

**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
OCTOBER TO DECEMBER, 2004**

ENERGEN LIMITED

March 2005

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Quarterly service quality report

Introduction

ENERGEX recognises that electricity is an essential part of daily life, and is committed to delivering excellent service to its electricity customers.

This report describes the quality of ENERGEX's service to the customers of its electricity distribution network.

This report is in five sections:

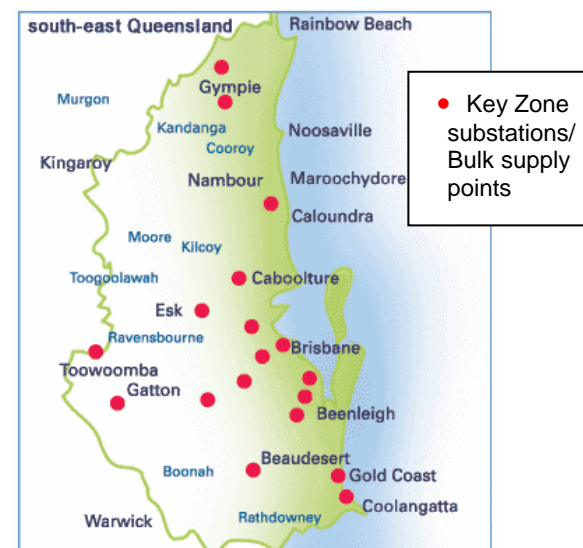
- sections 1 and 2 provide background information about the period for which performance is being reported, and the number of distribution customers supplied by ENERGEX;
- section 3 reports on the reliability of ENERGEX's electricity supply;
- section 4 reports on the quality of electricity supply; and
- section 5 reports on a range of measures of customer service.

This report is produced four times a year, covering January to March, April to June, July to September, and October to December. In addition, once a year, ENERGEX provides additional background information on the state of its distribution network, including information on the size of the network, the total amount of electricity supplied to customers, and areas of the network where reliability is low.

About ENERGEX's distribution network

This report focuses on the performance of ENERGEX's distribution network. The distribution network is the network of poles, wires, underground cables, and transformers that takes electricity from the high voltage wires operated by the electricity transmission company, and delivers them to customers' factories, shops, and houses in south-east Queensland.

ENERGEX provides distribution and retail electricity 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.



Map of ENERGEX's electricity distribution network

Within this supply area, ENERGENX supplies electricity to more than 1.16 million customers, including around 755,000 urban customers, and 405,000 rural customers.

Measuring ENERGENX's distribution system performance

ENERGENX measures the quality of its performance in three areas:

- *reliability of supply* (how often electricity supply is interrupted, and for how long);
- *quality of supply* (for example, whether electricity is supplied at a constant voltage); and
- *customer service* (for example, customer calls, attending appointments punctually, providing notice of maintenance outages, and handling complaints and feedback properly).

These measures are described more fully below. There is explanatory notes at the back of this report that describe some of the measures in more detail, and discuss how ENERGENX records and reports the measures.

Reliability of supply (section 3)

A key measure of service quality is reliability of supply. ENERGENX 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. ENERGENX manages the network to minimise these interruptions, and to restore power as quickly as possible following an interruption.

ENERGENX reports three measures of reliability:

- the total number of *minutes* in the last year when supply was interrupted, on average per customer. In the report, this is called by its industry name, SAIDI (System Average Interruption Duration Index). SAIDI gives a picture of how many minutes in a year, on average, that customers were without power;
- the total number of *times* in the last year when supply was interrupted, on average per customer. This is known as SAIFI (System Average Interruption Frequency Index). SAIFI gives a good picture of how frequently supply was interrupted; and
- the average *length* of each supply interruption experienced by customers. This is known as CAIDI (Customer Average Interruption Duration Index). CAIDI provides a good measure of how quickly power was restored following an interruption.

ENERGENX breaks these figures down to provide a picture of supply reliability in different areas of the network - the central business district, urban areas, and rural areas. ENERGENX also reports on unplanned and planned interruptions. Unplanned interruptions are caused by events such as storms or animals climbing on wires. Planned interruptions are interruptions required to enable ENERGENX to carry out maintenance or upgrading work on the distribution network.

To provide a clearer picture of ENERGENX'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 activities are carried out by power generation and transmission companies, and are outside ENERGENX's control. Major natural events are

widespread storms and flooding or other natural disasters, which affect at least 5 per cent of ENERGETEX's customers.

Quality of supply (section 4)

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.

This report lists instances where customers have reported fluctuations in the quality of supply, based on problems in the operation of electrical equipment. As different types of quality of supply problems can affect electrical equipment differently, the variations are classified into nine categories based on the particular symptoms experienced by the customer.

Five of the categories relate to voltage fluctuations, based on whether the voltage was above or below standard voltage, and how long the fluctuation lasted for. These are low supply voltage, voltage dips – minor, voltage dips – severe, voltage swell, and voltage spike. Voltage fluctuations can be caused by events such as large customer loads on the network, sudden switching on or off of heavy loads by customers or ENERGETEX, wiring faults, and lightning strikes. The report includes some cases where the quality of supply problems, on investigation, are found to be due to faults in the customer's 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, and also has a category to record other types of

complaints that cannot be classified into one of the above categories.

Customer service (section 5)

Providing good customer service is an important measure of service performance. ENERGETEX deals with customers on a daily basis on a variety of matters, including new connections, information on interruptions, planned interruptions, fixing street lights, and handling complaints, and recognises the importance of providing excellent customer service.

Prior to 1 January 2005, ENERGETEX had in place a range of service guarantees to customers. Under the guarantees, ENERGETEX promises to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGETEX has also developed a range of service standards, which do not have payment penalties but are still recognised as critical to good service.

The service guarantees and the service standards relate to important areas of service such as connecting customers' electricity as agreed with the customer, providing customers with adequate notice of planned interruptions, and attending to supply interruptions promptly.

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.* ENERGETIC reports a number of contact centre performance measures, including how promptly calls are answered, the number of abandoned calls, and any times 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.* ENERGETIC reports how many times ENERGETIC employees are more than 15 minutes late for appointments with customers;
- *timely provision of connections.* ENERGETIC reports on any instances of delays in new connections or reconnections. Reconnections cover situations where electricity is reconnected to a household after a period of disconnection (eg due to vacancy);
- *time taken to fix technical supply faults.* Technical supply faults occur when a customer experiences a problem with the quality of supply. A quality of supply problem occurs when the electricity supply stays on, but fluctuates from the standard level, for example flickering lights or low voltage;
- *maintaining street lights.* ENERGETIC reports on the average time to repair faulty street lights, and instances of delay. One of ENERGETIC’s service standards is a commitment to repair 95 per cent of failed streetlights under ENERGETIC’s control within three business days and 100 per cent within five business days after receiving notification, or as agreed with the customer;
- *making payments where guaranteed service levels are not maintained.* ENERGETIC reports on the number of GSL payments for not meeting service guarantees, and the amount paid out;
- *providing adequate notice of any planned interruptions.* ENERGETIC 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.* ENERGETIC reports complaints broken down into a range of categories, and the average time to resolve each of these categories of complaint. ENERGETIC also reports on the number of complaints resolved within 20 days and instances of repeat complaint (that is further, higher level complaints about the same matter).

Summary of ENERGETEX's Performance

Overall, ENERGETEX's service quality performance across the suite of reliability, quality and customer contact indicators to the end of December Quarter 2004 was largely consistent with performance recorded in the previous quarter. The marginal fall in some service reliability performance indicators for the December Quarter 2004 can be largely attributed to the use of actual customer numbers for aggregated and reliability performance measures (sections 2 and 3). ENERGETEX expects the impact of the change over to actual customer numbers will continue to result in a trend increase in service reliability performance data until the June Quarter 2005.

As in previous quarters, ENERGETEX continues to report reliability measures on a '**before removal of excluded events**' and '**after removal of excluded events**' basis, which separates out the impacts of the extraordinary weather events that occurred in the March Quarter 2004.

Key performance elements identified in the report include:

- ENERGETEX's service reliability performance fell in the current quarter compared to the previous quarter, after removal of excluded events that occurred in the March Quarter 2004 and a single excluded event which occurred in the December Quarter 2004. The excluded event in the December Quarter 2004 related to weather related power outages that occurred on 13 December 2004, which contributed 12.2 SAIDI minutes and 0.054 SAIFI times to ENERGETEX's overall reliability performance statistics;
- performance for the whole distribution system as measured by SAIDI, SAIFI and CAIDI for the 12 months to December 2004, after removal of excluded events, was 175.569 minutes, 1.832 times, and 95.849 minutes respectively. The SAIDI and CAIDI results represent a small fall in performance, while the SAIFI

result represents a minor improvement compared to the September Quarter 2004 (after removal of excluded events);

- performance for urban areas as measured by SAIDI, SAIFI and CAIDI for the 12 months to December 2004, after removal of excluded events, was 146.315 minutes, 1.579 times and 92.637 minutes respectively, which represents a fall in reliability performance between the September and December quarters;
- performance for short rural areas as measured by SAIDI, SAIFI and CAIDI for 12 months to December 2004, after removal of excluded events, was 231.641 minutes, 2.318 times and 99.946 minutes respectively, which represents a small improvement in performance compared to the September Quarter 2004;
- performance for the CBD area as measured by SAIDI, SAIFI and CAIDI for 12 months to December 2004, after removal of excluded events, was 2.140 minutes, 0.030 times, and 72.041 minutes respectively, which represents a marginal fall in the CBD area's performance compared to the 12 months to the September Quarter 2004 (after removal of excluded events);
- reliability of supply complaints increased to 104 in the December Quarter 2004 from 51 in the September Quarter 2004;
- quality of supply complaints to ENERGETEX fell by 20.8% (to 387), which is largely attributable to the fall in complaints regarding low supply voltage (by 21.6%), voltage swell (by 33.3%), and other (by 97.4%). Despite these improvements, complaints made about TV and radio interference increased from 32 to 46 for the December Quarter 2004;
- total calls to the contact centre increased by 9.4%, but the average waiting time to speak to an operator for the period was 30 seconds, down from 34 seconds in the September Quarter 2004. There were no overload incidents recorded for the period;

- in the December Quarter 2004, the number of new connections decreased by 6.5% to 8,999, and the average time taken for installation increased slightly to 4.06 days compared to 4.03 days in the September Quarter 2004. Re-connections fell by 1,726 from 7,892 to 6,166 between the September and December quarters 2004, while the average time taken for reconnection increased slightly to 4.94 hours from the 4.85 hours recorded in the September Quarter 2004;
- the average time taken to repair a technical supply fault increased to 45.5 days from 44 days compared to the previous quarter. However, the measurement of time taken to repair technical faults has been affected by the use of a new system to record and report technical fault repairs;
- the number of street lights out during the period was 3,633, a fall of 2% compared to the previous quarter. The average time taken to repair each light fault was 3.4 days – a slight improvement over the September quarter 2004 of 3.5 days;
- the number of GSL payments increased to 28 (from 27 compared to September Quarter 2004), and the total payments to customers for the quarter was \$2,020;
- occasions when the required notice of interruptions of supply was not given increased to 590 from the 210 recorded in the September Quarter 2004, which reflects a temporary consequence of recent changes to ENERGETEX's data collection and collation processes. These changes were introduced to improve the accuracy of reported interruption data in accordance with the QCA's reporting requirements;
- the number of instances where the duration of a planned interruption exceeded the time specified decreased to 303 in the December Quarter 2004 from 436 instances for the September Quarter 2004; and
- complaints for the December Quarter 2004 increased to 454 compared to the September Quarter 2004 of 372. The average

time taken to resolve customer complaints was consistent with the September Quarter 2004. In the December Quarter 2004, 88% of complaints were resolved within 20 days, compared to 93% in the September Quarter 2004.



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	01-10-2004
1.3	<i>Last day of reporting period</i>	date	31-12-2004

2. Aggregate Data

Item No.	Measure	Descriptor	Value
2.1 ^{a, b}	<i>Total distribution customers</i>	number	1,157,830
	Central business district	number	3,071
	Urban	number	752,601
	Short rural	number	402,159
	Long rural	number	not applicable

Source: Network Facilities Management (NFM)

3. Reliability measures (for 12 months to end of quarter)

Item No.	Measure	Descriptor	Value (before removal of excluded events)	Value (after removal of excluded events)
3.1 ^c	<i>System Average Interruption Duration Index (SAIDI) – whole of network</i>			
	Transmission & Generation	minutes	11.208	11.208
^d	Exclusions	minutes	not applicable	219.094
	Distribution system	minutes	394.664	175.569
	Central business district	minutes	2.140	2.140
	Urban	minutes	320.610	146.315
	Short rural	minutes	536.245	231.641
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	9.383	9.383
	Distribution system – unplanned	minutes	385.280	166.186
3.2 ^c	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>			
	Transmission & Generation	number	0.167	0.167
^d	Exclusions	number	not applicable	0.679
	Distribution system	number	2.511	1.832
	Central business district	number	0.030	0.030
	Urban	number	2.120	1.579

Item No.	Measure	Descriptor	Value (before removal of excluded events)	Value (after removal of excluded events)
3.2 ^c	<i>SAIFI – whole of network (continued)</i>			
	Short rural	number	3.262	2.318
	Long rural	number	not applicable	not applicable
	Distribution system – planned	number	0.035	0.035
	Distribution system – unplanned	number	2.476	1.797
3.3 ^c	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>			
	Transmission & Generation	minutes	67.216	67.216
^d	Exclusions	minutes	not applicable	322.626
	Distribution system	minutes	157.184	95.849
	Central business district	minutes	72.041	72.041
	Urban	minutes	151.264	92.637
	Short rural	minutes	164.389	99.946
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	267.080	267.080
	Distribution system – unplanned	minutes	155.624	92.500
3.9	<i>Reliability of supply complaints</i>	number	104	104

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^e			
4.1	<i>Total quality of supply complaints</i>	number	387
4.11	<i>Low supply voltage</i>	number	131
4.12	<i>Voltage dips – minor or nuisance</i>	number	128
4.13	<i>Voltage dips – severe</i>	number	4
4.14	<i>Voltage swell</i>	number	54
4.15	<i>Voltage spike</i>	number	15
4.16	<i>Waveform distortion or unbalance</i>	number	2
4.17	<i>TV or radio interference</i>	number	46
4.18	<i>Noises from appliances or lights</i>	number	6
4.19	<i>Other</i>	number	1

Source: Ellipse and voltage-related reports from retailers and customers

5. Customer Service

Item No.	Measure	Descriptor	Value
Network Call Centre Performance			
5.1 ^f	<i>Calls to the contact centre</i>	number	891,537
	Distribution (both operator-answered and self-serve calls)	number	357,715
	Retail (both operator-answered and self-serve calls)	number	533,822
5.11	<i>Calls to the contact centre answered by an operator</i>	number	468,070
5.12	<i>Calls to the contact centre not answered within 30 seconds</i>	number	90,670
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	00:30
5.14 ^g	<i>Abandoned calls</i>	number	17,267
		percentage	3.56%
5.15 ^h	<i>Number of instances of capacity overload</i>	number	0

Source: VU_ACD (Call Scan) and IVR Monitor

Item No.	Measure	Descriptor	Value
Appointment Punctuality			
5.2 ⁱ	<i>Customer-arranged appointments</i>	number	9,852
5.21 ⁱ	<i>Appointments not met within 15 minutes of the agreed time</i>	number	321

Source: Computer Aided Scheduling and Dispatch (CASAD)



Item No.	Measure	Descriptor	Value
Timely provision of connections^j			
5.3	<i>New connections made</i>	number	8,999
5.31	<i>New connections not made on agreed date</i>	number	399
5.32	<i>New connections with a one to four day delay</i>	number	392
5.33 ^k	<i>Average time taken for new connections</i>	days	4.06
5.34	<i>Reconnections made</i>	number	6,166
5.35	<i>Reconnections not made on agreed date</i>	number	136
5.36	<i>Reconnections with a one to four day delay</i>	number	107
5.37	<i>Average time taken for Reconnections</i>	hours	4.94

Source: Service Order Management (SOM) reports



Item No.	Measure	Descriptor	Value
Technical supply faults			
5.4 ^l	<i>Average time taken to fix a technical supply fault</i>	days	45.5
Street light maintenance			
5.5	<i>Street lights</i>	number	272,319
5.51	<i>Street lights out during period</i>	number	3,633
5.52 ^m	<i>Street lights not repaired by the date agreed with the customer</i>	number	112
5.53 ^m	<i>Average time taken to repair faulty street lights</i>	days	3.35

Source: Ellipse and SOM reports

Item No.	Measure	Descriptor	Value
Guaranteed service levels (GSLs)			
5.6	<i>Number of GSL payments made</i>	number	28
5.61	<i>Amount paid in GSL payments</i>	dollars	\$2,020

Source: PeoplePact

Interruptions			
5.7 ⁿ	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	590
n		percentage	65
	<i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption</i>	number	1
5.71 ^o	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	303
o		percentage	35

Source: A4S database and FROG

Item No.	Measure	Descriptor	Value
Complaints management			
5.8	<i>Complaints</i>		
	staff behaviour	number	22
	condition of worksite	number	18
	damage to property	number	31
	driving	number	9

Item No.	Measure	Descriptor	Value
Complaints management			
	vehicles	number	18
	poles	number	0
	streetlights	number	3
	timeliness of service delivery	number	50
	transformer	number	0
	trees	number	41
	outages	number	104
	general	number	158
	Total	number	454
5.81	<i>Average time taken to resolve complaints</i>	days	8
	staff behaviour	days	14
	condition of worksite	days	7
	damage to property	days	15
	driving	days	9
	vehicles	days	3
	poles	days	0
	streetlights	days	13
	timeliness of service delivery	days	8



Item No.	Measure	Descriptor	Value
Complaints management			
	transformer	days	0
	trees	days	10
	outages	days	6
	general	days	7
5.82	<i>Complaints resolved within 20 days</i>	number	400
		percentage	88
5.83 ^p	<i>Repeat complaints</i>	number	9
5.84 ^p	<i>Average time taken to resolve repeat complaints</i>	days	5

Source: FROG

Notes to Service Quality Report

Aggregate Data

- ^a This indicator reports on the number of customers in the central business district, urban, and rural areas. The numbers of customers indicated in the table is the average number of customers connected to the network for the previous 12 month period. For the December 2004 quarterly report, the total distribution customers shown at 2.1 is derived from the average of the monthly 'load based' estimated number of customers from 1 January 2004 to 30 June 2004, and monthly actual number of customers from 1 July 2004 to 31 December 2004.
- ^b The classification of feeders as CBD, urban, short rural, and long rural depends on factors including the amount of electricity load carried by those feeders.

Reliability Measures

- ^c 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.

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

$$\text{SAIDI} = \frac{\text{Sum of (Customers Interrupted x Interruption Duration)}}{\text{Annual average number of Customers}}$$

$$\text{SAIFI} = \frac{\text{Sum of Customers Interrupted}}{\text{Annual average number of Customers}}$$

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

These equations require information on the total number of customers. This means that if a feeder is interrupted, ENERGEX needs to be able to measure the number of customers affected in order to determine the impact of the interruption on the overall reliability of the network.

Previously, ENERGETEX could not identify the exact number of customers connected to every low voltage feeder, and estimated the number of customers connected to each feeder based on loadings on the 11kV network and growth in billing records. ENERGETEX used an estimate of the number of customers interrupted based on the assumption that each interrupted customer would consume 2 kVA.

In July 2004, ENERGETEX implemented a project that determined the actual number of customers connected to any part of the network. The project matched billing account details to lots on plan and subsequently to feeder in the network. As result of the change to actual customer base reporting, the total number of customers in ENERGETEX is less than that derived from load-based estimates, which were previously used.

The change to full 'actual customer' based reporting is being phased in over four quarters starting from the September Quarter 2004. The phase in approach of the actual customer numbers and actual customer based SAIDI, SAIFI and CAIDI indexes will provide a smoothing of reliability performance data.

- ^d The following exclusion events, occurring in the rolling 12 month period, were not part of the calculations for SAIDI, SAIFI, and CAIDI measures:

<u>DATE</u>	<u>INCIDENT</u>
25 January 2004	Storm
28 January 2004	Storm
29 January 2004	Storm
30 January 2004	Storm
22 February 2004	Storm
5 March 2004	Storm
13 December 2004	Storm

Quality of Supply Data

- ^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 Queensland Competition Authority’s (QCA) 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.

Customer Service

Network Call Centre Performance

- ^f Customers call the network with both distribution-related and retail-related enquiries. Distribution-related enquiries relate to network maintenance and operation issues such as new connections, supply interruptions, quality of supply, streetlights, and trees growing near powerlines, while retail-related enquiries relate to billing issues.
- This report focuses on measuring call centre performance in relation to distribution-related calls. Given the diverse range of enquiries to these queues, it is frequently difficult to assign a particular call as either distribution-related or retail-related. Accordingly, in those instances, an assumption has been made to assign calls made to the electricity and e-commerce queues equally between distribution and retail.
- ^g 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 1.19% of the total abandoned calls provided in this report.
- ^h 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 a 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 times such as 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.

Appointment Punctuality

- ⁱ ENERGEX guarantees to attend appointments on time, or pay a penalty if more than 15 minutes late. The time of appointments is as agreed with the customer.

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 premises after a period of vacancy; (ii) cold water complaints; (iii) change of tariff; and (iv) commercial final readings. These four services orders are centrally organised through ENERGEX's Computer-Aided Scheduling and Dispatch (CASAD) system. 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).

Unfortunately, ENERGEX is unable to report punctuality in relation to some customer-arranged appointments made within the organisation not recorded within the CASAD system. These include non-connection service orders, and appointments made on an 'as needs' and 'one-off' basis at a business unit level, for example inspections at new developments, the negotiation of connection agreements, public relations and billing or pricing queries. Developing a single register to gather would be costly and may not produce consistent, reliable data from which appointment punctuality could be reported.

Timely Provision of New Connections

- ^j Prior to January 2005, ENERGEX guarantees to connect customer's electricity as agreed:
- (i) *reconnections*: where electricity has previously been supplied to the customer, and the customer contacts ENERGEX before 1 p.m. on a business day, ENERGEX guarantees to reconnect the electricity supply within 4 hours or as agreed. After 1 p.m. the customer is offered an appointment for the next business day at no charge. An after-hours fee is required to reconnect electricity on a

weekend or public holiday. (Note: Under the *Electrical Safety Act 2002*, ENERGEN 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).

- (ii) *new connections (mains are outside the customer's home or business)*: 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, ENERGEN 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, ENERGEN 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.

^k The time reported here 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

^l This indicator reports the length of technical supply faults (defined below) repaired within the relevant quarter, including situations where the fault was reported at the end of the previous quarter. The duration of the report starts with the customers call and finishes when all work to the network to eliminate the cause of the complaint has been eliminated. Accordingly, this measure includes the total time to fix the problem (including network augmentation work). This will always lead to comparatively longer reported duration to resolve complaints than previous reports. Note that work to resolve the problem to the customers satisfaction (ie. the customer no longer has a problem) will be significantly less than this duration. The amount of time taken to repair the fault to the customers 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, low voltage. ENERGEN 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, ENERGEN will respond immediately.

Streetlight Maintenance

- ^m 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. The average time indicated includes the day of notification.

Interruptions

- ⁿ ENERGEX guarantees to give customers at least 2 clear business days' notice of planned interruptions to electricity supply, except in emergency situations.

The reported data for determining indicator 5.7 is based on records of 913 jobs. Unfortunately, in the case of a further 37 jobs there was insufficient data in the planned interruption reporting system (A4S) to determine whether 2 clear business days' notice had been given. Even though ENERGEX would generally become aware through customer reports in cases where notice was not given of a planned outage, it has been decided to exclude this data rather than extrapolate percentages from existing jobs.

ENERGEX acknowledges the need to improve the quality of its reporting systems. This takes time in view of the process management issues. ENERGEX has commenced changes to the A4S database to ensure planned interruptions, which have been scheduled, cannot proceed until mandatory information fields are filled out.

- ^o Indicator 5.71 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 5.71 is based on records of 859 jobs. Unfortunately, in the case of a further 91 jobs, there was insufficient data in A4S to determine whether the duration exceeded the end time specified in the notification.

Complaints Management

- ^p ENERGEX's complaints management system has been developed to deal promptly and efficiently with complaints, and to the customer's satisfaction, and so minimise the number 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 on resolution of the complaint.

Prior to closing the complaint (and thereby determining the number of days to resolution), the customer is again contacted to ensure they are satisfied with the outcome. If the customer is not satisfied, the complaint is not closed, and the matter is pursued further. In this way, by involving the customer through to resolution, ENERGEX strives to minimise repeat complaints. Accordingly, given the framework of the established system and those procedures adopted, ENERGEX reports non-resolved complaints that escalate outside of the organisation as “repeat complaints” for the purpose of this report. These complaints include, for instance, complaints, which a customer has referred to the Energy Consumer Protection Office, the Office of Fair Trading, or a Government Minister. The time taken to resolve repeat complaints is reported on the basis of the number of *business* days taken to resolve the complaint.