer dissatisfaction;
- The call centre answered a greater number of phone calls (769,090) compared to last quarter (744,855) but had the same abandoned call rate of 3%;
- 8,890 new connections were made with 99.6% made on time; and

- 6,318 reconnections were made with 99.8% made on time.

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 31 March 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 31 March 2007.

The remainder of Section 2.2 presents ENEREX'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. The improved storm performance year to date is predominantly due to the milder storm season resulting from variability in seasonal weather patterns. A major factor apart from lightning is the wind gust velocity associated with the storms, which results in debris being blown from outside the vegetation cutting profile. While ENEREX 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

¹ ENEREX 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.

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:

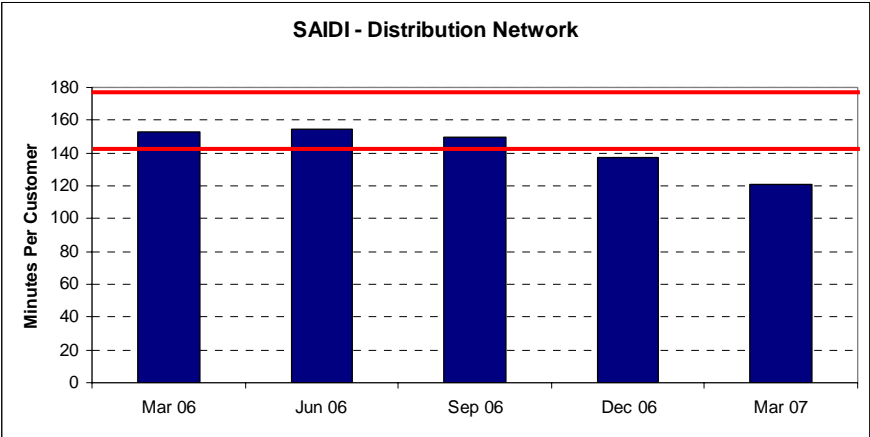
- installation of reclosers to reduce the number of customers interrupted;
- prioritisation of vegetation management plans; and
- operational initiatives associated with deployment of additional standby crews for emergency response.

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

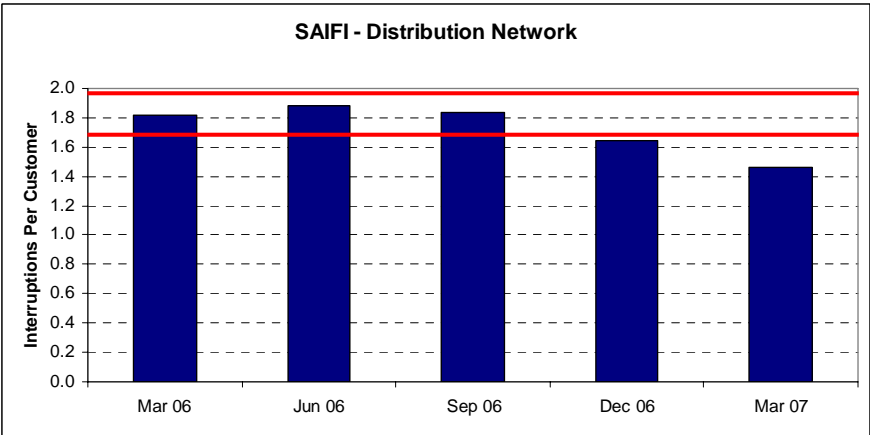
The following graphs present the reliability performance of the overall distribution network for the 12 months to the end of March 2007, after the removal of excluded events.

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*).

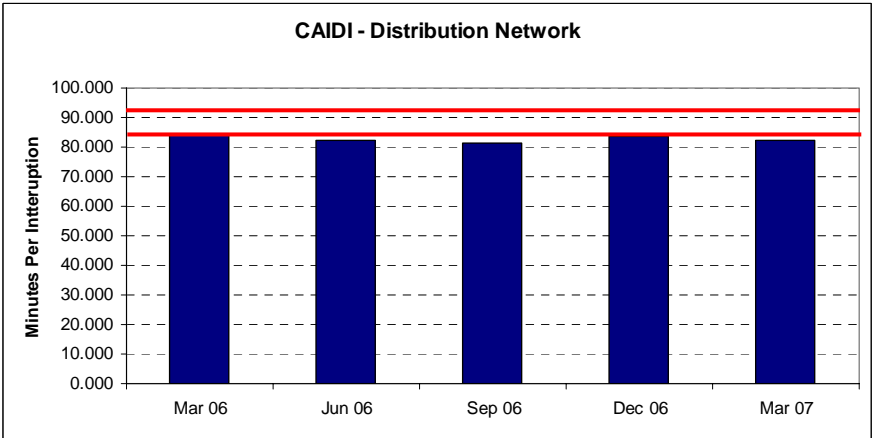
Across the distribution system reliability performance has improved. The SAIDI of 120.470 minutes was a reduction of 32.738 minutes when compared to the result for the 12 months ending March 2006 (153.208 minutes) and represents an improvement of 16.637 minutes when compared to the results for the 12 months ending December 2006 (137.107 minutes).



For the 12 months ending March 2007 the SAIFI was 1.464 interruptions, showing an improvement of 11.84% against the 12 months ending December 2006 (1.642 interruptions) and is performing significantly better than the historic range of 1.69 to 1.97 interruptions.



The CAIDI for the distribution system was 82.315 minutes, which was consistent with the result for the 12 months ending December 2006 of 83.521 minutes and represents a modest improvement from the result for 12 months ending March 2006 (84.417 minutes).



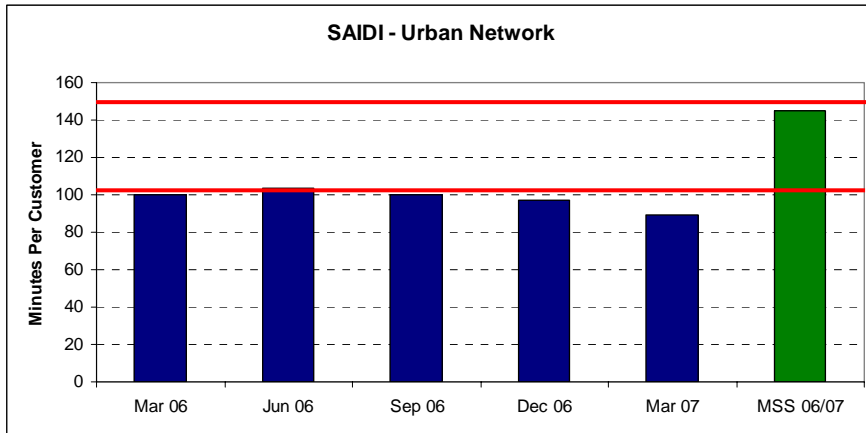
It is important to note that reliability performance is measured using both planned and unplanned outages (see Section 1.3.1).

2.2.2 Urban network

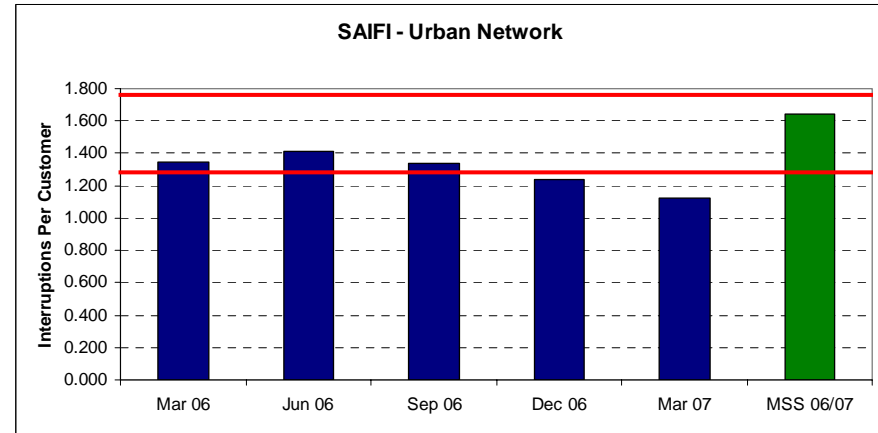
The following graphs present the reliability performance of the urban network for the 12 months to the end of March 2007, after the removal of excluded events.

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.

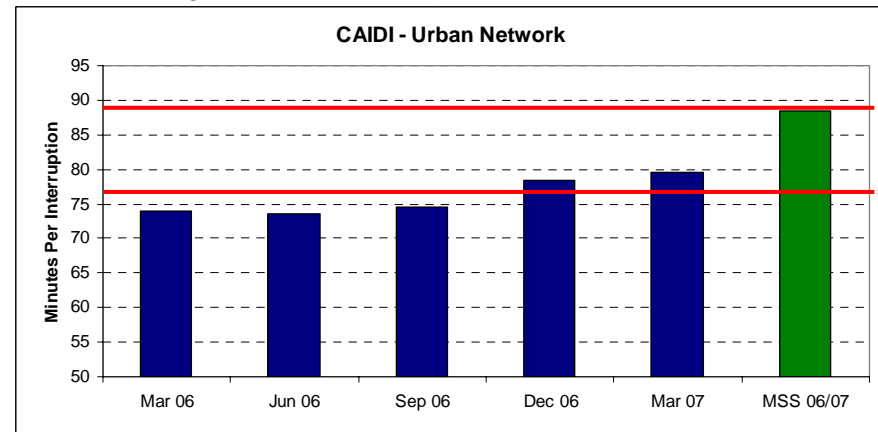
The average minutes of interrupted supply per customer (measured by SAIDI) was 89.142 minutes, which is an improvement on the results for the December 2006 quarter (97.239 minutes) and the 12 months ending March 2006 (99.895 minutes), and remains below the MSS.



For the 12 months ending March 2007 there were, on average, 1.121 interruptions per customer. This was below the 2006/07 MSS of 1.64 interruptions and the 1.349 interruptions experienced for the 12 months ending March 2006.



The average duration of each customer interruption (measured by CAIDI) was 79.537 minutes, which was up slightly on the 12 months ending March 2006 (74.035 minutes) and consistent with the 12 months ending December 2006 (78.476 minutes).

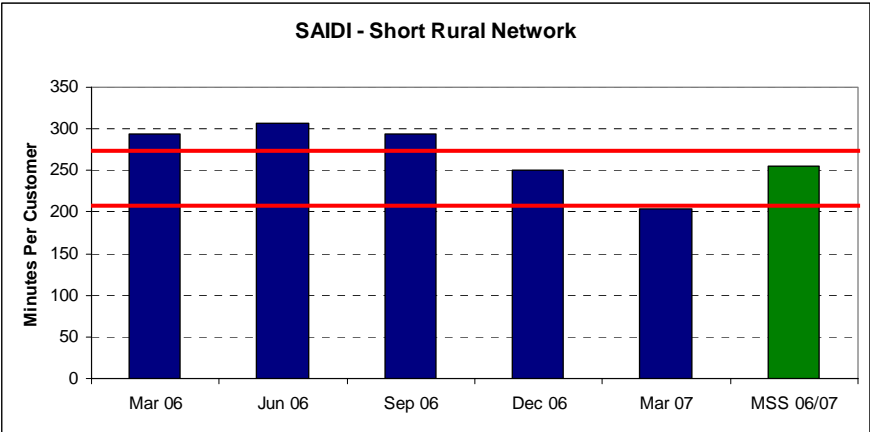


2.2.3 Short rural network

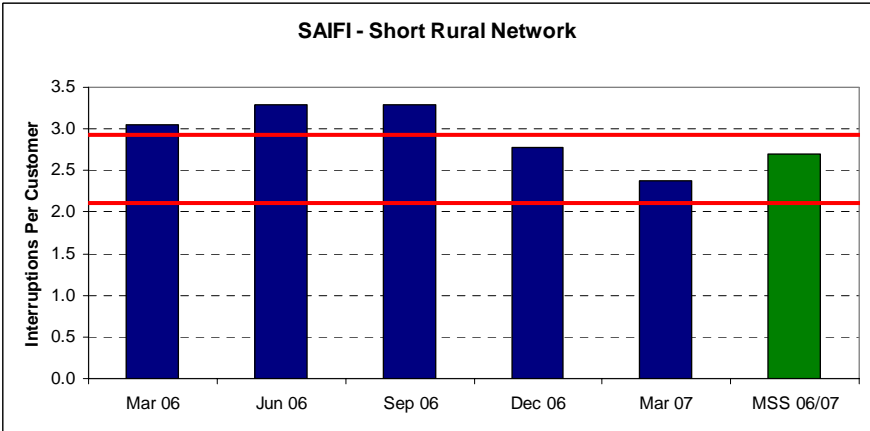
The reliability performance of ENERGETX’s short rural network has significantly improved over the March 2007 quarter, falling below its historic trends for the first time in the last twelve months. The drivers of the improvements in reliability performance on the short rural network have been:

- 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.

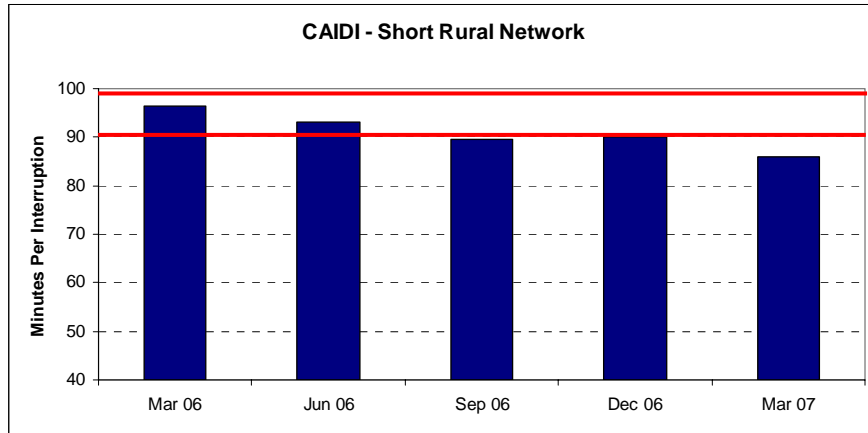
The SAIDI for the 12 months ending March 2007 was 204.363 minutes, which was a reduction on the 251.222 minutes from the 12 months ending December 2006. This presents a very favourable trend over the past 9 months.



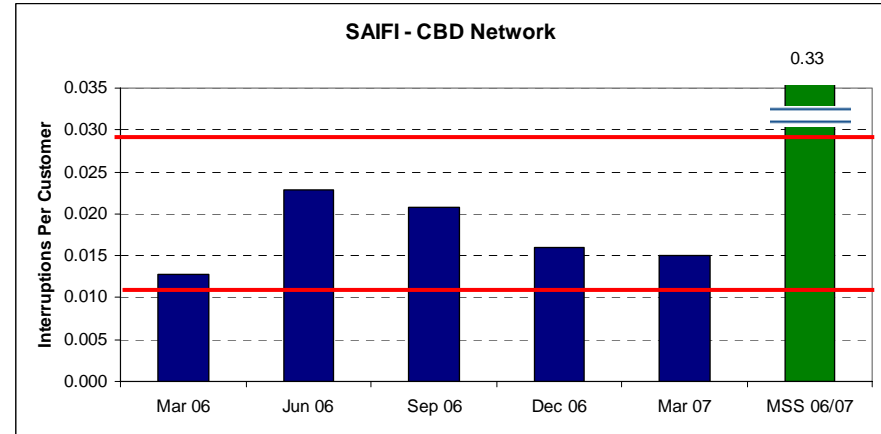
In the 12 months ending March 2007, customers located on ENERGETX’s short rural network experienced, on average, 2.374 interruptions, representing an improvement on the 2.785 interruptions reported for the 12 months ending December 2006.



The average duration of interruption experienced by short rural customers was 86.067 minutes, down from 90.200 minutes for the 12 months ending December 2006 an improvement on the 96.443 minutes for March 2006.

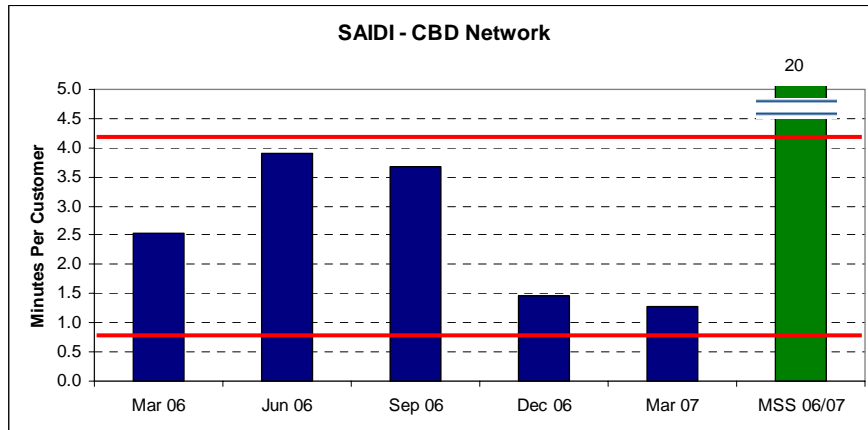


CBD customers experienced, on average, 0.015 interruptions for the 12 months ending March 2007, a similar result to the previous quarter (0.016 interruptions).

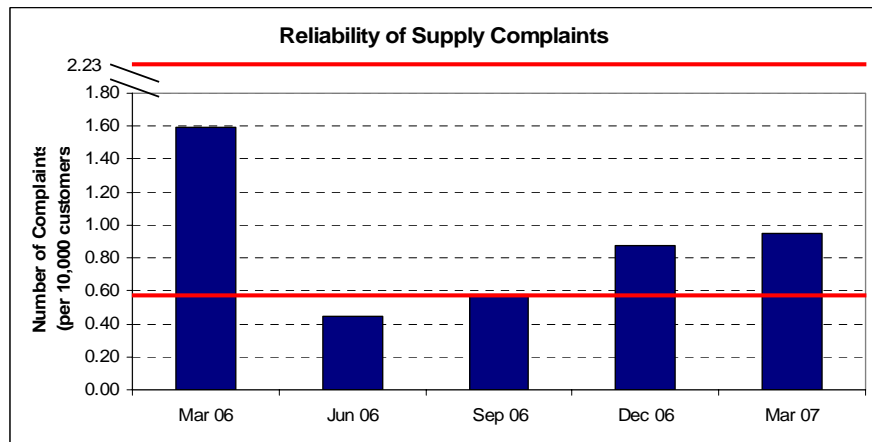
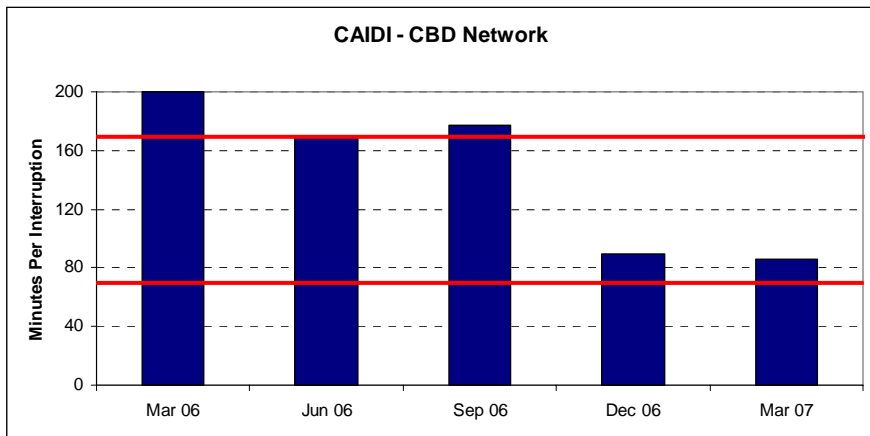


2.2.4 CBD network

The ENERGEN CBD network experienced, on average, 1.276 minutes per interruption for the 12 months ending March 2007.



According to the CAIDI measure, CBD customers experienced on average 85.533 minutes per interruption. This is down considerably from the 12 months ended March 2006, where interruption duration was 199.916 minutes, and is consistent with the prior December 2006 quarter of 89.175 minutes.



2.2.5 Reliability of supply complaints

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

Total numbers of complaints in relation to reliability of supply have increased slightly from 104 in the previous quarter (October - December 2006) to 113 this quarter. However, comparing to the last March quarter, there has been a decrease of 80 reliability complaints (March 2006: 184 complaints).

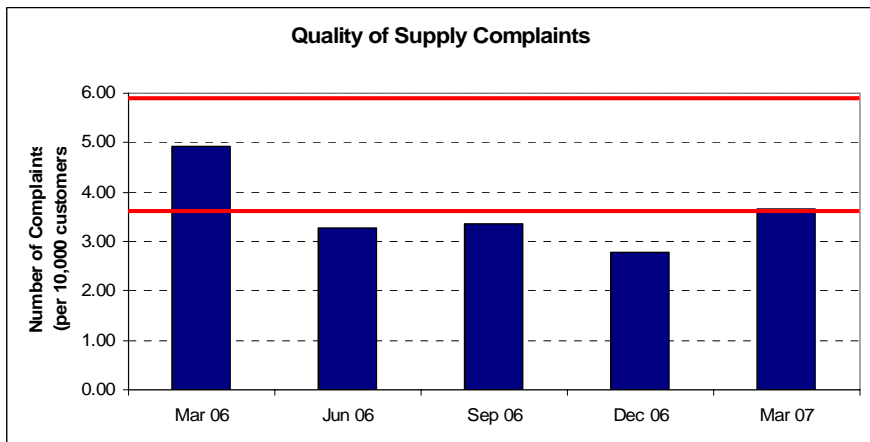
The complaints are broad in nature and as a result of equipment failure, damage to underground cables and surges. The figure below shows ENERGETX's recent reliability of supply complaints as complaints per 10,000 customers. It can be seen that reliability of supply complaints remain below 1 for every 10,000 customers.

Despite the increase in the number of complaints compared to the previous quarter, the average time taken to resolve complaints remained at 2 days for the March 2007 quarter, which was the same as the previous quarter.

2.3 Quality of supply

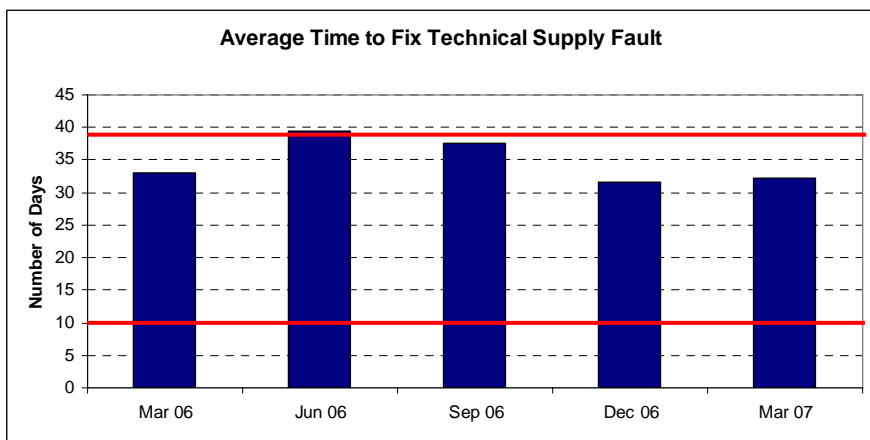
2.3.1 Quality of supply complaints

There were 437 quality of supply complaints in the March 2007 quarter. The rise from the December quarter is attributed to a rise in the number of complaints regarding low supply voltage and minor voltage dips. This can largely be explained by increased seasonal load. Comparisons to the March 2006 quarter show that complaints are down by approximately 23% (from 569). This equates to 3.66 complaints for every 10,000 customers.



2.3.2 Technical faults

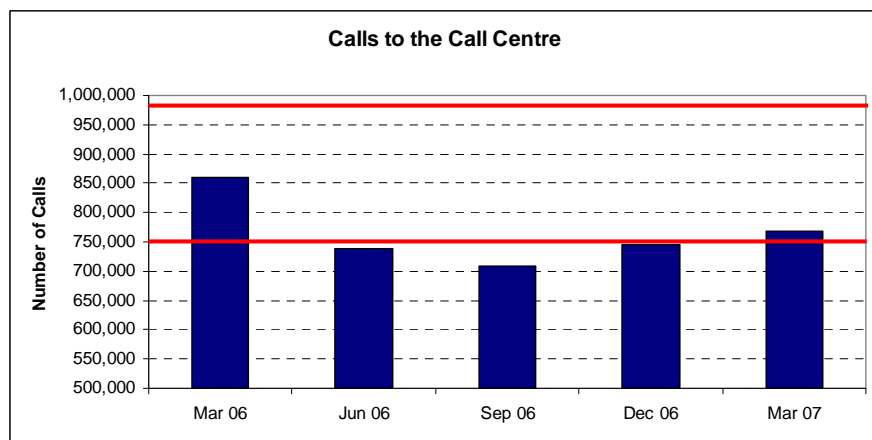
The average time taken to repair a technical supply fault in the March Quarter 2007 was steady at 32 days, as reported in the previous quarter.



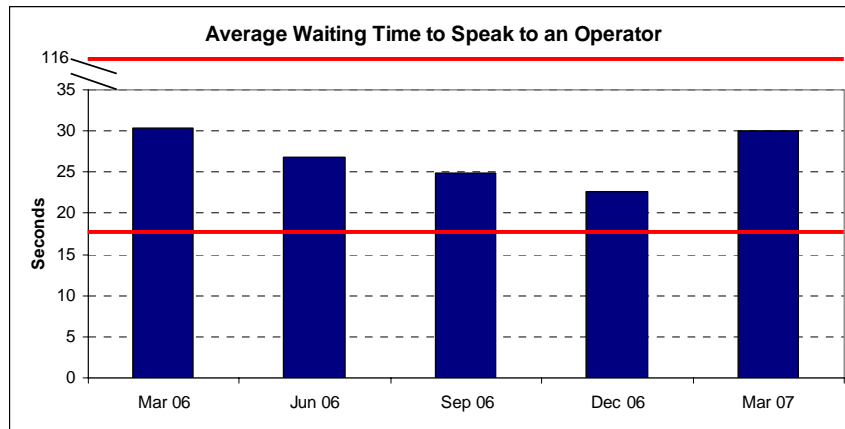
2.4 Customer service

2.4.1 Call centre

Total calls to the contact centre totalled, 769,090 which was 3.25% higher than the 744,855 reported in the previous quarter, the small rise attributed to seasonal factors. Compared to the March 2006 quarter there were 90,113 less calls to the contact centre for the period (from 859,203).



The average waiting time to speak to an operator for the period increased to 30 seconds, up from 23 seconds in the December 2006 quarter, remaining well within the lower band of the historic range (17 to 114 seconds). The rise is in part due to staff spending some time at training in preparation for the post-trade sale environment.

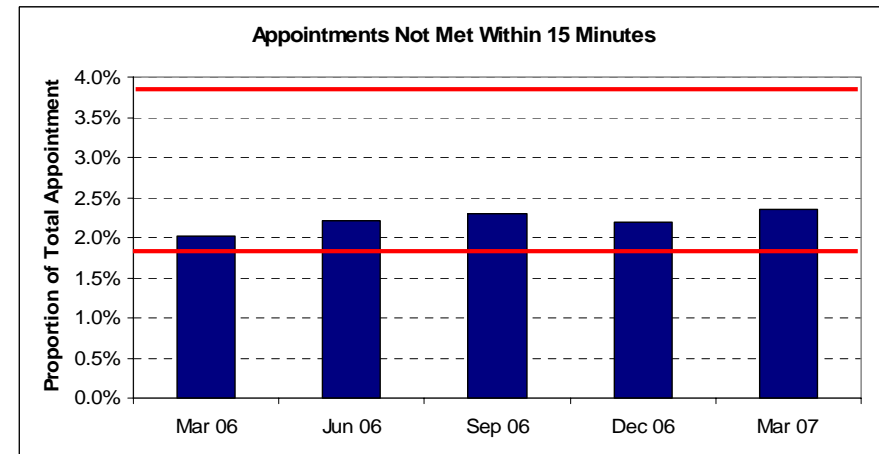


2.4.2 Appointment punctuality

There were 5,136 customer-arranged appointments in the March 2007 quarter, compared to 7,224 appointments for the previous quarter. The number of appointments not met within 15 minutes of the agreed time was 121, which represents 2.40% of all appointments. This result is largely consistent with the 2.2% reported in the December 2006 quarter.

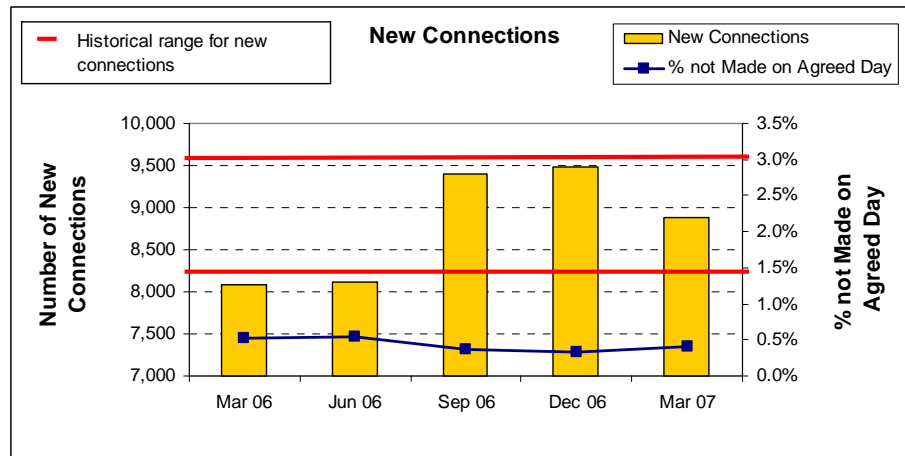
Whilst every endeavour is made by ENERGEX to arrive within the appointment window, there are times when specific jobs take longer than average and ENERGEX must remain on site until the job is completed and meets our stringent safety requirements.

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 March 2007 quarter, the number of new connections fell to 8,890 compared to the 9,486 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 36, representing 0.4% 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:

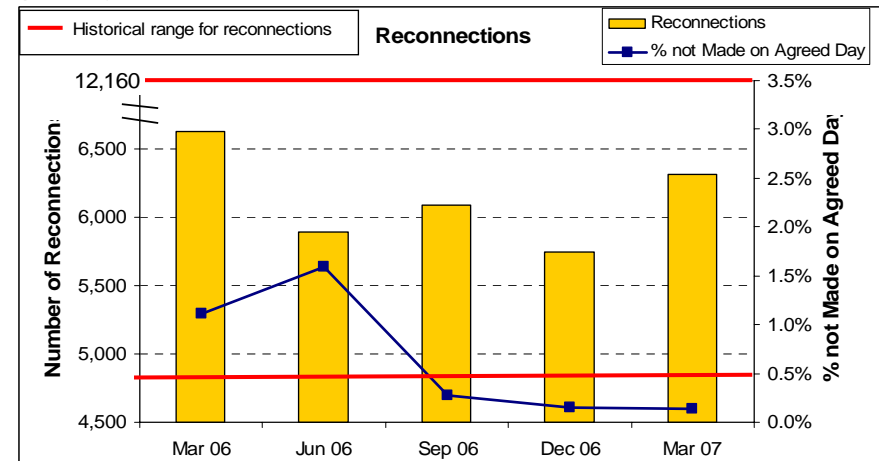
- increased field staff to deliver improved services;
- improved data accuracy and improved utilisation of the computer aided schedule and dispatch system; and
- increased centralisation of despatch functions.

Of the 36 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 March 2007 quarter remained at 4.01 days.

2.4.4 Reconnections

Re-connections increased to 6,318 from 5,744 in the December 2006 quarter. The current re-connections are within the lower

bound of the historic range (4,870 to 12,160 reconnections per quarter).



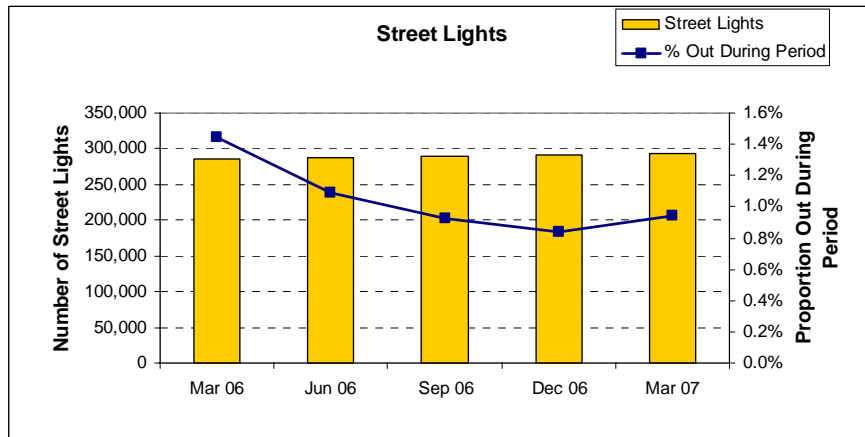
The average time taken for reconnection was 4.07 hours in the March 2007 quarter, down slightly from 4.11 hours in the December 2006 quarter, and also down from 4.55 hours from the March 2006 quarter.

The number of reconnections not made on the agreed date for the March 2007 quarter was 9, representing less than 0.2% of total reconnections.

2.4.5 Street lights

The number of street lights out during the period was 2,766, or less than 1.0% of total streetlights (293,904 lights), and a slight increase on the 2,449 reported for the previous quarter.

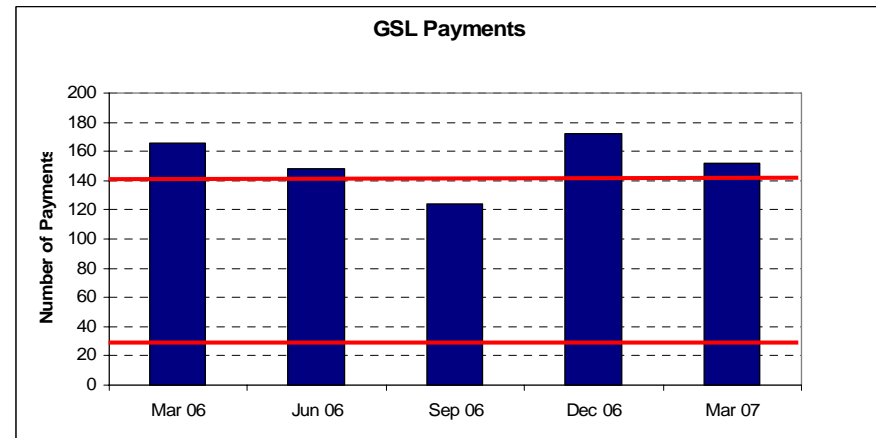
The average time taken to repair each street light fault fell to 4 days (from 5). The number of street lights not repaired by the agreed date was 111 or 4% of street light outages, which was slightly higher than the December 2006 quarter result of 93.



2.4.6 Guaranteed service levels

GSL claims have decreased slightly in this quarter, from 172 (\$14,980) to 152 (\$14,040). Key claim areas were Wrongful Disconnections (98 claims) and Reliability of Supply – Duration (31 claims).

The high number of Reliability of Supply GSL's is attributed to the storm cell that passed through Cooroy on 16 December 2006. 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.



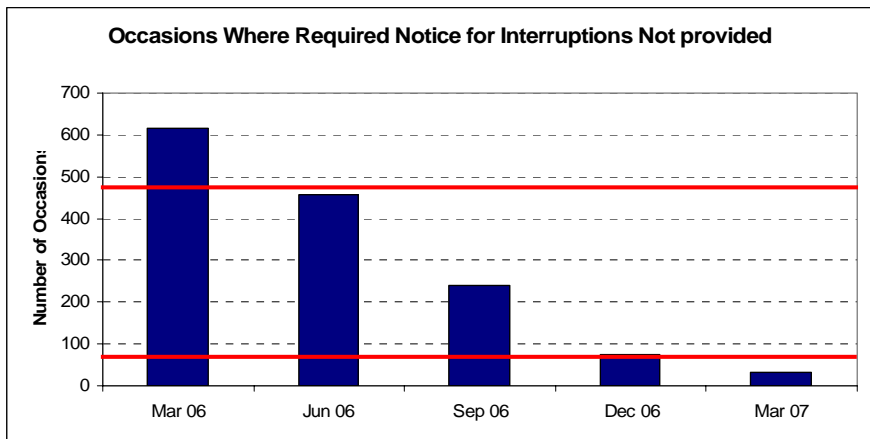
2.4.7 Planned interruptions

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

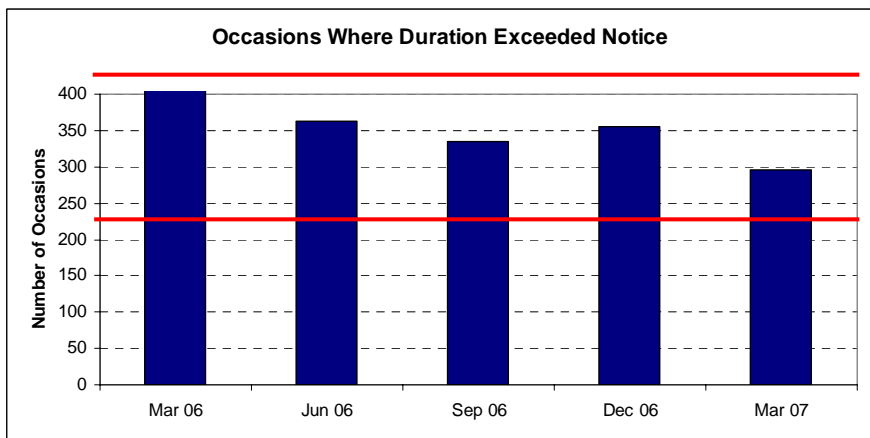
In the December 2006 quarter report, ENERGEX reported the improvement in the process of planned interruption notification. This initiative continues to deliver improvements in performance in this area.

Occurrences when the required notice of interruptions of supply was not given reduced to 32, from the 74 reported in the previous quarter and represents less than 2% of all planned interruptions.

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 296 or 17.50% when compared to the previous quarter (356 instances or 22.72%).



2.4.8 Complaints

There has been a significant increase in the number of overall complaints received in the March 2007 quarter, largely due to the increased focus in capturing 100% of customer dissatisfaction.

A large proportion of these complaints were resolved at the first point of contact. Of the 2,569 complaints, 1,878 were resolved at the first point of contact, an increase from the 1,223 resolved at first point of contact recorded in the December 2006 quarter (up 17.13%). The remainder 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 March 2006 quarter. In previous reports, the historic range excluded meter reading complaints.

The key increases have been detailed below.

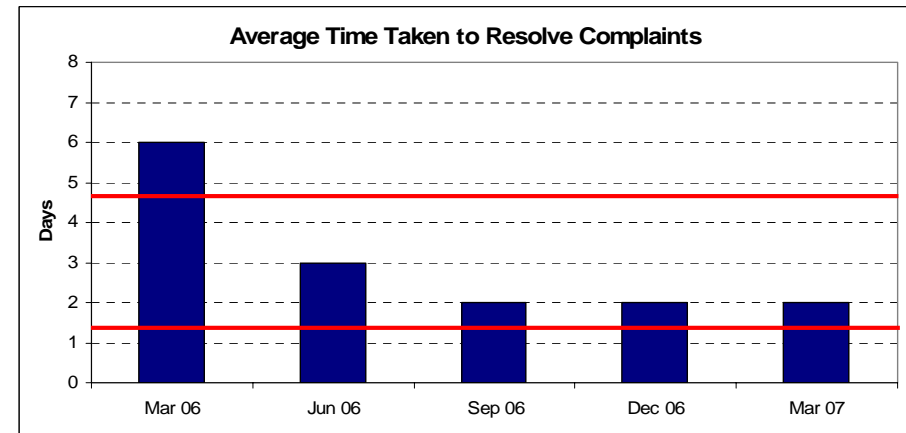
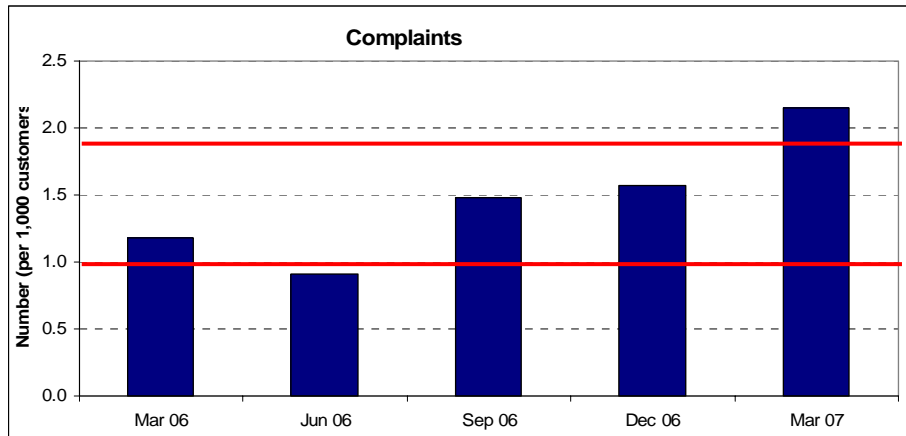
- Meter Reading - increased from 937 to 1607*

The key areas of complaints were "Meter Reading Behaviour", "Access Arrangements" and "Disconnection Advice/Forms Left". The large portion of complaints in this quarter was unread meters as a result of access difficulties (dogs on premises, locked meter boxes or locked gates) by meter readers.

Of the meter reading complaints 1391 were resolved at first point of contact (increase from 802 last quarter).

- Timeliness of Service Delivery - increased from 230 to 258*

The key areas under this category were "Service Order Action" and "Planned Interruptions" (i.e. lack of notification - complaints recorded in this area indicate the customer did not request a GSL).



The average time taken to resolve complaints remained at 2 days for the March Quarter 2007. This is well below the 6 days recorded in the last March 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	01-01-2007
1.3	<i>Last day of reporting period</i>	date	31-03-2007

3.2 Aggregate Data

Item No.	Measure	Units	Value
2.1 ^{a,b}	<i>Total distribution customers</i>	number	1,193,187
	Central business district	number	4,178
	Urban	number	857,739
	Short rural	number	331,270
	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 ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	0.006	0.006
	Exclusions	minutes	n/a	11.912
	Distribution system – whole of network	minutes	132.383	120.470
	Central business district	minutes	1.276	1.276
	Urban	minutes	89.361	89.142
	Short rural	minutes	245.905	204.363
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	17.519	17.519
	Distribution system – unplanned	minutes	114.864	102.952
3.2 ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation ²	number	0.000	0.000
	Exclusions	number	n/a	0.021
	Distribution system – whole of network	number	1.484	1.464

² 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	0.015	0.015
	Urban	number	1.122	1.121
	Short rural	number	2.444	2.374
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.065	0.065
	Distribution system – unplanned	number	1.420	1.399
3.3 ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	485.000	485.000
	Exclusions	minutes	n/a	573.056
	Distribution system – whole of network	minutes	89.187	82.315
	Central business district	minutes	85.533	85.533
	Urban	minutes	79.613	79.537
	Short rural	minutes	100.629	86.067
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	270.889	270.889
	Distribution system – unplanned	minutes	80.910	73.597

Source: NFM

3.3.2 For quarter (to 31 March 2007)

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	31.395	31.395
	Central business district	minutes	0.000	0.000
	Urban	minutes	24.115	24.115
	Short rural	minutes	51.152	51.152
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	5.363	5.363
	Distribution system – unplanned	minutes	26.032	26.032
3.2.Q ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.000	0.000
	Exclusions	number	n/a	0.000
	Distribution system – whole of network	number	0.393	0.393
	Central business district	number	0.000	0.000
	Urban	number	0.300	0.300

Item No.	Measure	Units	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.644	0.644
	Long rural	number	n/a	n/a
	Distribution system – planned	number	0.019	0.019
	Distribution system – unplanned	number	0.374	0.374
3.3.Q ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.000	0.000
	Exclusions	minutes	n/a	0.000
	Distribution system – whole of network	minutes	79.924	79.924
	Central business district	minutes	0.000	0.000
	Urban	minutes	80.481	80.481
	Short rural	minutes	79.399	79.399
	Long rural	minutes	n/a	n/a
	Distribution system – planned	minutes	283.006	283.006
	Distribution system – unplanned	minutes	69.630	69.630
3.9 ^e	<i>Reliability of supply complaints</i>	number	113	
	Number of complaints relating to momentary interruptions to supply	number	12	
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	437
4.11	<i>Low supply voltage</i>	number	151
4.12	<i>Voltage dips – minor or nuisance</i>	number	150
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	71
4.15	<i>Voltage spike</i>	number	14
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	36
4.18	<i>Noises from appliances or lights</i>	number	15
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	32.11

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	769,090
	Distribution (both operator-answered and self-serve calls)	number	318,929
	Retail (both operator-answered and self-serve calls)	number	450,161
5.11	<i>Calls to the contact centre answered by an operator</i>	number	423,460
5.12	<i>Calls to the contact centre answered by the IVR systemⁱ</i>	number	84,938
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	94,635
5.14	<i>Average time waiting to speak to an operator</i>	minutes:seconds	00:30
5.15 ^j	<i>Abandoned calls</i>	number	11,356
		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 ^l	<i>Customer-arranged appointments</i>	number	5,136
5.21	<i>Appointments not met within 15 minutes of the agreed time</i>	number	121

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	8,890
5.31	<i>New connections not made on agreed date</i>	number	36
5.32	<i>New connections with a one to four day delay</i>	number	36
5.33	<i>Average time taken for new connectionsⁿ</i>	days	4.01
5.34	<i>Reconnections made</i>	number	6,318
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	7
5.37	<i>Average time taken for Reconnections</i>	hours	4.07

Source: Service Order Management (SOM) reports

3.5.4 Street light maintenance

Item No.	Measure	Units	Value
5.4	Street lights	Number	293,904
5.41	Street lights out during period	Number	2,766
5.42 ^o	Street lights not repaired by the date agreed with the customer	Number	111
5.43 ^p	Average time taken to repair faulty street lights	Days	4.0

Source: Ellipse and SOM reports

3.5.5 Guaranteed service levels

Item No.	Measure	Units	Value
5.5	Number of GSL payments made	number	152
5.51	Amount paid in GSL payments	dollars	14,040

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	32
		percentage	1.90%
5.61 ^r	Occasions on which the duration of a planned interruption exceeded the time specified in the notification	number	296

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	1,607
	staff behaviour	number	89
	condition of worksite	number	82
	damage to property	number	92
	driving	number	16
	vehicles	number	13
	poles	number	36
	streetlights	number	29
	timeliness of service delivery	number	258
	transformer	number	5
	trees	number	179
	general	number	159
	Total	number	2,565
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	4
	driving	days	3
	vehicles	days	3
	poles	days	3
	streetlights	days	2
	timeliness of service delivery	days,	2
	transformer	days	3
	trees	days	3
	general	days	3
6.1 ^s	<i>Complaints resolved within 20 days</i>	number	677
		percentage	98.12%
6.2 ^t	<i>Repeat complaints</i>	number	8
6.21	<i>Average time taken to resolve repeat complaints</i>	days	18

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 March 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 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 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 As at January 2005, the Electricity Industry Code introduced guaranteed service levels for Queensland distribution entities. Clause 5.7 of the Code applies to an appointment which: “(i) is made between a distribution entity and a non-contestable customer who has an existing account for the premises; and (ii) relates to the distribution entity attending the premises for the purpose of: (A) reading, testing, maintaining or inspecting the meter; or (B) inspecting, altering or adding to the customer’s electrical installation.” If the distribution entity does not attend at the specified time or within the specified time period agreed with the customer, the customer is eligible for a GSL rebate.

The Electricity Distribution Service Quality Reporting Guidelines (August 2005), however, require reporting of appointments, which are attended over 15 minutes late. The measure currently shown in this report is provided in accordance with the requirements of the Electricity Distribution Service Quality Reporting Guidelines.

For indicators 5.2 and 5.21, ENERGEX reports its punctuality in relation to appointments for four types of service orders: (i) reconnection of a premise after a period of vacancy; (ii) cold water complaints; (iii) change of tariff; 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 1857 jobs entered into A4S. The data from A4S indicated that a further 156 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 32 or 1.9% 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 1857 jobs with 174 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).

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 ESD 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.

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.

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