



**ELECTRICITY DISTRIBUTION
QUARTERLY SERVICE QUALITY REPORT
APRIL TO JUNE, 2004**

ENERGEN LIMITED

September 2004

For Media Inquiries, please contact ENERGEN Corporate Communication on (07) 3407 4420

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:

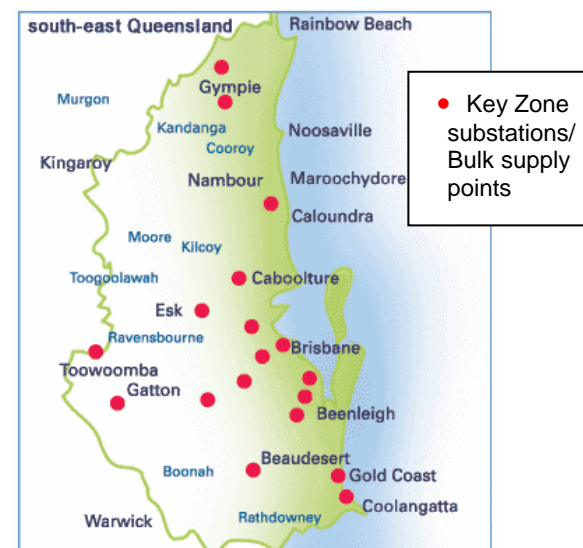
- sections 1 and 2 provide background information about the period for which performance is being reported, and the number of distribution customers supplied by ENERGEX;
- section 3 reports on the reliability of ENERGEX's electricity supply;
- section 4 reports on the quality of electricity supply; and
- 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 1.19 million customers, including around 750,000 urban customers, and 430,000 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 ENERGENX's customers.

Quality of supply (section 4)

Another important measure of ENERGENX'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 ENERGENX, 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. ENERGENX 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. ENERGENX 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. ENERGENX 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.

ENERGENX has put in place a range of service guarantees to customers. Under the guarantees, ENERGENX promises to provide services as specified or pay a penalty (called a guaranteed service level or GSL payment). ENERGENX 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 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).

Summary of ENERGEN’s Performance

The highlights for the June Quarter 2004 were:

- ENERGEN’s service quality performance returning to a normal pattern, following the severe weather impacts reported for the March Quarter 2004; and
- ENERGEN is managing a suite of service quality performance issues as part the ongoing response to the Independent Panel into Electricity Distribution and Service delivery for the 21st Century (referred to as ‘the Independent Panel’).

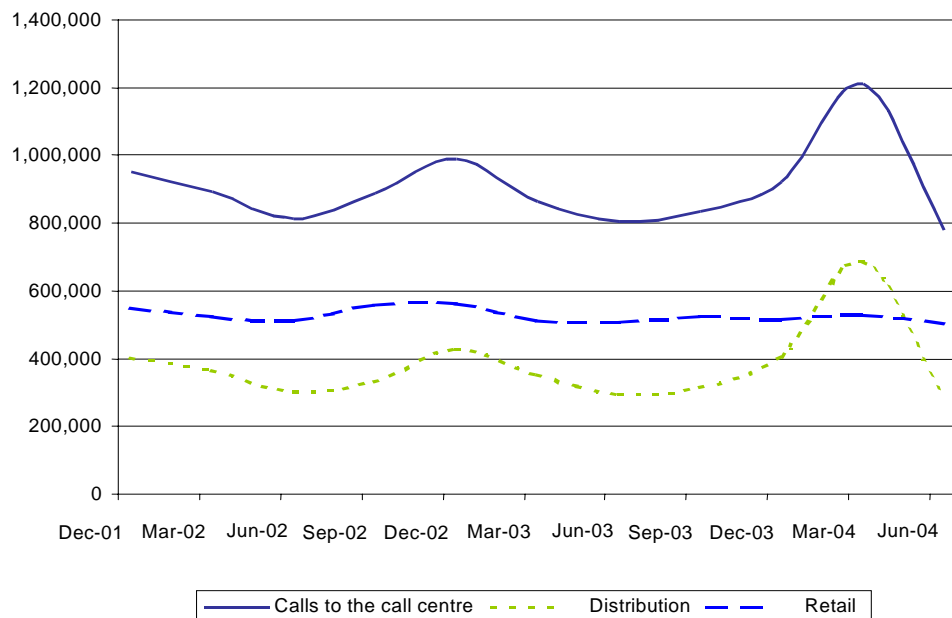
Service Quality – Performance normalises

ENERGEN’s service quality performance returned to normal levels across the suite of reliability, quality and customer contact indicators to the end of June 2004. When the major storm events of the March Quarter 2004 are excluded from ENERGEN’s service quality statistics it is clear that performance has remained largely consistent between comparable quarters.

The June Quarter 2004 service quality performance further highlights the substantial impact of the extreme weather events that

occurred in the March Quarter 2004. A specific example illustrating the significance of the storms' impact on ENEREX's service quality indicators was the fall in total calls to the ENEREX call centre of 35.6% (to 781,000 calls) between quarters. A review of ENEREX's historic quarterly performance for this particular indicator is shown in figure 1.

Figure 1 – Total Calls to Call Centre by Service Category



As a number of service reliability measures are reported on a rolling average basis, ENEREX's overall performance will continue to be negatively impacted by the storm events for some time. Accordingly, and for consistency, the service reliability measures are reported on a **'before removal of excluded events'** and **'after**

removal of excluded events' basis, which will allow readers to compare ENEREX's performance on a like for like basis across the quarterly time series of data reported to the QCA.

ENEREX considers that the extreme weather events experienced in the previous quarter highlight:

- the susceptibility of the physical network to acts of nature;
- that despite effective planning and our best restoration efforts, customers still bear substantial inconvenience from such extreme events; and
- the importance of building integrated and cost effective customer support systems, which are capable of handling the flow-on effects from extreme events, particularly, responding quickly to reconnect our customers.

Key performance elements identified in the report include:

- ENEREX's overall service reliability performance returned to levels comparable to previous quarters, after removal of excluded events which occurred in the March Quarter 2004;
- performance for the whole distribution system as measured by SAIDI, SAIFI and CAIDI for the 12 months to June 2004, after removal of excluded events, was 160.555 minutes, 1.787 times, and 89.853 minutes respectively. These results represent a small improvement compared to the March Quarter 2004 (after removal of excluded events);
- performance for urban areas as measured by SAIDI, SAIFI and CAIDI for the 12 months to June 2004, after removal of excluded events, was 128.590 minutes, 1.565 times, and 82.148 minutes respectively, which represents a small improvement in SAIDI and SAIFI performance compared to the March Quarter 2004 (after removal of excluded events). While CAIDI performance was slightly higher;

- performance for short rural areas as measured by SAIDI, SAIFI and CAIDI for 12 months to June 2004, after removal of excluded events, was 217.128 minutes, 2.183 times, and 99.449 minutes respectively. These results represent a solid improvement compared to the March Quarter 2004 (after removal of excluded events);
- performance for the CBD area as measured by SAIDI, SAIFI and CAIDI for 12 months to June 2004, after removal of excluded events, was 0.627 minutes, 0.010 times, and 62.567 minutes respectively. The SAIDI and SAIFI results are slightly higher than the March Quarter 2004 (after removal of excluded events), while the CAIDI result is a substantial improvement;
- quality of supply complaints to ENERGENX fell by 19.2% (to 547), which is largely attributable to the fall in complaints regarding low supply voltage (number of complaints fell by 19.7%), voltage dips minor (number of complaints fell by 31.0%), and waveform distortion or unbalance (number of complaints fell by 38.5%);
- as already noted total calls to the call centre fell by 35.6% to 781,000. The average waiting time for the period was 50 seconds, substantially down from 1 minute and 28 seconds in the March Quarter 2004. Moreover, there were no call centre overload incidences recorded for the period;
- in the June Quarter 2004, the number of new connections increased by 10.9% to 9,578, with the average time taken for installation improving slightly to 4.06 days compared to 4.1 days in the March Quarter 2004. Re-connections increased by 354 from 7,378 to 7,732 between the March and June Quarters 2004, while the average time taken for reconnection increased slightly to 4.93 hours from the 4.85 hours recorded in the March Quarter 2004;
- the average time taken to repair a technical supply fault improved slightly to 9.0 days down from 9.6 in the previous quarter;
- the number of street lights out during the period was 5,736, a fall of 5% compared to the previous quarter. The average time taken to repair each light fault was 3.7 days – an improvement over the March Quarter 2004 of 4.6 days;
- the number of GSL payments increased to 38 (up from 31 compared to March 2004 quarter), and the total payments to customers was \$2,400, which was \$220 less than the previous quarter;
- occasions when the required notice of interruptions of supply was not given increased to 203 from the 136 recorded in the March Quarter 2004. In addition, the number of instances where the duration of a planned interruption exceeded the time specified increased from 216 in the March Quarter 2004 to 325 instances for the June Quarter 2004; and
- complaints for the June 2004 quarter declined 46.1% to 377 compared to the March 2004 quarter. The average time taken to resolve customer complaints improved to 10 days compared to 11 days in the March Quarter 2004.

QCA Report for March Quarter 2004

The QCA's Service Quality performance report for the March Quarter 2004 noted that the occurrence of a number of weather related events, which were defined as 'exceptions' under the QCA's Electricity Distribution: Service Quality Reporting Guidelines, exposed some weaknesses in the current reporting regime, most notably:

- that because of overload events at ENERGENX's call centre, ENERGENX may be under-recording total call statistics; and

- that the definition of complaints and the process for recording complaints may potentially result in the under-recording of the total number of complaints in each period.

Where storm events of the magnitude of the March Quarter 2004 occur, various systems, processes, technologies and people are tested. Clearly, these events significantly affected ENERGEX's call centre performance in the March Quarter 2004. In such circumstances it is possible not all calls to the call centre were recorded.

ENERGEX's reported complaints, and media reports of complaints, need to be examined in light of the following points:

- most consumers are aware and understand that when severe storms strike, power outages can occur;
- with this knowledge consumers generally will contact ENERGEX's call centre to ascertain the expected time until supply restoration rather than to register a complaint; but
- where supply restoration is greater than the time advised to the customer this potentially could result in a complaint.

ENERGEX continues to monitor the performance of the call centre using a range of performance indicators, including periodic reviews of internal processes and policies to ensure the robustness and accuracy of reportable performance data. Moreover, ENERGEX considers that its response to the Independent Panel into Electricity Distribution and Service Delivery for the 21st Century will further address the issues raised by the QCA in its March Quarter 2004 report.

Responding to the Independent Panel

The Independent Panel has made a number of recommendations regarding ENERGEX and Ergon Energy's performance across a suite of service quality indicators. It is expected that as ENERGEX

works with the Independent Panel and the Queensland Government's Office of Energy in finalising our response to the recommendations there potentially may be flow-on effects on the indicators, frequency and style of the public reporting in relation to service quality.



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	01-4-2004
1.3	<i>Last day of reporting period</i>	date	30-6-2004

2. Aggregate Data

Item No.	Measure	Descriptor	Value
2.1 ^{a, b}	<i>Total distribution customers</i>	number	1,186,757
	Central business district	number	2,823
	Urban	number	751,373
	Short rural	number	432,561
	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	2.359	2.359
^d	Exclusions	minutes	not applicable	202.061
	Distribution system	minutes	362.616	160.555
	Central business district	minutes	0.627	0.627
	Urban	minutes	296.316	128.590
	Short rural	minutes	480.153	217.128
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	2.737	2.737
	Distribution system – unplanned	minutes	359.879	157.819
3.2 ^c	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>			
	Transmission & Generation	number	0.129	0.129
^d	Exclusions	number	not applicable	0.611
	Distribution system	number	2.398	1.787
	Central business district	number	0.010	0.010
	Urban	number	2.071	1.565

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	2.982	2.183
	Long rural	number	not applicable	not applicable
	Distribution system – planned	number	0.011	0.011
	Distribution system – unplanned	number	2.387	1.775
3.3 ^c	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>			
	Transmission & Generation	minutes	18.229	18.229
^d	Exclusions	minutes	not applicable	330.630
	Distribution system	minutes	151.215	89.853
	Central business district	minutes	62.567	62.567
	Urban	minutes	143.099	82.148
	Short rural	minutes	161.007	99.449
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	240.023	240.023
	Distribution system – unplanned	minutes	150.791	88.888
3.9	<i>Reliability of supply complaints</i>	number	74	74

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	547
4.11	<i>Low supply voltage</i>	number	256
4.12	<i>Voltage dips – minor or nuisance</i>	number	78
4.13	<i>Voltage dips – severe</i>	number	5
4.14	<i>Voltage swell</i>	number	89
4.15	<i>Voltage spike</i>	number	3
4.16	<i>Waveform distortion or unbalance</i>	number	48
4.17	<i>TV or radio interference</i>	number	26
4.18	<i>Noises from appliances or lights</i>	number	6
4.19	<i>Other</i>	number	36

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	781,000
	Distribution (both operator-answered and self-serve calls)	number	279,320
	Retail (both operator-answered and self-serve calls)	number	501,680
5.11	<i>Calls to the call centre answered by an operator</i>	number	411,452
5.12	<i>Calls to the call centre not answered within 30 seconds</i>	number	122,012
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	00:50
5.14 ^g	<i>Abandoned calls</i>	number	31,496
		percentage	7.11
5.15 ^h	<i>Number of instances of capacity overload</i>	number	0

Source: VU_ACD (Call Scan)

Item No.	Measure	Descriptor	Value
Appointment Punctuality			
5.2 ⁱ	<i>Customer-arranged appointments</i>	number	11,278
5.21 ⁱ	<i>Appointments not met within 15 minutes of the agreed time</i>	number	268

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	9,578
5.31	<i>New connections not made on agreed date</i>	number	420
5.32	<i>New connections with a one to four day delay</i>	number	410
5.33 ^k	<i>Average time taken for new connections</i>	days	4.06
5.34	<i>Reconnections made</i>	number	7,732
5.35	<i>Reconnections not made on agreed date</i>	number	209
5.36	<i>Reconnections with a one to four day delay</i>	number	181
5.37	<i>Average time taken for Reconnections</i>	hours	4.93

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	8.97
Street light maintenance			
5.5	<i>Street lights</i>	number	266,921
5.51	<i>Street lights out during period</i>	number	5,736
5.52 ^m	<i>Street lights not repaired by the date agreed with the customer</i>	number	491
5.53 ^m	<i>Average time taken to repair faulty street lights</i>	days	3.7



Source: Voltrac and SOM reports

Item No.	Measure	Descriptor	Value
Guaranteed service levels (GSLs)			
5.6	<i>Number of GSL payments made</i>	number	38
5.61	<i>Amount paid in GSL payments</i>	dollars	2400

Source: PeoplePact

Interruptions			
5.7 ⁿ	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	203
n		percentage	32
	<i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption</i>	number	5
5.71 ^o	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	325
o		percentage	39

Source: A4S database and FROG

Item No.	Measure	Descriptor	Value
Complaints management			
5.8	<i>Complaints</i>		
	staff behaviour	number	28
	condition of worksite	number	6
	damage to property	number	20
	driving	number	12
	vehicles	number	2
	poles	number	0
	streetlights	number	8
	timeliness of service delivery	number	55
	transformer	number	0
	trees	number	55
	outages	number	74
	general	number	117
	Total	number	377
5.81	<i>Average time taken to resolve complaints</i>	days	10
	staff behaviour	days	8
	condition of worksite	days	7
	damage to property	days	7



Item No.	Measure	Descriptor	Value
	driving	days	5
	vehicles	days	15
	poles	days	0
	streetlights	days	8
	timeliness of service delivery	days	7
	transformer	days	0
	trees	days	17
	outages	days	15
	general	days	8
5.82	<i>Complaints resolved within 20 days</i>	number	318
		percentage	84
5.83 ^P	<i>Repeat complaints</i>	number	8
5.84 ^P	<i>Average time taken to resolve repeat complaints</i>	days	18

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 'c' below.

- ^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. 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.

As reported previously, ENERGEX will be able to report more accurate reliability measures on completion of a multi-stage project to determine the actual number of customers connected to any part of the network. This project has been completed and ENERGEX will report service reliability performance under the new method for the September quarter 2004.

^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

Quality of Supply Data

- ^e ENERGEX uses the Voltrac system to record, investigate, and monitor quality of supply problems (with the exception of the ‘voltage dips – severe’ category, which is recorded and reported by Network Operations based on substantiated reports from retailers and customers). 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:

QCA Cause Category

- 4.11 Low supply voltage
- 4.12 Voltage dips – minor or nuisance
- 4.13 Voltage dips – severe
- 4.14 Voltage swell
- 4.15 Voltage spike
- 4.16 Waveform distortion or unbalance
- 4.17 TV or radio interference
- 4.18 Noises from appliances or lights
- 4.19 Other

Voltrac Cause Category

- Low voltage/dim lights, motor starting problem
- Flickering lights
- Recorded and reported separately (see above)
- High voltage (bulbs blowing)
- Voltage spike
- Equipment maloperation
- Interference (TV, VDU)
- Noise from appliances/equipment
- Other

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 38.13% of the total abandoned calls provided in this report.

^h 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 has identified no individual overload events during the quarter.

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 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*, ENERGEX 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, 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.

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. 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 626 jobs. Unfortunately, in the case of a further 215 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 831 jobs. Unfortunately, in the case of a further 10 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.