



**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
APRIL TO JUNE, 2005**

ENERGEN LIMITED

September 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:

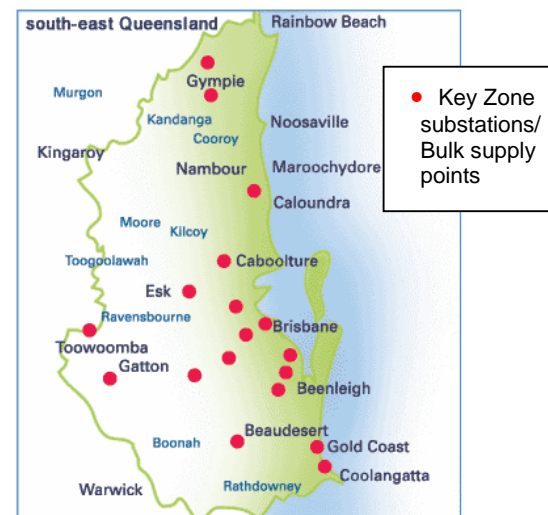
- sections 1 and 2 provide background information about the period for which performance is being reported, and the number of distribution customers supplied by ENERGEX;
- section 3 reports on the reliability of ENERGEX's electricity supply;
- section 4 reports on the quality of electricity supply; and
- 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, ENERGEX supplies electricity to more than 1.13 million customers, including around 755,000 urban customers, and 376,000 rural customers.

Measuring ENERGEX's distribution system performance

ENERGEX 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 are explanatory notes at the back of this report that describe some of the measures in more detail, and discuss how ENERGEX records and reports the measures.

Reliability of supply (section 3)

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:

- 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.

ENERGEX 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. ENERGEX 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 ENERGEX to carry out maintenance or upgrading work on the distribution network.

To provide a clearer picture of ENERGEX'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 ENERGEX's control. Major natural events are

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

Quality of supply (section 4)

Another important measure of ENERGEX'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 ENERGEX, wiring faults, and lightning strikes. The report includes some cases where quality of supply problems are found to be due to faults in the customer's equipment.

ENERGEX 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. ENERGEX 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 have 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. ENERGEX 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.

From 1 January 2005, the *Electricity Industry Code* requires ENERGEX to meet a range of service guarantees to customers. Under the guarantees, ENERGEX promises to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGEX 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. ENERGEX 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. ENERGEX reports how many times ENERGEX employees are more than 15 minutes late for appointments with customers, which is consistent with the QCA’s *Electricity Distribution: Service Quality Reporting Guidelines* (October 2001);
- timely provision of connections. ENERGEX 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. ENERGEX reports on the average time to repair faulty street lights, and instances of delay. One of ENERGEX’s service standards is a commitment to repair 95 per cent of failed streetlights under ENERGEX’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. ENERGEX reports on the number of GSL payments for not meeting service guarantees, and the amount paid out;
- providing adequate notice of any planned interruptions. ENERGEX 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. ENERGEX reports complaints broken down into a range of categories, and the average time to resolve each of these categories of complaint. ENERGEX 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 ENERGETX's Performance

As in the March Quarter 2005, the June Quarter 2005 ENERGETX has continued with the practice of providing in the commentary on service quality performance the historic range for the majority of performance indicators. The historic range is based on service quality data reported to the QCA since the December Quarter 2001, where the range is determined by taking a single standard deviation around the mean (covering 68% of historic observations).

ENERGETX considers that the provision of this information allows readers to look at current performance in the context of history.

Key performance elements

Overall, ENERGETX's service quality performance across the suite of reliability, quality and customer contact indicators to the end of June Quarter 2005 improved compared to the March Quarter 2005, and was largely consistent with trends in performance since 2001. ENERGETX continues with the practice of reporting 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.

Reliability

ENERGETX's service reliability performance as measured by SAIDI, SAIFI and CAIDI for the 12 months to the June Quarter 2005 was consistent with the March quarter, the previous June quarter, and the historic range, after removal of excluded events.

ENERGETX's total network performance for the 12 months to the June Quarter 2005, after removal of excluded events, was:

- for SAIDI 162.403 minutes, which is within the historic range of 159 to 181 minutes;

- for SAIFI 1.717 times, which is better than the historic range of 1.8 to 2 times; and
- for CAIDI 94.571 minutes, which is slightly outside the historic range of 87 to 94 minutes.

The performance of the urban network for the 12 months to the June Quarter 2005, after removal of excluded events, was:

- for SAIDI 123.822 minutes, which is better than the historic range of 127 to 154 minutes, and better than the Electricity Industry Code minimum service standard of 162 minutes for 2004-05;
- for SAIFI 1.336 times, which is better than the historic range of 1.5 to 1.8 times, and better than the Electricity Industry Code of 1.78 times for 2004-05; and
- for CAIDI 92.705 minutes, which is just outside the historic range of 79 to 91 minutes.

For the short rural network, performance for the 12 months to the June Quarter 2005, after removal of excluded events, was:

- for SAIDI 241.245 minutes, which is outside of the historic range of 213 to 238 minutes, but better than the Electricity Industry Code minimum service standard of 272 minutes for 2004-05;
- for SAIFI 2.498 times, which is also outside the historic range of 2.2 to 2.4 times, but better than the Electricity Industry Code of 2.84 times for 2004-05; and
- for CAIDI 96.575 minutes, which is within the historic range of 95 to 102 minutes.

ENERGETX's CBD area performance for the 12 months to the June Quarter 2005, after removal of excluded events, was:

- for SAIDI 2.196 minutes, which is within the historic range of 0.6 to 4.6 minutes, and better than the Electricity Industry Code minimum service standard of 20 minutes for 2004-05;

- for SAIFI 0.024 times, which is within the historic range of 0.01 to 0.03 times, and better than the Electricity Industry Code of 0.33 times for 2004-05; and
- for CAIDI 91.394 minutes, which is within the historic range of 70 to 165 minutes.

Other service quality performance

The key elements within this report are:

- reliability of supply complaints totalled 91 in the June Quarter 2005, which is substantially less than the 258 recorded for the March Quarter 2005 (a fall of 65 %). The June Quarter 2005 result needs to be read in conjunction with the following information:
 - (a) the recent change to how complaints are defined to capture complaints resolved at the point of contact;
 - (b) the historic range for reliability of supply complaints being between 77 and 283; and
 - (c) that the number of reliability of supply complaints has oscillated between 100 and 250 over the last 3 quarters;
- quality of supply complaints to ENERGEX totalled 413 for the June Quarter 2005, which is well below the 3 year average (since December Quarter 2001) of 580, and represents an improvement compared to the March Quarter 2005;
- total calls to the contact centre fell by 10 per cent to 749,451, which is some 110,000 calls below the 3 year average of 886,000 calls. The average waiting time to speak to an operator for the period was 31 seconds, an increase from 23 seconds reported in the March Quarter 2005 but below the 3 year average of 38 seconds. There were no overload incidents recorded for the period;
- in the June Quarter 2005, the number of new connections increased by 5 per cent to 8,494, which is within the historic range of 8,265 to 9,574 connections per quarter. The average time taken for connection decreased slightly to 4.05 days compared to 4.1 days in the March Quarter 2005;
- Re-connections decreased by 861 from 6,860 to 5,999 between the March and June quarters. The average time taken for reconnection increased slightly to 4.61 hours from 4.49 hours recorded in the March Quarter 2005;
- the average time taken to repair a technical supply fault in the June Quarter 2005 increased to 41.8 days from 35.7 days compared to the previous quarter. The measurement of time taken to repair technical faults continues to be affected by the use of a new system to record and report technical fault repairs. For example, the 3 year average for the time taken to repair technical supply faults is around 20 days (to the June Quarter 2005);
- the number of street lights out during the period was 3,509, an increase of 181% compared to the previous quarter which reflects the impact of increased patrols on the network. The average time taken to repair each street light fault was 4 days – an increase of one day compared to the March Quarter 2005 of 3 days;
- the number of GSL payments increased to 74 (from 58 in the March Quarter 2005), and the total payments to customers for the quarter was \$5,590. These increases can largely be attributed to the commencement of the Queensland Government's compulsory guaranteed service level payment scheme, and the public's increased knowledge of the scheme;

- occasions when the required notice of interruptions of supply was not given increased to 464 from the 443 recorded in the March Quarter 2005. The historic range for the occasions when the required notice was not given is 66 to 432, which illustrates the variability within the data, and supports ENERGEX's ongoing efforts to improve data collection and collation processes;
- the number of instances where the duration of a planned interruption exceeded the time specified increased to 326 in the June Quarter 2005 from 309 instances for the March Quarter 2005. This quarterly result remains consistent with the 3 year average of around 300;
- number of complaints for the June Quarter 2005 was 751, which is well above the 3 year average of around 544. This reflects ENERGEX's recent change to how complaints are defined, which now captures complaints made through the Network Contact Centre that are resolved at the point of contact. ENERGEX's amendments of the complaint definition represents a further improvement to the accuracy of service quality data, and ensures ENERGEX's complaint management is aligned with the QCA's and the Department of Energy's requirements; and
- the average time taken to resolve customer complaints rose to 12 days in the June Quarter 2005 compared to 11 days in the March Quarter 2005, but within the historic range for resolving customer complaints of 8 to 16 days.



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	01-04-2005
1.3	<i>Last day of reporting period</i>	date	30-06-2005

2. Aggregate Data

Item No.	Measure	Descriptor	Value
2.1 ^{a, b}	<i>Total distribution customers</i>	number	1,134,500
	Central business district	number	3,246
	Urban	number	755,143
	Short rural	number	376,111
	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	11.509	11.509
^d	Exclusions	minutes	not applicable	12.230
	Distribution system	minutes	174.633	162.403
	Central business district	minutes	2.196	2.196
	Urban	minutes	130.643	123.822
	Short rural	minutes	264.443	241.245
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	12.804	12.804
	Distribution system – unplanned	minutes	161.829	149.599
3.2 ^c	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>			
	Transmission & Generation	number	0.181	0.181
^d	Exclusions	number	not applicable	0.054
	Distribution system	number	1.771	1.717
	Central business district	number	0.024	0.024
	Urban	number	1.371	1.336

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	2.589	2.498
	Long rural	number	not applicable	not applicable
	Distribution system – planned	number	0.046	0.046
	Distribution system – unplanned	number	1.725	1.671
3.3 ^c	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>			
	Transmission & Generation	minutes	63.695	63.695
^d	Exclusions	minutes	not applicable	227.462
	Distribution system	minutes	98.606	94.571
	Central business district	minutes	91.394	91.394
	Urban	minutes	95.283	92.705
	Short rural	minutes	102.139	96.575
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	277.954	277.954
	Distribution system – unplanned	minutes	93.814	89.517
3.9	<i>Reliability of supply complaints</i>	number	91	

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	413
4.11	<i>Low supply voltage</i>	number	109
4.12	<i>Voltage dips – minor or nuisance</i>	number	177
4.13	<i>Voltage dips – severe</i>	number	0
4.14	<i>Voltage swell</i>	number	67
4.15	<i>Voltage spike</i>	number	5
4.16	<i>Waveform distortion or unbalance</i>	number	1
4.17	<i>TV or radio interference</i>	number	49
4.18	<i>Noises from appliances or lights</i>	number	5
4.19	<i>Other</i>	number	0

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	749,451
	Distribution (both operator-answered and self-serve calls)	number	269,599
	Retail (both operator-answered and self-serve calls)	number	479,852
5.11	<i>Calls to the contact centre answered by an operator</i>	number	418,342
5.12	<i>Calls to the contact centre not answered within 30 seconds</i>	number	87,147
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	0:31
5.14 ^g	<i>Abandoned calls</i>	number	11,040
		percentage	2.57
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	10,622
5.21 ⁱ	<i>Appointments not met within 15 minutes of the agreed time</i>	number	276

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	8,494
5.31	<i>New connections not made on agreed date</i>	number	279
5.32	<i>New connections with a one to four day delay</i>	number	270
5.33 ^k	<i>Average time taken for new connections</i>	days	4.05
5.34	<i>Reconnections made</i>	number	5,999
5.35	<i>Reconnections not made on agreed date</i>	number	175
5.36	<i>Reconnections with a one to four day delay</i>	number	151
5.37	<i>Average time taken for Reconnections</i>	hours	4.61

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	41.8
Street light maintenance			
5.5	<i>Street lights</i>	number	280,556
5.51	<i>Street lights out during period</i>	number	3,509
5.52 ^m	<i>Street lights not repaired by the date agreed with the customer</i>	number	328
5.53 ^m	<i>Average time taken to repair faulty street lights</i>	days	4.0

Source: Ellipse and SOM reports

Item No.	Measure	Descriptor	Value
Guaranteed service levels (GSLs)			
5.6	<i>Number of GSL payments made</i>	number	74
5.61	<i>Amount paid in GSL payments</i>	dollars	\$5,590

Source: PeoplePact



Interruptions			
5.7 ⁿ	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	464
		percentage	45
	<i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption</i>	number	15
5.71 ^o	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	326
		percentage	31

Source: A4S database and FROG

Item No.	Measure	Descriptor	Value
Complaints management			
5.8	<i>Complaints</i>		
	staff behaviour	number	43
	condition of worksite	number	63
	damage to property	number	85
	driving	number	14



Item No.	Measure	Descriptor	Value
Complaints management			
	vehicles	number	9
	poles	number	10
	streetlights	number	37
	timeliness of service delivery	number	163
	transformer	number	5
	trees	number	120
	outages	number	91
	general	number	111
	Total	number	751
5.81	<i>Average time taken to resolve complaints</i>	days	12
	staff behaviour	days	11
	condition of worksite	days	12
	damage to property	days	13
	driving	days	10
	vehicles	days	12
	poles	days	20
	streetlights	days	16
	timeliness of service delivery	days	10



Item No.	Measure	Descriptor	Value
Complaints management			
	transformer	days	11
	trees	days	18
	outages	days	9
	general	days	8
5.82	<i>Complaints resolved within 20 days</i>	number	420
		percentage	56
5.83 ^P	<i>Repeat complaints</i>	number	4
5.84 ^P	<i>Average time taken to resolve repeat complaints</i>	days	15

Source: FROG



Notes to Service Quality Report

Aggregate Data

- ^a This indicator reports the number of customers in the central business district, urban, and rural areas. The number of customers indicated in the table is the average number of customers connected to the network for the previous 12 month period. For the June 2005 quarterly report, total distribution customers shown at 2.1 is the actual number of customers on the network.
- ^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. 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, ENERGEX 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. ENERGEX estimated the number of customers interrupted based on the assumption that each interrupted customer would consume 2 kVA.

In July 2004, ENERGEX 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 ENERGEX 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>
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 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.

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 operational issues such as new connections, 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. 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 1.41% 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 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 As at 1 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* (October 2001), 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, ENERGENX 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; and (iv) commercial final readings. These four services orders are centrally organised through ENERGENX'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).

Timely Provision of New Connections

^j From January 2005, ENERGENX guarantees to connect customers as agreed:

- (i) *reconnections*: where electricity has previously been supplied to the customer, and the customer contacts ENERGENX before 1 pm on a business day, ENERGENX 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, ENERGENX 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*, ENERGENX 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, ENERGENX 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, ENERGENX 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 Time reported includes the day of lodgement, and is measured from the date of lodgment 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.

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 starts with the customer's 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), 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.

As at the end of the June Quarter 2005, the percentage of faults investigated and resolved within 20 days (including public holidays and weekends) was 48.3%, and the percentage of faults investigated and resolved within 28 days (including public holidays and weekends) was 68.7%.

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 1,038 jobs. Unfortunately, for a further 10 jobs there was insufficient data in the planned interruption reporting system (A4S) to determine whether notice of 2 clear business days 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.

- ° 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 1,038 jobs. Unfortunately, for a further 9 jobs, there was insufficient data in A4S to determine whether the duration exceeded the end time specified in the notification.

Complaints Management

- ^P As of 1 January 2005, the complaints management process has changed to align our processes with the requirements of the Electricity Industry Code and EDSD requirements. This change requires ENERGEX to capture customer dissatisfaction even when the complaint is resolved at the point of contact. The change is expected to adversely impact on the total number of complaints received in all areas of the business because a large percentage of customer dissatisfaction is generally resolved at the point of contact (RPC), particularly by ENERGEX's Network Contact Centre.

For complaints recorded relating to Reliability of Supply (indicator 3.9) around 25% were RPC by the Network Contact Centre, and required no additional customer contact by the Customer Relations group.

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.

If the customer is not satisfied with the proposed resolution, Customer Relations will endeavour to meet the customer's needs or offer an alternative solution.

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 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.