



QUARTERLY SERVICE QUALITY REPORT

July – September 2007

Ergon Energy Corporation Limited



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1. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	Distribution Network Service Provider	Name	EECL
1.2	First day of reporting period	Date	01-07-2007
1.3	Last day of reporting period	Date	30-09-2007

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.10 ²	Total distribution Customers	Number	615,046
	Urban	Number	243,376
	Short Rural	Number	300,019
	Long Rural	Number	68,796

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Results effective as at 16 October 2007, for the period ending 30 September 2007)</i>				
3.10	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	432.74	432.74
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	10.49	10.49
⁵	Exclusions	Minutes	0.00	38.52
	Distribution system – total	Minutes	422.25	383.73
	Urban	Minutes	176.50	158.44
	Short Rural	Minutes	481.22	431.41
	Long Rural	Minutes	1050.68	986.85
	Distribution system – planned	Minutes	118.86	118.86
	Distribution system – unplanned	Minutes	303.39	264.87
3.20	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	3.41	3.41
	Generation	Number	0.00	0.00
	Transmission	Number	0.08	0.08
	Exclusions	Number	0.00	0.19
	Distribution system – total	Number	3.34	3.15
	Urban	Number	1.79	1.72
	Short Rural	Number	3.80	3.57
	Long Rural	Number	6.90	6.49
	Distribution system – planned	Number	0.72	0.72
	Distribution system – unplanned	Number	2.62	2.43

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	126.80	126.80
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	135.46	135.46
	Exclusions	Minutes	0.00	205.73
	Distribution system – total	Minutes	126.60	121.89
	Urban	Minutes	98.71	92.29
	Short Rural	Minutes	126.64	120.94
	Long Rural	Minutes	152.19	152.02
	Distribution system – planned	Minutes	165.43	165.43
	Distribution system – unplanned	Minutes	115.94	109.02
Reliability of Supply – Quarterly Measure (b) <i>(Results effective as at 16 October 2007, for the period ending 30 September 2007)</i>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	85.86	85.86
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	0.00	0.00
	Exclusions	Minutes	0.00	8.73
	Distribution system – total	Minutes	85.86	77.13
	Urban	Minutes	35.95	30.92
	Short Rural	Minutes	101.40	87.77
	Long Rural	Minutes	195.30	194.69
	Distribution system – planned	Minutes	29.89	29.89
	Distribution system – unplanned	Minutes	55.97	47.24
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	0.58	0.58
	Generation	Number	0.00	0.00
	Transmission	Number	0.00	0.00
	Exclusions	Number	0.00	0.02
	Distribution system – total	Number	0.58	0.56
	Urban	Number	0.32	0.31
	Short Rural	Number	0.69	0.66
	Long Rural	Number	1.07	1.07
	Distribution system – planned	Number	0.17	0.17
	Distribution system – unplanned	Number	0.42	0.40
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	147.34	147.34
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	19.61	19.61
	Exclusions	Minutes	0.00	469.65
	Distribution system – total	Minutes	147.34	136.72

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE</u> Less Exclusions
	Urban	Minutes	113.96	101.11
	Short Rural	Minutes	146.88	132.87
	Long Rural	Minutes	182.97	182.72
	Distribution system – planned	Minutes	180.48	180.48
	Distribution system – unplanned	Minutes	134.18	118.53
Reliability of Supply - Complaints				
3.90 ⁶	<i>Reliability of supply complaints</i>	Number		258
	<i>Momentary Interruptions to supply complaints</i>	Number		112
3.91 ⁷	<i>Average time to resolve reliability complaint</i>	Days		1.88

4. Quality of Supply Data⁸

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Quality of Supply – Complaints Categorised by Symptoms			
4.10	<i>Total quality of supply complaints</i>	Number	562
4.11	<i>Low supply voltage</i>	Number	152
4.12	<i>Voltage dips – minor or nuisance</i>	Number	49
4.13	<i>Voltage dips – severe</i>	Number	23
4.14	<i>Voltage swell</i>	Number	160
4.15	<i>Voltage spike</i>	Number	11
4.16	<i>Waveform distortion or unbalance</i>	Number	35
4.17	<i>TV or radio interference</i>	Number	24
4.18	<i>Noise from appliance or lights</i>	Number	3
4.19	<i>Other</i>	Number	105
Technical supply faults			
4.50 ⁹	<i>Average time taken to fix a technical supply fault</i>	Days	53.8

5. Customer Service

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Network Call Centre Performance			
5.10 ¹⁰	<i>Calls to the call centre</i>	Number	311,309
5.11	<i>Calls to the call centre answered by an operator</i>	Number	216,465
5.12 ¹¹	<i>Calls to the call centre answered by an IVR</i>	Number	53,718
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	50,422
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	27.25
5.15	<i>Abandoned calls</i>	Number	5,174
		Percent	2.33%
5.16 ¹²	<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	<i>Customer-arranged appointments</i>	Number	2,317
5.21 ¹³	<i>Appointments not met >15 minutes of agreed time</i>	Number	166
5.21a ¹⁴	<i>Appointments not met – Complaints received</i>	Number	4
Timely provision of connections			
5.30	<i>New connections made</i>	Number	5,689
5.31	<i>New connections not made on agreed date</i>	Number	32
5.32	<i>New connections with a one to four day delay</i>	Number	21
5.33 ¹⁵	<i>Average time taken for new connections</i>	Days	2.01
5.34	<i>Re-connections made</i>	Number	5,406
5.35	<i>Re-connections not made on agreed date</i>	Number	9
5.36	<i>Re-connection with a one to four day delay</i>	Number	9
5.37 ¹⁵	<i>Average time taken for re-connections</i>	Days	1.00
Street light maintenance			
5.40	<i>Street lights</i>	Number	125,620
5.41 ¹⁶	<i>Street lights out during period</i>	Number	See Footnote
5.42 ¹⁶	<i>Street lights not repaired by the agreed date</i>	Number	See Footnote
5.43 ¹⁶	<i>Average time taken to repair faulty street lights</i>	Days	See Footnote
Guaranteed service levels			
5.50 ¹⁷	<i>Number of GSL payment made</i>	Number	120
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$8,500
Interruptions			
	<i>Total planned interruptions</i>	Number	1,635
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	72
		Percent	4.40%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	518
		Percent	31.68%
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70 ¹⁸	<i>Total – Customer Service Complaints</i>	Number	948
	<i>Disputes – National Electricity Code</i>	Number	0
	<i>National Contact Centre</i>	Number	288
	<i>Environmental issues</i>	Number	3
	<i>Field Activity</i>	Number	195
	<i>Line clearances</i>	Number	1
	<i>Metering/Technical</i>	Number	16
	<i>Meter reading</i>	Number	124
	<i>Streetlights</i>	Number	15
	<i>Vegetation Management</i>	Number	190
	<i>Supply – new service/extensions</i>	Number	48
	<i>Suspected compliance failure</i>	Number	0
	<i>Infrastructure</i>	Number	20

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
	Other	Number	48
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	3.3
	Disputes – National Electricity Code	Days	0.0
	National Contact Centre	Days	2.5
	Environmental issues	Days	2.3
	Field Activity	Days	3.5
	Line clearances	Days	1.0
	Metering/Technical	Days	8.4
	Meter reading	Days	2.0
	Streetlights	Days	2.8
	Vegetation Management	Days	3.8
	Supply – new service/extensions	Days	6.7
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	5.4
	Other	Days	2.9

6. Complaints Management

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
6.10 ¹⁹	<i>Complaints not resolved within 20 days</i>	Number	171
		Percent	10.34%
6.20 ²⁰	<i>Repeat complaints</i>	Number	26
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	4.9

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:

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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.

For the September quarter there was one major event day (MED) that contributed to exclusion events for Ergon Energy under this definition. The MED occurred on 24 August when a series of storms in the Southern Region caused widespread damage and contributed to high daily SAIDI exceeding the 2007/8 MED threshold (TMED) of 9.94.

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 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.

⁸ 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

⁹ 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. Improved complaints resolution performance this quarter is largely due to a lower volume and lower average time to resolve older complaints (i.e. complaints previously open for 9 months or more) and improved average times to resolve complaints received in the current and prior quarters (i.e complaints previously open for approximately 0-3 and 3-6 months).

¹⁰ 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.

¹¹ 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.

¹² 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.

¹³ 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.

¹⁴ 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.



¹⁵ 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.

¹⁶ 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 is endeavouring to complete the initial investigation process by the December 2007 quarter and will keep QCA informed of major developments impacting the future delivery of streetlight maintenance performance measures.

¹⁷ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code). Although 120 valid GSL claims were made during the September quarter, Ergon Energy paid an additional 210 ex-gratia claims (\$16,540 in payments), as a result of 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 19th October 2007. GSLs relating to the event were then converted and reported as ex-gratia payments and excluded from valid GSL claim statistics.

¹⁸ 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.

¹⁹ 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.

²⁰ 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.