



**QUARTERLY SERVICE QUALITY REPORT
JANUARY TO MARCH, 2003**

ENERGEN LIMITED

June 2003

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 worst.

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 customer's 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 Kingaroy and 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 1.1 million customers, including around 750,000 urban customers, and over 350,000 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 handle 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, 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.
- 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. The measure of planned interruptions provide a good indication of how quickly ENERGEX carries out maintenance work requiring an interruption to supply.

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 the failure of the high voltage transmission wires. These activities are

carried out by power generation and transmission companies, and are outside ENERGETX's control. Major natural events are widespread storms and flooding or other natural disasters which affect at least 5 per cent of ENERGETX's customers.

Quality of supply (section 4)

Another important measure of ENERGETX'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 ENERGETX, 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. ENERGETX 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. ENERGETX 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. ENERGETX deals on a daily basis with customers 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.

ENERGETX has put in place a range of service guarantees to customers. Under the guarantees, ENERGETX promises to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGETX 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 the customers' electricity as agreed with the customer, and 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 call centre performance.* ENERGEN reports a number of call 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.* ENERGEN reports how many times ENERGEN employees are more than 15 minutes late for appointments with customers;
 - *timely provision of connections.* ENERGEN 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.* ENERGEN reports on the average time to repair faulty street lights, and instances of delay. One of ENERGEN’s service standards is a commitment to repair 95 per cent of failed streetlights under ENERGEN’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.* ENERGEN reports on the number of GSL payments for not meeting service guarantees, and the amount paid out.
- *providing adequate notice of any planned interruptions.* ENERGEN 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.* ENERGEN reports complaints broken down into a range of categories, and the average time to resolve each of these categories of complaint. ENERGEN 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).

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 | 01-1-2003 |
| 1.3 | <i>Last day of reporting period</i> | date | 31-3-2003 |

2. Aggregate Data

| Item No. | Measure | Descriptor | Value |
|------------------|-------------------------------------|------------|----------------|
| 2.1 ^a | <i>Total distribution customers</i> | number | 1,150,711 |
| | Central business district | number | 2,748 |
| | Urban | number | 755,065 |
| | Short rural | number | 392,898 |
| | 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 |
|------------------|---|------------|----------------|
| 3.1 ^b | <i>System Average Interruption Duration Index (SAIDI) – whole of network</i> | | |
| | Transmission & Generation | minutes | 20.586 |
| ^c | Exclusions | minutes | 19.727 |
| | Distribution system | minutes | 188.366 |
| | Central business district | minutes | 2.416 |
| | Urban | minutes | 160.420 |
| | Short rural | minutes | 243.372 |
| | Long rural | minutes | not applicable |
| | Distribution system – planned | minutes | 3.671 |
| | Distribution system – unplanned | minutes | 184.695 |
| 3.2 ^b | <i>System Average Interruption Frequency Index (SAIFI) – whole of network</i> | | |
| | Transmission & Generation | number | 0.269 |
| ^c | Exclusions | number | 0.065 |
| | Distribution system | number | 2.070 |
| | Central business district | number | 0.020 |
| | Urban | number | 1.905 |
| | Short rural | number | 2.402 |
| | Long rural | number | not applicable |

| Item No. | Measure | Descriptor | Value |
|------------------|--|------------|----------------|
| 3.2 ^b | <i>SAIFI – whole of network (continued)</i> | | |
| | Distribution system – planned | number | 0.015 |
| | Distribution system – unplanned | number | 2.055 |
| 3.3 ^b | <i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i> | | |
| | Transmission & Generation | minutes | 76.532 |
| ^c | Exclusions | minutes | 304.632 |
| | Distribution system | minutes | 90.996 |
| | Central business district | minutes | 121.523 |
| | Urban | minutes | 84.222 |
| | Short rural | minutes | 101.316 |
| | Long rural | minutes | not applicable |
| | Distribution system – planned | minutes | 248.608 |
| | Distribution system – unplanned | minutes | 89.864 |
| 3.9 | <i>Reliability of supply complaints</i> | number | 296 |

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^d | | | |
| 4.1 | <i>Total quality of supply complaints</i> | number | 696 |
| 4.11 | <i>Low supply voltage</i> | number | 251 |
| 4.12 | <i>Voltage dips – minor or nuisance</i> | number | 100 |
| 4.13 | <i>Voltage dips – severe</i> | number | 13 |
| 4.14 | <i>Voltage swell</i> | number | 89 |
| 4.15 ^e | <i>Voltage spike</i> | number | |
| 4.16 | <i>Waveform distortion or unbalance</i> | number | 117 |
| 4.17 | <i>TV or radio interference</i> | number | 45 |
| 4.18 | <i>Noises from appliances or lights</i> | number | 35 |
| 4.19 | <i>Other</i> | number | 46 |

Source: Voltrac 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 call centre</i> | number | 863,154 |
| | Distribution | number | 353,214 |
| | Retail | number | 509,940 |
| 5.11 | <i>Calls to the call centre answered by an operator</i> | number | 458,665 |
| 5.12 ^g | <i>Calls to the call centre not answered within 30 seconds</i> | number | 183,527 |
| 5.13 | <i>Average time waiting to speak to an operator</i> | minutes:seconds | 1:38 |
| 5.14 | <i>Abandoned calls</i> | number | 56,761 |
| | | percentage | 11.0 |
| 5.15 ^h | <i>Number of instances of capacity overload</i> | number | 6,394 |
| | Electricity queues | number | 6,333 |
| | Loss of supply queues | number | 61 |
| | 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 | 23,765 |
| 5.21 ⁱ | <i>Appointments not met within 15 minutes of the agreed time</i> | number | 800 |

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 | 7,830 |
| 5.31 | <i>New connections not made on agreed date</i> | number | 389 |
| 5.32 | <i>New connections with a one to four day delay</i> | number | 355 |
| 5.33 ^k | <i>Average time taken for new connections</i> | days | 4.09 |
| 5.34 | <i>Reconnections made</i> | number | 8,192 |
| 5.35 | <i>Reconnections not made on agreed date</i> | number | 251 |
| 5.36 | <i>Reconnections with a one to four day delay</i> | number | 241 |
| 5.37 | <i>Average time taken for Reconnections</i> | hours | 4.79 |

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 | 10.6 |

Source: Voltrac

| Item No. | Measure | Descriptor | Value |
|---------------------------------|--|------------|---------|
| Street light maintenance | | | |
| 5.5 | <i>Street lights</i> | number | 256,202 |
| 5.51 | <i>Street lights out during period</i> | number | 3,574 |
| 5.52 ^m | <i>Street lights not repaired by the date agreed with the customer</i> | number | 149 |
| 5.53 ⁿ | <i>Average time taken to repair faulty street lights</i> | days | 4.96 |

Source: SOM reports

| Item No. | Measure | Descriptor | Value |
|---|------------------------------------|------------|----------|
| Guaranteed service levels (GSLs) | | | |
| 5.6 | <i>Number of GSL payments made</i> | number | 47 |
| 5.61 | <i>Amount paid in GSL payments</i> | \$ | 2,898.78 |

Source: PeoplePact

| Interruptions | | | |
|----------------------|--|------------|-----|
| 5.7 ^o | <i>Occasions on which the required notice of a planned interruption to supply was not given</i> | number | 31 |
| o | | percentage | 7 |
| | <i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption</i> | number | 3 |
| 5.71 ^p | <i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i> | number | 219 |
| p | | percentage | 39 |

Source: A4S database and FROG

| Item No. | Measure | Descriptor | Value |
|------------------------------|---|------------|-------|
| Complaints management | | | |
| 5.8 | <i>Complaints</i> | | |
| | staff behaviour | number | 26 |
| | condition of worksite | number | 16 |
| | damage to property | number | 14 |
| | driving | number | 11 |
| | vehicles | number | 2 |
| | poles | number | 2 |
| | streetlights | number | 1 |
| | timeliness of service delivery | number | 49 |
| | transformer | number | - |
| | trees | number | 29 |
| | outages | number | 331 |
| | general | number | 61 |
| | Total | number | 542 |
| 5.81 | <i>Average time taken to resolve complaints</i> | days | 12 |
| | staff behaviour | days | 8.5 |
| | condition of worksite | days | 10 |
| | damage to property | days | 9 |

| Item No. | Measure | Descriptor | Value |
|-------------------|--|------------|-------|
| | driving | days | 7 |
| | vehicles | days | 14 |
| | poles | days | 6.5 |
| | streetlights | days | 12 |
| | timeliness of service delivery | days | 30 |
| | transformer | days | - |
| | trees | days | 10 |
| | outages | days | 17 |
| | general | days | 9.5 |
| 5.82 | <i>Complaints resolved within 20 days</i> | number | 441 |
| | | percentage | 81 |
| 5.83 ^q | <i>Repeat complaints</i> | number | 2 |
| 5.84 ^q | <i>Average time taken to resolve repeat complaints</i> | days | 8 |

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 in each area are estimated on the basis of the type of feeder that supplies these customers, being central business district, urban, short rural, and long rural feeders. ('Feeders' are the series of poles and wires, or underground cables, that supply power from a substation to individual customers.) ENERGEX does not have any long rural feeders in its network, as these feeders typically supply customers in relatively remote locations.

At present, ENERGEX estimates the numbers of customers connected to each type of feeder based on loadings on the 11 kV network and growth in billing records. ENERGEX is undertaking a three-stage project to enable it to more accurately determine the number of customers connected to each feeder, as discussed in footnote 'b' below.

Reliability Measures

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

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. At present, ENERGEX cannot identify the exact number of customers connected to every low voltage feeder. As a result, ENERGEX uses an estimate of the number of customers interrupted based on the assumption that each interrupted customer would consume 2 kVA.

ENERGEX is moving to improve the reporting of its reliability measure by implementing a three-stage project to determine the actual number of customers connected to any part of the network. This will enable more accurate calculation of the reliability measures. This project is due for completion during 2003-04.

- ^c The following exclusion event occurred in the rolling 12 month period used to calculate SAIDI, SAIFI, and CAIDI measures:

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

Quality of Supply Data

- ^d ENERGEX uses the Voltrac system to record, investigate, and monitor quality of supply problems. Cause categories with ENERGEX's Voltrac system are inconsistent with the Queensland Competition Authority's (QCA) quality of supply symptom reporting 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 | Substantiated customer reports of severe voltage dips |
| 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 |

- ^e Customer descriptions of symptoms make it difficult to differentiate between voltage spikes and swells. The essential difference between the two is that voltage spikes are momentary in duration while voltages swells last longer. At present, voltage spikes are included in the voltage swell category for reporting purposes. In the June quarter 2003, ENERGEX will modify its reporting database to report voltage spikes separately from voltage swells.

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 related-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, an assumption has been taken to assign calls made to the electricity and e-commerce queues equally between distribution and retail.

- ^g This indicator was previously reported on calls not answered within 20 and 40 seconds, but has changed to reporting calls not answered within 30 seconds at the request of the QCA. Unfortunately, statistics on calls not answered within 30 seconds were not collected for the period of 1 to 5 January 2003 inclusive.
- ^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.

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 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 6 p.m. on a business day, ENERGEX guarantees to reconnect the electricity supply within 4 hours or as agreed. After 6pm an after hours fee will apply to reconnect electricity that night, or it can be reconnected the next business day at no charge. An after-hours fee is required to reconnect electricity on a weekend or public holiday.
 - (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, ENERGEX guarantees to connect electricity within three business days of all necessary paperwork being lodged.
 - (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, ENERGEX 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. Prior to the December quarter 2002, ENERGEX only reported on supply faults that were both identified and repaired during the quarter.

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. ENERGEX guarantees to investigate and respond to technical supply faults within 10 business days. However, if there is a risk to public safety or the customer's safety, ENERGEX 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.
- ⁿ The average time indicated includes the day of notification.

Interruptions

- ° 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 448 jobs. Unfortunately, in the case of a further 114 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.

- ° 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 561 jobs. Unfortunately, in the case of a further 1 job, there was insufficient data in A4S to determine whether the duration exceeded the end time specified in the notification.

Complaints Management

- ° 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.