



ELECTRICITY DISTRIBUTION – SERVICE QUALITY PERFORMANCE FOR THE JUNE QUARTER 2007

Introduction

The Authority's *Electricity Distribution: Service Quality Reporting Guidelines* require Distribution Network Service Providers (DNSPs) to provide data on service quality measures quarterly and annually. The Guidelines can be obtained from the Authority's website at www.qca.org.au.

The Authority commenced publishing the DNSPs' reports on its website with the September quarter 2002 reports. In August 2005, the Authority revised its Guidelines to strengthen the reporting and to facilitate nationally consistent reporting. The DNSPs commenced reporting against the revised Guidelines with the September quarter 2005 reports.

For the quarterly reports, the Authority provides a brief overview of the measures reported by the DNSPs. For the annual reports, the Authority provides a more detailed review of the DNSPs' performance. Reports of the distributors' annual financial and service quality performance are available on the Authority's website.

The Nature of the Data

The service quality measures that the DNSPs are required to report against fall into three groups.

Reliability measures provide information about interruptions to electricity supply. Interruptions can occur because of problems with generation, transmission or distribution. Distribution interruptions may be planned or unplanned, and unplanned interruptions will at times be due to events that are beyond the control of the DNSPs, such as severe storms.

Quality of supply measures are intended to indicate problems with the nature of electricity supply, such as low or high voltage levels, based on customers reporting symptoms that are typically associated with such problems.

Customer service measures provide information about how customers' problems, enquiries and requests for services are handled by the DNSPs.

A Cautionary Note

The service quality measures collected by the Authority are not intended to allow comparison of the DNSPs with each other. This is because Energex and Ergon Energy operate in very different environments. Energex operates a distribution network that is located in the urban area of South East Queensland whereas Ergon Energy operates a distribution network spread across the remainder of the state. As a result, it is to be expected that the distributors' performance will vary significantly on a number of service quality measures.

In addition, a number of measures reported by the distributors are subject to detailed qualifications. In some cases, this relates to the consistency of measures over time. Readers should consult the distributors' reports to ensure correct interpretation of the data.

ENERGEX

1. Reliability Measures

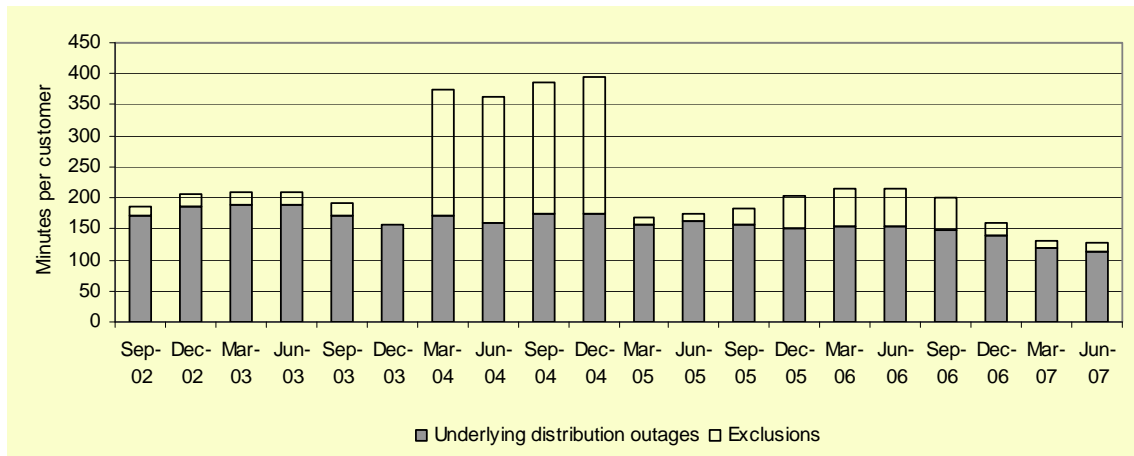
➤ *Underlying reliability at another record best.*

The average duration of distribution-related outages improved from around 31 minutes during the March quarter 2007 to around 22 minutes during the June quarter 2007. This was 22 per cent lower than that experienced during the June quarter 2006.

For the 12 months to end June 2007, Energex customers experienced, on average, 1.42 distribution-related interruptions leaving them without power for a total of 126 minutes. As shown in Figure 1, this result was a marginal improvement on the 12 months to end March 2007.

Removing the effect of unusual events, underlying distribution-related reliability also improved, with the average duration of outages (shaded) over the preceding 12 months, already at a record low last quarter, falling to a new low of 114.3 minutes.

Figure 1 Average duration of outages per customer for the 12 months to end of quarter



Customer reliability complaints decreased from 113 in the March quarter to 59 during the June quarter. The number of reliability complaints traditionally falls after the peak summer period. However, this quarter's result was also below the average for the previous four June quarters of 85 complaints.

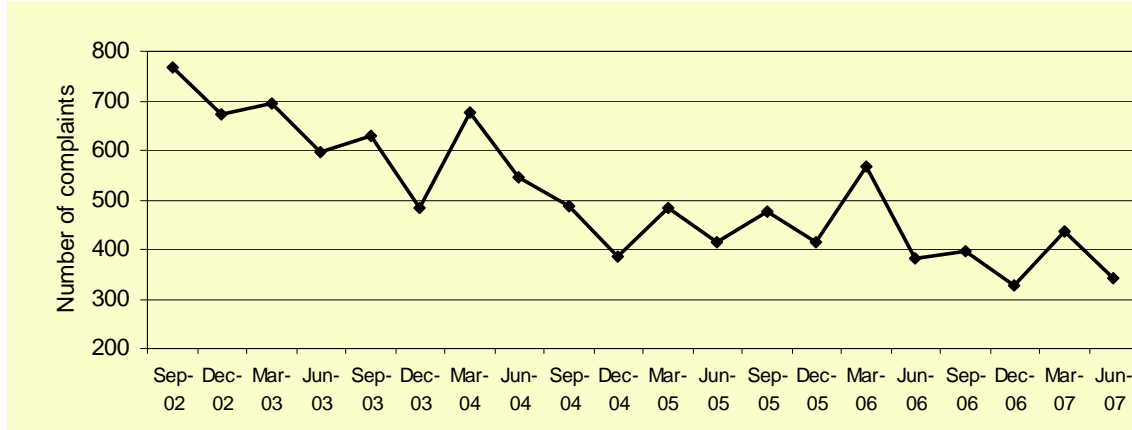
The average time taken to resolve reliability of supply complaints remained at 2 days, equal to the record best and below the average over the last two years of 3.6 days.

2. Quality of Supply Measures

- *Technical quality of supply complaints down.*

Total quality of supply complaints decreased from 437 in the March quarter to 341 during the June quarter as shown in Figure 2.

Figure 2 Total number of quality of supply complaints



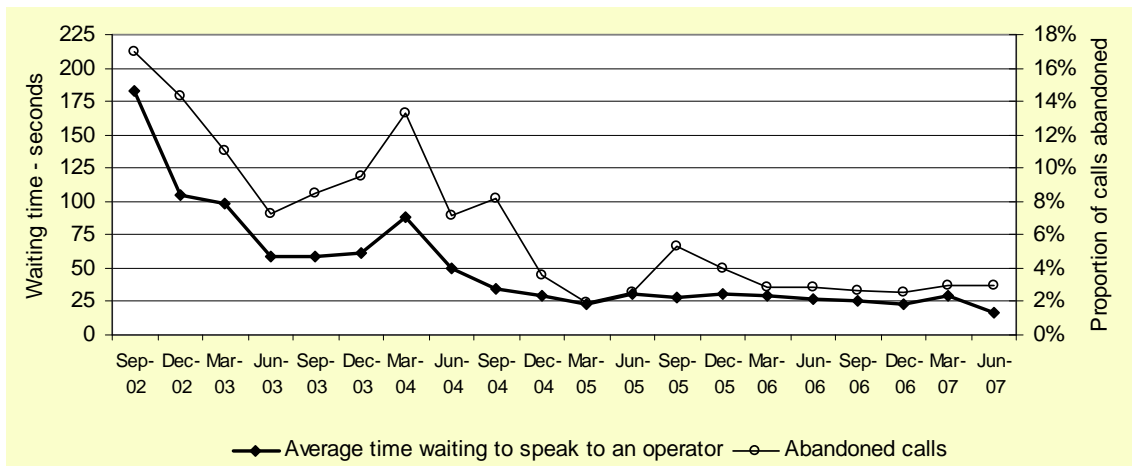
The average time taken to fix technical supply faults during the June quarter was 27.4 days, which is a record low for this measure.

3. Customer Service Measures

- *Call centre performance at record best, although the number of customer service complaints continue to rise.*

On average, Energex customers had to wait 16 seconds to speak to an operator when calling the call centre during the June quarter, which is a record best time as shown in Figure 3. The percentage of calls abandoned remained at 3.0 per cent, the same percentage as last quarter.

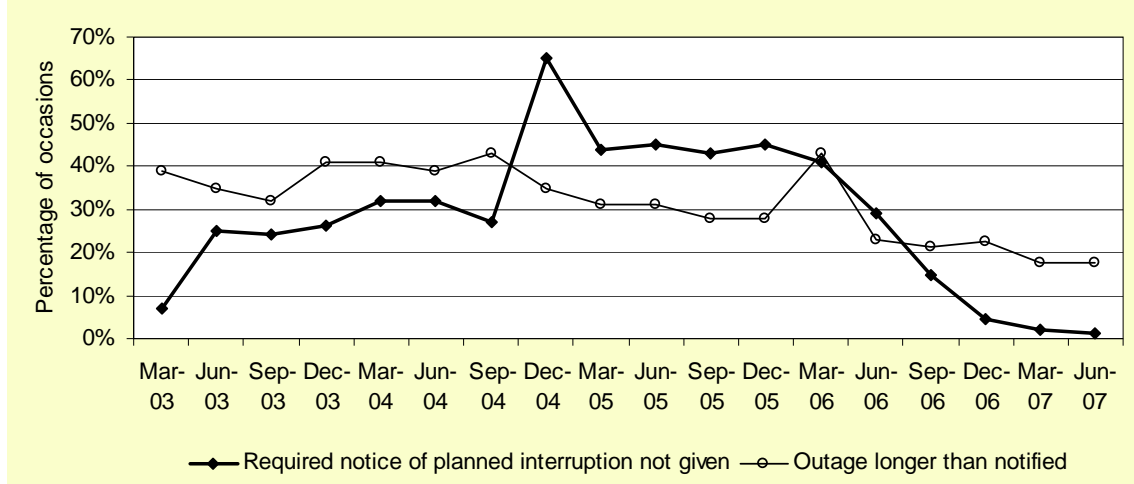
Figure 3 Waiting time to speak to an operator and abandoned calls



The time taken for new connections and re-connections remained close to long term levels of around 4 days and 4.1 hours respectively. The average time taken to repair faulty street lights remained at 4 days in the June quarter, the same number of days as last quarter.

As shown in Figure 4, occasions on which Energex did not provide the required notice of a planned interruption continued to decrease to a record low of 1.4 per cent. The proportion of planned interruptions that exceeded the time specified in the notification remained at the record low achieved last quarter of 18 per cent.

Figure 4 Insufficient notification of planned interruptions



Customer service complaints increased significantly from 2,569 in the March quarter to 2,724 in the June quarter 2007. This increase was due largely to increases in complaints related to meter reading and staff behaviour. Energex advised that the increase in complaints related to meter reading is a result of greater focus on Workplace Health and Safety compliance (for example, meter readers are less likely to enter a property now if an unrestrained dog is on the premises). This is the fourth quarter on end that the number of complaints has increased. However, the average time taken to resolve customer service complaints has returned to its record low of 2 days.

ERGON ENERGY

1. Reliability Measures

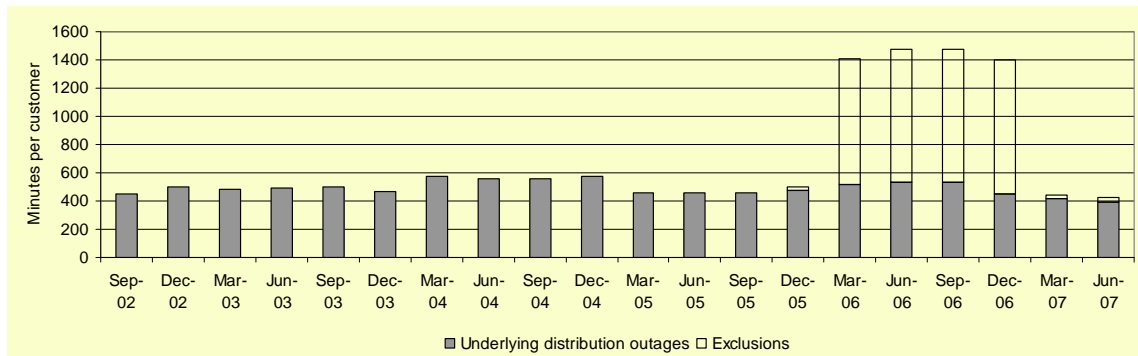
➤ *Underlying reliability at record best.*

The average duration of distribution-related outages was around 71 minutes during the June quarter, a record best and down significantly from around 120 minutes during the March quarter.

During the 12 months to end June 2007, Ergon Energy customers experienced, on average, 3.4 distribution-related interruptions leaving them without power for a total of 422 minutes. This result represents a record best as shown in Figure 5.

Removing the effect of exclusion events, the underlying distribution-related outages (shaded) fell during the June quarter to their lowest level on record. The high level of exclusions for 2006 was the result of Cyclone Larry in March 2006.

Figure 5 Average duration of outages per customer for the 12 months to end of quarter



The number of reliability complaints received from Ergon Energy customers decreased from 460 in the March quarter to 351 in the June quarter. However, the number of reliability complaints traditionally falls after the peak summer period but this quarter's result was above the average for the previous four June quarters of 225 complaints.

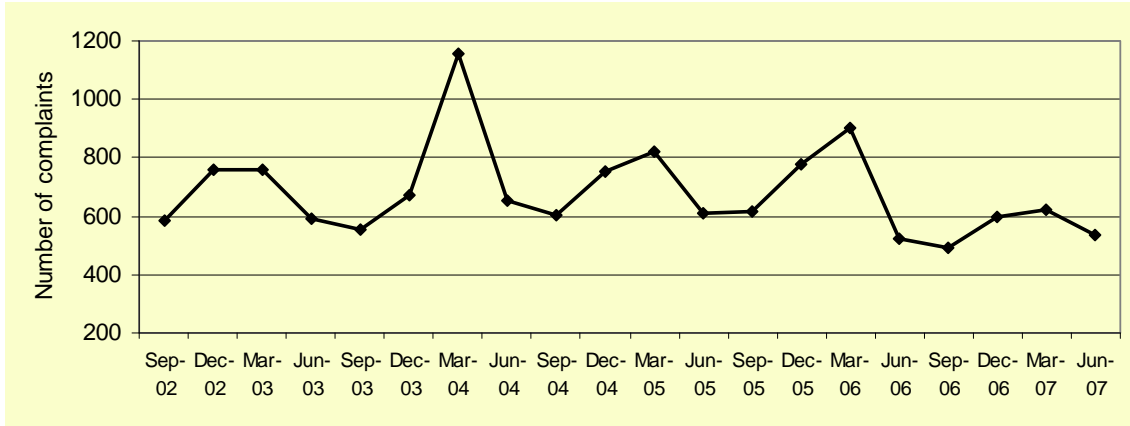
Despite the improvement in the other reliability measures, the average time taken to resolve a reliability complaint was 2.3 days during the June quarter, up from 1.7 days during the March quarter.

2. Quality of Supply Measures

➤ *Technical quality of supply complaints down.*

The total number of technical quality of supply complaints decreased to 533 during the June quarter, as shown in Figure 6.

Figure 6 Total number of quality of supply complaints



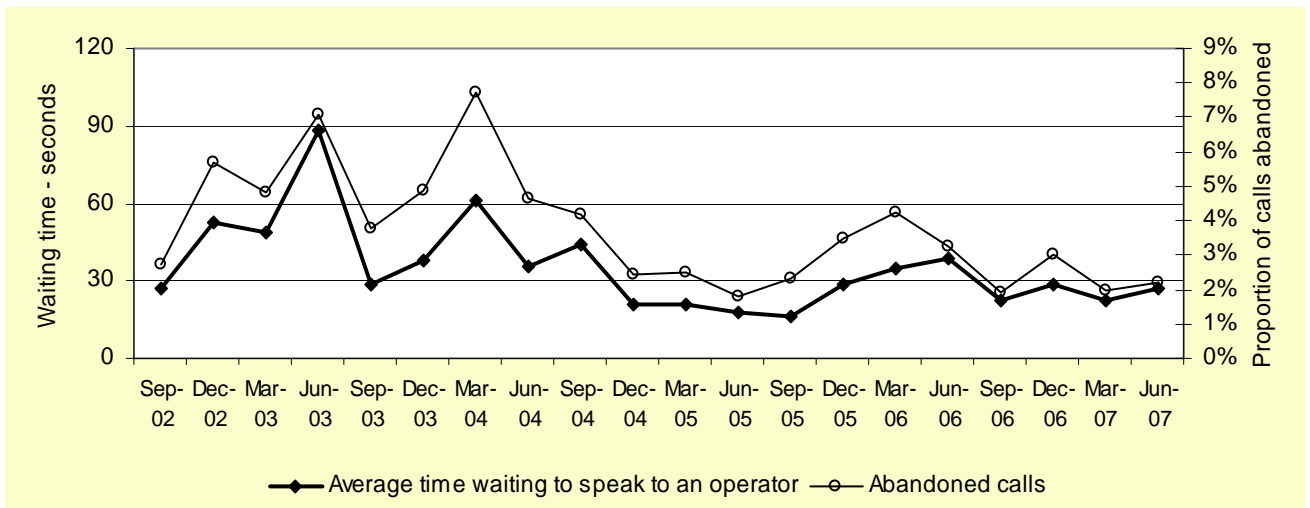
The average time taken to fix technical supply faults was 76 days during the June quarter, which is consistent with Ergon Energy’s performance on this measure over recent years.

3. Customer Service Measures

➤ *Call centre performance deteriorates marginally.*

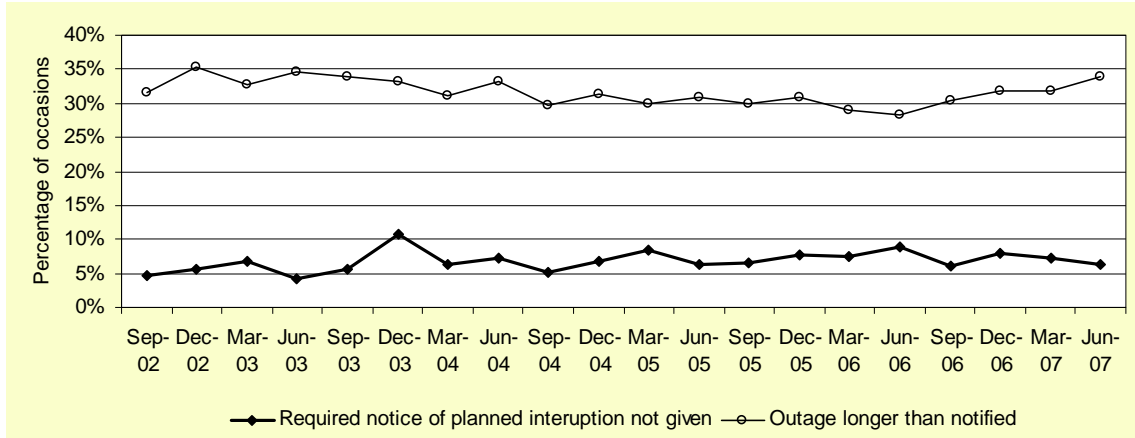
The length of time customers had to wait to speak to an operator deteriorated from 23 seconds in the March quarter to 27 seconds during the June quarter, as shown in Figure 7. The percentage of calls abandoned also deteriorated marginally from 2.0 per cent last quarter to 2.2 per cent during the June quarter.

Figure 7 Waiting time to speak to an operator and abandoned calls



Occurrences on which Ergon Energy did not provide the required notice of a planned interruption decreased from 7.2 per cent last quarter to 6.2 per cent in the June quarter, as shown in Figure 8. The proportion of planned interruptions that exceeded the time specified in the notification increased from 32 per cent last quarter to 34 per cent in the June quarter.

Figure 8 Insufficient notification of planned interruptions



The number of customer service complaints decreased to 799 in the June quarter compared to 810 complaints last quarter. However, the average time taken to resolve these complaints increased from 4.5 days in the last quarter to 5.1 days during the June quarter.