

**UTILITY REGULATORS FORUM SERVICE QUALITY REPORT
ERGON ENERGY 2007-08**

Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	N/A	262.40	583.38	1,188.78
	Distribution network – planned	N/A	51.06	119.27	247.01
	Distribution network – unplanned	N/A	201.51	454.60	922.25
	Normalised distribution network ¹	N/A	224.36	542.89	1,136.76
SAIFI	Overall	N/A	2.52	4.23	7.17
	Distribution network – planned	N/A	0.25	0.62	1.20
	Distribution network – unplanned	N/A	2.06	3.46	5.80
	Normalised distribution network	N/A	2.02	3.80	6.94
CAIDI	Overall	N/A	104.19	137.98	165.74
	Distribution network – planned	N/A	205.44	191.56	205.07
	Distribution network – unplanned	N/A	97.99	131.46	158.93
	Normalised distribution network	N/A	111.06	142.80	163.81

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network	N/A	N/A	N/A	N/A

¹ In accordance with the 3SAIDI calculation, six events were excluded from the normalised distribution results for exceeding the required SAIDI impact threshold of 3 minutes. These events affected the Wide Bay and South West Areas of Ergon Energy's supply area and impacted all three feeder categories. The six excluded events contributed to 28.2 SAIDI minutes on the Urban feeder, 30.98 SAIDI minutes on the Short Rural feeder and 32.50 SAIDI minutes on the Long Rural feeder of Ergon Energy's distribution network.

The above normalised distribution results differ from normalised reliability figures reported to the Queensland Competition Authority (QCA) as per requirements under the QCA Service Quality Guidelines and Electricity Industry Code. Under these obligations, major event are excluded from reliability data using the 2.5 beta method, which is the internationally accepted standard (IEEE 1366-2003) endorsed by the Institute of Electrical and Electronics Engineers, Inc (IEEE). Under the 2.5 beta method, eight major event days are eligible for exclusion during the 2007/08 period.

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints ²	1,921

Complaints by category³	(%)
Low supply voltage	29.10%
Voltage dips	12.55%
Voltage swell	22.64%
Voltage spike	2.71%
Waveform distortion	5.57%
TV or radio interference	5.99%
Noise from appliances	0.57%
Other	20.87%

Likely cause of problem	(%)
Network equipment faulty	12.18%
Network interference by NSP equipment	0.42%
Network interference by another customer	0.16%
Network limitation	15.36%
Customer internal problem	6.09%
No problem identified	33.06%
Environmental	0.31%
Other ⁴	32.43%

² The total Quality of Supply (QoS) complaint figure includes all complaints logged as a QoS issue at the time of the complaint, and includes 303 complaints that were subsequently found to be not a QoS problem during the course of the financial year. 313 complaints were still under investigation as at 30 June 2008

³ The percentage of complaints by category includes all complaints logged by symptom at the time of the complaint, and includes 303 complaints that were subsequently found to be not a QoS problem during the course of the financial year. 313 complaints were still under investigation as at 30 June 2008

⁴ The 'Other' category for the Likely Cause of Problem is also inclusive of 313 complaints that were still under investigation as at 30 June 2008 and 303 complaints that were subsequently found to be not a QoS problem during the course of the financial year.

Customer service

Timely provision of services⁵		
Total number of connections provided	(#)	19,341
Number not provided on or before the agreed date	(#)	140

Timely repair of faulty street lights		
Average number of street lights 'out' during each month (#)		N/A
Faulty street lights not repaired before the agreed date	(#)	N/A
Average number of days to repair faulty street lights	(#)	N/A
Total number of street lights	(#)	126,993

Call centre performance		
Total number of calls ⁶	(#)	1,532,755
Number of calls not answered within 30 seconds	(#)	211,567
Average waiting time before a call is answered	(secs)	28.1
Percentage of calls abandoned	(%)	2.50%
Number of overload events ⁷	(#)	0

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	1,568
Technical quality of supply	(#)	1,921
Administrative process or customer service ⁸	(#)	3,776
Other	(#)	0
Total number of customer complaints	(#)	7,265

⁵ Figures reported for the number of connections, and number not provided on or before the agreed date reflects provision of service for new connections only. Reconnections are not included in reported figures.

⁶ Total number of calls includes calls to automated interactive services (IVR) and calls answered by an operator. Both retail and distribution related calls are included in the total count of calls.

⁷ 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 a day.

⁸ As per previous submission of the URF template, complaints relating to issues other than reliability of supply and quality of supply have been included in the 'Administrative Process or Customer service' category. Complaint categories usually reported by Ergon Energy other than reliability or quality of supply do not lend themselves to a straightforward breakdown into these two categories in a way that would be nationally comparable. For a more detailed breakdown of these complaints refer to Ergon Energy's Quarterly Service Quality Reports that are published on the Queensland Competition Authority's website.

Business descriptors

Number of metered supply points

Feeder Category	Total no ⁹ .	By type of customer ¹⁰		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total	624,592					
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	243,221	211,359	31,862	N/A	N/A	N/A
Rural short	305,009	258,830	46,179	N/A	N/A	N/A
Rural long	69,194	47,253	21,941	N/A	N/A	N/A

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	N/A	N/A	N/A	N/A

Energy delivered (GWh)

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total¹¹	13,813					
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	5,094	1,675	3,420	N/A	N/A	N/A
Rural short	4,705	2,067	2,638	N/A	N/A	N/A
Rural long	1,033	381	652	N/A	N/A	N/A

⁹ Figures provided for the number of metered supply points reflect customer numbers on which minutes of supply and interruption figures are based as at the end of the financial year. A customer is a metered entity that is directly connected to the network. Inactive accounts are excluded. At present urban, rural short and long customer statistics do not reconcile to total distribution customers. The balance is made up of undefined and transmission customers who have no connectivity mapped. Validation of connectivity mapping is ongoing.

¹⁰ Customer numbers reported across residential and non-residential type are based on the proportion of customers billed throughout the financial year for residential and non-residential usage who have had any energy consumption in the period.

¹¹ The figure previously reported in the URF Template reflects energy delivered into the Ergon Energy regulated distribution system, that 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-Cloncurry system.

The 'total' figure reported above for 2007/08 (13,813 KWh) reflects total energy delivered to end-users of the regulated network after losses during the financial year (representing actual regulated billed sales to customers). Regulated billed sales are reported across feeder types and is inclusive of metered and unmetered supply billed during the financial year, but is exclusive of other unaccounted losses such as losses incurred through conveyance across the network and consumption from theft.

Line length (km)

Feeder Category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
Total ¹²	146,339	4,825	141,514			
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	2,628	675	1,953	N/A	N/A	N/A
Rural short	34,329	731	33,598	N/A	N/A	N/A
Rural long	76,797	62	76,735	N/A	N/A	N/A

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	628	7,508
Distribution	85,034	6,099

Distribution losses (%) ¹³	6.50%	Number of poles (#) ¹⁴	939,227
Network service area (sq. km) ¹⁵	1,698,100	Peak demand (MW)	2,313

¹² Line length data reflects assets in Ergon Energy's regulated network. Isolated unregulated lines and assets in the Carpentaria Minerals Province (CMP) have been excluded from the data.

Total line length (146,339 km) includes 20,105 km of known LV line. As not all LV data is currently captured within corporate databases, it is expected there will be differences between physical LV line length and reported LV figures. While measures are taken to populate missing LV data, it is anticipated that variations in figures reported will occur from one point in time to another

Line length for Urban, Short Rural and Long rural do not reconcile with total line length, the balance comprises of sub-transmission and undefined line (undefined line also includes 20,105km of known LV line)

¹³ Losses have been calculated based on the difference between regulated energy inputs into the distribution system and energy delivered to end-consumers for the financial year. Reported losses are predominantly incurred through the conveyance of electricity over the network, but can also be immaterially impacted by other unaccounted losses such as consumption from theft.

¹⁴ Pole population figures as at June 2008 are based on two inspection cycles of poles forming part of the overhead network and an almost complete first cycle of streetlight poles in underground supply areas. Pole count 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. Customer owned first property poles for which Ergon Energy undertakes a safety observation on behalf of the customer have been excluded.

¹⁵ Network Area excludes Torres Strait.