



QUARTERLY SERVICE QUALITY REPORT

October – December 2007

Ergon Energy Corporation Limited



TABLE OF CONTENTS

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

1. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	Distribution Network Service Provider	Name	EECL
1.2	First day of reporting period	Date	01-10-2007
1.3	Last day of reporting period	Date	31-12-2007

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.10 ²	Total distribution Customers	Number	618,723
	Urban	Number	239,712
	Short Rural	Number	302,948
	Long Rural	Number	69,294

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Revised results effective as at 14 May 2008, for the period ending 31 December 2007)</i>				
3.10	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	472.06	472.06
	Generation	Minutes	0.16	0.16
	Transmission	Minutes	7.90	7.90
⁵	Exclusions	Minutes	0.00	68.10
	Distribution system – total	Minutes	464.00	395.90
	Urban	Minutes	209.73	168.25
	Short Rural	Minutes	505.99	427.42
	Long Rural	Minutes	1,181.13	1,064.06
	Distribution system – planned	Minutes	112.73	112.73
	Distribution system – unplanned	Minutes	351.27	283.17
3.20	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	3.50	3.50
	Generation	Number	0.01	0.01
	Transmission	Number	0.05	0.05
	Exclusions	Number	0.00	0.34
	Distribution system – total	Number	3.44	3.10
	Urban	Number	1.92	1.67
	Short Rural	Number	3.86	3.48
	Long Rural	Number	7.02	6.51
	Distribution system – planned	Number	0.65	0.65
	Distribution system – unplanned	Number	2.79	2.45

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	134.90	134.90
	Generation	Minutes	16.88	16.88
	Transmission	Minutes	163.89	163.89
	Exclusions	Minutes	0.00	199.54
	Distribution system – total	Minutes	134.81	127.69
	Urban	Minutes	109.37	100.56
	Short Rural	Minutes	131.09	122.90
	Long Rural	Minutes	168.29	163.46
	Distribution system – planned	Minutes	172.30	172.30
	Distribution system – unplanned	Minutes	126.01	115.75
Reliability of Supply – Quarterly Measure (b)				
<i>(Revised results effective as at 14 May 2008, for the period ending 31 December 2007)</i>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	180.04	180.04
	Generation	Minutes	0.16	0.16
	Transmission	Minutes	0.06	0.06
	Exclusions	Minutes	0.00	55.23
	Distribution system – total	Minutes	179.83	124.60
	Urban	Minutes	89.64	53.19
	Short Rural	Minutes	187.66	124.67
	Long Rural	Minutes	462.33	374.12
	Distribution system – planned	Minutes	25.21	25.21
	Distribution system – unplanned	Minutes	154.62	99.39
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.33	1.33
	Generation	Number	0.01	0.01
	Transmission	Number	0.02	0.02
	Exclusions	Number	0.00	0.31
	Distribution system – total	Number	1.30	0.99
	Urban	Number	0.77	0.53
	Short Rural	Number	1.42	1.07
	Long Rural	Number	2.67	2.25
	Distribution system – planned	Number	0.14	0.14
	Distribution system – unplanned	Number	1.16	0.85
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	135.68	135.68
	Generation	Minutes	16.88	16.88
	Transmission	Minutes	3.45	3.45
	Exclusions	Minutes	0.00	178.88
	Distribution system – total	Minutes	138.16	125.50

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Urban	Minutes	117.02	100.16
	Short Rural	Minutes	132.50	116.15
	Long Rural	Minutes	172.87	166.26
	Distribution system – planned	Minutes	178.28	178.28
	Distribution system – unplanned	Minutes	133.28	116.74
Reliability of Supply - Complaints				
3.90 ⁶	<i>Reliability of supply complaints</i>	Number		430 ⁷
	<i>Momentary Interruptions to supply complaints</i>	Number		200
3.91 ⁸	<i>Average time to resolve reliability complaint</i>	Days		1.70

4. Quality of Supply Data⁹

ITEM NO.	MEASURE	UNIT	VALUE
Quality of Supply – Complaints Categorised by Symptoms			
4.10	<i>Total quality of supply complaints</i>	Number	480
4.11	<i>Low supply voltage</i>	Number	148
4.12	<i>Voltage dips – minor or nuisance</i>	Number	48
4.13	<i>Voltage dips – severe</i>	Number	21
4.14	<i>Voltage swell</i>	Number	83
4.15	<i>Voltage spike</i>	Number	17
4.16	<i>Waveform distortion or unbalance</i>	Number	22
4.17	<i>TV or radio interference</i>	Number	42
4.18	<i>Noise from appliance or lights</i>	Number	2
4.19	<i>Other</i>	Number	97
Technical supply faults			
4.50 ¹⁰	<i>Average time taken to fix a technical supply fault</i>	Days	66.15

5. Customer Service

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ¹¹	<i>Calls to the call centre</i>	Number	405,527
5.11	<i>Calls to the call centre answered by an operator</i>	Number	235,377
5.12 ¹²	<i>Calls to the call centre answered by an IVR</i>	Number	117,489
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	52,650
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	28.66
5.15	<i>Abandoned calls</i>	Number	7,228
		Percent	2.98%
5.16 ¹³	<i>Number of instances of capacity overload</i>	Number	0
5.17	<i>Number of missed loss of supply and emergency calls</i>	Number	0

ITEM NO.	MEASURE	UNIT	VALUE
Appointment Punctuality			
5.20	Customer-arranged appointments	Number	2,070
5.21 ¹⁴	Appointments not met >15 minutes of agreed time	Number	159
5.21a ¹⁵	Appointments not met – Complaints received	Number	10
Timely provision of connections			
5.30	New connections made	Number	5,250
5.31	New connections not made on agreed date	Number	32
5.32	New connections with a one to four day delay	Number	17
5.33 ¹⁶	Average time taken for new connections	Days	2.02
5.34	Re-connections made	Number	5,050
5.35	Re-connections not made on agreed date	Number	16
5.36	Re-connection with a one to four day delay	Number	14
5.37 ¹⁵	Average time taken for re-connections	Days	1.01
Street light maintenance			
5.40	Street lights	Number	126,360
5.41 ¹⁷	Street lights out during period	Number	See Footnote
5.42 ¹⁶	Street lights not repaired by the agreed date	Number	See Footnote
5.43 ¹⁶	Average time taken to repair faulty street lights	Days	See Footnote
Guaranteed service levels			
5.50 ¹⁸	Number of GSL payment made	Number	183
5.51	Amount paid in GSL payments	Dollars	\$13,950
Interruptions			
	Total planned interruptions	Number	1,350
5.60	Number of occasions on which the required notice or a planned interruption to supply was not given	Number	79
		Percent	5.85%
5.61	Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification	Number	388
		Percent	28.74%
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70 ¹⁹	Total – Customer Service Complaints	Number	951
	Disputes – National Electricity Code	Number	0
	National Contact Centre	Number	269
	Environmental issues	Number	6
	Field Activity	Number	209
	Line clearances	Number	2
	Metering/Technical	Number	25
	Meter reading	Number	152
	Streetlights	Number	10
	Vegetation Management	Number	170
	Supply – new service/extensions	Number	51
	Suspected compliance failure	Number	1
	Infrastructure	Number	14

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
	Other	Number	42
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	4.3
	Disputes – National Electricity Code	Days	0.0
	National Contact Centre	Days	5.0
	Environmental issues	Days	4.8
	Field Activity	Days	4.2
	Line clearances	Days	14.0
	Metering/Technical	Days	6.3
	Meter reading	Days	2.3
	Streetlights	Days	2.3
	Vegetation Management	Days	4.6
	Supply – new service/extensions	Days	6.3
	Suspected compliance failure	Days	4.0
	Infrastructure	Days	4.7
	Other	Days	2.7

6. Complaints Management

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
6.10 ²⁰	<i>Complaints not resolved within 20 days</i>	Number	138
		Percent	6.11%
6.20 ²¹	<i>Repeat complaints</i>	Number	24
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	9.7

7. Notes to the Service Quality Report

For detailed service quality measure definitions please refer to the Authority's Electricity Distribution Service Quality Reporting Guidelines, these are available for download free of charge from the Authority's Web site via the URL link below.

<http://www.qca.org.au/www/welcome.cfm>

Please direct queries or feedback on this report to:

Tony Pfeiffer
 General Manager Regulatory Affairs
 Ergon Energy Corporation Limited
 + 61 (07) 3228 8222

¹ Aggregated Data

The Customer numbers on which minutes of supply and interruption figures are based (for the business, business centres, and feeders). A distribution customer is defined as a metered entity that is directly connected to the DNSPs network. Inactive accounts are excluded. All distribution customers in the DNSPs area to be counted (ie. Including 'lost' retail customers).

² At present urban, short rural and long rural customer statistics do not reconcile to total distribution customers. The balance consists of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. Validation of connectivity mapping is ongoing.

³ Reliability Measures

Index	Measure/description
SAIDI – System Average Interruption Duration Index	Total number of minutes, on average, that a customer on a distribution network is without electricity in a year.
SAIFI – System Average Interruption Frequency Index	Average number of times a customer's supply is interrupted per year.
CAIDI – Customer Average Interruption Duration Index	Average duration of each interruption.

SAIDI, SAIFI, CAIDI are calculated on a 12 month rolling average basis according to the following equations;

SAIDI:

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

SAIFI:

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

CAIDI:

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

⁴ Reliability performance measures are reported using two methods. The 12 monthly rolling measures (a) reflects average network performance experienced for the 12 months to end of quarter reported whereas the quarterly measures (b) reflects the network performance that occurred for the quarter reported.

⁵ Under the QCA's revised service quality guidelines from the 1st July 2005 the exclusion event definition has changed from the 5 percent of effected customer's method to the 2.5 beta method, which is an internationally accepted standard for excluding outages from reliability data. Exclusions for the purposes of QCA reporting include only unplanned events over which the DNSP has no control.

During the December quarter there was a substantial number of acutely aggressive storm cells spread across the Central and Southern regions of Ergon Energy's service area which caused widespread damage. Ergon Energy registered four major Event Days (MED) during the quarter using the 2.5 beta exclusion event method, which requires a MED to be any day with a daily SAIDI value greater than the 2007-08 MED Threshold (TMED) of 9.94 system minutes. The Major Event Days occurred on the 10th, 12th and 29th of October and the 30th of November.

⁶ While complaints about momentary interruptions are included in complaints about Reliability of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy currently identifies momentary interruption complaints based on fault calls which have been logged as a “momentary outage” in reporting systems. A number of business rules and criteria are used at the point of customer contact, to assess whether a complaint relates to a momentary interruption and consequently logged as a “momentary outage”.

⁷ The reliability of supply complaints figure is inclusive of complaints relating to momentary interruptions. Complaints relating to reliability of supply are generally seasonal with peak periods commonly in the December and March ‘storm season’ quarters.

During the December 2007 quarter there was a substantial number of acutely aggressive storm cells and storm related outages experienced across the Central and Southern regions of Ergon Energy’s service area. Four major event days were registered during the December quarter, three of which were recorded during the month of October alone. As expected the volume of complaints relating to reliability of supply for the quarter was relatively high. Despite the higher number of complaints, the average time to resolve a reliability of supply complaint (1.7 days) was amongst one of the best results recorded for Ergon Energy.

⁸ The calculation for the Average time taken to resolve a reliability complaint is inclusive of momentary interruption complaints, and includes all complaints that have been resolved during the quarter. This includes any complaints opened in any period prior to the reporting quarter, provided they were actually resolved within the reporting period.

⁹ Quality of Supply Data

Number of complaints attributed to the various symptom types such as;

Low supply voltage	Dim lights and overheating motors
Voltage dips – minor or nuisance	Flicking lights and resetting digital clocks
Voltage dips – server	Interrupted production, contactors dropping out, and direct financial loss
Voltage swell	Blown lights, motor protection operates, and minor equipment damage, with no clear initiating event (likely to cause a spike)
Voltage spike	Obvious damage to appliances and wiring arising from a clear initiating event, such as lightning (spikes last for shorter time than swell)
Waveform distortion or unbalance	Equipment performing erratically
TV or radio interference	TV or radio interference
Noise from appliances or lights	Audible noise, other than that associated with the normal operation of the appliance, or audio-frequency interference of audio systems and telephones

¹⁰ The calculation for the Average time taken to fix a technical supply fault includes all technical fault calls resolved during the quarter. This includes any calls opened in any period prior to the reporting quarter, provided they were actually resolved within the reporting period.

¹¹ This number includes both retail and distribution calls. Given the diverse range of enquires to the National Contact Centre queues, it is frequently difficult to assign a particular call as either distribution-related or retail-related. With the introduction of Full Retail Competition and the sale Ergon Energy Retail, the customer experience and Ergon Energy’s operating environment has changed to an extent. The IVR system, including reason for call data is currently being investigated to re-assess and determine the most effective means of separating Retail and Distribution calls for future reporting.

¹² This figure represents successful calls “answered” without intervention by a representative – i.e. the customer was satisfied with the message they heard relating to their outage and hung up.

¹³ This measure relates to the number of occurrences (ie. events) where callers received a busy signal when first calling the call centre Faults line (13 22 96) before going through the Interactive Voice Response (IVR) system. This is

defined as where either one or many callers receive a busy signal when calling the faults line over a 24 hour period in one day.

¹⁴ This measure is conservatively based on the number of incidences where Ergon Energy did not arrive within the agreed appointment timeframe. Where Ergon Energy does not meet the specified timeframe, it is deemed as a missed appointment.

¹⁵ This measure relates to the total number of complaints received for incidences where Ergon Energy did not meet the agreed appointment time and represents the number of appointment based GSL claim paid by Ergon Energy for the quarter.

¹⁶ The average time taken for a new connection (measure 5.33) or re-connection (measure 5.37) is defined in relation to the agreed date on which the connection is completed with the customer. Ergon Energy quotes two business days as the standard time required to arrange a new connection and one business day for a re-connection.

Due to reporting enhancements, Ergon Energy is now able to measure connection timeframes within the system, rather than previous reporting capabilities, which required a manual calculation. The result of these enhancements should be more reflective of Ergon Energy's true performance across the measures.

¹⁷ Ergon Energy is currently unable to provide data on streetlight maintenance performance, as a result of number of limitations arising from the transition to new reporting systems. Ergon Energy is currently investigating internal work processes and reporting systems, to determine a confidence level with the accuracy, completeness and consistency of the underlying data required to calculate required streetlight performance measures.

Until this investigation process is completed, Ergon Energy is unable to determine if historical performance data will be readily available to be provided with an acceptable level of confidence/accuracy. Ergon Energy has commenced the initial investigation process and will keep QCA informed of major developments impacting the future delivery of streetlight maintenance performance measures.

¹⁸ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code). During the December quarter, Ergon Energy paid an additional 33 ex-gratia claims (\$2,640 in payments), relating to wild storms in the Wide Bay area on the 23-25 August 2007. The storms were later declared as an eligible disaster under the Natural Disaster Relief Arrangements (NDRRA) by the Queensland Minister for Emergency Services, alleviating Ergon Energy's obligation to pay related reliability GSL claims.

As Ergon Energy had already commenced paying GSLs to customers, as a gesture of good will Ergon Energy continued to accept and honour outstanding GSL claims up until the 25th October 2007. GSLs relating to the event were then converted and reported as ex-gratia payments and excluded from valid GSL claim statistics.

¹⁹ Customer service complaints in this report have historically focused on measuring complaints in relation to distribution-related activities. Customers contact Ergon Energy with both distribution-related and retail-related complaints. Given the diverse and often overlapping nature of complaints (distribution and/or retail), it is commonly difficult to assign a particular complaint as distribution-related or retail-related.

With the introduction of Full Retail Competition and the sale Ergon Energy Retail, the customer experience and Ergon's operating environment has changed to an extent. Ergon Energy is currently undergoing a review of the methodology and specific classification used for customer service complaints in this report.

²⁰ This number is an aggregate figure that includes Quality of Supply, Reliability and Customer Service complaints. The nature of Quality of Supply issues means that resolving these issues can frequently take longer than the standard measurement of 20 days that is appropriate for Reliability and Customer Service complaints.

²¹ Due to system constraints the repeat complaint figures do not include Quality of Supply or Reliability of Supply complaints. Ergon Energy is reviewing how to isolate repeat complaints for these categories for future reporting.