



**ELECTRICITY DISTRIBUTION  
QUARTERLY SERVICE QUALITY REPORT  
JANUARY TO MARCH, 2005**

**ENERGEN LIMITED**

**June 2005**

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## Quarterly service quality report

### Introduction

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

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

This report is in five sections:

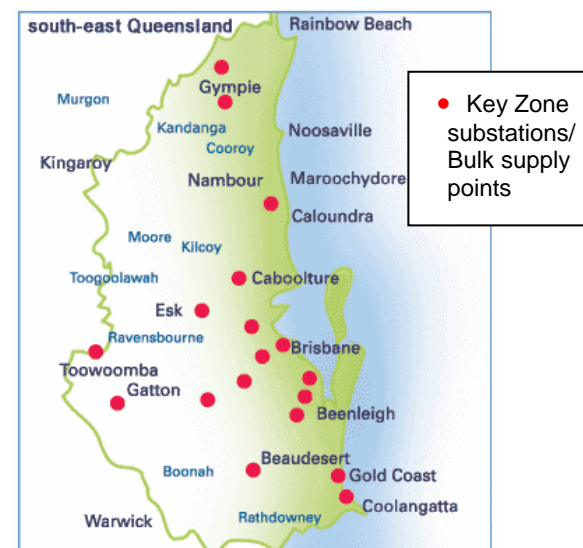
- sections 1 and 2 provide background information about the period for which performance is being reported, and the number of distribution customers supplied by ENERGEX;
- section 3 reports on the reliability of ENERGEX's electricity supply;
- section 4 reports on the quality of electricity supply; and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

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

### About ENERGEX's distribution network

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

ENERGEX provides distribution and retail electricity services to customers in south-east Queensland, in a region stretching from Gympie in the north to Gatton in the west and Coolangatta in the south.



Map of ENERGEX's electricity distribution network

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

### Measuring ENERGENX's distribution system performance

ENERGENX measures the quality of its performance in three areas:

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

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

#### *Reliability of supply (section 3)*

A key measure of service quality is reliability of supply. ENERGENX operates a predominantly overhead distribution network. There are a range of causes for interruptions on such a network, including severe storms, lightning strikes, trees touching wires, high winds, and birds and bats flying into wires. ENERGENX manages the network to minimise these interruptions, and to restore power as quickly as possible following an interruption.

ENERGENX reports three measures of reliability:

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

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

To provide a clearer picture of ENERGENX's performance, the reliability statistics report separately on interruptions caused by the failure of the generation or transmission system, or by major natural events. Generation interruptions are caused by the shut-down of power stations, while transmission interruptions are caused by a failure of the high voltage transmission wires. These activities are carried out by power generation and transmission companies, and are outside ENERGENX's control. Major natural events are

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

From 1 January 2005, the *Electricity Industry Code* requires ENERGENX to meet 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 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 ENERGENX's Performance

### *Introduction of the Electricity Industry Code*

The March Quarter 2005 is the first period where ENERGENX has had to report against the minimum service standards and make payments to electricity consumers where guaranteed levels of service did not comply with the requirements of the new *Electricity Industry Code*. ENERGENX will continue to report service quality performance data to the QCA as per its *Electricity Distribution: Service Quality Reporting Guidelines* (October 2001). There are several instances where the *Electricity Industry Code* and the QCA's requirements overlap – an explanation outlining the key elements has been included within the relevant note against affected service quality performance indicators.

### *Further improvements to Service Quality Reporting*

For the March Quarter 2005, ENERGENX has introduced 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 in service quality data reported to the QCA since December Quarter 2001, where the range is determined by taking a single standard deviation around the mean (covering 68% of historic observations).

### *Key performance elements*

Overall, ENERGENX's service quality performance across the suite of reliability, quality and customer contact indicators to the end of March Quarter 2005 was largely consistent with trends in performance since 2001, and compared to the previous quarter. ENERGENX 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. It is important to note that the March Quarter 2005 does not include the impact of the extraordinary weather events that occurred in the March Quarter 2004.

### *Reliability*

ENERGENX's service reliability performance as measured by SAIDI, SAIFI and CAIDI for the 12 months to the March Quarter 2005 when compared to the previous quarter, the previous March quarter, and the historic range, after removal of excluded events. Additionally, was greatly improved.

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

- for SAIDI 155.552 minutes, which is better than the historic range of 159 and 182 minutes;
- for SAIFI 1.685 times, which is better than the historic range of 1.8 and 2 times; and
- for CAIDI 92.325 minutes, which is within the historic range of 87 and 94 minutes.

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

- for SAIDI 125.744 minutes, which is better than the historic range of 128 and 154 minutes, and tracking better than the Electricity Industry Code minimum service standard of 162 minutes for 2004-05;
- for SAIFI 1.360 times, which is better than the historic range of 1.5 and 1.8 times, and is better than the Electricity Industry Code of 1.78 times for 2004-05; and
- for CAIDI 92.476 minutes, which is just outside of the historic range of 79 and 90 minutes (ie covering 68% of historic observations).

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

- for SAIDI 214.389 minutes, which is at the lower end of the historic range of 213 and 237 minutes, and tracking better than the Electricity Industry Code minimum service standard of 272 minutes for 2004-05;
- for SAIFI 2.326 times, which is also within the historic range of 2.2 and 2.4 times, and is better than the Electricity Industry Code of 2.84 times for 2004-05; and
- for CAIDI 92.156 minutes, which is better than the historic range of 95 and 102 minutes.

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

- for SAIDI 2.363 minutes, which is within the historic range of 0.5 and 4.6 minutes, and tracking better than the Electricity Industry Code minimum service standard of 20 minutes for 2004-05;
- for SAIFI 0.031 times, which is outside of the historic range of 0.009 and 0.03 times, but better than the Electricity Industry Code of 0.33 times for 2004-05; and
- for CAIDI 76.113 minutes, which is within the historic range of 71 and 168 minutes.

*Other service quality performance*

The key elements within this report are:

- reliability of supply complaints totalled 258 in the March Quarter 2005, which is greater than the 104 recorded for the December Quarter 2004 – an increase of 148%. However, the March Quarter 2005 result should be considered in light of:
  - (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 83 and 290; and

- (c) that it is 108 complaints less than the March Quarter 2004 (366);
- quality of supply complaints to ENERGETX totalled 484 for the March Quarter 2005, which is well below the 3 year average (since December Quarter 2001) of 590, but is an increase compared to the December Quarter 2004;
- total calls to the contact centre fell by 1% to 882,842, which is some 14,000 calls below the 3 year average of around 896,000 (since December Quarter 2001), and the average waiting time to speak to an operator for the period was 23 seconds, down from 30 seconds in the December Quarter 2004. There were no overload incidents recorded for the period;
- in the March Quarter 2005, the number of new connections decreased by 10% to 8,804, which is within the historic range of 8,265 and 9,618 connections per quarter. The average time taken for installation increased slightly to 4.1 days compared to 4.06 days in the December Quarter 2004;
- Re-connections increased by 694 from 6,166 to 6,860 between the December and March quarters (but both quarters are well below the 3 year average for re-connections of 10,076). The average time taken for reconnection improved to 4.49 hours from 4.94 hours recorded in the December Quarter 2004;
- the average time taken to repair a technical supply fault in the March Quarter 2005 fell to 35.7 days from 45.5 days compared to the previous quarter. The measurement of time taken to repair technical faults continues to be adversely affected by the use of a new system to record and report technical fault repairs, a fact supported by the 3 year average for the time taken to repair technical supply faults is 18.5 days (to the March Quarter 2005);
- the number of street lights out during the period was 1,247, a fall of 65% compared to the previous quarter. The average time taken to repair each street light fault was 3.0 days – an

improvement compared to the December Quarter 2004 of 3.4 days;

- the number of GSL payments increased to 58 (from 28 compared to December Quarter 2004), and the total payments to customers for the quarter was \$3,650. 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 decreased to 443 from the 590 recorded in the December Quarter 2004. The historic range for the occasions when the required notice was not given is 48 and 401, which illustrates the variability within the data, and supports ENERGETEX'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 309 in the March Quarter 2005 from 303 instances for the December Quarter 2004. This quarter result is consistent with the 3 year average of around 297; and
- complaints for the March Quarter 2005 was 1,051, which is well above the 3 year average of around 488, and reflects ENERGETEX recent change to how complaints are defined, which captures complaints made through the Network Contact Centre, which are resolved at the point of contact. ENERGETEX's amendments of the complaint definition represents a further improvement to the accuracy of service quality data, and ensures ENERGETEX'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 11 days in the March Quarter 2005 compared to 8 days in the December and September Quarters in 2004, but within the

historic range for resolving customer complaints of 6 days and 17 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	01-01-2005
1.3	<i>Last day of reporting period</i>	date	31-03-2005

**2. Aggregate Data**

Item No.	Measure	Descriptor	Value
2.1 <sup>a, b</sup>	<i>Total distribution customers</i>	number	1,146,467
	Central business district	number	3,076
	Urban	number	753,602
	Short rural	number	389,789
	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 <sup>c</sup>	<i>System Average Interruption Duration Index (SAIDI) – whole of network</i>			
	Transmission & Generation	minutes	11.299	11.299
<sup>d</sup>	Exclusions	minutes	not applicable	12.103
	Distribution system	minutes	167.654	155.552
	Central business district	minutes	2.363	2.363
	Urban	minutes	132.579	125.744
	Short rural	minutes	236.773	214.389
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	12.605	12.605
	Distribution system – unplanned	minutes	155.050	142.947
3.2 <sup>c</sup>	<i>System Average Interruption Frequency Index (SAIFI) – whole of network</i>			
	Transmission & Generation	number	0.168	0.168
<sup>d</sup>	Exclusions	number	not applicable	0.053
	Distribution system	number	1.738	1.685
	Central business district	number	0.031	0.031
	Urban	number	1.395	1.360

Item No.	Measure	Descriptor	Value (before removal of excluded events)	Value (after removal of excluded events)
3.2 <sup>c</sup>	<i>SAIFI – whole of network (continued)</i>			
	Short rural	number	2.414	2.326
	Long rural	number	not applicable	not applicable
	Distribution system – planned	number	0.046	0.046
	Distribution system – unplanned	number	1.692	1.639
3.3 <sup>c</sup>	<i>Customer Average Interruption Duration Index (CAIDI) – whole of network</i>			
	Transmission & Generation	minutes	67.164	67.164
<sup>d</sup>	Exclusions	minutes	not applicable	227.462
	Distribution system	minutes	96.462	92.325
	Central business district	minutes	76.113	76.113
	Urban	minutes	95.020	92.476
	Short rural	minutes	98.075	92.156
	Long rural	minutes	not applicable	not applicable
	Distribution system – planned	minutes	275.706	275.706
	Distribution system – unplanned	minutes	91.637	87.210
3.9	<i>Reliability of supply complaints</i>	number	258	258

Source: NFM and Feedback Register for Organisational Growth (FROG)

#### 4. Quality of supply data

Item No.	Measure	Descriptor	Value
<b>Quality of supply complaints – categorised according to symptoms<sup>e</sup></b>			
4.1	<i>Total quality of supply complaints</i>	number	484
4.11	<i>Low supply voltage</i>	number	171
4.12	<i>Voltage dips – minor or nuisance</i>	number	206
4.13	<i>Voltage dips – severe</i>	number	6
4.14	<i>Voltage swell</i>	number	54
4.15	<i>Voltage spike</i>	number	3
4.16	<i>Waveform distortion or unbalance</i>	number	0
4.17	<i>TV or radio interference</i>	number	35
4.18	<i>Noises from appliances or lights</i>	number	6
4.19	<i>Other</i>	number	3

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

## 5. Customer Service

Item No.	Measure	Descriptor	Value
<b>Network Call Centre Performance</b>			
5.1 <sup>f</sup>	<i>Calls to the contact centre</i>	number	867,529
	Distribution (both operator-answered and self-serve calls)	number	367,501
	Retail (both operator-answered and self-serve calls)	number	500,028
5.11	<i>Calls to the contact centre answered by an operator</i>	number	466,684
5.12	<i>Calls to the contact centre not answered within 30 seconds</i>	number	76,153
5.13	<i>Average time waiting to speak to an operator</i>	minutes:seconds	0:23
5.14 <sup>g</sup>	<i>Abandoned calls</i>	number	9,227
		percentage	1.94
5.15 <sup>h</sup>	<i>Number of instances of capacity overload</i>	number	0

Source: VU\_ACD (Call Scan) and IVR Monitor

Item No.	Measure	Descriptor	Value
<b>Appointment Punctuality</b>			
5.2 <sup>i</sup>	<i>Customer-arranged appointments</i>	number	8,676
5.21 <sup>i</sup>	<i>Appointments not met within 15 minutes of the agreed time</i>	number	214

Source: Computer Aided Scheduling and Dispatch (CASAD)



Item No.	Measure	Descriptor	Value
<b>Timely provision of connections<sup>j</sup></b>			
5.3	<i>New connections made</i>	number	8,084
5.31	<i>New connections not made on agreed date</i>	number	524
5.32	<i>New connections with a one to four day delay</i>	number	510
5.33 <sup>k</sup>	<i>Average time taken for new connections</i>	days	4.1
5.34	<i>Reconnections made</i>	number	6,860
5.35	<i>Reconnections not made on agreed date</i>	number	164
5.36	<i>Reconnections with a one to four day delay</i>	number	164
5.37	<i>Average time taken for Reconnections</i>	hours	4.49

Source: Service Order Management (SOM) reports



Item No.	Measure	Descriptor	Value
<b>Technical supply faults</b>			
5.4 <sup>l</sup>	<i>Average time taken to fix a technical supply fault</i>	days	35.7
<b>Street light maintenance</b>			
5.5	<i>Street lights</i>	number	274,865
5.51	<i>Street lights out during period</i>	number	1,247
5.52 <sup>m</sup>	<i>Street lights not repaired by the date agreed with the customer</i>	number	109
5.53 <sup>m</sup>	<i>Average time taken to repair faulty street lights</i>	days	3.0

**Source: Ellipse and SOM reports**

Item No.	Measure	Descriptor	Value
<b>Guaranteed service levels (GSLs)</b>			
5.6	<i>Number of GSL payments made</i>	number	58
5.61	<i>Amount paid in GSL payments</i>	dollars	\$3,650

**Source: PeoplePact**

Interruptions			
5.7 <sup>n</sup>	<i>Occasions on which the required notice of a planned interruption to supply was not given</i>	number	443
n		percentage	44
	<i>Number of GSL payments made in relation to the failure to provide adequate notification of planned interruption</i>	number	19
5.71 <sup>o</sup>	<i>Occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	number	309
o		percentage	31

Source: A4S database and FROG

Item No.	Measure	Descriptor	Value
<b>Complaints management</b>			
5.8	<i>Complaints</i>		
	staff behaviour	number	65
	condition of worksite	number	50
	damage to property	number	83
	driving	number	21

Item No.	Measure	Descriptor	Value
<b>Complaints management</b>			
	vehicles	number	7
	poles	number	8
	streetlights	number	25
	timeliness of service delivery	number	228
	transformer	number	6
	trees	number	126
	outages	number	258
	general	number	174
	<b>Total</b>	<b>number</b>	<b>1,051</b>
5.81	<i>Average time taken to resolve complaints</i>	days	11
	staff behaviour	days	12
	condition of worksite	days	11
	damage to property	days	15
	driving	days	11
	vehicles	days	7
	poles	days	15
	streetlights	days	9
	timeliness of service delivery	days	9



Item No.	Measure	Descriptor	Value
<b>Complaints management</b>			
	transformer	days	10
	trees	days	14
	outages	days	8
	general	days	8
5.82	<i>Complaints resolved within 20 days</i>	number	558
		percentage	53
5.83 <sup>p</sup>	<i>Repeat complaints</i>	number	12
5.84 <sup>p</sup>	<i>Average time taken to resolve repeat complaints</i>	days	12

Source: FROG

## Notes to Service Quality Report

### Aggregate Data

- <sup>a</sup> This indicator reports on the number of customers in the central business district, urban, and rural areas. The numbers of customers indicated in the table is the average number of customers connected to the network for the previous 12 month period. For the March 2005 quarterly report, the total distribution customers shown at 2.1 is derived from the average of the monthly 'load based' estimated number of customers from 1 April 2004 to 30 June 2004, and monthly actual number of customers from 1 July 2004 to 31 March 2005.
- <sup>b</sup> 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

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

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

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

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

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

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

- <sup>d</sup> 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

- <sup>e</sup> As of 1 July 2004, ENERGEX uses the Ellipse system to record, investigate, and monitor quality of supply problems, except indicator 4.13 “Voltage dips –severe”, which is reported by Network Operations on the basis of substantiated customer reports of severe voltage dips. Cause categories in ENERGEX’s Ellipse system are consistent with the Queensland Competition Authority’s (QCA) quality of supply symptom reporting categories. ENERGEX has previously used the Voltrac system. Although the figures from both systems are comparative, there would be examples where the figures are not exactly the same.

Voltage complaints categorised as “4.19 Other” are mostly unclassified at the time of the report.

## Customer Service

### Network Call Centre Performance

<sup>f</sup> 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.

<sup>g</sup> 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 1.02% of the total abandoned calls provided in this report.

<sup>h</sup> ENERGEX has a highly sophisticated telephone call scan system, which is capable of measuring all incoming calls to the ENERGEX call centre, even those that result in a the incoming caller receiving an engaged signal or a recorded message that the waiting queues are full and to call again later. Every such call is counted by the system, and reported as a capacity overload event. During times such as major outages, queues can fill quickly, resulting in multiple capacity overload events in a very short space of time. Currently, a capacity overload event relates to an event where the queue for the emergency loss of supply number (13 62 62) goes into full deflect either once or many times during any single day. Where an event starts late in one day then continues into the next day, such an event is reported as a single event.

ENERGEX is committed to managing the number of staff rostered to queues to minimise capacity overload events, while ensuring there is sufficient reserve capacity to make certain emergency calls are handled speedily.

### Appointment Punctuality

- i 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, 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).

### Timely Provision of New Connections

- j From January 2005, ENERGEX guarantees to connect customer’s electricity as agreed:
- (i) *reconnections*: where electricity has previously been supplied to the customer, and the customer contacts ENERGEX before 1 pm on a business day, ENERGEX 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, ENERGEX 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*, 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)*: 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, ENERGEX 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.

<sup>k</sup> 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

<sup>l</sup> 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 customers call and finishes when all work to the network to eliminate the cause of the complaint has been eliminated. Accordingly, this measure includes the total time to fix the problem (including network augmentation work), 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 customers satisfaction will typically be a quarter to a half of the reported average duration.

A technical supply fault is a fault where the customer's electricity stays on but fluctuates from the normal level, for example flickering lights, low voltage. ENERGENX 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, ENERGENX will respond immediately.

As at the end of the March Quarter 2005, the percentage of faults investigated and resolved within 20 days (including public holidays and weekends) was 56%, and the percentage of faults investigated and resolved within 28 days (including public holidays and weekends) was 74%.

### Streetlight Maintenance

<sup>m</sup> ENERGENX 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

- <sup>n</sup> 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 1,016 jobs. Unfortunately, for a further 11 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.

- <sup>o</sup> 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 1006 jobs. Unfortunately, for a further 21 jobs, there was insufficient data in A4S to determine whether the duration exceeded the end time specified in the notification.

## Complaints Management

- <sup>p</sup> 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 (number 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.

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.