

**UTILITY REGULATORS FORUM SERVICE QUALITY REPORT
ERGON ENERGY 2006-07**

Reliability of supply¹

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	n/a	195.21	513.11	1,061.26
	Distribution network – planned	n/a	55.14	163.77	291.23
	Distribution network – unplanned	n/a	131.52	322.77	733.27
	Normalised distribution network	n/a	186.66	486.54	1,024.51
SAIFI	Overall	n/a	2.02	4.09	7.31
	Distribution network – planned	n/a	0.32	0.91	1.78
	Distribution network – unplanned	n/a	1.59	3.01	5.29
	Normalised distribution network	n/a	1.91	3.93	7.07
CAIDI	Overall	n/a	97	126	145
	Distribution network – planned	n/a	175	179	164
	Distribution network – unplanned	n/a	83	107	139
	Normalised distribution network	n/a	98	124	145

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network	n/a	Not Available	Not Available	Not Available

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints ²	2,276

Complaints by category ³	(%)
Low supply voltage	32.29
Voltage dips	12.74
Voltage swell	21.09
Voltage spike	3.73
Waveform distortion	4.70
TV or radio interference	6.37
Noise from appliances	0.62
Other	18.45

¹ There were 2 Major Event Days during December 2006 on the 15th and 16th of the month. These were caused by a series of storms in the Southern Region that caused widespread damage. Whilst not a cyclone the weather at the time was described as cyclonic and resulted in significant damage in both the South West and Wide Bay areas.

² The total QOS complaints figure includes all complaints that were identified as QOS at the time of the complaint and includes 374 complaints that were incorrectly classified as QOS complaints during the course of the financial year.

³ The complaints by category percentages include all complaints that were identified as QOS at the time of the complaint and therefore include the 374 complaints that were subsequently identified as non-QOS.

Likely cause of problem⁴	(%)
Network equipment faulty	12.08
Network interference by NSP equipment	1.01
Network interference by another customer	0.70
Network limitation	18.63
Customer internal problem	7.47
No problem identified	21.97
Environmental	0.22
Other	37.92

Customer service

Timely provision of services		
Total number of connections provided ⁵	(#)	17,810
Number not provided on or before the agreed date ⁶	(#)	87

Timely repair of faulty street lights		
Average number of street lights 'out' during each month ⁷	(#)	508
Faulty street lights not repaired before the agreed date ⁸	(#)	273
Average number of days to repair faulty street lights ⁹	(#)	3.45
Total number of street lights	(#)	124,990

Call centre performance		
Total number of calls ¹⁰	(#)	1,347,238
Number of calls not answered within 30 seconds	(#)	174,885
Average waiting time before a call is answered	(secs)	25
Percentage of calls abandoned	(%)	2.27
Number of overload events ¹¹	(#)	0

⁴ The percentages in the 'Likely Cause of Problem' section are calculated by including 442 quality of supply complaints that were still being investigated at the time this report was generated and 374 complaints that were subsequently identified as non-QOS in the 'Other' cause category.

⁵ This number only includes new connections and not reconnections.

⁶ This number only includes new connections and not reconnections.

⁷ This figure is the number of street lights reported by customers as not working. This number relates to the period 1 July 2006 to 30 September 2006. Due to an internal change in system process, data for the remainder of the reporting period 1 October 2006 to 30 June 2007 is unavailable.

⁸ This number relates to the period 1 July 2006 to 30 September 2006. Due to an internal change in system process, data for the remainder of the reporting period 1 October 2006 to 30 June 2007 is unavailable.

⁹ This number relates to the period 1 July 2006 to 30 September 2006. Due to an internal change in system process, data for the remainder of the reporting period 1 October 2006 to 30 June 2007 is unavailable.

¹⁰ This number includes both retail and distribution calls.

¹¹ This measure relates to the number of occurrences (i.e. 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 a day.

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	1,233
Technical quality of supply ¹²	(#)	2,240
Administrative process or customer service ¹³	(#)	3,001
Other	(#)	0
Total number of customer complaints	(#)	6,474

Business descriptors

Number of metered supply points

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total¹⁴	610,459	n/a	n/a	n/a	n/a	n/a
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	246,437	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	296,357	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	65,798	Not Available	Not Available	Not Available	Not Available	Not Available

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	n/a	Not Available	Not Available	Not Available

Energy delivered (GWh)

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total¹⁵	14,507	n/a	n/a	n/a	n/a	n/a
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

¹² The complaints in this category include all complaints that were identified as QOS at the time of the complaint and therefore include 374 complaints that were subsequently identified as non-QOS.

¹³ There is no standard definition regarding the type of complaints that might fall into this or 'Other' category and the categories usually reported by Ergon Energy for complaints other than reliability or QOS do not lend themselves to breakdown into these 2 categories in a way that would be nationally comparable, all such complaints have been grouped under the 'Administrative Process or Customer Service' category. For a more detailed breakdown of these complaints refer to Ergon Energy's Quarterly Service Quality Reports that are published on the Queensland Competition Authority's website.

¹⁴ At present urban, rural short and long customer statistics do not reconcile to total distribution customers. The balance is made up of undefined and transmission customers who have no connectivity mapped. Validation of ongoing connectivity mapping is ongoing.

¹⁵ This figure is the total energy dispatched from Powerlink into Ergon Energy's Network plus embedded generation plus the energy dispatched to customers supplied from the Mt Isa system.

Line length (km)

Feeder Category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
Total¹⁶	142,793			n/a	n/a	n/a
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	Not Available	Not Available
Distribution	Not Available	Not Available

Distribution losses (%)	6.37	Number of poles (#)¹⁷	939,000
Network service area (sq. km)¹⁸	1,698,100	Peak demand (MW)	2,584

¹⁶ The figure for total line length excludes Mt Isa and isolated unregulated lines. Ergon Energy does not have full Low Voltage (LV) Km line data therefore the LV data included in the total figure is not complete or representative of total LV Km Length. The total line length figure supplied in this measure includes 18,509 km of known LV line. The total line length provided is at 31 December 2005 as no further update of the data has been undertaken since that time.

¹⁷ This figure is an estimate based on the complete first cycle of pole inspections and includes concrete, steel and wood poles that support the network at either sub-transmission, high or low voltage level. As transmission towers are logged with Ergon's systems as 'Steel Poles' the figure provided will include transmission towers where they are in the Regulated Network.

¹⁸ Network Area excludes Torres Strait.