

Electricity Distribution Quarterly Service Quality Report

January – March 2010

Submitted to QCA by
Ergon Energy Corporation Limited
in accordance with the QCA Electricity Distribution:
Service Quality Reporting Guidelines



everything in our power



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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	01-01-2010
1.3	Last day of reporting period	Date	31-03-2010

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.1 ²	Total distribution Customers	Number	646,231
	Urban	Number	217,265
	Short Rural	Number	356,543
	Long Rural	Number	72,013

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Results effective as at 14 April 2010, for the period ending 31 March 2010)</i>				
3.1	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	782.58	782.58
	Generation	Minutes	4.85	4.85
	Transmission	Minutes	2.78	2.78
	Exclusions ⁵	Minutes	0.00	246.61
	Distribution system – total	Minutes	774.96	528.35
	Urban	Minutes	461.88	249.59
	Short Rural	Minutes	884.27	592.75
	Long Rural	Minutes	1,212.24	1,083.54
	Distribution system – planned	Minutes	216.34	215.01
	Distribution system – unplanned	Minutes	558.62	313.34
3.2	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	4.71	4.71
	Generation	Number	0.02	0.02
	Transmission	Number	0.09	0.09
	Exclusions	Number	0.00	0.26
	Distribution system – total	Number	4.60	4.35
	Urban	Number	2.72	2.49
	Short Rural	Number	5.11	4.82
	Long Rural	Number	7.98	7.82
	Distribution system – planned	Number	1.07	1.06
	Distribution system – unplanned	Number	3.53	3.28

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	165.98	165.98
	Generation	Minutes	220.45	220.45
	Transmission	Minutes	30.95	30.95
	Exclusions	Minutes	0.00	959.73
	Distribution system – total	Minutes	168.36	121.57
	Urban	Minutes	169.53	100.16
	Short Rural	Minutes	173.05	123.01
	Long Rural	Minutes	151.89	138.55
	Distribution system – planned	Minutes	201.37	202.10
	Distribution system – unplanned	Minutes	158.30	95.46
Reliability of Supply – Quarterly Measure (b) <i>(Results effective as at 14 April 2010, for the period ending 31 March 2010)</i>				
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	374.19	374.19
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	2.43	2.43
	Exclusions	Minutes	0.00	246.61
	Distribution system – total	Minutes	371.77	125.16
	Urban	Minutes	268.23	55.95
	Short Rural	Minutes	434.75	143.23
	Long Rural	Minutes	374.69	246.00
	Distribution system – planned	Minutes	28.11	26.78
	Distribution system – unplanned	Minutes	343.65	98.38
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.39	1.39
	Generation	Number	0.00	0.00
	Transmission	Number	0.06	0.06
	Exclusions	Number	0.00	0.26
	Distribution system – total	Number	1.33	1.07
	Urban	Number	0.89	0.66
	Short Rural	Number	1.49	1.20
	Long Rural	Number	1.85	1.69
	Distribution system – planned	Number	0.15	0.14
	Distribution system – unplanned	Number	1.18	0.93
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	269.60	269.60
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	39.95	39.95

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE Less Exclusions</u>
	Exclusions	Minutes	0.00	959.73
	Distribution system – total	Minutes	280.11	116.94
	Urban	Minutes	301.35	85.07
	Short Rural	Minutes	292.02	119.60
	Long Rural	Minutes	202.56	145.59
	Distribution system – planned	Minutes	189.33	194.03
	Distribution system – unplanned	Minutes	291.55	105.53
Reliability of Supply – Complaints				
3.9 ⁶	<i>Reliability of supply complaints</i>		Number	690
	<i>Momentary Interruptions to supply complaints</i>		Number	268
3.91 ⁷	<i>Average time to resolve reliability complaints</i>		Days	3.4

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			
4.1	<i>Total quality of supply complaints</i>	Number	486
4.11	<i>Low supply voltage</i>	Number	170
4.12	<i>Voltage dips – minor or nuisance</i>	Number	38
4.13	<i>Voltage dips – severe</i>	Number	14
4.14	<i>Voltage swell</i>	Number	99
4.15	<i>Voltage spike</i>	Number	21
4.16	<i>Waveform distortion or unbalance</i>	Number	19
4.17	<i>TV or radio interference</i>	Number	32
4.18	<i>Noises from appliances or lights</i>	Number	6
4.19	<i>Other</i>	Number	87
Technical supply faults			
4.5 ⁹	<i>Average time taken to fix a technical supply fault</i>	Days	78

5. Customer Service

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance¹⁰			
5.1 ¹¹	<i>Calls to the call centre</i>	Number	583,142
5.11	<i>Calls to the call centre answered by an operator</i>	Number	274,316
5.12 ¹²	<i>Calls to the call centre answered by an IVR</i>	Number	108,559
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	76,623
5.14 ¹³	<i>Average waiting time to speak to an operator</i>	Seconds	38.4
5.15 ¹⁴	<i>Abandoned calls</i>	Number	12,694
		Percent	4.42%
5.16 ¹⁵	<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
Appointment Punctuality			
5.2 ¹⁶	<i>Customer-arranged appointments</i>	Number	3,141
5.21 ¹⁷	<i>Appointments not met >15 minutes of agreed time</i>	Number	229
5.21a ¹⁸	<i>Appointments not met – Complaints received</i>	Number	14
Timely provision of connections			
5.3	<i>New connections made</i>	Number	3,259
5.31	<i>New connections not made on agreed date</i>	Number	7
5.32	<i>New connections with a one to four day delay</i>	Number	4
5.33 ¹⁹	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	5,308
5.35	<i>Re-connections not made on agreed date</i>	Number	11
5.36	<i>Re-connection with a one to four day delay</i>	Number	10
5.37	<i>Average time taken for re-connections</i>	Days	1.00
Street light maintenance			
5.4 ²⁰	<i>Street lights</i>	Number	134,344
5.41 ²¹	<i>Street lights out during period</i>	Number	1,190
5.42	<i>Street lights not repaired by the agreed date</i>	Number	297
5.43 ²²	<i>Average time taken to repair faulty street lights</i>	Days	6.28
Guaranteed service levels			
5.5 ²³	<i>Number of GSL payment made</i>	Number	171
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$11,020
Interruptions			
	<i>Total planned interruptions²⁴</i>	Number	1,964
5.6	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	208
		Percent	10.59%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	566
		Percent	28.82%

ITEM NO.	MEASURE	UNIT	VALUE
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.7	<i>Total – Customer Service Complaints</i>	Number	1,032
	Disputes – National Electricity Code	Number	0
	National Contact Centre ²⁵	Number	190
	Environmental issues	Number	5
	Field Activity	Number	241
	Line clearances ²⁶	Number	0
	Metering/Technical	Number	38
	Meter reading	Number	186
	Streetlights	Number	8
	Vegetation Management	Number	107
	Supply – new service/extensions	Number	26
	Suspected compliance failure	Number	0
	Infrastructure	Number	40
	Meter replacement program	Number	1
	Watchman lights	Number	22
	Smart meter trial	Number	7
	Other	Number	161
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	3.4
	Disputes – National Electricity Code	Days	-
	National Contact Centre	Days	4.0
	Environmental issues	Days	3.0
	Field Activity	Days	2.3
	Line clearances	Days	-
	Metering/Technical	Days	5.1
	Meter reading	Days	2.9
	Streetlights	Days	2.2
	Vegetation Management	Days	2.9
	Supply – new service/extensions	Days	2.4
	Suspected compliance failure	Days	-
	Infrastructure	Days	6.8
	Meter replacement program	Days	6.5
	Watchman lights	Days	7.0
	Smart meter trial	Days	1.1
	Other	Days	3.9

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.1 ²⁷	<i>Complaints not resolved within 20 days</i>	Number	147
		Percent	6.66%
6.20 ²⁸	<i>Repeat complaints</i>	Number	17
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	9.2

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/electricity/service-quality/guidelines.php>

Please direct queries or feedback on this report to:

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¹ 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 (i.e. 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 transmission customers and undefined 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:

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

Please note for the purpose of this report, calculated reliability measures have been rounded. As a result, deriving CAIDI from rounded SAIDI, SAIFI reported figures may not align with CAIDI reported figures.

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 1 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.

During the March 2010 quarter heavy rains and serious floods affected a large geographical area of Ergon Energy's service area and Tropical Cyclone Ului caused major damage when it crossed the central Queensland coast as a category three system that brought gale force winds to the Mackay and Whitsundays region in March. A record of seven Major Event Days (MED) were registered during the quarter using the 2.5 beta exclusion event method which classifies a MED to be any day with a daily SAIDI value greater than the 2009-10 MED Threshold (TMED) of 7.49 system minutes. The Major Event Days occurred on 30 January and the 2nd, 5th, 20th, 21st, 22nd, and 23rd of March.

Nevertheless, unplanned outage duration and frequency for all three feeder categories continued an improving trend into the March quarter, when compared to prior year reported performance. Similarly, the improving trend in monthly overall planned outage performance evidenced in the December 2009 quarter continued January through March 2010, reflecting the progressive reinstatement of live line work practices (including completion of staff training by end November 2009), complemented by the lifting of ABS bans late in the December quarter. Also, some planned works were deferred during the March quarter in response to weather related events.

Despite underlying planned and unplanned performance improvements, the overall 12 month rolling reliability of supply performance results have been significantly impacted by the large volume of planned outages (largely associated with the live line ban, and limitations on ABS operation) experienced in the earlier months of the 2009 calendar year.

⁶ Complaints relating to reliability of supply are generally seasonal with peak periods commonly in the December and March 'storm season' quarters. 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".

The increase in reliability of supply complaints (excluding momentary interruption to supply complaints) for the quarter can be attributed to the impact of a record seven major event days during the period, six of these in March alone. This was mirrored in the average time taken to resolve reliability of supply complaints particularly as efforts were devoted to resolving significant asset events over reliability complaints

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 – severe	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.

¹⁰ Network call centre performance reflected expected seasonality during the March quarter, however it was particularly impacted by the arrival of TC Ului during March, with total calls to the call centre for the quarter to March 2010 up 24.6% on the preceding December 2009 quarter. The increase in call volume in turn places pressure on call centre representatives' availability, increasing the average time to speak to an operator and leading to a higher percentage of abandoned calls during the period. Typical to the occurrence of this type of disaster event, customers tend to rely less on recorded IVR messages preferring instead the reassurance received from talking with a representative. This was seen in the lower percentage of calls being answered by IVR for the March 2010 quarter compared to prior periods, despite the higher call volume.

¹¹ 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.

¹² 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.

¹³ This measure relates to the average time spent waiting to speak to an operator where the time begins when the call is diverted to an operator.

¹⁴ This measure relates to the number and percentage of calls diverted to an operator that are abandoned before being answered.

¹⁵ 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 one day.

¹⁶ This measure is the number of appointments requested by the customer for a meeting with Ergon Energy's staff at any location. The majority of customer arranged appointments during the March quarter was within the category 'Reconnect after vacant'.

¹⁷ 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.

¹⁸ 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 claims paid by Ergon Energy for the quarter.

¹⁹ 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.

²⁰ This figure represents the number of streetlights within Ergon Energy's distribution area.

²¹ The number of streetlights out during the period represents the number of work orders raised during the period relating to streetlight faults, where the work order has been identified as initiated and logged via customer contact through Ergon Energy's National Contact Centre (NCC). For the purposes of this measure, where a work order has been raised, the assumption is the streetlight is not working, even if the streetlight is consequently found not to be faulty. Storm and weather events during the March quarter resulted in a higher number of streetlights being reported as faulty.

²² The average time to repair a streetlight fault is taken from the time the work request is raised in the NCC and when the work order is closed off in corporate systems. Where a work order has been closed, for the purposes of this measure, it is assumed this is when the streetlight job has been completed or "repaired".

²³ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code).

²⁴ During the March 2010 quarter total planned interruptions decreased due to the re-instatement of the Live Line work practice and the six MEDs in March alone limiting Ergon Energy's ability to conduct the amount of planned works planned for the quarter. Ergon Energy also had to divert the efforts to the areas affected by the extensive flooding and the tropical cyclones.

²⁵ Customer service complaints in this report are focused on measuring complaints in relation to distribution-related activities. Ergon Energy's National Contact Centre (NCC) is a shared retail and distribution function. As a result, complaints reported against the NCC category can relate to both distribution and retail activities.

²⁶ "Line Clearance" complaint category is captured as a sub-category of complaint under "Infrastructure" complaints.

²⁷ 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.

²⁸ 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.