



# Quarterly Service Quality Report

January – March 2008

Ergon Energy Corporation Limited



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	01-01-2008
1.3	Last day of reporting period	Date	31-03-2008

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

ITEM NO.	MEASURE	UNIT	VALUE
2.10 <sup>2</sup>	Total distribution Customers	Number	621,283
	Urban	Number	243,694
	Short Rural	Number	304,354
	Long Rural	Number	68,974

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

During the March 2008 quarter, Ergon Energy's network endured significant challenges with the continuation of the wet season which brought wide spread rain and flooding across the tropics. QCA normalised reliability results (actual performance less exclusions under the QCA guidelines) is inclusive of authorised public safety interruptions which are otherwise excludable under section 2.4.3(a)(v) of the Electricity Industry Code (the Code). Due to the extended flooding, there were a number of authorised forced outages to ensure the public safety during the March quarter. If these outage events for public safety were removed from the quarterly normalised Distribution System - the total SAIDI figure is reduced by approximately 5 SAIDI minutes.

Additionally, during the process of identifying the Code's authorised forced outage events for the March quarter, Ergon Energy discovered a number of other forced outage events which were erroneously omitted from the December 2007 quarter. The problem has been rectified for future reporting and in the interests of comparability with previous periods, Ergon Energy will provide revised reliability results to the affected quarter (December 2007) in the coming weeks.

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
<b>Reliability of Supply – 12 Month Rolling (a)<sup>4</sup></b> (Results effective as at 21 April 2008, for the period ending 31 March 2008)				
3.10	System Average Interruption Duration Index (SAIDI) - Whole of Network	Minutes	509.34	509.34
	Generation	Minutes	0.16	0.16
	Transmission	Minutes	1.17	1.17
<sup>5</sup>	Exclusions	Minutes	0.00	89.10
	Distribution system – total	Minutes	508.01	418.90
	Urban	Minutes	252.30	181.77
	Short Rural	Minutes	561.00	464.06
	Long Rural	Minutes	1,165.11	1,043.23
	Distribution system – planned	Minutes	103.36	103.36
	Distribution system – unplanned	Minutes	404.65	315.55

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ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	3.77	3.77
	Generation	Number	0.01	0.01
	Transmission	Number	0.05	0.05
	Exclusions	Number	0.00	0.48
	Distribution system – total	Number	3.71	3.22
	Urban	Number	2.28	1.85
	Short Rural	Number	4.11	3.60
	Long Rural	Number	6.88	6.35
	Distribution system – planned	Number	0.56	0.56
	Distribution system – unplanned	Number	3.15	2.67
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	135.16	135.16
	Generation	Minutes	16.90	16.90
	Transmission	Minutes	23.23	23.23
	Exclusions	Minutes	0.00	184.05
	Distribution system – total	Minutes	136.98	129.92
	Urban	Minutes	110.85	98.10
	Short Rural	Minutes	136.53	128.98
	Long Rural	Minutes	169.28	164.22
	Distribution system – planned	Minutes	185.32	185.32
	Distribution system – unplanned	Minutes	128.43	118.33
<b>Reliability of Supply – Quarterly Measure (b)</b> <i>(Results effective as at 21 April 2008, for the period ending 31 March 2008)</i>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	164.83	164.83
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	0.34	0.34
	Exclusions	Minutes	0.00	20.99
	Distribution system – total	Minutes	164.49	143.50
	Urban	Minutes	95.58	66.54
	Short Rural	Minutes	186.37	168.01
	Long Rural	Minutes	298.42	293.61
	Distribution system – planned	Minutes	20.60	20.60
	Distribution system – unplanned	Minutes	143.89	122.89
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.23	1.23
	Generation	Number	0.00	0.00
	Transmission	Number	0.01	0.01

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ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Exclusions	Number	0.00	0.14
	Distribution system – total	Number	1.22	1.08
	Urban	Number	0.89	0.71
	Short Rural	Number	1.34	1.22
	Long Rural	Number	1.73	1.71
	Distribution system – planned	Number	0.10	0.10
	Distribution system – unplanned	Number	1.13	0.98
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	133.85	133.85
	Generation	Minutes	104.00	104.00
	Transmission	Minutes	30.92	30.92
	Exclusions	Minutes	0.00	146.98
	Distribution system – total	Minutes	134.79	133.17
	Urban	Minutes	107.87	94.05
	Short Rural	Minutes	138.68	138.26
	Long Rural	Minutes	172.64	171.96
	Distribution system – planned	Minutes	216.48	216.48
	Distribution system – unplanned	Minutes	127.88	125.10
<b>Reliability of Supply - Complaints</b>				
3.90 <sup>6</sup>	<i>Reliability of supply complaints</i>	Number		608 <sup>7</sup>
	<i>Momentary Interruptions to supply complaints</i>	Number		336
3.91 <sup>8</sup>	<i>Average time to resolve reliability complaint</i>	Days		1.58

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

ITEM NO.	MEASURE	UNIT	VALUE
<b>Quality of Supply – Complaints Categorised by Symptoms</b>			
4.10	<i>Total quality of supply complaints</i>	Number	514
4.11	<i>Low supply voltage</i>	Number	174
4.12	<i>Voltage dips – minor or nuisance</i>	Number	30
4.13	<i>Voltage dips – severe</i>	Number	23
4.14	<i>Voltage swell</i>	Number	88
4.15	<i>Voltage spike</i>	Number	15
4.16	<i>Waveform distortion or unbalance</i>	Number	34
4.17	<i>TV or radio interference</i>	Number	24
4.18	<i>Noise from appliance or lights</i>	Number	4
4.19	<i>Other</i>	Number	122
<b>Technical supply faults</b>			
4.50 <sup>10</sup>	<i>Average time taken to fix a technical supply fault</i>	Days	69.11

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## 5. Customer Service

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
<b>Network Call Centre Performance</b>			
5.10 <sup>11</sup>	<i>Calls to the call centre</i>	Number	435,753
5.11	<i>Calls to the call centre answered by an operator</i>	Number	242,686
5.12 <sup>12</sup>	<i>Calls to the call centre answered by an IVR</i>	Number	120,470
5.13	<i>Calls to the call centre answered &gt;30 seconds</i>	Number	59,884
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	29.6
5.15	<i>Abandoned calls</i>	Number	6,589
		Percent	2.64%
5.16 <sup>13</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>			
5.20	<i>Customer-arranged appointments</i>	Number	2,341
5.21 <sup>14</sup>	<i>Appointments not met &gt;15 minutes of agreed time</i>	Number	232
5.21a <sup>15</sup>	<i>Appointments not met – Complaints received</i>	Number	2
<b>Timely provision of connections</b>			
5.30	<i>New connections made</i>	Number	3,787
5.31	<i>New connections not made on agreed date</i>	Number	23
5.32	<i>New connections with a one to four day delay</i>	Number	11
5.33 <sup>16</sup>	<i>Average time taken for new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	5,465
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 <sup>15</sup>	<i>Average time taken for re-connections</i>	Days	1.00
<b>Street light maintenance</b>			
5.40	<i>Street lights</i>	Number	126,891
5.41 <sup>17</sup>	<i>Street lights out during period</i>	Number	See Footnote
5.42 <sup>16</sup>	<i>Street lights not repaired by the agreed date</i>	Number	See Footnote
5.43 <sup>16</sup>	<i>Average time taken to repair faulty street lights</i>	Days	See Footnote
<b>Guaranteed service levels</b>			
5.50 <sup>18</sup>	<i>Number of GSL payment made</i>	Number	103
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$8,970
<b>Interruptions</b>			
	<i>Total planned interruptions</i>	Number	1,198
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	87
		Percent	7.26%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	367
		Percent	30.63%

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ITEM NO.	MEASURE	UNIT	VALUE
<b>Customer Service Complaints</b>			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70 <sup>19</sup>	<i>Total – Customer Service Complaints</i>	Number	1,005
	Disputes – National Electricity Code	Number	1
	National Contact Centre	Number	217
	Environmental issues	Number	7
	Field Activity	Number	243
	Line clearances	Number	3
	Metering/Technical	Number	24
	Meter reading	Number	186
	Streetlights	Number	16
	Vegetation Management	Number	173
	Supply – new service/extensions	Number	48
	Suspected compliance failure	Number	0
	Infrastructure	Number	28
	Other	Number	59
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	4.19
	Disputes – National Electricity Code	Days	0.0
	National Contact Centre	Days	5.2
	Environmental issues	Days	4.8
	Field Activity	Days	4.0
	Line clearances	Days	4.3
	Metering/Technical	Days	4.7
	Meter reading	Days	2.6
	Streetlights	Days	3.4
	Vegetation Management	Days	5.0
	Supply – new service/extensions	Days	5.3
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	5.0
	Other	Days	2.5

## 6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.10 <sup>20</sup>	<i>Complaints not resolved within 20 days</i>	Number	186
		Percent	8.74%
6.20 <sup>21</sup>	<i>Repeat complaints</i>	Number	26
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	4.8

## 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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<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 (ie. 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 undefined and transmission 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;

SAIDI:

$$\frac{\sum \text{Interruptions [interruptions duration (minutes) x number of customers affected]}}{\text{Total number of Customers}}$$

SAIFI:

$$\frac{\text{Total number of Interruptions}}{\text{Total number of Customers}}$$

CAIDI:

$$\frac{\sum \text{Interruptions [interruption duration (minutes) x number of customers affected]}}{\text{Total number of Interruptions}}$$

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 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 March quarter heavy rains and serious floods affected a large geographical area of Ergon Energy's service area. Ergon Energy registered two major Event Days (MED) during the quarter using the 2.5 beta exclusion event method, which requires a MED to be any day with a daily SAIDI value greater than the 2007-08 MED Threshold (TMED) of 9.94 system minutes. The Major Event Days occurred on the 8<sup>th</sup> and 15<sup>th</sup> of February 2008.

<sup>6</sup> 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>7</sup> The reliability of supply complaints figure is inclusive of complaints relating to momentary interruptions. Complaints relating to reliability of supply are generally seasonal with peak periods commonly in the December and March 'storm season' quarters.

Reliability of Supply complaints has increased for the March quarter due to the increase in the unplanned outages resulting from the extremely unfavourable weather conditions in the tropics compared to the previous quarters. The heavy rains and serious floods affected the larger geographical supply area and larger volume of Ergon Energy's customers for an extended period. The extreme weather conditions also resulted into two Major Event Days during the March quarter. The network maintenance work was also highly limited due to the wet season.

<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 – server	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> 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. With the introduction of Full Retail Competition and the sale Ergon Energy Retail, the customer experience and Ergon Energy's operating environment has changed to an extent. The IVR system, including reason for call data is currently being investigated to re-assess and determine the most effective means of separating Retail and Distribution calls for future reporting.

<sup>12</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>13</sup> 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.

<sup>14</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>15</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>16</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.

Due to reporting enhancements, Ergon Energy is now able to measure connection timeframes within the system, rather than previous reporting capabilities, which required a manual calculation. The result of these enhancements should be more reflective of Ergon Energy's true performance across the measures.

<sup>17</sup> Ergon Energy is currently unable to provide data on streetlight maintenance performance, as a result of number of limitations arising from the transition to new reporting systems. Ergon Energy is currently investigating internal work processes and reporting systems, to determine a confidence level with the accuracy, completeness and consistency of the underlying data required to calculate required streetlight performance measures.

Until this investigation process is completed, Ergon Energy is unable to determine if historical performance data will be readily available to be provided with an acceptable level of confidence/accuracy. Ergon Energy has commenced the initial investigation process and will keep QCA informed of major developments impacting the future delivery of streetlight maintenance performance measures.

<sup>18</sup> This figure represents the total number of valid GSL claims paid for the quarter as defined under the Electricity Industry Code (the Code). During the March quarter, Ergon Energy paid an additional 212 ex-gratia claims (\$6,030 in payments). The large majority of the ex-gratia claims were paid as a good will gesture as a result of the cancellation of a scheduled planned outage in Morven, South West Queensland. Ex-gratia payments and excluded from valid GSL claim statistics.

<sup>19</sup> Customer service complaints in this report have historically focused on measuring complaints in relation to distribution-related activities. Customers contact Ergon Energy with both distribution-related and retail-related complaints. Given the diverse and often overlapping nature of complaints (distribution and/or retail), it is commonly difficult to assign a particular complaint as distribution-related or retail-related.

With the introduction of Full Retail Competition and the sale Ergon Energy Retail, the customer experience and Ergon's operating environment has changed to an extent. Ergon Energy is currently undergoing a review of the methodology and specific classification used for customer service complaints in this report.

<sup>20</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>21</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.