



**ELECTRICITY DISTRIBUTION  
QUARTERLY SERVICE QUALITY REPORT  
OCTOBER TO DECEMBER, 2008**

**ENERGEN LIMITED**

**Updated August 2009**

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**TABLE OF CONTENTS**

1	INTRODUCTION .....	3	3.5.4	Street light maintenance .....	15
1.1	About ENERGETX's distribution network.....	3	3.5.5	Guaranteed service levels .....	15
1.2	QCA Guidelines .....	3	3.5.6	Interruptions.....	16
1.2.1	<i>Reliability of supply</i> .....	3	3.5.7	Complaints management.....	16
1.2.2	<i>Quality of supply</i> .....	4			
1.2.3	<i>Customer service</i> .....	4			
2	SUMMARY OF ENERGETX'S PERFORMANCE.....	5			
3	SERVICE QUALITY DATA.....	7			
3.1	Administrative Data .....	7			
3.2	Aggregate Data .....	7			
3.3	Reliability measures .....	8			
3.3.1	For 12 months to end of quarter .....	8			
3.3.2	For quarter (to 30 December 2008).....	10			
3.4	Quality of supply data.....	12			
3.4.1	Quality of supply complaints – categorised according to symptoms.....	12			
3.4.2	Technical supply faults .....	12			
3.5	Customer Service.....	13			
3.5.1	Network Call Centre Performance.....	13			
3.5.2	Appointment punctuality .....	14			
3.5.3	Timely provision of connections .....	14			



To provide a clearer picture of ENERGETEX's performance, the reliability statistics report separately on interruptions caused by the failure of the generation or transmission system, or by major natural events. Generation interruptions are caused by the shut-down of power stations, while transmission interruptions are caused by a failure of the high voltage transmission wires. These events are the responsibility of power generation and transmission companies, and are outside ENERGETEX's control. Major event days are associated with widespread storms and flooding, other natural disasters or extraordinary events, which are determined by using the 2.5 beta method for identifying the level of major event day exclusions.

### *1.2.2 Quality of supply*

Another important measure of ENERGETEX's performance is its ability to supply electricity at a constant voltage (generally 240 volts) and to a standard technical specification in order to meet the needs of customers' electrical equipment.

ENERGETEX also reports instances where supply is not in a smooth continuous waveform, which can occur when too much of a certain type of load is connected to a particular circuit. ENERGETEX reports on quality of supply problems associated with symptoms of TV or radio interference, and with audible noises from appliances or lights that are not consistent with normal operation.

### *1.2.3 Customer service*

This report provides information on a range of areas of customer service, including some areas covered by service guarantees. The areas covered are:

- Network contact centre performance. ENERGETEX reports a number of contact centre performance measures, including how promptly calls are answered, the number of abandoned calls, and the number of events when callers are not able to get through because there are too many prior calls in the system waiting to be answered ("capacity overload" events);
- Appointment punctuality. ENERGETEX reports how many times ENERGETEX employees are more than 15 minutes late for appointments with customers;
- Timely provision of connections. ENERGETEX reports on any instances of delays in new connections or reconnections.
- Maintaining street lights. ENERGETEX reports on the average time to repair faulty street lights, and instances of delay.
- Making payments where guaranteed service levels are not maintained.
- Providing adequate notice of any planned interruptions. ENERGETEX reports on any occasions when it has failed to give two clear business days' notice of a planned interruption, and instances where the planned interruption was longer than notified; and
- Resolving complaints promptly. Complaints are reported according to a range of categories, and the average time to resolve complaints by each complaint category.

## 2 SUMMARY OF ENERGEX'S PERFORMANCE

ENERGEX's performance for the December quarter was significantly impacted by severe storms. In particular, two severe storms qualified as Major Event Days and thus were excluded from reliability statistics. The storm on the 16 November 2008 has been regarded as one of the most severe in terms of damage that ENERGEX has ever experienced. However, this storm activity has had an impact on the overall performance during the quarter. The following is an overview of the performance during the quarter (after removal of excluded events):

- SAIDI and SAIFI performance across the distribution network as a whole (measured as a rolling twelve month average) worsened in the December 2008 quarter;
- The results for SAIDI and SAIFI CBD improved in the December quarter compared to the September quarter;
- SAIDI and SAIFI urban and short rural results both worsened over the rolling twelve month period ending December 2008;
- The number of reliability of supply complaints was 174 for this quarter, which is an increase from the previous quarter result of 85. The increase in complaints was attributed to power outages experienced during a particular storm. However, the average time taken to resolve these complaints has decreased to 1.2 days compared to the 1.41 days in the September quarter;
- Quality of supply complaints have increased from 279 in the September quarter to 296 this quarter;
- The average waiting time to speak to an operator, the number of calls not answered within 30 seconds and abandoned calls have all increased this quarter, due to the severe storm events, particularly the storm on 16 November 2008, when ENERGEX received 56,334 calls in a single afternoon. This was further exacerbated with a Telstra technical fault (which occurred on 16 November 2008), which caused customers to make several attempts to speak to an operator;
- Appointments not met within 15 minutes of the agreed time for this quarter are 695. Last quarter the figure reported was 127. However, this data is not comparable as ENERGEX has improved its internal processes and reporting systems, thus reporting now on a greater number of service order types. Previously, appointment punctuality statistics were provided for three types of service orders only: (i) reconnection of premises after a period of vacancy, (ii) cold water complaints, and (iii) change of tariff. The system and process changes have resulted in greater visibility of customer arranged appointments and therefore the statistics now include all service order types where an appointment has been arranged;

- The number of new connections made decreased to 8,436 this quarter compared to 9,879 in the September quarter. The number of new connections not made on the agreed date has continued to decrease to 107 compared to 617 in the September quarter;
- The number of reconnections made in the December quarter was 7,725, which was an increase from the previous quarter's result of 7,332;
- The number of streetlights out during the period increased to 2,751 compared to 2,046 in the September quarter. The increase was due to the severe storm activity that the distribution area experienced;
- Total number of Guaranteed Service Levels (GSL) claims *paid* (regardless of the month the claim was generated) has decreased this quarter to 577 (\$88,650) compared to 2,301 (\$468,780) in the September quarter. Of the 577 GSLs paid, 548 were attributed to ENERGEX, with the remainder attributed to retailer-related errors;  
  
'New Connection – Failure to Complete' GSLs numbered 508, which is a decrease from the 2,253 reported in the September quarter; and
- Complaints increased to 3,221 this quarter compared to 2,261 in the September quarter. However, the average time taken to resolve complaints decreased from 1.45 days in the September quarter to 1.25 this quarter. This number of complaints resolved at first point of contact also increased, requiring no further follow up.

### 3 SERVICE QUALITY DATA

#### 3.1 Administrative Data

Item No.	Measure	Unit	Value
1.1	<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
1.2	<i>First day of reporting period</i>	date	01-10-2008
1.3	<i>Last day of reporting period</i>	date	31-12-2008

#### 3.2 Aggregate Data

Item No.	Measure	Unit	Value
2.1 <sup>a,b</sup>	<i>Total distribution customers</i>	number	1,245,238
	Central business district	number	3,718
	Urban	number	900,035
	Short rural	number	341,485
	Long rural	number	Not applicable

Source: Network Facilities Management (NFM)

### 3.3 Reliability measures

#### 3.3.1 For 12 months to end of quarter

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1 <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	5.024	5.024
	Exclusions	minutes	Not applicable	96.375
	Distribution system – whole of network	minutes	225.346	128.970
	Central business district	minutes	2.772	2.772
	Urban	minutes	161.918	87.815
	Short rural	minutes	387.078	231.540
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	23.777	23.777
	Distribution system – unplanned	minutes	201.569	105.194
3.2 <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation	number	0.093	0.093
	Exclusions	number	Not applicable	0.181
	Distribution system – whole of network	number	1.713	1.532
	Central business district	number	0.034	0.034
	Urban	number	1.210	1.072

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	2.971	2.674
	Long rural	number	Not applicable	Not applicable
	Distribution system – planned	number	0.082	0.082
	Distribution system – unplanned	number	1.631	1.450
3.3 <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	54.083	54.083
	Exclusions	minutes	Not applicable	531.605
	Distribution system – whole of network	minutes	131.557	84.205
	Central business district	minutes	82.043	82.043
	Urban	minutes	133.855	81.914
	Short rural	minutes	130.280	86.593
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	290.348	290.348
	Distribution system – unplanned	minutes	123.584	72.560

Source: NFM

### 3.3.2 For quarter (to 30 December 2008)

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.970	0.970
	Exclusions	minutes	Not applicable	96.375
	Distribution system – whole of network	minutes	140.830	44.455
	Central business district	minutes	0.572	0.572
	Urban	minutes	104.553	30.451
	Short rural	minutes	237.113	81.574
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	6.340	6.340
	Distribution system – unplanned	minutes	134.490	38.115
3.2.Q <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.031	0.031
	Exclusions	number	Not applicable	0.181
	Distribution system – whole of network	number	0.666	0.485
	Central business district	number	0.002	0.002
	Urban	number	0.497	0.359
	Short rural	number	1.115	0.818

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
	Long rural	number	Not applicable	Not applicable
	Distribution system – planned	number	0.023	0.023
	Distribution system – unplanned	number	0.643	0.461
3.3.Q <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	31.064	31.064
	Exclusions	minutes	Not applicable	531.605
	Distribution system – whole of network	minutes	211.482	91.729
	Central business district	minutes	250.316	250.316
	Urban	minutes	210.483	84.792
	Short rural	minutes	212.606	99.721
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	272.450	272.450
	Distribution system – unplanned	minutes	209.274	82.614
3.9	<i>Reliability of supply complaints</i>	number	174	
	Number of complaints relating to momentary interruptions to supply	number	5	
3.91	<i>Average time taken to resolve reliability complaints</i>	days	1.2	

Source: NFM and Feedback Register for Organisational Growth (FROG)

### 3.4 Quality of supply data

#### 3.4.1 Quality of supply complaints – categorised according to symptoms

Item No.	Measure	Unit	Value
4.1 <sup>e</sup>	<i>Total quality of supply complaints</i>	number	296
4.11	<i>Low supply voltage</i>	number	123
4.12	<i>Voltage dips – minor or nuisance</i>	number	89
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	58
4.15	<i>Voltage spike</i>	number	2
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	17
4.18	<i>Noises from appliances or lights</i>	number	7
4.19	<i>Other</i>	number	0

Source: Ellipse and voltage-related reports from retailers and customers

#### 3.4.2 Technical supply faults

Item No.	Measure	Unit	Value
4.5 <sup>f</sup>	<i>Average time taken to fix a technical supply fault</i>	days	19.52

Source: Ellipse and voltage-related reports from retailers and customers

### 3.5 Customer Service

#### 3.5.1 Network Call Centre Performance

Item No.	Measure	Unit	Value
5.1 <sup>g</sup>	<i>Calls to the contact centre</i>	number	329,282
5.11	<i>Calls to the contact centre answered by an operator</i>	number	131,299
5.12 <sup>h</sup>	<i>Calls to the contact centre answered by the IVR system</i>	number	182,772
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	29,018
5.14	<i>Average time waiting to speak to an operator</i>	seconds	32
5.15 <sup>i</sup>	<i>Abandoned calls</i>	number	14,149
		percentage	4
5.16 <sup>j</sup>	<i>Number of instances of capacity overload</i>	number	0
	Electricity queues	number	0
	Loss of supply queues	number	0
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	0
5.17	<i>Number of missed calls when capacity overload occurred</i>	number	0

Source: CCA (Call Centre Analyser – Telstra)

### 3.5.2 Appointment punctuality

Item No.	Measure	Unit	Value
5.2 <sup>k</sup>	<i>Customer-arranged appointments</i>	number	17,266
5.21 <sup>k</sup>	<i>Appointments not met within 15 minutes of the agreed time</i>	number	695

Source: PEACE CIS and Advantex

### 3.5.3 Timely provision of connections<sup>1</sup>

Item No.	Measure	Unit	Value
5.3	<i>Total New connections made</i>	number	8,436
	<i>- New connections made (customer negotiated)</i>	number	5,911
	<i>- New connections made (non-negotiated)</i>	number	2,525
5.31	<i>New connections not made on agreed date</i>	number	107
5.32	<i>New connections with a one to four day delay</i>	number	47
5.33	<i>Average time taken for new connections (non-negotiated)</i>	days	2.98
5.33	<i>Average time taken for new connections (customer-negotiated)</i>	days	5.66
5.34	<i>Reconnections made</i>	number	7,725
5.35	<i>Reconnections not made on agreed date</i>	number	34
5.36	<i>Reconnections with a one to four day delay</i>	number	27
5.37	<i>Average time taken for Reconnections</i>	days	1.8

Source: PEACE CIS



### 3.5.4 Street light maintenance

Item No.	Measure	Unit	Value
5.4	Street lights	number	309,881
5.41	Street lights out during period	number	2,751
5.42 <sup>m</sup>	Street lights not repaired by the date agreed with the customer	number	90
5.43 <sup>n</sup>	Average time taken to repair faulty street lights	days	4

Source: Ellipse and SOM reports

### 3.5.5 Guaranteed service levels

Item No.	Measure	Unit	Value
5.5 <sup>o</sup>	Number of GSL payments made		
	Total*	number	577
	Network	number	548
	Retail	number	29
5.51 <sup>o</sup>	Amount paid in GSL payments	dollars	88,650
	Network	dollars	85,410
	Retail	dollars	3,240

Source: FACOM and GSL Utility System

### 3.5.6 Interruptions

Item No.	Measure	Unit	Value
5.6 <sup>P</sup>	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	50
		percentage	2.70
5.61 <sup>QF</sup>	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	373
		percentage	19.90

Source: A4S database and FROG

### 3.5.7 Complaints management

Item No.	Measure	Unit	Value
5.7	<i>Complaints</i>		
	meter reading	number	1,086
	staff behaviour	number	337
	condition of worksite	number	49
	damage to property	number	107
	driving	number	34
	vehicles	number	15
	poles	number	35
	streetlights	number	64
	timeliness of service delivery	number	739

Item No.	Measure	Unit	Value
	transformer	number	6
	trees	number	174
	general	number	575
	<b>Total</b>	number	3,221
5.71	<i>Average time taken to resolve complaints</i>	days	1.25
	meter reading	days	1.13
	staff behaviour	days	1.12
	condition of worksite	days	1.51
	damage to property	days	3.15
	driving	days	1.58
	vehicles	days	2.47
	poles	days	1.82
	streetlights	days	1
	timeliness of service delivery	days	1.09
	transformer	days	2.67
	trees	days	1.03
	general	days	1.21
6.1 <sup>r</sup>	<i>Complaints resolved within 20 days</i>	number	295
		percentage	99.9
6.2	<i>Repeat complaints</i>	number	0



Item No.	Measure	Unit	Value
6.21	<i>Average time taken to resolve repeat complaints</i>	days	0

Source: FROG

## Notes to Service Quality Report

- a This indicator reports the number of customers in the central business district, urban, and rural areas, at the end of the reporting period.
- b This indicator reports the number of customers in the central business district, urban, and rural areas, at the end of the reporting period.
- c The reported SAIDI, SAIFI and CAIDI figures are calculated using the following equations:

$$\text{SAIDI} = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Customers}}$$

$$\text{SAIFI} = \frac{\text{Total Number of Interruptions}}{\text{Total Number of Customers}}$$

$$\text{CAIDI} = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Interruptions}} = \left( \frac{\text{SAIDI}}{\text{SAIFI}} \right)$$

The reported CAIDI figures may not align with derived figures using the above formulae due to rounding.

- d There were two Major events in the rolling twelve month period, which were excluded from the calculations for the "After Removal of Excluded Events" SAIDI, SAIFI and CAIDI measures:

Severe Storms     16 November 2008  
 Severe Storms     20 November 2008

- e As of 1 July 2004, ENERGEX uses the Ellipse system to record, investigate, and monitor quality of supply problems, except indicator 4.13 "Voltage dips – severe", which is reported by Network Operations on the basis of substantiated customer reports of severe voltage dips. Cause categories in ENERGEX's Ellipse system are consistent with the QCA's quality of supply symptom reporting categories. ENERGEX has previously used the Voltrac system. Although the figures from both systems are comparative, there would be examples where the figures are not exactly the same. Voltage complaints categorised as "4.19 Other" are mostly unclassified at the time of the report.

<sup>f</sup> This indicator reports the average time taken to fix technical supply faults (defined below) for faults repaired within the relevant quarter, including situations where the fault was reported at the end of the previous quarter. The duration starts with the customer's call and finishes when all work to the network to eliminate the cause of the complaint has been completed. Accordingly, this measure includes the total time to fix the problem (including network augmentation work), which will always lead to comparatively longer reported duration to resolve complaints than previously. The amount of time taken to repair the fault to the customer's satisfaction will typically be a quarter to a half of the reported average duration.

A technical supply fault is a fault where the customer's electricity stays on but fluctuates from the normal level, for example flickering lights. ENERGETX guarantees to investigate and respond to technical supply faults within 20 business days. However, if there is a risk to public safety or the customer's safety, ENERGETX will respond immediately.

<sup>g</sup> Due to the sale of ENERGETX Retail customers should now call the Network with distribution-related enquiries only. Distribution-related enquiries relate to network maintenance and operational issues such as supply interruptions, quality of supply, streetlights, and trees growing near powerlines. Retail-related enquiries relate to billing issues. This report focuses on measuring call centre performance in relation to distribution-related calls.

<sup>h</sup> As per the QCA's Electricity Distribution: Service Quality Reporting Guidelines (August 2005) the IVR calls reported for this measure include only the emergency loss of supply number 13 62 62 as this is the only distribution-related self-service IVR.

<sup>i</sup> The number of abandoned calls provided in this report is the sum of two categories of abandonment, Pre RAN and Post RAN (RAN stands for Recorded Announcement). The Pre RAN component is the number of callers who abandon within 5 seconds and do so usually for reasons other than the quality of service levels delivered by the Agents or Call Centre. These Pre RAN abandons are considered as being outside the influence of the Contact Centre. Post RAN abandons are those who have waited usually a longer period and choose not to wait for an Agent to answer. Pre RAN abandons represent 27.87% of the total abandoned calls provided in this report.

<sup>j</sup> ENERGETX has a highly sophisticated telephone call scan system, which is capable of measuring all incoming calls to the ENERGETX call centre, even those that result in the incoming caller receiving an engaged signal or a recorded message that the waiting queues are full and to call again later. Every such call is counted by the system and reported as a capacity overload event. During major outages, queues can fill quickly, resulting in multiple capacity overload events in a very short space of time. Currently, a capacity overload event relates to an event where the queue for the emergency loss of supply number (13 62 62) goes into full deflect either once or many times during any single day. Where an event starts late in one day then continues into the next day, such an event is reported as a single event.

ENERGETX is committed to managing the number of staff rostered to queues to minimise capacity overload events, while ensuring there is sufficient reserve capacity to make certain emergency calls are handled speedily.

<sup>k</sup> The method used for reporting the number of customer arranged appointments (5.2) now reflects improvements in internal processes and reporting systems that ENERGEX has made. Previously, appointment punctuality statistics were provided for three types of service orders only: (i) reconnection of premises after a period of vacancy, (ii) cold water complaints, and (iii) change of tariff. The system and process changes have resulted in greater visibility of all customer arranged appointments and therefore the statistics now include all service order types where an appointment has been arranged.

<sup>l</sup> ***New Connections***

Where electricity has not previously been connected but the electricity network already exists and only a low voltage connection is required, ENERGEX will complete the new connection within 5 business days or as agreed with the customer.

Please note:

- New connections made (5.3) only refers to those jobs actually completed and does not include jobs that were attempted or cancelled.
- The method used for calculating the average time taken for new connections (5.33) has been changed due to improvements in processes and reporting systems which have resulted in more accurate data reconciliation. As a result, this quarter the overall average has increased slightly, but is a more accurate figure.
- The average time taken for new connections (5.33) has also been split into two categories: (i) the average time taken for new connections within the 5 day obligation timeframe; and (ii) the average time taken to complete new connections where a date has been agreed with the customer outside the 5 day obligation timeframe.

***Reconnections***

Where electricity has previously been supplied to the customer and ENERGEX receives the request before 1pm on a business day, ENERGEX guarantees to reconnect the electricity supply on the same business date or as otherwise agreed. If the request is received after 1 pm on a business day, ENERGEX guarantees to reconnect the customer by the next business day or as agreed with the customer.

Please note:

- Re-connections made (5.34) refers to jobs actually completed and does not include jobs that were cancelled or completed as a re-energisation read.
- The method used for calculating the average time taken for re-connections (5.37) has been changed due to improvements in processes and reporting systems which have resulted in more accurate data reconciliation. As a result, the average time taken for re-connections has decreased significantly. This is due to the fact that, historically, actual times taken to complete re-connections were not available and ENERGEX used a worst case estimate of hours to complete when calculating this measure.

- <sup>m</sup> ENERGEX has set itself an objective of repairing 95 per cent of all failed streetlights under its control within three business days subsequent to the date of being notified by a customer, and 100 per cent within five business days after the date of notification, or as agreed with the customer. In the absence of a specifically agreed date, the date agreed with the customer is taken to be three business days after the date of notification.
- <sup>n</sup> The average time indicated includes the day of notification.
- <sup>o</sup> Under the Electricity Industry Code, a small customer who becomes eligible for a Guaranteed Service Level (GSL) payment must make a claim from the distribution entity. However, under the Standard Coordination Agreement, retailers agree to reimburse the distribution entity for the portion of a payment made to the customer, which is attributable to the retailer's delay, failure or wrongful action.
- <sup>p</sup> ENERGEX guarantees to give customers at least 2 clear business days' notice of planned interruptions to electricity supply. The reported data for determining indicator 5.6 is based on 1,871 jobs entered into A4S. The data from A4S indicated that 15 jobs were identified as having insufficient data to calculate the business days notice, this reflects jobs that were either cancelled, deferred, postponed, re-scheduled or only proposed and should not be included in the calculations. The A4S data indicated that 50 or 2.7% did not provide the required 2 business days notice. These results show an improvement on the previous quarter (July-September 4.1%)
- <sup>q</sup> Indicator 5.61 is determined on the basis of whether the actual duration of the outage exceeded the time recorded in A4S at which reverse switching was completed. This time generally exceeds the time at which power is actually restored to customers.
- The reported data for determining indicator 5.61 is based on records of 1,871 jobs. The data collected indicated that 373 or 19.9% exceeded the times specified in the notification. 54 jobs or 2.9% commenced prior to the notification times, 310 or 16.5% after the notified time and 9 or 0.48% started and finished after the notified time. Again a focus is being made to reduce the early starts to 0% and to focus on improving the late restoration jobs.
- <sup>r</sup> For this measure, ENERGEX reports the number of customer complaints resolved within 20 days by excluding those complaints that are resolved at the point of contact. The number of complaints that were escalated beyond the point of contact for the December quarter was 626. ENERGEX considers that this approach provides a more accurate measure of how quickly we are managing and resolving customers' complaints.