

**UTILITY REGULATORS FORUM SERVICE QUALITY REPORT
ERGON ENERGY 2008-09**

Reliability of supply

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	N/A	317.45	684.11	1254.20
	Distribution network – planned	N/A	60.64	204.60	329.58
	Distribution network – unplanned	N/A	156.21	403.94	778.37
	Normalised distribution network ¹	N/A	309.00	679.22	1240.67
SAIFI	Overall	N/A	3.50	5.78	8.49
	Distribution network – planned	N/A	0.34	1.04	1.61
	Distribution network – unplanned	N/A	1.99	3.89	6.12
	Normalised distribution network	N/A	3.47	5.78	8.40
CAIDI	Overall	N/A	90.80	118.28	147.69
	Distribution network – planned	N/A	177.01	196.79	204.68
	Distribution network – unplanned	N/A	78.63	103.85	127.29
	Normalised distribution network	N/A	89.12	117.56	147.77

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, two events were excluded from the normalised distribution results for exceeding the required SAIDI impact threshold of 3 minutes. These events affected the North Queensland and South West Areas of Ergon Energy's supply area and impacted all three feeder categories. The two excluded events contributed to 92.15 SAIDI minutes on the Urban feeder, 70.68 SAIDI minutes on the Short Rural feeder and 132.71 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, three major event days are eligible for exclusion during the 2008/09 period.

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints	1,819

Complaints by category	(%)
Low supply voltage	32.77%
Voltage dips	11.16%
Voltage swell	22.37%
Voltage spike	3.74%
Waveform distortion	5.11%
TV or radio interference	5.28%
Noise from appliances	0.66%
Other	18.91%

Likely cause of problem	(%)
Network equipment faulty	45.56%
Network interference by NSP equipment	0.23%
Network interference by another customer	N/A
Network limitation	0.23%
Customer internal problem	0.00%
No problem identified	0.86%
Environmental	0.23%
Other	52.88%

Customer service

Timely provision of services²		
Total number of connections provided	(#)	16,771
Number not provided on or before the agreed date	(#)	51

Timely repair of faulty street lights		
Average number of street lights 'out' during each month	(#)	14.9
Faulty street lights not repaired before the agreed date	(#)	65
Average number of days to repair faulty street lights	(#)	8.2
Total number of street lights	(#)	131,755

Call centre performance		
Total number of calls ³	(#)	1,812,853
Number of calls not answered within 30 seconds	(#)	231,342
Average waiting time before a call is answered	(secs)	35.5
Percentage of calls abandoned	(%)	3%
Number of overload events ⁴	(#)	0

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	1,979
Technical quality of supply	(#)	1,819
Administrative process or customer service ⁵	(#)	3,897
Other	(#)	0
Total number of customer complaints	(#)	7,695

² 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.

³ 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.

⁴ 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.

⁵ 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 ⁶ .	By type of customer ⁷		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total	636,480					
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	247,502	215,254	32,248	N/A	N/A	N/A
Rural short	320,396	271,119	49,277	N/A	N/A	N/A
Rural long	68,338	46,228	22,110	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
Total⁸	14,130.07					
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	5,552.75	2,006.09	3,546.66	N/A	N/A	N/A
Rural short	5,099.53	2,491.39	2,608.14	N/A	N/A	N/A
Rural long	1,157.34	435.04	722.29	N/A	N/A	N/A

⁶ 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.

⁷ 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.

⁸ 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 2008/09 (14,130 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
Total⁹	145,904	4,617	141,287			
CBD	N/A	N/A	N/A	N/A	N/A	N/A
Urban	2,527	657	1,870	N/A	N/A	N/A
Rural short	33,843	684	33,160	N/A	N/A	N/A
Rural long	77,171	54	77,117	N/A	N/A	N/A

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	614	7,308
Distribution	83,744	5,731

Distribution losses (%)¹⁰	5.65%	Number of poles (#)¹¹	962,255
Network service area (sq. km)¹²	1,698,100	Peak demand (MW)	2,498

⁹ 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)

Total line length (145,904 km) includes 19,884 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 21,207 km of known LV line)

¹⁰ 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.

¹¹ 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.

¹² Network Area excludes Torres Strait.