

# Electricity Distribution Quarterly Service Quality Report

October – December 2009

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	01-10-2009
1.3	Last day of reporting period	Date	31-12-2009

## 2. Aggregated Data<sup>1</sup>

ITEM NO.	MEASURE	UNIT	VALUE
2.1 <sup>2</sup>	Total distribution Customers	Number	643,501
	Urban	Number	218,242
	Short Rural	Number	352,413
	Long Rural	Number	72,185

## 3. Reliability Measures<sup>3</sup>

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
<b>Reliability of Supply – 12 Month Rolling (a)<sup>4</sup></b>				
<i>(Results effective as at 7 January 2010, for the period ending 31 December 2009)</i>				
3.1	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	634.14	634.14
	Generation	Minutes	4.85	4.85
	Transmission	Minutes	72.97	72.97
	Exclusions <sup>5</sup>	Minutes	0.00	0.00
	Distribution system – total	Minutes	556.32	556.32
	Urban	Minutes	254.26	254.26
	Short Rural	Minutes	631.54	631.54
	Long Rural	Minutes	1,148.95	1,148.95
	Distribution system – planned	Minutes	221.69	221.69
	Distribution system – unplanned	Minutes	334.63	334.63
3.2	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	5.14	5.14
	Generation	Number	0.02	0.02
	Transmission	Number	0.58	0.58
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	4.54	4.54
	Urban	Number	2.52	2.52
	Short Rural	Number	5.08	5.08
	Long Rural	Number	8.34	8.34
	Distribution system – planned	Number	1.13	1.13
	Distribution system – unplanned	Number	3.41	3.41

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	123.29	123.29
	Generation	Minutes	220.45	220.45
	Transmission	Minutes	125.85	125.85
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	122.50	122.50
	Urban	Minutes	100.79	100.79
	Short Rural	Minutes	124.38	124.38
	Long Rural	Minutes	137.83	137.83
	Distribution system – planned	Minutes	195.83	195.83
	Distribution system – unplanned	Minutes	98.15	98.15
<b>Reliability of Supply – Quarterly Measure (b)<sup>6</sup></b> <i>(Results effective as at 7 January 2010, for the period ending 31 December 2009)</i>				
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	152.87	152.87
	Generation	Minutes	4.77	4.77
	Transmission	Minutes	0.26	0.26
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	147.85	147.85
	Urban	Minutes	58.71	58.71
	Short Rural	Minutes	153.97	153.97
	Long Rural	Minutes	388.88	388.88
	Distribution system – planned	Minutes	43.87	43.87
	Distribution system – unplanned	Minutes	103.97	103.97
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.33	1.33
	Generation	Number	0.02	0.02
	Transmission	Number	0.02	0.02
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	1.29	1.29
	Urban	Number	0.64	0.64
	Short Rural	Number	1.39	1.39
	Long Rural	Number	2.78	2.78
	Distribution system – planned	Number	0.23	0.23
	Distribution system – unplanned	Number	1.06	1.06
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	114.58	114.58
	Generation	Minutes	255.74	255.74

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Transmission	Minutes	11.06	11.06
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	114.44	114.44
	Urban	Minutes	91.21	91.21
	Short Rural	Minutes	110.59	110.59
	Long Rural	Minutes	140.10	140.10
	Distribution system – planned	Minutes	193.35	193.35
	Distribution system – unplanned	Minutes	97.63	97.63
<b>Reliability of Supply – Complaints</b>				
3.9 <sup>7</sup>	<i>Reliability of supply complaints</i>		Number	624
	<i>Momentary Interruptions to supply complaints</i>		Number	290
3.91 <sup>8</sup>	<i>Average time to resolve reliability complaints</i>		Days	1.9

#### 4. Quality of Supply Data<sup>9</sup>

ITEM NO.	MEASURE	UNIT	VALUE
<b>Quality of Supply – Complaints Categorised by Symptoms</b>			
4.1	<i>Total quality of supply complaints</i>	Number	492
4.11	<i>Low supply voltage</i>	Number	170
4.12	<i>Voltage dips – minor or nuisance</i>	Number	31
4.13	<i>Voltage dips – severe</i>	Number	9
4.14	<i>Voltage swell</i>	Number	92
4.15	<i>Voltage spike</i>	Number	17
4.16	<i>Waveform distortion or unbalance</i>	Number	22
4.17	<i>TV or radio interference</i>	Number	47
4.18	<i>Noises from appliances or lights</i>	Number	4
4.19	<i>Other</i>	Number	100
<b>Technical supply faults</b>			
4.5 <sup>10</sup>	<i>Average time taken to fix a technical supply fault</i>	Days	74

## 5. Customer Service

ITEM NO.	MEASURE	UNIT	VALUE
<b>Network Call Centre Performance<sup>11</sup></b>			
5.1 <sup>12</sup>	<i>Calls to the call centre</i>	Number	467,992
5.11	<i>Calls to the call centre answered by an operator</i>	Number	232,281
5.12 <sup>13</sup>	<i>Calls to the call centre answered by an IVR</i>	Number	117,641
5.13	<i>Calls to the call centre answered &gt;30 seconds</i>	Number	56,270
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	30.2
5.15	<i>Abandoned calls</i>	Number	7,090
		Percent	2.96%
5.16 <sup>14</sup>	<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
<b>Appointment Punctuality</b>			
5.2	<i>Customer-arranged appointments</i>	Number	2,765
5.21 <sup>15</sup>	<i>Appointments not met &gt;15 minutes of agreed time</i>	Number	226
5.21a <sup>16</sup>	<i>Appointments not met – Complaints received</i>	Number	3
<b>Timely provision of connections</b>			
5.3	<i>New connections made</i>	Number	4,085
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	21
5.33 <sup>17</sup>	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,508
5.35	<i>Re-connections not made on agreed date</i>	Number	6
5.36	<i>Re-connection with a one to four day delay</i>	Number	6
5.37 <sup>17</sup>	<i>Average time taken for re-connections</i>	Days	1.0
<b>Street light maintenance</b>			
5.4	<i>Street lights</i>	Number	138,490
5.41 <sup>18</sup>	<i>Street lights out during period</i>	Number	783
5.42	<i>Street lights not repaired by the agreed date</i>	Number	214
5.43 <sup>19</sup>	<i>Average time taken to repair faulty street lights</i>	Days	6.30
<b>Guaranteed service levels</b>			
5.5 <sup>20</sup>	<i>Number of GSL payment made</i>	Number	150
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$10,570
<b>Interruptions</b>			
	<i>Total planned interruptions<sup>21</sup></i>	Number	2,625
5.6	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	220
		Percent	8.38%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	758
		Percent	28.88%

ITEM NO.	MEASURE	UNIT	VALUE
<b>Customer Service Complaints</b>			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.7	<i>Total – Customer Service Complaints</i>	Number	1,382
	Disputes – National Electricity Code	Number	0
	National Contact Centre <sup>22</sup>	Number	284
	Environmental issues	Number	7
	Field Activity	Number	246
	Line clearances <sup>23</sup>	Number	0
	Metering/Technical	Number	65
	Meter reading	Number	186
	Streetlights	Number	23
	Vegetation Management	Number	189
	Supply – new service/extensions	Number	37
	Suspected compliance failure	Number	0
	Infrastructure	Number	80
	Meter replacement program	Number	4
	Watchman lights	Number	36
	Other	Number	225
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	2.8
	Disputes – National Electricity Code	Days	-
	National Contact Centre	Days	2.4
	Environmental issues	Days	2.6
	Field Activity	Days	3.6
	Line clearances	Days	-
	Metering/Technical	Days	3.5
	Meter reading	Days	1.9
	Streetlights	Days	8.5
	Vegetation Management	Days	2.3
	Supply – new service/extensions	Days	2.8
	Suspected compliance failure	Days	-
	Infrastructure	Days	3.9
	Meter replacement program	Days	9.5
	Watchman lights	Days	2.4
	Other	Days	2.6

## 6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.1 <sup>24</sup>	<i>Complaints not resolved within 20 days</i>	Number	135
		Percent	5.40%
6.20 <sup>25</sup>	<i>Repeat complaints</i>	Number	27.0
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	7.2

## 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:

Carmel Price

Acting Group Manager Regulatory Affairs

Ergon Energy Corporation Limited

Telephone (07) 4121 9545

<sup>1</sup> 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).

<sup>2</sup> 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.

### <sup>3</sup> 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;

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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.

<sup>4</sup> 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.

<sup>5</sup> 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 December 2009 quarter, there were no Major Event Days (MED) registered 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.

<sup>6</sup> During the December 2009 quarter Ergon Energy's planned outage performance improved as a result of the progressive reinstatement of the live line work practice and the completion of staff training by late November 2009. With the ongoing storm season, Ergon Energy is ensuring that its best operational measures are in place to address the increased unplanned performance likely to arise due to the adverse weather. However, overall year-to-date performance continues to be adversely impacted from planned and unplanned outage results from the earlier months in the 2009-10 year.

<sup>7</sup> 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".

<sup>8</sup> 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.

## <sup>9</sup> 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

<sup>10</sup> 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.

<sup>11</sup> Call volumes increased during the December 2009 quarter in line with the expected seasonal factors. Impacts to the network due to storm activity created a rise in unplanned outage activity to customers which resulted in an increased level of contact through the Loss of Supply line. Due to our ability to manage customer contact within the IVR, similar impacts were witnessed at this level. A decrease in call volume is observed when compared to the same quarter in 2008 due to a reduction in the severity of storm activity this season.

<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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 claim paid by Ergon Energy for the quarter.

<sup>17</sup> 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.

<sup>18</sup> 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

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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.

<sup>19</sup> 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".

<sup>20</sup> This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code). The low level of GSL claims can be attributed to a relatively benign storm season during the December 2009 quarter.

<sup>21</sup> During the December 2009 quarter staff training in live-line practices was completed which has resulted in a progressive reinstatement of live line work, resulting in a favourable decline in total planned interruptions for the period.

<sup>22</sup> 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.

<sup>23</sup> "Line Clearance" complaint category is captured as a sub-category of complaint under "Infrastructure" complaints.

<sup>24</sup> 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.

<sup>25</sup> 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.