

## Envestra Service Quality Report 2003/2004

DATA FIELD	DEFINITION	RESULTS
Start Date	First Day of reporting Period	1 July 2003
End Date	Last Day of reporting Period	30 June 2004
Supply Area	Whole of Network	North Brisbane, Ipswich, Maryborough, Hervey Bay, Bundaberg, Gladstone & Rockhampton
Distribution Customers - total (number)	Distribution customer defined as any supply point through which gas is delivered from a distribution network identified as a separate account for billing purposes (excluding water meters).	74,364
Distribution Customers - small (number <10TJ pa)	All customers subject to small customer class price constraint in access arrangement for the Allgas network and tariff V price constraint for the Envestra network.	74,297
Distribution Customers - large (number >10TJ pa)	All customers subject to large customer class price constraint in access arrangement for the Allgas network and tariff D price constraint for the Envestra network.	67
Gas Consumption - small customer class (< 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	2,027 TJ
Gas Consumption - large customer class (> 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	12789 TJ
Unaccounted for Gas (GJ)	Difference between total measurements of gas injected into and withdrawn from the distribution network (pipeline system), with <b>no</b> correction for changes in quantity of gas stored in pipeline over measurement period.	329 TJ
Length of Distribution Mains (km)	For entire network.	2,621 km (as at 30/06/04)
<b>Reliability of Supply</b>		
Planned customer interruptions	Reported as the total number of planned interruptions as the result of 51 km of <b>Mains Replacement work</b> .	<b>348</b>
	Total number of customers affected by these planned interruptions.	2,659
	Average duration of interruption/customer	6 hours
Unplanned outages	Number of unplanned outage affecting 5+ consumers.	2: 1 X 15 customers at Ipswich due to water in mains, 1 X 58 customers at Toowong due to failure of natural gas trailer providing temporary supply.
	Number of customers affected by unplanned outages	73
	Number of hours of gas supply lost through unplanned outages	1 @ 5 hrs, 1 @ 10 hrs = total of 15 hours
	Average duration of unplanned outage (hours/customer)	
	• Worst 10 percent	10 hours

	<ul style="list-style-type: none"> <li>• Worst 25 percent</li> </ul>	10 hours		
	<ul style="list-style-type: none"> <li>• All such outages</li> </ul>	6 hours		
<b>Customer Service</b>				
Actionable Calls	Total number of calls to centre dispatched actionable calls allocated to distribution company.	5,907		
Complaints - number and nature (See detailed report attached)	Complaint defined as a communication from an external customer that requirements or expectations have not been met. A complaint does not include reports of system failures. The number of complaints according to category:			
	<ul style="list-style-type: none"> <li>• Metering</li> </ul>	-		
	<ul style="list-style-type: none"> <li>• Connections/disconnections</li> </ul>	1		
	<ul style="list-style-type: none"> <li>• Reliability</li> </ul>	<del>3</del> 2		
	<ul style="list-style-type: none"> <li>• Other distribution</li> </ul>	14		
Compliments (See detailed report attached)	Compliment defined as a communication from an external customer to praise the company or an employee for service quality.			
	<ul style="list-style-type: none"> <li>• Metering</li> </ul>	-		
	<ul style="list-style-type: none"> <li>• Connections/disconnections</li> </ul>	4		
	<ul style="list-style-type: none"> <li>• Reliability</li> </ul>	2		
	<ul style="list-style-type: none"> <li>• Other distribution</li> </ul>	4		
Response time to gas leaks	Measured from the time of report	Total No. of reports	Response time	
	<ul style="list-style-type: none"> <li>• All response times</li> </ul>	1,818	Ave 50 min	
	<ul style="list-style-type: none"> <li>• Response time for worst 10%</li> </ul>	182	2 hr 0 min	
	<ul style="list-style-type: none"> <li>• Response time for worst 25%</li> </ul>	455	1 hr 34 min	
New connections  These measures <b>include</b> customer-related delays.	Connection within the timeframes specified, after lodgement of necessary paperwork and payment of customer contribution (if required) where suitable gas mains run down the customer's street. Reported as the percentage (%) of the total number of applications received and connected:	% of total number		
	<ul style="list-style-type: none"> <li>• Within 20 days (new home gas connections N/H)</li> </ul>	23%		
	<ul style="list-style-type: none"> <li>• Within 20 days (new home existing area gas connections NH/EA)</li> </ul>	37%		
	<ul style="list-style-type: none"> <li>• Within 20 days (existing home gas connections E/H)</li> </ul>	54%		
	<b>Type of New Connection</b>	<b>N/H</b>	<b>N/H E/A</b>	<b>E/H</b>
	Total No of connections	420	287	349
		Average number of working days from application to connection.		
	<ul style="list-style-type: none"> <li>▪ Worst 10%</li> </ul>	254	181	71
	<ul style="list-style-type: none"> <li>▪ Worst 25%</li> </ul>	211	120	47
	<ul style="list-style-type: none"> <li>▪ All connections</li> </ul>	104	46	24

## COMPLAINTS

### CONNECTIONS/DISCONNECTIONS

Suburb	Date	Description
Bardon	10/11/03	Estimate done for a new service & shortfall was \$6K (main extension was req'd) customer not happy that we did not survey anyone in the area for new connections

### RELIABILITY

Suburb	Date	Description
Hamilton	15/8/03	Poor pressure (due to system blockage)
Windsor	14/5/04	Long history of water in service

### OTHER DISTRIBUTION

Suburb	Date	Description
Toowong	18/8/03	Mains renewal allegedly blocked a bikeway with vehicles & pipe
Woolloowin	12/9/03	Wooden gate broken when service replacement work carried out
Deagon	22/9/03	Bobcat left dirty tyre marks on driveway
Northgate	17/10/03	Noise complaint - jackhammer
Auchenflower	11/11/03	Distributor allegedly gained access to this property without permission to alter position of meter - Mains Renewal
Kelvin Grove	24/11/03	Footpath not adequately reinstated after renewing the gas service
East Ipswich	25/11/03	Customer not happy with meter position & did not give permission to relocate meter (leak on service)
Taringa	27/11/03	Phone line cut, hole has been made in a door, garden dug up and plants allegedly removed.
Bardon	12/1/04	Footpath left in a mess after mains replacement work
Paddington	19/4/04	Alleged damage to customer vehicle arising from crew working nearby with hand tools.
Paddington	20/5/04	Mains renewal - customer was involved in a disagreement with a Traffic Control officer - The Officer was stood down following investigation into the incident.
Redhill	3/6/04	Customer was left with no gas following leak repair - hot water service not relit
Windsor	15/6/04	Customer agreed to let contractors use her hose & was left with broken fittings
Brisbane	17/6/04	Noise complaint - night works

**CUSTOMER SATISFACTION/COMPLIMENTS****CONNECTIONS/DISCONNECTIONS**

<b>Suburb</b>	<b>Date</b>	<b>Description</b>
Toowong	4/8/03	Customer thanking employee for getting his gas disconnected with such short notice
Rockhampton	15/12/03	Customer thanked the crew for doing a great job with the new service & area looks fantastic
Paddington	14/4/04	Alter meter position done customer was very happy with the contract crew on site - very clean and took care with pavers
Eastern Heights	17/5/04	Customer was very impressed with employee in her manner and helpfulness in organising the reconnection of gas

**RELIABILITY**

<b>Suburb</b>	<b>Date</b>	<b>Description</b>
Rockhampton	17/2/04	Gas burner commissioning - customer thanked contractors regarding the long hours worked to complete the job.
Grange	26/5/04	Compliment to Classifier in rectifying a recurring pressure problem

**OTHER DISTRIBUTION**

<b>Suburb</b>	<b>Date</b>	<b>Description</b>
North Ipswich	14/10/03	Customer complimented employee on being polite and helpful.
Wooloowin	14/11/03	Customer was very happy with employee who took the time to help the customer relight her HWS
Ashgrove	7/4/04	Upgrade of service was handled very promptly
Ashgrove	10/6/04	Customer commended the crew on the excellent and prompt service they delivered