

9 February 2010



Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
BRISBANE QLD 4001

**Office of the
Chief Executive Officer**

Dear Mr Hall

ENERGEX's Service Quality Report – December 2009 Quarter

ENERGEX is pleased to provide its Quarterly Service Quality Report for the period October to December 2009. This report is prepared in accordance with the Queensland Competition Authority's (QCA) *Electricity Distribution: Service Quality Reporting Guidelines* (Version 2 – August 2005).

Should you wish to discuss ENERGEX's service quality performance further, please contact Rachel Leaver, Network Regulation Manager on 3405 2924.

Yours sincerely



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**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
OCTOBER TO DECEMBER, 2009**

ENERGEN LIMITED

February 2010

For Media Inquiries, please contact ENERGEN Corporate Communications on (07) 3407 4420

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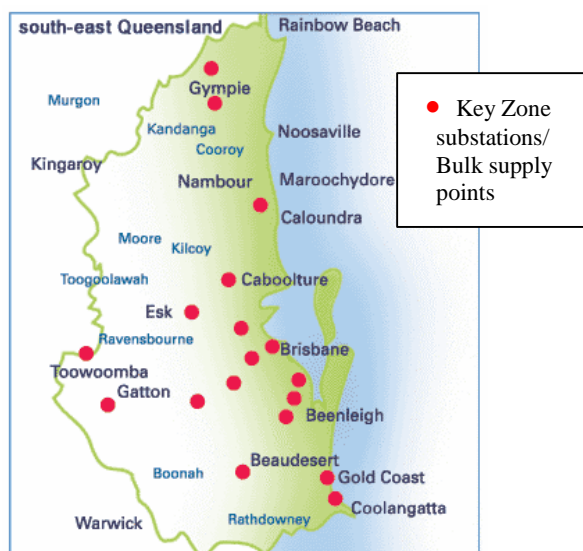
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1 INTRODUCTION

1.1 About ENERGEX's distribution network

ENERGEX provides electricity distribution services to customers in south-east Queensland, in a region stretching from Gympie in the north to Gatton in the west and Coolangatta in the south.

Within this supply area, ENERGEX supplies electricity to more than 1.2 million customers, including approximately 943,000 urban customers, and approximately 323,000 short rural customers.



Map of ENERGEX's electricity distribution network

1.2 QCA Guidelines

This Report is prepared in accordance with the Queensland Competition Authority's (QCA) *Electricity Distribution: Service Quality Reporting Guidelines* (the *Guidelines*).

1.2.1 Reliability of supply

A key measure of service quality is reliability of supply. ENERGEX operates a predominantly overhead distribution network. There are a range of causes for interruptions on such a network, including severe storms, lightning strikes, trees touching wires, high winds, and birds and bats flying into wires. ENERGEX manages the network to minimise these interruptions, and to restore power as quickly as possible following an interruption.

ENERGEX reports three measures of reliability:

- SAIDI (System Average Interruption Duration Index) - the total number of minutes in the last year when supply was interrupted, on average per customer;
- SAIFI (System Average Interruption Frequency Index) - the total number of times in the last year when supply was interrupted, on average, per customer; and
- CAIDI (Customer Average Interruption Duration Index) - the average length of each supply interruption experienced by customers.

ENERGEX also reports on unplanned and planned interruptions.

To provide a clearer picture of ENERGEX'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 ENERGEX'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 ENERGEX'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.

ENERGEX 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. ENERGEX 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. ENERGEX 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. ENERGEX reports how many times ENERGEX employees are more than 15 minutes late for appointments with customers;
- Timely provision of connections. ENERGEX reports on any instances of delays in new connections or reconnections.
- Maintaining street lights. ENERGEX 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. ENERGEX 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 ENERGETEX'S PERFORMANCE

ENERGETEX recorded three exclusion events in the December quarter¹. The following is an overview of performance during the December quarter (after removal of excluded events for the twelve month average):

- SAIDI and SAIFI performance across the distribution network as a whole (measured as a rolling twelve month average) improved compared with the previous quarter's results;
- The results for SAIDI and SAIFI CBD worsened in the December quarter compared to the September quarter due to a substation in Queen Street flooding as a result of a burst water main on 6 December 2009. This caused the protection at the zone substation to operate and isolate the 11kV feeder, affecting 274 high-density customers;
- The urban SAIDI results improved but the SAIFI results worsened slightly;
- The short rural SAIDI result improved significantly, while the SAIFI result improved slightly over the rolling twelve month period ending December 2009;
- The number of reliability of supply complaints increased this quarter to 235 (compared to 159 for the September quarter), which was due to number and severity of storm related events;
- Quality of supply complaints have also increased from 237 in the September quarter to 262 this quarter. However, they are still lower than the December 2008 quarter result of 296;
- The average time taken to fix a technical supply fault remained consistent at 22 days;
- A total of 241,850 calls were received this quarter compared to 155,641 in the September quarter. The majority of these calls were to the ENERGETEX Loss of Supply and Emergency lines. Subsequently, the average waiting time to speak to an operator increased from 19 seconds in the September quarter to 23 seconds this quarter;

¹ Severe Storms on 13 October, 29 November and 22 December 2009.

- While the volume of abandoned calls increased to 11,356 in the December quarter from 8,908 in the September quarter, the abandonment rate has decreased from 5.7% in the September quarter to 4.7% as a percentage of total calls received.
- The number of appointments not met within 15 minutes increased from 153 in the September quarter to 196 this quarter. Highest volumes (72% of all appointments not met) were noted in the months of October and November and this can be attributed to multiple storm events occurring during these months;
- The number of new connections decreased in the December quarter to 7,610 compared to 7,919 in the September quarter;
- For this quarter there were 20,173 reconnections compared to 14,573 reconnections in the September quarter. The number of reconnections not made by the agreed date increased from 76 in the September quarter to 107 this quarter due to the larger volume of reconnection requests received. However, despite the increased volume of reconnections, the overall percentage of reconnections not made by the agreed date remained consistent with the previous quarter's results;
- The number of streetlights not repaired by the agreed date decreased to 35 this quarter compared to 43 in the September quarter;
- The total number of Guaranteed Service Levels (GSL) claims *paid* (regardless of the month the claim was generated) has increased, to 196 compared to 185 (\$19,470) claims last quarter, but the amount paid out has decreased to \$18,060. Of the 196 GSLs paid for the quarter, 132 were ENERGEX generated claims and 65 were claims initiated by the customer. The total number of GSLs paid against ENERGEX Network for the quarter numbered 151 (\$13,820), with the remainder attributed to retailers; and
- Complaints have continued to decrease to 2,882 this quarter compared to 2,968 in the September quarter. The number of complaints attributed to 'meter reading' has reduced for the third consecutive quarter.

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	01-10-2009
1.3	<i>Last day of reporting period</i>	date	31-12-2009

3.2 Aggregate Data

Item No.	Measure	Unit	Value
2.1 ^{a,b}	<i>Total distribution customers</i>	number	1,270,826
	Central business district	number	3,991
	Urban	number	943,647
	Short rural	number	323,188
	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 ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	1.435	1.435
	Exclusions	minutes	38.922	Not applicable
	Distribution system – whole of network	minutes	158.977	120.055
	Central business district	minutes	2.468	2.468
	Urban	minutes	112.184	87.935
	Short rural	minutes	292.228	210.978
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	32.488	32.194
	Distribution system – unplanned	minutes	126.489	87.861
3.2 ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation	number	0.060	0.060
	Exclusions	number	0.199	Not applicable
	Distribution system – whole of network	number	1.651	1.451
	Central business district	number	0.107	0.107
	Urban	number	1.236	1.103
	Short rural	number	2.827	2.435

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	0.118	0.117
	Distribution system – unplanned	number	1.533	1.335
3.3 ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	23.956	23.956
	Exclusions	minutes	195.353	Not applicable
	Distribution system – whole of network	minutes	96.308	82.712
	Central business district	minutes	23.072	23.072
	Urban	minutes	90.783	79.716
	Short rural	minutes	103.373	86.639
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	275.940	276.039
	Distribution system – unplanned	minutes	82.512	65.821

Source: NFM

3.3.2 For quarter (to 31 December 2009)

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q ^{c,d}	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	0.713	0.713
	Exclusions	minutes	20.006	Not applicable
	Distribution system – whole of network	minutes	56.291	36.285
	Central business district	minutes	0.768	0.768
	Urban	minutes	35.726	27.092
	Short rural	minutes	116.652	63.449
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	7.761	7.467
	Distribution system – unplanned	minutes	48.530	28.818
3.2.Q ^{c,d}	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.038	0.038
	Exclusions	number	0.106	Not applicable
	Distribution system – whole of network	number	0.572	0.467
	Central business district	number	0.068	0.068
	Urban	number	0.430	0.376
	Short rural	number	0.992	0.736
	Long rural	number	Not applicable	Not applicable

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
	Distribution system – planned	number	0.030	0.029
	Distribution system – unplanned	number	0.543	0.438
3.3.Q ^{c,d}	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	18.583	18.583
	Exclusions	minutes	189.338	Not applicable
	Distribution system – whole of network	minutes	98.339	77.739
	Central business district	minutes	11.293	11.293
	Urban	minutes	83.037	72.089
	Short rural	minutes	117.629	86.194
	Long rural	minutes	Not applicable	Not applicable
	Distribution system – planned	minutes	260.121	259.914
	Distribution system – unplanned	minutes	89.442	65.790
3.9	<i>Reliability of supply complaints</i>	number	235	
	Number of complaints relating to momentary interruptions to supply	number	13	
3.91	<i>Average time taken to resolve reliability complaints</i>	days	1.08	

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 ^e	<i>Total quality of supply complaints</i>	number	262
4.11	<i>Low supply voltage</i>	number	71
4.12	<i>Voltage dips – minor or nuisance</i>	number	87
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	66
4.15	<i>Voltage spike</i>	number	5
4.16	<i>Waveform distortion or unbalance</i>	number	1
4.17	<i>TV or radio interference</i>	number	28
4.18	<i>Noises from appliances or lights</i>	number	4
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 ^f	<i>Average time taken to fix a technical supply fault</i>	days	22.47

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 ^g	<i>Calls to the contact centre</i>	number	241,850
5.11	<i>Calls to the contact centre answered by an operator</i>	number	133,633
5.12 ^h	<i>Calls to the contact centre answered by the IVR system</i>	number	96,861
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	23,333
5.14	<i>Average time waiting to speak to an operator</i>	seconds	23
5.15 ⁱ	<i>Abandoned calls</i>	number	11,356
		percentage	4.7
5.16 ^j	<i>Number of instances of capacity overload</i>	number	0
	Electricity queues	number	
	Loss of supply queues	number	
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	
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 ^k	<i>Customer-arranged appointments</i>	number	25,359
5.21 ^k	<i>Appointments not met within 15 minutes of the agreed time</i>	number	196

Source: PEACE CIS and Advantex

3.5.3 Timely provision of connections^l

Item No.	Measure	Unit	Value
5.3	<i>Total New connections made</i>	number	7,610
	<i>- New connections made (customer negotiated)</i>	number	4,852
	<i>- New connections made (non-negotiated)</i>	number	2,758
5.31	<i>New connections not made on agreed date</i>	number	25
5.32	<i>New connections with a one to four day delay</i>	number	18
5.33	<i>Average time taken for new connections (non-negotiated)</i>	days	2.54
5.33	<i>Average time taken for new connections (customer-negotiated)</i>	days	3.28
5.34	<i>Reconnections made</i>	number	20,173
5.35	<i>Reconnections not made on agreed date</i>	number	107
5.36	<i>Reconnections with a one to four day delay</i>	number	96
5.37	<i>Average time taken for Reconnections</i>	hours	1.86

Source: PEACE CIS

3.5.4 Street light maintenance

Item No.	Measure	Unit	Value
5.4	Street lights	number	319,680
5.41	Street lights out during period	number	1830
5.42 ^m	Street lights not repaired by the date agreed with the customer	number	35
5.43 ⁿ	Average time taken to repair faulty street lights	days	3.4

Source: Ellipse

3.5.5 Guaranteed service levels

Item No.	Measure	Unit	Value
5.5 ^o	Number of GSL payments made Total	number	196
	Network	number	151
	Retail	number	45
5.51 ^o	Amount paid in GSL payments	dollars	18,060
	Network	dollars	13,820
	Retail	dollars	4,240

Source: GSL Utility System

3.5.6 Interruptions

Item No.	Measure	Unit	Value
5.6 ^p	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	65
		percentage	3.00
5.61 ^q	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	346
		percentage	16.04

Source: A4S database and FROG

3.5.7 Complaints management

Item No.	Measure	Unit	Value
5.7	<i>Complaints</i>		
	meter reading	number	1,026
	staff behaviour	number	265
	condition of worksite	number	97
	damage to property	number	78
	driving	number	31
	vehicles	number	20
	poles	number	52
	streetlights	number	88
	timeliness of service delivery	number	518
	transformer	number	0
	trees	number	211

Item No.	Measure	Unit	Value
	general	number	496
	Total	number	2,882
5.71	<i>Average time taken to resolve complaints</i>	days	1.22
	meter reading	days	1.07
	staff behaviour	days	1.44
	condition of worksite	days	1.81
	damage to property	days	3.27
	driving	days	2.26
	vehicles	days	1.35
	poles	days	1.56
	streetlights	days	1.02
	timeliness of service delivery	days	1.07
	transformer	days	N/A
	trees	days	1.2
	general	days	1.06
6.1 ^r	<i>Complaints resolved within 20 days</i>	number	182
		percentage	97.8
6.2 ^s	<i>Repeat complaints</i>	number	0
6.21	<i>Average time taken to resolve repeat complaints</i>	days	N/A

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 The classification of feeders as CBD, urban, short rural and long rural depends on factors including the amount of electricity load carried by those feeders, as set out in the QCA Guidelines.
- 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 have been a number Major Events in the rolling twelve month period, which have been excluded from the calculations for the "After Removal of Excluded Events" SAIDI, SAIFI and CAIDI measures:

(i)	Natural Disaster	16 November 2008
(ii)	Severe Storm	20 November 2008
(iii)	Loss of Bulk Supply Substation at Hays Inlet	10 February 2009
(iv)	Severe Wet Weather	20 May 2009
(v)	Severe Storm	13 October 2009
(vi)	Severe Storm	29 November 2009
(vii)	Severe Storm	22 December 2009

- ^e As of 1 July 2004, ENERGETX has used 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 ENERGETX’s Ellipse system are consistent with the QCA’s quality of supply symptom reporting categories. ENERGETX 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.
- ^f 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.
- ^g Distribution-related enquiries relate to network maintenance and operational issues such as supply interruptions, quality of supply, streetlights, and trees growing near powerlines. Since the September 2009 quarter, this measure also includes calls to the Electrical Contractor phone line which had not been included in past reporting periods. Previously, Electrical Contractors used a variety of phone numbers to contact ENERGETX. In an effort to streamline functions and provide more efficient customer service, a single number (1300 762 442) has been provided and the ENERGETX Call Centre is now responsible for answering enquiries from Electrical Contractors.
- ^h 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.
- ⁱ 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 usually waited a longer period and choose not to wait for an Agent to answer.
- ^j 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.

- ^k 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.

^l ***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.
- 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:

- Reconnections 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.

- ^m 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. Of the 35 streetlights not repaired by the agreed date during the December 2009 quarter, 17 were as a result of issues with supply of materials / parts.
- ⁿ The average time indicated includes the day of notification.
- ^o 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.
- ^p 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 2,157 jobs entered into A4S. The data from A4S indicated that 7 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 65 or 3.0% did not have the required 2 business days notice. These results show a slight increase on the previous quarter. ENERGEX has acknowledged the need to improve the quality of its reporting systems and has taken steps to ensure a focus is maintained on the correct completion of data into A4S.
- ^q 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 2,157 jobs. The data collected indicated that 346 jobs (16.04%) exceeded the times specified in the notification, 53 jobs (2.5%) commenced prior to the notification times, 289 (13.4%) commenced after the notified time and 4 (0.2%) started and finished after the notified time. A focus is being made to reduce the early starts to 0% and to improving the late restoration jobs.
- ^r 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 September 2009 quarter was 186. ENERGEX considers that this approach provides a more accurate measure of how quickly we are managing and resolving customers' complaints.
- ^s The complaints management process has been aligned with the requirements of the Electricity Industry Code and EDSD requirements. ENERGEX captures customer dissatisfaction even when the complaint is resolved at the point of contact.

ENERGEX's complaints management system has been developed to deal promptly with complaints, and to the customer's satisfaction, so as to minimise the number of repeat complaints. When any complaint is registered in the system, resources are allocated to resolving the matter. The customer is

contacted, to be provided with an update on resolution of the complaint. If the customer is not satisfied with the proposed resolution, Customer Relations will endeavour to meet the customer's needs or offer an alternative solution.

In this way, by involving the customer through to resolution, ENERGEX strives to minimise repeat complaints. Accordingly, given the framework of the established system and those procedures adopted, ENERGEX reports non-resolved complaints that escalate outside of the organisation as "repeat complaints" for the purpose of this report. These complaints include complaints which a customer has referred to the Energy Consumer Protection Office, the Office of Fair Trading, or a Government Minister. The time taken to resolve repeat complaints is reported on the basis of the number of business days taken to resolve the complaint.