



**ELECTRICITY DISTRIBUTION  
QUARTERLY SERVICE QUALITY REPORT  
JANUARY TO MARCH, 2008**

**ENERGEN LIMITED**

**May 2008**

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**TABLE OF CONTENTS**

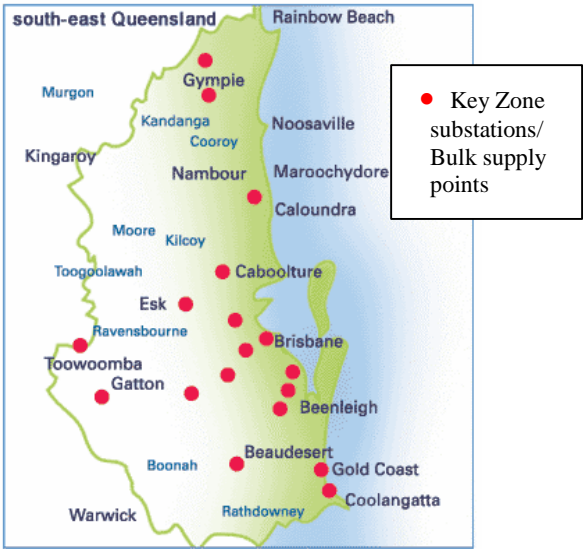
1	INTRODUCTION .....	2	3.5.4	Street light maintenance .....	13
1.1	About ENERGETX's distribution network.....	2	3.5.5	Guaranteed service levels .....	13
1.2	QCA Guidelines .....	2	3.5.6	Interruptions.....	14
1.2.1	<i>Reliability of supply</i> .....	2	3.5.7	Complaints management.....	14
1.2.2	<i>Quality of supply</i> .....	3			
1.2.3	<i>Customer service</i> .....	3			
2	SUMMARY OF ENERGETX'S PERFORMANCE.....	4			
3	SERVICE QUALITY DATA.....	5			
3.1	Administrative Data .....	5			
3.2	Aggregate Data .....	5			
3.3	Reliability measures .....	6			
3.3.1	For 12 months to end of quarter .....	6			
3.3.2	For quarter (to 31 March 2008) .....	8			
3.4	Quality of supply data.....	10			
3.4.1	Quality of supply complaints – categorised according to symptoms.....	10			
3.4.2	Technical supply faults .....	10			
3.5	Customer Service.....	11			
3.5.1	Network Call Centre Performance.....	11			
3.5.2	Appointment punctuality .....	12			
3.5.3	Timely provision of connections .....	12			

# 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 843,000 urban customers, and approximately 363,000 short rural customers.



Map of ENERGEX’s electricity distribution network

## 1.2 QCA Guidelines

This March Quarter Service Quality 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 ENERGETEX'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 ENERGETEX'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 ENERGETEX'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.

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

A summary of ENERGEX's performance for the March 2008 quarter includes:

- SAIDI and SAIFI across the distribution network as a whole remained constant compared to the previous quarter's results;
- The number of reliability of supply complaints was 95 for this quarter, which is an increase from the previous quarter result of 58. However the average time taken to resolve reliability complaints during the March quarter was 1.94 days which is lower than that recorded in the previous quarter (3.24 days);
- Quality of supply complaints have increased from 223 in the previous quarter to 284 this quarter;
- Calls to the contact centre were down to 731,762 (including both distribution and retail calls), compared to the previous quarter result of 762,654;
- Average time taken to speak to an operator was 18 seconds this quarter, which is an improvement compared to the previous quarter result of 23 seconds;
- The number of street lights not repaired by the agreed date decreased significantly from 289 (December 2007 quarter) to 4 this quarter. The improvement was due to a new streetlight maintenance contractor being engaged;
- Appointments not met within 15 minutes of the agreed time were 117, which was lower than the previous quarter result of 161;
- The number of new connections decreased to 9,680 (previous quarter was 11,403) while reconnections increased to 6,759 (compared to 5,647 in the previous quarter). The increase in reconnections was due to an increase in requests from retailers;
- Guaranteed Service Level (GSL) claims increased during the March quarter to 365 (\$40,490) from 223 (\$24,760) in the previous quarter. Of the GSL's paid, 299 were attributed to ENERGEX; and
- Complaints have continued to decrease to 2,832 this quarter, which is lower than the previous quarter result of 3,153.

### 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	01-01-2008
1.3	<i>Last day of reporting period</i>	date	31-03-2008

#### 3.2 Aggregate Data

Item No.	Measure	Unit	Value
2.1 <sup>a,b</sup>	<i>Total distribution customers</i>	number	1,209,832
	Central business district	number	3,607
	Urban	number	843,013
	Short rural	number	363,211
	Long rural	number	NA

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 <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – annual</i>			
	Transmission & Generation	minutes	4.158	4.158
	Exclusions	minutes	Not applicable	0.000
	Distribution system – whole of network	minutes	121.778	121.778
	Central business district	minutes	3.205	3.205
	Urban	minutes	78.899	78.899
	Short rural	minutes	224.923	224.923
	Long rural	minutes	Not applicable	
	Distribution system – planned	minutes	19.039	19.039
	Distribution system – unplanned	minutes	102.739	102.739
3.2 <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – annual</i>			
	Transmission & Generation	number	0.083	0.083
	Exclusions	number	Not applicable	0.000
	Distribution system – whole of network	number	1.454	1.454
	Central business district	number	0.029	0.029

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
	Urban	number	1.028	1.028
	Short rural	number	2.478	2.478
	Long rural	number	Not applicable	
	Distribution system – planned	number	0.066	0.066
	Distribution system – unplanned	number	1.387	1.387
3.3 <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – annual</i>			
	Transmission & Generation	minutes	50.306	50.306
	Exclusions	minutes	Not applicable	0.000
	Distribution system – whole of network	minutes	83.778	83.778
	Central business district	minutes	108.968	108.968
	Urban	minutes	76.736	76.736
	Short rural	minutes	90.765	90.765
	Long rural	minutes	Not applicable	
	Distribution system – planned	minutes	286.322	286.322
	Distribution system – unplanned	minutes	74.068	74.068

Source: NFM

### 3.3.2 For quarter (to 31 March 2008)

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1.Q <sup>c,d</sup>	<i>System Average Interruption Duration Index (SAIDI) – quarter</i>			
	Transmission & Generation	minutes	4.053	4.053
	Exclusions	minutes	Not applicable	0.000
	Distribution system – whole of network	minutes	32.045	32.045
	Central business district	minutes	0.871	0.871
	Urban	minutes	22.590	22.590
	Short rural	minutes	54.096	54.096
	Long rural	minutes	Not applicable	
	Distribution system – planned	minutes	4.927	4.927
	Distribution system – unplanned	minutes	27.118	27.118
3.2.Q <sup>c,d</sup>	<i>System Average Interruption Frequency Index (SAIFI) – quarter</i>			
	Transmission & Generation	number	0.062	0.062
	Exclusions	number	Not applicable	0.000
	Distribution system – whole of network	number	0.409	0.409
	Central business district	number	0.004	0.004
	Urban	number	0.306	0.306

Item No.	Measure	Unit	Value (before removal of excluded events)	Value (after removal of excluded events)
	Short rural	number	0.650	0.650
	Long rural	number	Not applicable	
	Distribution system – planned	number	0.016	0.016
	Distribution system – unplanned	number	0.393	0.393
3.3.Q <sup>c,d</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – quarter</i>			
	Transmission & Generation	minutes	65.744	65.744
	Exclusions	minutes	Not applicable	0.000
	Distribution system – whole of network	minutes	78.373	78.373
	Central business district	minutes	241.405	241.405
	Urban	minutes	73.867	73.867
	Short rural	minutes	83.224	83.224
	Long rural	minutes	Not applicable	
	Distribution system – planned	minutes	300.980	300.980
	Distribution system – unplanned	minutes	69.089	69.089
3.9	<i>Reliability of supply complaints</i>	number	95	
	Number of complaints relating to momentary interruptions to supply	number	7	
3.91	<i>Average time taken to resolve reliability complaints</i>	days	1.94	

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 <sup>e</sup>	<i>Total quality of supply complaints</i>	number	284
4.11	<i>Low supply voltage</i>	number	115
4.12	<i>Voltage dips – minor or nuisance</i>	number	84
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	53
4.15	<i>Voltage spike</i>	number	5
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	23
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 <sup>f</sup>	<i>Average time taken to fix a technical supply fault</i>	days	29.68

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 <sup>g</sup>	<i>Calls to the contact centre</i>	number	731,762
	Distribution (both operator-answered and self-serve calls)	number	223,426
	Retail (both operator-answered and self-serve calls)	number	508,336
5.11	<i>Calls to the contact centre answered by an operator</i>	number	138,170
5.12 <sup>h</sup>	<i>Calls to the contact centre answered by the IVR system</i>	number	80,143
5.13	<i>Calls to the contact centre not answered within 30 seconds</i>	number	18,455
5.14	<i>Average time waiting to speak to an operator</i>	seconds	18
5.15 <sup>i</sup>	<i>Abandoned calls</i>	number	5,114
		percentage	4
5.16 <sup>j</sup>	<i>Number of instances of capacity overload</i>	number	0
	Electricity queues	number	0
	Loss of supply queues	number	0
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	0
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 <sup>k</sup>	<i>Customer-arranged appointments</i>	number	6,259
5.21 <sup>k</sup>	<i>Appointments not met within 15 minutes of the agreed time</i>	number	117

Source: Advantex

### 3.5.3 Timely provision of connections

Item No.	Measure	Unit	Value
5.3	<i>New connections made</i>	number	9,680
5.31 <sup>l</sup>	<i>New connections not made on agreed date</i>	number	191
5.32 <sup>l</sup>	<i>New connections with a one to four day delay</i>	number	141
5.33 <sup>m</sup>	<i>Average time taken for new connections</i>	days	4.07
5.34	<i>Reconnections made</i>	number	6,759
5.35 <sup>l</sup>	<i>Reconnections not made on agreed date</i>	number	28
5.36 <sup>l</sup>	<i>Reconnections with a one to four day delay</i>	number	25
5.37	<i>Average time taken for Reconnections</i>	hours	4.1

Source: Service Order Management (SOM) reports



### 3.5.4 Street light maintenance

Item No.	Measure	Unit	Value
5.4	Street lights	number	302,685
5.41	Street lights out during period	number	2,580
5.42 <sup>n</sup>	Street lights not repaired by the date agreed with the customer	number	4
5.43 <sup>o</sup>	Average time taken to repair faulty street lights	days	4

Source: Ellipse and SOM reports

### 3.5.5 Guaranteed service levels

Item No.	Measure	Unit	Value
5.5 <sup>p</sup>	Number of GSL payments made		
	Total	number	365
	Network	number	299
	Retail	number	66
5.51 <sup>p</sup>	Amount paid in GSL payments	dollars	40,490
	Network	dollars	33,710
	Retail	dollars	6,780

Source: FACOM

### 3.5.6 Interruptions

Item No.	Measure	Unit	Value
5.6 <sup>q</sup>	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	34
		percentage	2.60
5.61 <sup>rr</sup>	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	267
		percentage	20

Source: A4S database and FROG

### 3.5.7 Complaints management

Item No.	Measure	Unit	Value
5.7	<i>Complaints</i>		
	meter reading	number	2,002
	staff behaviour	number	120
	condition of worksite	number	46
	damage to property	number	100
	driving	number	13
	vehicles	number	11
	poles	number	44
	streetlights	number	32

Item No.	Measure	Unit	Value
	timeliness of service delivery	number	180
	transformer	number	4
	trees	number	127
	general	number	153
	<b>Total</b>	<b>number</b>	<b>2,832</b>
5.71	<i>Average time taken to resolve complaints</i>	days	1.75
	meter reading	days	1.28
	staff behaviour	days	2.94
	condition of worksite	days	3.71
	damage to property	days	5.33
	driving	days	3.77
	vehicles	days	3
	poles	days	4.25
	streetlights	days	1.47
	timeliness of service delivery	days	2.01
	transformer	days	2.25
	trees	days	2.58
	general	days	2
6.1	<i>Complaints resolved within 20 days</i>	number	486
		percentage	91.35

Item No.	Measure	Unit	Value
6.2	<i>Repeat complaints</i>	number	6
6.21	<i>Average time taken to resolve repeat complaints</i>	days	10.33

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 This indicator reports the number of customers in the central business district, urban, and rural areas, at the end of the reporting period.
- c The reported SAIDI, SAIFI and CAIDI figures are calculated using the following equations:

$$SAIDI = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Customers}}$$

$$SAIFI = \frac{\text{Total Number of Interruptions}}{\text{Total Number of Customers}}$$

$$CAIDI = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Total Number of Interruptions}} = \left( \frac{SAIDI}{SAIFI} \right)$$

The reported CAIDI figures may not align with derived figures using the above formulae due to rounding.

- d There were no Major events in the rolling twelve month period, which were excluded from the calculations for the "After Removal of Excluded Events" SAIDI, SAIFI and CAIDI measures.
- e As of 1 July 2004, ENERGEX uses 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 ENERGEX's Ellipse system are consistent with the QCA's quality of supply symptom reporting categories. ENERGEX 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.

<sup>f</sup> 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. ENERGEX 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, ENERGEX will respond immediately.

<sup>g</sup> Due to the sale of ENERGEX Retail customers should now call the Network with distribution-related enquiries only. Distribution-related enquiries relate to network maintenance and operational issues such as supply interruptions, quality of supply, streetlights, and trees growing near powerlines. Retail-related enquiries relate to billing issues.

This report focuses on measuring call centre performance in relation to distribution-related calls. With the recent sale of ENERGEX Retail customers now call on separate phone numbers for Retail and Distribution enquiries. Prior to the sale, all customer enquiries were made to the one phone number. By separating phone numbers, reporting on Retail and Distribution enquiries becomes more accurate. This report focuses on Distribution related enquiries only.

<sup>h</sup> 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 as this is the only distribution-related self-service IVR.

<sup>i</sup> 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 waited usually a longer period and choose not to wait for an Agent to answer. Pre RAN abandons represent 31.68% of the total abandoned calls provided in this report.

- j ENERGEX has a highly sophisticated telephone call scan system, which is capable of measuring all incoming calls to the ENERGEX 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.

ENERGEX is committed to managing the number of staff rostered to queues to minimise capacity overload events, while ensuring there is sufficient reserve capacity to make certain emergency calls are handled speedily.

- k As at January 2005, the Electricity Industry Code introduced guaranteed service levels for Queensland distribution entities. Clause 5.7 of the Code applies to an appointment which: “(i) is made between a distribution entity and a non-contestable customer who has an existing account for the premises; and (ii) relates to the distribution entity attending the premises for the purpose of: (A) reading, testing, maintaining or inspecting the meter; or (B) inspecting, altering or adding to the customer’s electrical installation.” If the distribution entity does not attend at the specified time or within the specified time period agreed with the customer, the customer is eligible for a GSL rebate.

The Electricity Distribution Service Quality Reporting Guidelines (August 2005), however, require reporting of appointments, which are attended over 15 minutes late. The measure currently shown in this report is provided in accordance with the requirements of the Electricity Distribution Service Quality Reporting Guidelines.

For indicators 5.2 and 5.21, ENERGEX reports its punctuality in relation to appointments for four types of service orders: (i) reconnection of a premise after a period of vacancy; (ii) cold water complaints; (iii) change of tariff. These service orders are centrally organised through ENERGEX’s field force automation system (Advantex). They are considered to be customer-arranged appointments because they typically require a customer to be present at the time that the service is performed (as opposed to other service orders such as normal meter reading activities).

- 1 From January 2005, ENERGEX guarantees to connect customers as agreed:
- (i) reconnections: where electricity has previously been supplied to the customer, and the customer contacts ENERGEX before 1 pm on a business day, ENERGEX guarantees to reconnect the electricity supply within 4 hours (ie on the same business day) or as agreed. After 1 pm on a business day, ENERGEX guarantees to reconnect the customer by the next business day or as agreed with the

customer. An after-hours fee is required to reconnect electricity on a weekend or public holiday. (Note: Under the Electrical Safety Act 2002, ENERGEX is required to conduct a visual inspection when we reconnect electricity after a change of tenancy or when four weeks have elapsed since power was disconnected for debt).

- (ii) new connections (mains are outside the customer's home or business): as agreed with the customer where electricity has not been previously connected to the customer, but the electricity network already exists outside the customer's home or business and a low voltage connection only is required. Prior to January 2005, ENERGEX guaranteed to connect electricity within three business days of all necessary paperwork being lodged unless negotiated otherwise.
  - (iii) new connections (no mains outside customer's home or business or additional reinforcement required): where electricity mains (ie poles and wires) don't exist or additional reinforcement works are required, ENERGEX will contact the customers within 10 business days of the date of the lodgement of all necessary paperwork to advise on what is required to make supply available.
- <sup>m</sup> Time reported includes the day of lodgement, and is measured from the date of lodgement of all necessary paperwork, specifically the customer's application and Request for Initial Connection, Inspection or Metering form (Form 2). The Form 2 is normally lodged by the customer's electrician.
- <sup>n</sup> 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.
- <sup>o</sup> The average time indicated includes the day of notification.
- <sup>p</sup> 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.
- <sup>q</sup> 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 1,335 jobs entered into A4S. The A4S data indicated that 34 or 2.6% did not provide the required 2 business days notice.

<sup>r</sup> 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 1,335 jobs. The data collected indicated that 267 or 20% exceeded the times specified in the notification. 47 jobs or 3.5% commenced prior to the notification time and 202 or 15.1% after the notified time and 18 or 1.3% started and finished after the notified time.

Again a focus is being made to reduce the early starts to 0% and to focus on improving the late restoration jobs. The crews have been informed that where negotiations with the customer allow for an earlier switching time, the A4S program is to be changed to reflect this agreement. This will reduce the number of early switching times. Late switching is dependant on the work being performed on site. Again a focus is being made to reduce the early starts to 0% and to focus on improving the late restoration jobs.