

Electricity Distribution Quarterly Service Quality Report

July - September 2009

Submitted to QCA by
Ergon Energy Corporation Limited
in accordance with the QCA Electricity Distribution:
Service Quality Reporting Guidelines



everything in our power



Table of Contents

1. Administrative Data	3
2. Aggregated Data	3
3. Reliability Measures	3
4. Quality of Supply Data.....	5
5. Customer Service	6
6. Complaints Management	8
7. Notes to the Service Quality Report.....	8

1. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	Distribution Network Service Provider	Name	EECL
1.2	First day of reporting period	Date	01-07-2009
1.3	Last day of reporting period	Date	30-09-2009

2. Aggregated Data¹

ITEM NO.	MEASURE	UNIT	VALUE
2.1 ²	Total distribution Customers	Number	641,126
	Urban	Number	220,411
	Short Rural	Number	347,130
	Long Rural	Number	73,172

3. Reliability Measures³

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
Reliability of Supply – 12 Month Rolling (a)⁴				
<i>(Results effective as at 6 October 2009, for the period ending 30 September 2009)</i>				
3.1	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	644.92	644.92
	Generation	Minutes	0.09	0.09
	Transmission	Minutes	45.88	45.88
	Exclusions ⁵	Minutes	0.00	43.90
	Distribution system – total	Minutes	598.96	555.05
	Urban	Minutes	292.40	254.48
	Short Rural	Minutes	668.57	635.92
	Long Rural	Minutes	1,239.44	1,126.55
	Distribution system – planned	Minutes	205.69	204.71
	Distribution system – unplanned	Minutes	393.27	350.35
3.2	System Average Interruption Frequency Index (SAIFI) – Whole of Network	Number	5.50	5.50
	Generation	Number	0.00	0.00
	Transmission	Number	0.67	0.67
	Exclusions	Number	0.00	0.28
	Distribution system – total	Number	4.83	4.55
	Urban	Number	2.75	2.54
	Short Rural	Number	5.44	5.16
	Long Rural	Number	8.62	8.10
	Distribution system – planned	Number	1.04	1.03
	Distribution system – unplanned	Number	3.80	3.52

SQ_Q1 09/10 V5

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	117.17	117.17
	Generation	Minutes	25.90	25.90
	Transmission	Minutes	68.90	68.90
	Exclusions	Minutes	0.00	155.32
	Distribution system – total	Minutes	123.88	121.93
	Urban	Minutes	106.35	100.33
	Short Rural	Minutes	122.88	123.20
	Long Rural	Minutes	143.81	139.03
	Distribution system – planned	Minutes	198.41	198.47
	Distribution system – unplanned	Minutes	103.54	99.50
Reliability of Supply – Quarterly Measure (b)⁶ <i>(Results effective as at 6 October 2009, for the period ending 30 September 2009)</i>				
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	126.94	126.94
	Generation	Minutes	0.09	0.09
	Transmission	Minutes	0.04	0.04
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	126.82	126.82
	Urban	Minutes	80.87	80.87
	Short Rural	Minutes	139.41	139.41
	Long Rural	Minutes	208.11	208.11
	Distribution system – planned	Minutes	70.53	70.53
	Distribution system – unplanned	Minutes	56.29	56.29
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	0.97	0.97
	Generation	Number	0.00	0.00
	Transmission	Number	0.00	0.00
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	0.96	0.96
	Urban	Number	0.64	0.64
	Short Rural	Number	1.04	1.04
	Long Rural	Number	1.61	1.61
	Distribution system – planned	Number	0.33	0.33
	Distribution system – unplanned	Number	0.63	0.63
3.3	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	130.77	130.77
	Generation	Minutes	25.90	25.90

SQ_Q1 09/10 V5

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE Less Exclusions</u>
	Transmission	Minutes	11.30	11.30
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	131.53	131.53
	Urban	Minutes	127.33	127.33
	Short Rural	Minutes	134.02	134.02
	Long Rural	Minutes	128.90	128.90
	Distribution system – planned	Minutes	213.87	213.87
	Distribution system – unplanned	Minutes	88.72	88.72
Reliability of Supply – Complaints				
3.9 ⁷	<i>Reliability of supply complaints</i>		Number	545
	<i>Momentary Interruptions to supply complaints</i>		Number	156
3.91 ⁸	<i>Average time to resolve reliability complaints</i>		Days	2.4

4. Quality of Supply Data⁹

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

5. Customer Service

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance¹¹			
5.1 ¹²	<i>Calls to the call centre</i>	Number	377,429
5.11	<i>Calls to the call centre answered by an operator</i>	Number	215,805
5.12 ¹³	<i>Calls to the call centre answered by an IVR</i>	Number	82,266
5.13	<i>Calls to the call centre answered >30 seconds</i>	Number	52,244
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	30.0
5.15	<i>Abandoned calls</i>	Number	5,140
		Percent	2.33%
5.16 ¹⁴	<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
Appointment Punctuality			
5.2	<i>Customer-arranged appointments</i>	Number	3,031
5.21 ¹⁵	<i>Appointments not met >15 minutes of agreed time</i>	Number	213
5.21a ¹⁶	<i>Appointments not met – Complaints received</i>	Number	11
Timely provision of connections			
5.3	<i>New connections made</i>	Number	4,161
5.31	<i>New connections not made on agreed date</i>	Number	12
5.32	<i>New connections with a one to four day delay</i>	Number	11
5.33 ¹⁷	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,425
5.35	<i>Re-connections not made on agreed date</i>	Number	9
5.36	<i>Re-connection with a one to four day delay</i>	Number	9
5.37 ¹⁷	<i>Average time taken for re-connections</i>	Days	1.0
Street light maintenance			
5.4	<i>Street lights</i>	Number	136,954
5.41 ¹⁸	<i>Street lights out during period</i>	Number	963
5.42	<i>Street lights not repaired by the agreed date</i>	Number	187
5.43 ¹⁹	<i>Average time taken to repair faulty street lights</i>	Days	5.20
Guaranteed service levels			
5.5 ²⁰	<i>Number of GSL payment made</i>	Number	249
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$12,230
Interruptions²¹			
	<i>Total planned interruptions</i>	Number	2,878
5.6	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	198
		Percent	6.9%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	853
		Percent	29.6%

SQ_Q1 09/10 V5

ITEM NO.	MEASURE	UNIT	VALUE
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.7	<i>Total – Customer Service Complaints</i>	Number	1,011
	Disputes – National Electricity Code	Number	0
	National Contact Centre ²²	Number	231
	Environmental issues	Number	2
	Field Activity	Number	186
	Line clearances ²³	Number	0
	Metering/Technical	Number	24
	Meter reading	Number	161
	Streetlights	Number	16
	Vegetation Management	Number	164
	Supply – new service/extensions	Number	35
	Suspected compliance failure	Number	0
	Infrastructure	Number	34
	Meter replacement program	Number	3
	Other	Number	155
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	3.7
	Disputes – National Electricity Code	Days	-
	National Contact Centre	Days	3.6
	Environmental issues	Days	1.0
	Field Activity	Days	3.7
	Line clearances	Days	-
	Metering/Technical	Days	6.1
	Meter reading	Days	2.0
	Streetlights	Days	6.6
	Vegetation Management	Days	3.3
	Supply – new service/extensions	Days	4.3
	Suspected compliance failure	Days	-
	Infrastructure	Days	12.7
	Meter replacement program	Days	2.0
	Other	Days	3.3

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.1 ²⁴	<i>Complaints not resolved within 20 days</i>	Number	101
		Percent	4.99%
6.20 ²⁵	<i>Repeat complaints</i>	Number	37.0
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	6.2

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/www/welcome.cfm>

Please direct queries or feedback on this report to:

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¹ 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 (ie. Including 'lost' retail customers).

² 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.

³ 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;

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.

⁴ 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.

⁵ Under the QCA's revised service quality guidelines from the 1st 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 September 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. Quarterly and year to date reliability performance continues to be impacted by the increase in planned outages across the state as a result of the suspension of live line work practices (ban in effect from 19 February 2009 - refer prior periods).

⁶ The ongoing impact of the suspension of live line practices as well as operational issues relating to Air Break Switches remains evident in the September quarter, with high levels of planned interruptions and reliability of supply complaints observed. Impacts of planned outages are reflected in most QCA quarterly measures including reliability of supply (SAIDI / SAIFI).

⁷ 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".

⁸ 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.

⁹ 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

¹⁰ 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.

¹¹ Call volumes remained within expected levels during the September quarter as call centre performance returned to its normal operation following staffing impacts in the last quarter of 2008-09.

¹² 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.

¹³ 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.

¹⁴ This measure relates to the number of occurrences (ie. 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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.

¹⁸ 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 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.

¹⁹ 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”.

²⁰ This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code).

²¹ On 19 February 2009, Ergon Energy suspended all live-line work to address an increase in live-line related safety incidents. Since the suspension of the live line work there has been a notable increase in planned outages. Furthermore, there are also bans on the operation of a particular type of Air Break Switch (ABS) associated with torsional failure (used to break the distribution of power between two sets of lines for maintenance works to be conducted), which is contributing to longer planned outage durations.

²² 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.

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

²⁴ 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.

²⁵ 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.