



ANNUAL SERVICE QUALITY REPORT

July 2006 – June 2007

Ergon Energy Corporation Limited



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1. Introduction

Ergon Energy is pleased to be able to present its Annual Service Quality Report for the period ending 30 June 2007.

We have been able to supply most of the data requested, however some data items are currently unavailable for reporting. It is anticipated that these measures will be available in future reports without delay as reporting functionality is embedded into Ergon Energy's internal structure. Exceptions and clarifications are advised in footnotes where relevant.

Particular issues are summarised as follows:

1.1. Aggregated Data

Ergon Energy is now able to provide the total line length measure including all disaggregated data measures of "Line Length" (items 2.21 to 2.29).

The capability to report measures of GWh "Energy Delivered" across the service quality categories (items 2.51 to 2.55) is not currently available within the business. Ergon Energy has instead supplied total GWh Energy Delivered across all categories.

For items 2.71 to 2.90 the data is not available at this time. Ergon Energy is currently working to improve internal data processes that will enable delivery of these measures. Ergon Energy will endeavour to provide this information without delay once data quality and definitional consistency issues are addressed but cannot at this time guarantee a delivery date.

1.2. Reliability Measures

The data measure "Energy Not Supplied" (items 3.70 and 3.80) is currently not available in the organisation. It is a figure based on the amount of energy that might have been delivered if the network was not out of service. Ergon Energy has responded previously to the Queensland Competition Authority and National Regulatory Reporting Requirements Forum on these measures. Extensive system development is required to deliver these figures which cannot currently be viably undertake on solely reporting requirements but these measures may be provided as a by-product of future development.

2. Administrative Data

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
1.1	<i>Distribution Network Service Provider</i>	name	EECL
1.2	<i>First day of reporting period</i>	date	01-07-2006
1.3	<i>Last day of reporting period</i>	date	30-06-2007

3. Aggregated Data

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.20 ¹	<i>Length of distribution lines</i>	Km	145,631
2.21	Urban	Km	2,942
2.22	Short Rural	Km	34,508
2.23	Long Rural	Km	77,108
2.24	Sub-transmission	Km	11,588
2.25	Undefined	Km	19,047
2.26	High Voltage	Km	111,015
2.27	Low Voltage	Km	19,351
2.28	Overhead	Km	141,509
2.29	Underground	Km	4,121
2.30 ²	<i>Number of Poles</i>	Number	939,000
2.40 ³	<i>Network Service Area</i>	Sq Km	1,698,100
2.50 ⁴	<i>Energy Delivered</i>	GWh	14,507
2.51 ⁵	Sub-transmission	GWh	13,576
2.52	Urban – Metered	GWh	
2.53	Rural Short – Metered	GWh	
2.54	Rural Long – Metered	GWh	
2.55	Undefined	GWh	
2.56	Unmetered	GWh	930
2.60	<i>Distribution losses</i>	Percentage	6.41
Aggregated Data (Continued Next Page)			

¹ The figure for total line length excludes Mt Isa and isolated unregulated lines.

² This figure is an estimate based on the almost complete full 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.

³ Network Service Area excludes Torres Strait.

⁴ This 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.

⁵ The allocation of total GWh "Energy Delivered" into the requested sub-groups (items 2.51 to 2.55) is not currently available to an acceptable level of accuracy.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.70	<i>Number and capacity of transformers</i>		
2.71 ⁶	Sub-transmission	Number	605
2.72	Distribution	Number	83,769
2.73	Sub-transmission	MVA	6,758
2.74	Distribution	MVA	5,732
2.80	Electricity throughput asset utilisation	%	24.50%
2.81 ⁷	Electricity peak load asset utilisation	%	51.39%
2.90	Maximum demand	MVA	2,655

4. Reliability Measures

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
3.40	<i>SAIDI – Worst Performing Feeders</i>	Minutes	See Appendix 1
3.50	<i>SAIFI – Worst Performing Feeders</i>	Number	See Appendix 2
3.60	<i>CAIDI – Worst Performing Feeders</i>	Minutes	See Appendix 3
3.70 ⁸	<i>Energy not supplied - unplanned</i>	MWh	Not Available
3.80	<i>Energy not supplied – planned</i>	MWh	Not Available

5. Quality of Supply Data

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
4.20 ⁹	<i>Network initiated quality of supply complaints</i>	Number	761
4.21	<i>Faulty network equipment</i>	Number	275
4.22	<i>Network interference – standard breached by the DNSP</i>	Number	23
4.23	<i>Network interference caused by another customer</i>	Number	16
4.24	<i>Network limitation</i>	Number	424
4.25	<i>Environment</i>	Number	5
4.26	<i>Other</i>	Number	18
4.30	<i>Quality of supply complaints initiated on the customer side of the meter</i>	Number	170
4.40 ¹⁰	<i>Quality of supply complaints for which no cause was found</i>	Number	529

6. With a dynamic and geographically spread asset base, data is continually been added and modified to reporting systems. As part of Ergon Energy's continuous efforts to enhance data quality, there are ongoing processes to review, refine and cleanse data. Figures for items 2.71 to 2.80 are a current best estimate.

7 This is a current best estimate given not all zone substations are metered and recorded in the maximum demand figures.

8 We are unable to supply the data measures of "Energy Not Supplied" (items 3.70 and 3.80). See previous responses to the Queensland Competition Authority and National Regulatory Reporting Requirements Forum on these measures. Extensive system development is required to deliver these figures. We will not undertake this development to purely deliver these measures but they may be delivered as a by-product of future development.

9 The total number reported is the number of quality of supply complaints received for which a Network initiated investigation has been conducted. This number excludes 442 quality of supply complaints that are still being investigated either at the fault call level or at the event level and 374 calls incorrectly classified as quality of supply complaints when the call was initially logged when the complaint was received.

10 This number includes 300 complaints where the quality of supply was deemed acceptable after the complaint had been investigated and checked at the fault call level and 29 complaints where a customer contact has been logged by the NCC but there was no further action required.



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/electricity/service-quality/guidelines.php>

Please direct queries or feedback on this report to:

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6. Appendix 1 – Worst Performing Feeders SAIDI

3.4 System Average Interruption Duration Index (SAIDI) - Urban Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
GV-E	QWRC	1	0.9	5953.00	0.00	0.00	5953.00	0.00	5953.00	5953.00	0.00
ST-03	Stuart No.03	1	0.4	5854.00	0.00	0.00	5854.00	0.00	5854.00	5854.00	0.00
366	Pontoon	1	1.4	2003.00	0.00	0.00	2003.00	0.00	2003.00	758.00	1245.00
BY-F	QWRC PUMP STATION	1	1.3	1895.00	0.00	0.00	1895.00	0.00	1895.00	1829.00	66.00
DI-01	Disraeli No.01	3	3.8	1878.00	0.00	0.00	1878.00	0.00	1878.00	483.00	1395.00
NN-01	Nolans Mine	2	3.0	1583.50	0.00	0.00	1583.50	0.00	1583.50	0.00	1583.50
F2185	BEEF CITY 2	1	0.3	1474.00	0.00	0.00	1474.00	0.00	1474.00	1140.00	334.00
F2465	CECIL PLAINS TOWN	137	2.4	1519.06	0.00	0.00	1519.06	206.00	1313.06	403.00	910.06
CF-01	Cape Ferguson No.01	1	1.2	1114.00	0.00	0.00	1114.00	0.00	1114.00	855.00	259.00
125	Hayman	1	1.0	956.00	0.00	0.00	956.00	0.00	956.00	0.00	956.00

Appendix 1 – Worst Performing Feeders SAIDI

3.4 System Average Interruption Duration Index (SAIDI) - Short Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
CV-01	Corrella River No.1 11kV feeder	1	0.0	8077.00	0.00	0.00	8077.00	0.00	8077.00	0.00	8077.00
F3705	MYWYBILLA	78	69.8	3968.45	0.00	0.00	3968.45	17.00	3951.45	1112.00	2839.45
MK-01	Mary Kathleen No.01	6	0.2	3844.33	0.00	0.00	3844.33	0.00	3844.33	368.00	3476.33
ML-01	Millaroo No.1	46	59.5	3503.84	0.00	0.00	3503.84	0.00	3503.84	819.87	2683.97
FX-01	MtFox No.1 SWER	50	62.4	3482.68	0.00	0.00	3482.68	0.00	3482.68	1239.74	2242.94
HB-01	Hillsborough No.1	1	3.0	3358.00	0.00	0.00	3358.00	0.00	3358.00	1688.00	1670.00
F3105	HIRSTGLEN	70	40.3	3824.60	0.00	0.00	3824.60	571.00	3253.60	1184.00	2069.60
WS-01	Woodhouse Stn No.1	5	5.3	3075.80	0.00	0.00	3075.80	0.00	3075.80	1852.00	1223.80
F2860	EVERGREEN	156	124.5	3056.44	0.00	0.00	3056.44	121.87	2934.56	251.00	2683.56
F2330	BRYMAROO	96	99.6	2809.65	0.00	0.00	2809.65	116.56	2693.09	184.00	2509.09

Appendix 1 – Worst Performing Feeders SAIDI

3.4 System Average Interruption Duration Index (SAIDI) - Long Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
CCS01	Cloncurry South SWER Nr 1	76	238.0	6205.56	0.00	0.00	6205.56	0.00	6205.56	1472.00	4733.56
EL-01	Elderslie SWER No.01	44	0.0	4325.30	0.00	0.00	4325.30	0.00	4325.30	745.00	3580.30
F078S	BEARDMORE DAM	93	331.0	3922.65	0.00	0.00	3922.65	45.00	3877.65	862.35	3015.30
LR210	Isisford	232	699.2	3863.88	0.00	0.00	3863.88	0.00	3863.88	833.55	3030.33
JC-08	Julia Creek No.08 SWER - CANOBIE	37	312.5	3771.51	0.00	0.00	3771.51	0.00	3771.51	642.87	3128.64
CO-02	Collinsville No.2	127	849.3	11170.26	0.00	7392.21	3778.05	36.16	3741.89	1694.39	2047.50
BG208	Pumping Station	49	208.1	3435.98	0.00	0.00	3435.98	0.00	3435.98	1130.06	2305.92
F004Q	QUILPIE RURAL	314	2419.8	3358.62	0.00	0.00	3358.62	2.78	3355.84	1076.95	2278.89
F083S	DIRRANBANDI TOWN	161	685.7	3098.07	0.00	0.00	3098.07	45.00	3053.07	1060.84	1992.23
GR-01	Greenvale No.1	193	485.7	3050.80	0.00	0.00	3050.80	0.00	3050.80	1195.00	1855.80

7. Appendix 2 – Worst Performing Feeders SAIFI

3.5 System Average Interruption Frequency Index (SAIFI) - Urban Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
GV-E	QWRC	1	0.9	1.00	0.00	0.00	1.00	0.00	1.00	1.00	0.00
ST-03	Stuart No.03	1	0.4	1.00	0.00	0.00	1.00	0.00	1.00	1.00	0.00
366	Pontoon	1	1.4	12.00	0.00	0.00	12.00	0.00	12.00	3.00	9.00
BY-F	QWRC PUMP STATION	1	1.3	2.00	0.00	0.00	2.00	0.00	2.00	1.00	1.00
DI-01	Disraeli No.01	3	3.8	12.00	0.00	0.00	12.00	0.00	12.00	2.00	10.00
NN-01	Nolans Mine	2	3.0	9.50	0.00	0.00	9.50	0.00	9.50	0.00	9.50
F2185	BEEF CITY 2	1	0.3	5.00	0.00	0.00	5.00	0.00	5.00	2.00	3.00
F2465	CECIL PLAINS TOWN	137	2.4	13.33	0.00	0.00	13.33	2.00	11.33	2.27	9.06
CF-01	Cape Ferguson No.01	1	1.2	8.00	0.00	0.00	8.00	0.00	8.00	4.00	4.00
125	Hayman	1	1.0	4.00	0.00	0.00	4.00	0.00	4.00	0.00	4.00

Appendix 2 – Worst Performing Feeders SAIFI

3.5 System Average Interruption Frequency Index (SAIFI) - Short Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
CV-01	Corrella River No.1 11kV feeder	1	0.0	5.00	0.00	0.00	5.00	0.00	5.00	0.00	5.00
F3705	MYWYBILLA	78	69.8	16.22	0.00	0.00	16.22	1.00	15.22	4.52	10.70
MK-01	Mary Kathleen No.01	6	0.2	8.00	0.00	0.00	8.00	0.00	8.00	1.67	6.33
ML-01	Millaroo No.1	46	59.5	8.90	0.00	0.00	8.90	0.00	8.90	2.56	6.34
FX-01	MtFox No.1 SWER	50	62.4	11.90	0.00	0.00	11.90	0.00	11.90	5.46	6.44
HB-01	Hillsborough No.1	1	3.0	13.00	0.00	0.00	13.00	0.00	13.00	3.00	10.00
F3105	HIRSTGLEN	70	40.3	11.04	0.00	0.00	11.04	1.00	10.04	3.44	6.60
WS-01	Woodhouse Stn No.1	5	5.3	14.00	0.00	0.00	14.00	0.00	14.00	5.00	9.00
F2860	EVERGREEN	156	124.5	10.81	0.00	0.00	10.81	1.00	9.81	0.81	9.00
F2330	BRYMAROO	96	99.6	11.12	0.00	0.00	11.12	1.00	10.12	0.79	9.33

Appendix 2 – Worst Performing Feeders SAIFI

3.5 System Average Interruption Frequency Index (SAIFI) - Long Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
CCS01	Cloncurry South SWER Nr 1	76	238.0	15.83	0.00	0.00	15.83	0.00	15.83	6.35	9.48
EL-01	Elderslie SWER No.01	44	0.0	13.34	0.00	0.00	13.34	0.00	13.34	7.11	6.23
F078S	BEARDMORE DAM	93	331.0	16.73	0.00	0.00	16.73	1.00	15.73	3.92	11.81
LR210	Isisford	232	699.2	10.85	0.00	0.00	10.85	0.00	10.85	4.50	6.35
JC-08	Julia Creek No.08 SWER - CANOBIE	37	312.5	15.07	0.00	0.00	15.07	0.00	15.07	4.07	11.00
CO-02	Collinsville No.2	127	849.3	22.56	0.00	6.28	16.28	0.13	16.16	8.20	7.96
BG208	Pumping Station	49	208.1	10.18	0.00	0.00	10.18	0.00	10.18	6.14	4.04
F004Q	QUILPIE RURAL	314	2419.8	18.02	0.00	0.00	18.02	0.00	18.01	6.96	11.05
F083S	DIRRANBANDI TOWN	161	685.7	17.63	0.00	0.00	17.63	1.00	16.63	6.93	9.70
GR-01	Greenvale No.1	193	485.7	6.63	0.00	0.00	6.63	0.00	6.63	3.98	2.65

8. Appendix 3 – Worst Performing Feeders CAIDI

3.6 Customer Average Interruption Duration Index (CAIDI) - Urban Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
GV-E	QWRC	1	0.9	5953.00	0.00	0.00	5953.00	0.00	5953.00	5953.00	0.00
ST-03	Stuart No.03	1	0.4	5854.00	0.00	0.00	5854.00	0.00	5854.00	5854.00	0.00
366	Pontoon	1	1.4	166.92	0.00	0.00	166.92	0.00	166.92	252.67	138.33
BY-F	QWRC PUMP STATION	1	1.3	947.50	0.00	0.00	947.50	0.00	947.50	1829.00	66.00
DI-01	Disraeli No.01	3	3.8	156.50	0.00	0.00	156.50	0.00	156.50	241.50	139.50
NN-01	Nolans Mine	2	3.0	166.68	0.00	0.00	166.68	0.00	166.68	0.00	166.68
F2185	BEEF CITY 2	1	0.3	294.80	0.00	0.00	294.80	0.00	294.80	570.00	111.33
F2465	CECIL PLAINS TOWN	137	2.4	113.97	0.00	0.00	113.97	103.00	115.90	177.53	100.46
CF-01	Cape Ferguson No.01	1	1.2	139.25	0.00	0.00	139.25	0.00	139.25	213.75	64.75
125	Hayman	1	1.0	239.00	0.00	0.00	239.00	0.00	239.00	0.00	239.00

Appendix 3 – Worst Performing Feeders CAIDI

3.6 Customer Average Interruption Duration Index (CAIDI) - Short Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
CV-01	Corrella River No.1 11kV feeder	1	0.0	1615.40	0.00	0.00	1615.40	0.00	1615.40	0.00	1615.40
F3705	MYWYBILLA	78	69.8	244.68	0.00	0.00	244.68	17.00	259.64	246.02	265.39
MK-01	Mary Kathleen No.01	6	0.2	480.54	0.00	0.00	480.54	0.00	480.54	220.80	548.90
ML-01	Millaroo No.1	46	59.5	393.56	0.00	0.00	393.56	0.00	393.56	320.26	423.14
FX-01	MtFox No.1 SWER	50	62.4	292.58	0.00	0.00	292.58	0.00	292.58	227.06	348.10
HB-01	Hillsborough No.1	1	3.0	258.31	0.00	0.00	258.31	0.00	258.31	562.67	167.00
F3105	HIRSTGLEN	70	40.3	346.35	0.00	0.00	346.35	571.00	323.98	344.19	313.46
WS-01	Woodhouse Stn No.1	5	5.3	219.70	0.00	0.00	219.70	0.00	219.70	370.40	135.98
F2860	EVERGREEN	156	124.5	282.85	0.00	0.00	282.85	121.87	299.26	309.88	298.31
F2330	BRYMAROO	96	99.6	252.74	0.00	0.00	252.74	116.56	266.20	232.91	269.02

Appendix 3 – Worst Performing Feeders CAIDI

3.6 Customer Average Interruption Duration Index (CAIDI) - Long Rural Worst Performing Feeders

Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
CCS01	Cloncurry South SWER Nr 1	76	238.0	391.92	0.00	0.00	391.92	0.00	391.92	231.81	499.12
EL-01	Elderslie SWER No.01	44	0.0	324.19	0.00	0.00	324.19	0.00	324.19	104.78	574.51
F078S	BEARDMORE DAM	93	331.0	234.52	0.00	0.00	234.52	45.00	246.57	219.99	255.40
LR210	Isisford	232	699.2	355.98	0.00	0.00	355.98	0.00	355.98	185.23	476.91
JC-08	Julia Creek No.08 SWER - CANOBIE	37	312.5	250.31	0.00	0.00	250.31	0.00	250.31	157.95	284.49
CO-02	Collinsville No.2	127	849.3	495.14	0.00	1177.93	232.00	287.00	231.58	206.63	257.28
BG208	Pumping Station	49	208.1	337.62	0.00	0.00	337.62	0.00	337.62	184.05	571.18
F004Q	QUILPIE RURAL	314	2419.8	186.42	0.00	0.00	186.42	872.00	186.30	154.73	206.17
F083S	DIRRANBANDI TOWN	161	685.7	175.72	0.00	0.00	175.72	45.00	183.58	153.08	205.36
GR-01	Greenvale No.1	193	485.7	460.11	0.00	0.00	460.11	0.00	460.11	300.25	700.16