QUARTERLY SERVICE QUALITY REPORT

April – June 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	01-04-2007
1.3	*Last day of reporting period*	Date	30-06-2007

2. Aggregated Data[1]

ITEM NO.	MEASURE	UNIT	VALUE
2.10[2]	*Total distribution Customers*	Number	610,459
	Urban	Number	246,437
	Short Rural	Number	296,357
	Long Rural	Number	65,798

3. Reliability Measures[3]

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)[4]				
3.10	*System Average Interruption Duration Index (SAIDI) - Whole of Network*	Minutes	435.27	435.27
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	12.82	12.82
[5]	Exclusions	Minutes	0.00	29.79
	Distribution system – total	Minutes	422.46	392.67
	Urban	Minutes	186.66	173.05
	Short Rural	Minutes	486.54	451.03
	Long Rural	Minutes	1,024.51	959.99
	Distribution system – planned	Minutes	133.10	133.10
	Distribution system – unplanned	Minutes	289.35	259.57
3.20	*System Average Interruption Frequency Index (SAIFI) – Whole of Network*	Number	3.56	3.56
	Generation	Number	0.00	0.00
	Transmission	Number	0.12	0.12
	Exclusions	Number	0.00	0.17
	Distribution system – total	Number	3.44	3.27
	Urban	Number	1.91	1.83
	Short Rural	Number	3.93	3.74
	Long Rural	Number	7.07	6.65
	Distribution system – planned	Number	0.76	0.76
	Distribution system – unplanned	Number	2.68	2.51

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.30	*Customer Average Interruption Duration Index (CAIDI) – Whole of Network*	Minutes	122.12	122.12
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	105.24	105.24
	Exclusions	Minutes	0.00	176.63
	Distribution system – total	Minutes	122.72	119.94
	Urban	Minutes	97.92	94.45
	Short Rural	Minutes	123.92	120.73
	Long Rural	Minutes	144.87	144.42
	Distribution system – planned	Minutes	174.53	174.53
	Distribution system – unplanned	Minutes	107.97	103.36
Reliability of Supply – Quarterly Measure (b)				
3.10	*System Average Interruption Duration Index (SAIDI) - Whole of Network*	Minutes	72.00	72.00
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	0.62	0.62
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	71.37	71.37
	Urban	Minutes	33.08	33.08
	Short Rural	Minutes	80.46	80.46
	Long Rural	Minutes	173.87	173.87
	Distribution system – planned	Minutes	27.42	27.42
	Distribution system – unplanned	Minutes	43.96	43.96
3.20	*System Average Interruption Frequency Index (SAIFI) – Whole of Network*	Number	0.58	0.58
	Generation	Number	0.00	0.00
	Transmission	Number	0.01	0.01
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	0.57	0.57
	Urban	Number	0.29	0.29
	Short Rural	Number	0.64	0.64
	Long Rural	Number	1.29	1.29
	Distribution system – planned	Number	0.15	0.15
	Distribution system – unplanned	Number	0.42	0.42
3.30	*Customer Average Interruption Duration Index (CAIDI) – Whole of Network*	Minutes	125.12	125.12
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	116.58	116.58
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	125.20	125.20
	Urban	Minutes	114.12	114.12

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Short Rural	Minutes	124.82	124.82
	Long Rural	Minutes	135.11	135.11
	Distribution system – planned	Minutes	178.31	178.31
	Distribution system – unplanned	Minutes	105.59	105.59
Reliability of Supply - Complaints				
3.90	Reliability of supply complaints	Number	351	
[6]	Momentary Interruptions to supply complaints	Number	213	
3.91	Average time to resolve reliability complaint	Days	2.30	

4. Quality of Supply Data[7]

ITEM NO.	MEASURE	UNIT	VALUE
Quality of Supply – Complaints Categorised by Symptoms			
4.10	*Total quality of supply complaints*	Number	533
4.11	*Low supply voltage*	Number	164
4.12	*Voltage dips – minor or nuisance*	Number	48
4.13	*Voltage dips – severe*	Number	26
4.14	*Voltage swell*	Number	132
4.15	*Voltage spike*	Number	25
4.16	*Waveform distortion or unbalance*	Number	21
4.17	*TV or radio interference*	Number	23
4.18	*Noise from appliance or lights*	Number	6
4.19	*Other*	Number	88
Technical supply faults			
4.50	*Average time taken to fix a technical supply fault*	Days	76

5. Customer Service[8]

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10[9]	*Calls to the call centre*	Number	305,806
5.11	*Calls to the call centre answered by an operator*	Number	212,041
5.12[10]	*Calls to the call centre answered by an IVR*	Number	50,138
5.13	*Calls to the call centre answered >30 seconds*	Number	44,713
5.14	*Average waiting time to speak to an operator*	Seconds	26.80
5.15	*Abandoned calls*	Number	4,836
		Percent	2.23
5.16[11]	*Number of instances of capacity overload*	Number	0
5.17	*Number of missed loss of supply and emergency calls*	Number	0
Appointment Punctuality			

ITEM NO.	MEASURE	UNIT	VALUE
5.20	*Customer-arranged appointments*	Number	1,959
5.21[12]	*Appointments not met <15 minutes of agreed time*	Number	160
5.21a[13]	*Appointments not met – Complaints received*	Number	See Footnote
Timely provision of connections			
5.30	*New connections made*	Number	4,623
5.31	*New connections not made on agreed date*	Number	29
5.32	*New connections with a one to four day delay*	Number	18
5.33[14]	*Average time taken for new connections*	Days	2.02
5.34	*Re-connections made*	Number	5,190
5.35	*Re-connections not made on agreed date*	Number	9
5.36	*Re-connection with a one to four day delay*	Number	8
5.37	*Average time taken for re-connections*	Days	1.00
Street light maintenance			
5.40	*Street lights*	Number	124,990
5.41[15]	*Street lights out during period*	Number	See Footnote
5.42[14]	*Street lights not repaired by the agreed date*	Number	See Footnote
5.43[14]	*Average time taken to repair faulty street lights*	Days	See Footnote
Guaranteed service levels			
5.50	*Number of GSL payment made*	Number	107
5.51	*Amount paid in GSL payments*	Dollars	8,220.00
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	84
		Percent	6.20
5.61	*Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification*	Number	458
		Percent	33.90
Customer Service Complaints *The assessment of how DNSPs responded to customer requests*			
5.70	*Total – Customer Service Complaints*	Number	799
	Disputes – National Electricity Code	Number	0
[16]	National Call Centre	Number	235
	Environmental issues	Number	0
	Field Activity	Number	138
	Line clearances	Number	1
	Metering/Technical	Number	12
	Meter reading	Number	93
	Streetlights	Number	16
	Vegetation Management	Number	198
	Supply – new service/extensions	Number	50
	Suspected compliance failure	Number	0
	Infrastructure	Number	10

ITEM NO.	MEASURE	UNIT	VALUE
	Other	Number	46
5.71	*Average time taken to resolve – Customer Service Complaint*	Days	5.1
	Disputes – National Electricity Code	Days	0
	National Call Centre	Days	2
	Environmental issues	Days	0
	Field Activity	Days	6
	Line clearances	Days	1
	Metering/Technical	Days	6
	Meter reading	Days	3
	Streetlights	Days	2
	Vegetation Management	Days	5
	Supply – new service/extensions	Days	14
	Suspected compliance failure	Days	0
	Infrastructure	Days	23
	Other	Days	11

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.10[17]	*Complaints not resolved within 20 days*	Number	129
		Percent	1.24
6.20[18]	*Repeat complaints*	Number	21
6.21	*Average time taken to resolve repeat complaints*	Days	5

7. Definitions to 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 and excluding 'won' retail customers in other DNSPs areas).

[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:

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

SAIFI:

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

CAIDI:

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

[4] Reliability performance measures are now 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 March quarter there were no major event days (MEDs) that contributed to exclusion events for Ergon Energy under this definition.

[6] While complaints about momentary interruptions are included in complaints about Reliability and Quality of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy is continuing to review how to isolate momentary interruption complaints from other Reliability and Quality of Supply complaints for future reporting.

[7] **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

[8] **Customer Service**
Please refer to the Authority's guidelines.

[9] This number includes both retail and distribution calls - currently it is not possible to disaggregate these calls. Ergon Energy implemented an upgraded IVR system during the March 2006 quarter which is producing automatic categorisation of call types based on customer determined reasons for the call rather than actual call types as processed by our National Contact Centre. These have been reviewed for accuracy against the actual call resolution types. This validation process has identified the need for more system improvements and also the need for further customer education so they can ask for the correct services and thereby ensure accurate categorisation of their requests. Due to the high number of system change requests to SPARQ resulting from the sale of the Retail side of the business and the FRC project, the delivery of the required system improvements and customer education will not be possible until the latter part of 2007. No decision on when disaggregated calls can be reported can be made at this time.

[10] 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.

[11] 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.

[12] This measure is based on the number of incidences where Ergon Energy was more than 15 minutes late for an appointment rather than, as has been the case in previous reports, the number of complaints received that relate to missed appointments. This measure is generated using a new reporting methodology for which internal processes are still evolving and improvements continue to be implemented.

[13] 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 June 2007 quarter.

[14] 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. Where a connection is completed by the agreed date, the time captured for that connection is the standard time even if the connection was completed prior to the agreed date. Where a connection is completed after the agreed date, the time captured for that connection is the standard time plus any extra days taken to complete the job. As such the "real" average time to complete a connection could be faster than the figure quoted due to the use of standard times for connections.

[15] Due to continued system implementation issues, Ergon Energy is currently unable to report streetlight performance data. It is anticipated that this data will be available in time for the September 2007 quarter at which point Ergon Energy will also endeavour to provide backdated performance data for the current June 2007 quarter and the previous March 2007 quarter and December 2006 quarter.

[16] The complaints reporting category Call Centre Service was called “Customer Service” in earlier Quarterly Reports. The name change is to clarify the nature of these complaints and has no effect on the underlying data.

[17] 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.

[18] Due to system constraints the repeat complaint figures do not include Quality of Supply complaints. Ergon Energy is reviewing how to isolate repeat Quality of Supply complaints for future reporting.