



**QUARTERLY SERVICE QUALITY REPORT
JULY TO SEPTEMBER, 2002**

ENERGEN LIMITED

December 2002



1. Administrative Data

Item No.	Measure	Descriptor	Value
1.1	<i>DNSP Business</i>	name	ENERGEX Limited
1.2	<i>First day of reporting period</i>	date	01-07-2002
1.3	<i>Last day of reporting period</i>	date	30-09-2002

2. Aggregate Data

Item No.	Measure	Descriptor	Value
2.1 ^a	<i>Total distribution customers</i>	number	1,136,526
	CBD	number	2,714
	Urban	number	745,757
	Short rural	number	388,055
	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>		
c	Transmission & Generation	minutes	3.929
	Exclusions	minutes	14.474
	Distribution system	minutes	169.934
	CBD	minutes	5.849
	Urban	minutes	145.514
	Short rural	minutes	218.012
	Long rural	minutes	not applicable
	Distribution system – planned	minutes	3.417
	Distribution system – unplanned	minutes	166.518
	3.2 ^b	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>	
c	Transmission & Generation	number	0.083
	Exclusions	number	0.044
	Distribution system	number	1.921
	CBD	number	0.030
	Urban	number	1.739
	Short rural	number	2.284
	Long rural	number	not applicable

Item No.	Measure	Descriptor	Value
3.2 ^b	<i>SAIFI – whole of network (continued)</i>		
	Distribution system – planned	number	0.014
	Distribution system – unplanned	number	1.906
3.3 ^b	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>		
	Transmission & Generation	minutes	47.062
^c	Exclusions	minutes	331.481
	Distribution system	minutes	88.472
	CBD	minutes	192.090
	Urban	minutes	83.694
	Short rural	minutes	95.452
	Long rural	minutes	not applicable
	Distribution system – planned	minutes	236.462
	Distribution system – unplanned	minutes	87.350
3.9	<i>Reliability of supply complaints</i>	number	200

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	759
4.11	<i>Low supply voltage</i>	number	308
4.12	<i>Voltage dips – minor or nuisance</i>	number	151
4.13 ^d	<i>Voltage dips – severe</i>	number	9
4.14	<i>Voltage swell</i>	number	160
4.15 ^e	<i>Voltage spike</i>	number	
4.16	<i>Waveform distortion or unbalance</i>	number	50
4.17	<i>TV or radio interference</i>	number	54
4.18	<i>Noises from appliances or lights</i>	number	9
4.19	<i>Other</i>	number	27

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	887,583
	Distribution	number	330,555
	Retail	number	557,028
5.11	<i>Calls to the call centre answered by an operator</i>	number	462,968
5.12 ^g	<i>Calls to the call centre not answered within:</i>		
	20 seconds	number	274,711
	40 seconds	number	233,916
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	3:03
5.14	<i>Abandoned calls</i>	number	94,770
		percentage	17.0
5.15 ^h	<i>Number of instances of capacity overload</i>	number	13,422
	Electricity queues	number	13,409
	Loss of supply queues	number	13
	Emergency, Sales and support, E-commerce, Business Service Centre and Energy Institute queues	number	0

Source: VU_ACD (Call Scan)



Item No.	Measure	Descriptor	Value
Appointment Punctuality			
5.2 ⁱ	<i>Customer-arranged appointments</i>	number	19,605
5.21 ⁱ	<i>Appointments not met within 15 minutes of the agreed time</i>	number	631

Source: Computer Aided Scheduling and Dispatch (CASAD)

Item No.	Measure	Descriptor	Value
Timely provision of connections			
5.3	<i>New connections made</i>	number	9,697
5.31	<i>New connections not made on agreed date</i>	number	358
5.32	<i>New connections with a one to four day delay</i>	number	344
5.33 ⁱ	<i>Average time taken for new connections</i>	days	4.1
5.34	<i>Re-connections made</i>	number	13,349
5.35	<i>Re-connections not made on agreed date</i>	number	273
5.36	<i>Re-connections with a one to four day delay</i>	number	252
5.37	<i>Average time taken for re-connections</i>	hours	4.66

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	7.9

Source: Voltrac

Item No.	Measure	Descriptor	Value
Street light maintenance			
5.5	<i>Street lights</i>	number	254,017
5.51	<i>Street lights out during period</i>	number	3,166
5.52 ^l	<i>Street lights not repaired by the agreed date</i>	number	37
5.53 ^m	<i>Average time taken to repair faulty street lights</i>	days	4.34

Source: SOM reports



Item No.	Measure	Descriptor	Value
Guaranteed service levels			
5.6	<i>Number of GSL payments made</i>	number	80
5.61	<i>Amount paid in GSL payments</i>	\$	4,461.50

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	10
5.71 ^o	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	348
o		percentage	50

Source: FROG

Item No.	Measure	Descriptor	Value
Complaints management			
5.8	<i>Complaints</i>		
	staff behaviour	number	26
	condition of worksite	number	25
	damage to property	number	11
	driving	number	5
	vehicles	number	8
	poles	number	0
	streetlights	number	1
	timeliness of service delivery	number	60
	transformer	number	0
	trees	number	36
	outages	number	224
	general	number	54
	Total	number	450
5.81	<i>Average time taken to resolve complaints</i>	days	16
	staff behaviour	days	8
	condition of worksite	days	4
	damage to property	days	19



	driving	days	6
	vehicles	days	19
	poles	days	0
	streetlights	days	7
	timeliness of service delivery	days	4
	transformer	days	0
	trees	days	35
	outages	days	24
	general	days	9
5.82	<i>Complaints resolved within 20 days</i>	number	401
		percentage	89
5.83 ^p	<i>Repeat complaints</i>	number	5
5.84 ^p	<i>Average time taken to resolve repeat complaints</i>	days	10

Source: FROG

Notes to September Service Quality Report

Aggregate Data

- ^a The number of distribution customers are estimated on the basis of loadings of the 11 kV network and are adjusted to reflect growth from billing records. Actual numbers cannot be ascertained because ENERGEX's databases only have connectivity down to the LV mains, and not to the LV service connections. However, with an increased focus on reliability performance, ENERGEX is currently augmenting its systems to allow for the identification of actual customer numbers. This facility is planned to be in place by July 2004.

Reliability Measures

- ^b SAIDI, SAIFI and CAIDI, calculated on a 12-month rolling average basis, are defined as follows:

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

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

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

The number of customers interrupted is calculated on the basis of energy not supplied data, assuming an interruption factor of 2 kV.A per customer. The system development, referred to in note a above, will utilise actual customer data and therefore, once completed, will improve the robustness of these reliability measures.

- ° Only one exception event occurred in the reporting period.

<i>Date</i>	<i>Incident</i>
30/12/01 – 31/12/01	Severe storm

Quality of Supply Data

Cause categories with ENERGEX'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 identified from Retail queries, made on behalf of customers.

- ^e ENERGEX does not currently record into the category of voltage spikes. An augmentation to the database will be made to allow such recording to occur from the commencement of the June quarter 2003.

Customer Service

Network Call Centre Performance

- f Calls to the electricity and e-commerce queues are assigned equally between distribution and retail. 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 made.
- g ENERGETX will begin recording the number of calls not answered within 30 seconds from the March 2003 quarter. Calls unanswered at the 20 and 40 second benchmark have been provided in the interim.
- h The QCA initially sought to identify the number of overload events experienced by the Call Centre (where an event is defined as a major supply interruption or emergency which results in the Call Centre reaching capacity). ENERGETX pointed out that there are a number of other reasons as to why capacity of the various telephone queues may be exceeded. Accordingly, on the QCA's advice, instances of capacity overload (rather than the identification of the broader overload events themselves) have been disaggregated by queues.

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 ENERGETX 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 proposes to limit its reporting of indicators 5.2 and 5.21 to the connection-related service orders identified above.

Timely Provision of New Connections

- ^j Customers are advised that ENERGEX will not proceed with the request for a new connection until the customer's electrician has completed a Request for Initial Connection, Inspection or Metering form (Form 2). Accordingly, the average time taken for new connections is measured from the date of the receipt of both documents (that is Customer's Application and Form 2), rather than from the time of the initial customer request. This average time includes the day of lodgement.

Technical Supply Faults

- ^k Only those supply faults which are both identified and repaired during the September 2002 quarter have been used in the formulation of this statistic. In future reports, this indicator will measure the duration for all of those technical supply faults repaired within the relevant quarter.

Streetlight Maintenance

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

Interruptions

- ⁿ ENERGEN'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 92 occasions (from a total of 786 jobs) in which incomplete data, such as a missing time record, has precluded particular jobs with planned outages being considered. ENERGEN 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 ENERGEN'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, ENERGEN does not intend to report against the repeat complaints category. Rather, as an alternative, it has identified those non-resolved complaints which escalate outside of the organisation. These include, for instance, those complaints which a customer has referred to the ECPO, the Office of Fair Trading or a Minister.