



**QUARTERLY SERVICE QUALITY REPORT
OCTOBER TO DECEMBER, 2002**

ENERGEN LIMITED

March 2003

1. Administrative Data

Item No.	Measure	Descriptor	Value
1.1	<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
1.2	<i>First day of reporting period</i>	date	01-10-2002
1.3	<i>Last day of reporting period</i>	date	31-12-2002

2. Aggregate Data

Item No.	Measure	Descriptor	Value
2.1 ^a	<i>Total distribution customers</i>	number	1,142,615
	CBD	number	2,728
	Urban	number	749,753
	Short rural	number	390,134
	Long rural	number	not applicable

Source: Network Facilities Management (NFM)

3. Reliability measures

Item No.	Measure	Descriptor	Value
3.1 ^b	<i>System Average Interruption Duration Index (SAIDI) – whole of network</i>		
	Transmission & Generation	minutes	15.622
^c	Exclusions	minutes	19.867
	Distribution system	minutes	187.095
	CBD	minutes	2.360
	Urban	minutes	164.686
	Short rural	minutes	231.454
	Long rural	minutes	not applicable
	Distribution system – planned	minutes	3.690
	Distribution system – unplanned	minutes	183.406
3.2 ^b	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>		
	Transmission & Generation	number	0.228
^c	Exclusions	number	0.065
	Distribution system	number	2.006
	CBD	number	0.017
	Urban	number	1.871
	Short rural	number	2.277
	Long rural	number	not applicable

Item No.	Measure	Descriptor	Value
3.2 ^b	<i>SAIFI – whole of network (continued)</i>		
	Distribution system – planned	number	0.015
	Distribution system – unplanned	number	1.991
3.3 ^b	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>		
	Transmission & Generation	minutes	68.402
^c	Exclusions	minutes	304.632
	Distribution system	minutes	93.282
	CBD	minutes	139.567
	Urban	minutes	87.997
	Short rural	minutes	101.627
	Long rural	minutes	not applicable
	Distribution system – planned	minutes	245.195
	Distribution system – unplanned	minutes	92.134
3.9	<i>Reliability of supply complaints</i>	number	248

Source: NFM and Feedback Register for Organisational Growth (FROG)

4. Quality of supply data

Item No.	Measure	Descriptor	Value
Quality of supply complaints – categorised according to symptoms			
4.1	<i>Total quality of supply complaints</i>	number	672
4.11	<i>Low supply voltage</i>	number	215
4.12	<i>Voltage dips – minor or nuisance</i>	number	97
4.13 ^d	<i>Voltage dips – severe</i>	number	8
4.14	<i>Voltage swell</i>	number	93
4.15 ^e	<i>Voltage spike</i>	number	
4.16	<i>Waveform distortion or unbalance</i>	number	77
4.17	<i>TV or radio interference</i>	number	48
4.18	<i>Noises from appliances or lights</i>	number	14
4.19	<i>Other</i>	number	120

Source: Voltrac and voltage-related reports from Retailers

5. Customer Service

Item No.	Measure	Descriptor	Value
Network Call Centre Performance			
5.1 ^f	<i>Calls to the call centre</i>	number	988,499
	Distribution	number	428,676
	Retail	number	559,823
5.11	<i>Calls to the call centre answered by an operator</i>	number	499,983
5.12 ^g	<i>Calls to the call centre not answered within:</i>		
	20 seconds	number	231,032
	40 seconds	number	189,342
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	1:45
5.14	<i>Abandoned calls</i>	number	83,246
		percentage	14.3
5.15 ^h	<i>Number of instances of capacity overload</i>	number	11,762
	Electricity queues	number	7,259
	Loss of supply queues	number	4,460
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	43

Source: VU_ACD (Call Scan)

Item No.	Measure	Descriptor	Value
Appointment Punctuality			
5.2 ⁱ	<i>Customer-arranged appointments</i>	number	14,396
5.21 ⁱ	<i>Appointments not met within 15 minutes of the agreed time</i>	number	282

Source: Computer Aided Scheduling and Dispatch (CASAD)

Item No.	Measure	Descriptor	Value
Timely provision of connections			
5.3	<i>New connections made</i>	number	9,518
5.31	<i>New connections not made on agreed date</i>	number	668
5.32	<i>New connections with a one to four day delay</i>	number	593
5.33 ^j	<i>Average time taken for new connections</i>	days	4.15
5.34	<i>Re-connections made</i>	number	10,703
5.35	<i>Re-connections not made on agreed date</i>	number	336
5.36	<i>Re-connections with a one to four day delay</i>	number	322
5.37	<i>Average time taken for re-connections</i>	hours	4.88

Source: Service Order Management (SOM) reports

Item No.	Measure	Descriptor	Value
Technical supply faults			
5.4 ^k	<i>Average time taken to fix a technical supply fault</i>	days	10.6

Source: Voltrac

Item No.	Measure	Descriptor	Value
Street light maintenance			
5.5	<i>Street lights</i>	number	255,588
5.51	<i>Street lights out during period</i>	number	3,030
5.52 ^l	<i>Street lights not repaired by the agreed date</i>	number	107
5.53 ^m	<i>Average time taken to repair faulty street lights</i>	days	4.4

Source: SOM reports

Item No.	Measure	Descriptor	Value
Guaranteed service levels			
5.6	<i>Number of GSL payments made</i>	number	74
5.61	<i>Amount paid in GSL payments</i>	\$	4,153.00

Source: PeoplePact

Interruptions			
5.7 ⁿ	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	
n		percentage	
n	<i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption.</i>	number	18
5.71 ^o	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	409
o		percentage	46

Source: FROG

Item No.	Measure	Descriptor	Value
Complaints management			
5.8	<i>Complaints</i>		
	staff behaviour	number	13
	condition of worksite	number	16
	damage to property	number	19
	driving	number	8
	vehicles	number	3
	poles	number	3
	streetlights	number	1
	timeliness of service delivery	number	88
	transformer	number	1
	trees	number	35
	outages	number	256
	general	number	71
	Total	number	514
5.81	<i>Average time taken to resolve complaints</i>	days	12
	staff behaviour	days	13
	condition of worksite	days	4
	damage to property	days	21

Item No.	Measure	Descriptor	Value
	driving	days	4
	vehicles	days	3
	poles	days	11
	streetlights	days	3
	timeliness of service delivery	days	5
	transformer	days	11
	trees	days	12
	outages	days	14
	general	days	8
5.82	<i>Complaints resolved within 20 days</i>	number	469
		percentage	91
5.83 ^p	<i>Repeat complaints</i>	number	1
5.84 ^p	<i>Average time taken to resolve repeat complaints</i>	days	3

Source: FROG

Notes to Service Quality Report

Aggregate Data

- ^a At present, actual customer numbers cannot be exactly determined because ENERGEX's databases only have connectivity down to the low voltage (LV) mains, and not to the LV service connections. Thus ENERGEX cannot identify all customers connected at LV service connections. Accordingly, ENERGEX estimates customer numbers based on loadings on the 11 kV network and growth in billing records.

ENERGEX is implementing a three-stage project to determine actual customer numbers and to identify customers' point of connection to the network. This is important to improve reporting of reliability measures. These projects are scheduled for completion during 2003-04.

Reliability Measures

- ^b SAIDI, SAIFI, and CAIDI are three common and well-accepted measures of reliability performance. While these terms are technically defined in the equations below, in broad terms, SAIDI refers to the average number of minutes of interruption to the network per customer, SAIFI means the average number of interruptions to the network per customer, and CAIDI refers to the average time per interruption per customer.

SAIDI, SAIFI and CAIDI are calculated on a 12-month rolling average basis according to the following equations:

$$\text{SAIDI} : \frac{\sum \text{interruptions}[\text{interruption duration (minutes)} \times \text{number of customers affected}]}{\text{total number of customers}}$$

$$\text{SAIFI} : \frac{\text{total number of interruptions}}{\text{total number of customers}}$$

$$\text{CAIDI} : \frac{\sum \text{interruptions}[\text{interruption duration (minutes)} \times \text{number of customers affected}]}{\text{total number of interruptions}}$$

For the purposes of these equations, the number of customers interrupted is calculated on the basis of energy not supplied data, assuming that each customer would consume 2 kV.A. The three-stage project referred to in note 'a' to determine actual customer numbers and the point of connection of customers to the network will use actual customer data and will therefore, on completion, improve the integrity of these reliability measures.

^c The following exception event occurred in the reporting period:

<u>Date</u>	<u>Incident</u>
10-11 December, 2002	Severe storm

Quality of Supply Data

Cause categories with ENERGETX's Voltrac system are inconsistent with the QCA's quality of supply complaint categories. Accordingly, the following assignment policy has been adopted:

<i>QCA Cause Category</i>	<i>Voltrac Cause Category</i>
4.11 Low supply voltage	Low voltage/dim lights, motor starting problem
4.12 Voltage dips – minor or nuisance	Flickering lights
4.13 Voltage dips – severe	^d
4.14 Voltage swell	High voltage (bulbs blowing)
4.15 Voltage spike	^e
4.16 Waveform distortion or unbalance	Equipment maloperation
4.17 TV or radio interference	Interference (TV, VDU)
4.18 Noises from appliances or lights	Noise from appliances/equipment
4.19 Other	Other

^d Severe voltage dip complaints are reported on the basis of substantiated customer reports of severe voltage dips.

^e Customer descriptions of symptoms make it difficult to differentiate between voltage spikes and swells. Essentially, the difference between the two is that voltage spikes last for a shorter time than voltage swells. Accordingly, spikes are currently included in the voltage swell

category for reporting purposes. ENERGETX is modifying its reporting database to enable it to report voltage spikes separately from voltage swells commencing in the June quarter 2003.

Customer Service

Network Call Centre Performance

- ^f Given the diverse range of enquiries to these queues, it is frequently difficult to assign a particular call to either distribution or retail. Accordingly, an operational assumption has been taken to assign calls made to the electricity and e-commerce queues equally between distribution and retail.
- ^g ENERGETX will report on calls not answered within 30 seconds commencing in the March 2003 quarter.
- ^h Instances of capacity overload have been disaggregated by queues. A capacity overload occurs each time a caller to a particular queue experiences an engaged signal. This occurs when all call staff assigned to that queue are engaged in calls, and the number waiting in the queue to talk with call staff exceeds the number of available call staff. During times such as major outages, queues can fill quickly, resulting in multiple capacity overload events in a very short space of time.

Appointment Punctuality

- ⁱ ENERGETX's Computer Aided Scheduling and Dispatch (CASAD) system facilitates the carrying out of connection-related service activities by field officers using computer-based tools. Four such service orders (Reconnect after Vacant, Cold Water Complaint, Change of Tariff and Commercial Final) typically require a customer to be present at the time that the service is performed. Accordingly, they are considered to be customer-arranged appointments. ENERGETX's reporting of indicators 5.2 and 5.21 is on the basis of these service orders only. However, these remain a subset of all customer-arranged appointments that are made throughout the organisation. Given system limitations, ENERGETX cannot measure these statistics more comprehensively nor in an auditable fashion.

Non-connection service orders, while initiated through the Contact Centre, are processed manually. On this basis, the relevant systems are generally unable to distinguish a customer's presence nor automatically record arrival times. To meet the QCA's reporting requirements, it would be necessary to extend the CASAD system, or something similar, further through the organisation. This would involve considerable costs arising from the installation of new hardware, greater administration, licensing and training.

In addition, many other appointments within ENERGEX Limited are not organised through the Contact Centre. Rather, they are arranged at the business unit level and potentially occur widely throughout the organisation. These meetings are once-off or irregular occurrences and take place for a variety of technical and commercial reasons such as inspections at new developments, the negotiation of connection agreements, public relations and billing or pricing queries. Such widespread activity makes it difficult to capture the necessary data in its entirety and to do so consistently. The reliance on manual input may leave a decentralised system open to errors of record omission. While the development of a single register to gather this data is possible, it would be costly and still rely, to a large extent on manual processes.

Accordingly, given the impracticality of implementing manual processes across the large volume of service orders and business unit sites, and the cost of extending its computer-based scheduling and dispatch systems, ENERGEX has reported indicators 5.2 and 5.21 in terms of the connection-related service orders identified above.

Timely Provision of New Connections

- ^j This time includes the day of lodgement, and is measured from the date of lodgment of all necessary paperwork, specifically the customer's application and a Request for Initial Connection, Inspection or Metering form (Form 2) (The Form 2 is normally lodged by the customer's electrician).

Technical Supply Faults

- ^k This indicator measures the duration of all of those technical supply faults repaired within the relevant quarter. This is a change from previous quarters, where ENERGEX only reported on supply faults both identified and repaired during the quarter.

Streetlight Maintenance

- ^l The agreed date is assumed to be 3 business days subsequent to the day of notification, unless otherwise agreed with the customer. Under its Peoplepact service standard, ENERGEX undertakes to repair 95% of all failed streetlights under its control within three business days and 100% within five business days of receiving notification, or as agreed with the customer.
- ^m The average time indicated includes the day of notification.

Interruptions

- ⁿ ENERGETIC's database does not presently record this information. However, a system has been devised to ensure the future availability of this data. This system will be in place for the March 2003 quarter. The number of GSL payments made in relation to the failure to provide adequate notification prior to an interruption has been, and will continue to be, provided in the interim.
- ^o There have been occasions in which incomplete data, such as a missing time record, has precluded particular jobs with planned outages being considered. ENERGETIC has implemented a system to ensure that, in future, the appropriate data records will be completed in full. This will be in place for the March 2003 quarter.

Complaints Management

- ^p ENERGETIC's complaints management system has been developed to minimise the instances of repeat complaints. When any complaint is registered in the system, resources are allocated to resolving the matter. The customer is contacted, often a number of times, to be provided with an update. Prior to assigning a close date (and thereby determining the days to resolution), the customer is again contacted to ensure satisfaction. If the customer is not satisfied, no such close date is assigned and the matter is pursued further. In this manner, by involving the customer through to resolution, repeat complaints are minimised. Accordingly, given the framework of the established system and those procedures adopted, ENERGETIC intends to report non-resolved complaints which escalate outside of the organisation against the repeat complaints category. These include, for instance, those complaints which a customer has referred to the Energy Consumer Protection Office, the Office of Fair Trading, or a Minister. The time taken to resolve repeat complaints is reported on the basis of the number of *business* days taken to resolve the complaint.