

Envestra Service Quality Report 2005/2006

DATA FIELD	DEFINITION	RESULTS
Start Date	First Day of reporting Period	1 July 2005
End Date	Last Day of reporting Period	30 June 2006
Supply Area	Whole of Network	North Brisbane, Ipswich, 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 hot water meters).	77,361
Distribution Customers - small (number <10TJ pa)	All customers subject to tariff V	77,294
Distribution Customers - large (number >10TJ pa)	All customers subject to tariff D	67
Gas Consumption - small customer class (< 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	1,849 TJ
Gas Consumption - large customer class (> 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	3,283 TJ
Unaccounted for Gas (GJ)	Difference between total measurements of gas injected into and withdrawn from the distribution network (pipeline system), with no correction for changes in quantity of gas stored in pipeline over measurement period.	260 TJ
Length of Mains (km)	For entire network.	2,227 km (as at 30/06/06)
Reliability of Supply		
Planned customer interruptions	Reported as the total number of planned interruptions as the result of 36 km of Mains Replacement work.	412
	Total number of customers affected by these planned interruptions.	2,398
	Average duration of interruption/customer	6 hours
Unplanned outages	Number of unplanned outage affecting 5+ consumers.	7: 6 due to third party damages to gas mains 1 following direction from DNR&M Inspector during a factory fire in industrial estate.
	Number of customers affected by unplanned outages	166
	Number of hours of gas supply lost through unplanned outages	Total of 22 hours
	Average duration of unplanned outage (hours/customer)	
	<ul style="list-style-type: none"> • Worst 10 percent 	7 hours
	<ul style="list-style-type: none"> • Worst 25 percent • All such outages 	4.3 hours 3.6 hours
Customer Service		
Actionable Calls	Total number of calls to centre dispatched actionable calls allocated to distribution	7,450

	company.			
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:			
	• Metering	-		
	• Connections/disconnections	9		
	• Reliability	-		
	• Other distribution	7		
Compliments (See detailed report attached)	Compliment defined as a communication from an external customer to praise the company or an employee for service quality.			
	• Metering	-		
	• Connections/disconnections	3		
	• Reliability	-		
	• Other distribution	1		
Response time to gas leaks	Measured from the time of report	Response time Ave 54 min 1 hr 57 min 1 hr 36 min		
	• All response times			
	• Response time for worst 10%			
	• Response time for worst 25%			
New connections These measures include 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		
	• Within 20 days (new home gas connections N/H)	34%		
	• Within 20 days (new home existing area gas connections NH/EA)	63%		
	• Within 20 days (existing home gas connections E/H)	79%		
	Type of New Connection	N/H	N/H E/A	E/H
	Total No of connections	555	293	310
		Average number of working days from application to connection.		
	▪ Worst 10%	354	220	101
	▪ Worst 25%	263	122	54
	▪ All connections	108	40	19

COMPLAINTS

CONNECTIONS/DISCONNECTIONS

Suburb	Date	Description
Aspley	21/11/05	New service was laid, a large grease & oil stain was left on the road and oil on grass. Scrape marks on concrete driveway, track marks on footpath from earthmoving equipment. Neighbour's water meter was buried with dirt and also this customers' water meter was buried and filled with dirt
Milton	3/11/05	New service - pavement between 12-16 High St has not been fixed since we did work and people have tripped over it
Geebung	27/9/05	New service - Customer at house 7 is complaining that his footpath needs to be top soiled and turfed
Red Hill	5/6/06	Disconnection - Pavers to be reinstated, old regulator and service pipes to be removed. Plants to be reinstated
Brighton	20/6/06	Customer is complaining about the lack of service she received in fitting a meter after a new service was laid
Wavell Heights	14/6/06	New service laid customer states gravel left on footpath, no grass, not left in the same state as before work carried out.
Kelvin Grove	29/5/06	New service - Customer stating that footpath not reinstated back to grass and not compacted , food scraps to be cleaned up also
Mango Hill	5/5/06	Plantation homes is complaining about the amount of time it took to complete 3 new services
Herston	20/4/06	New service - yard not reinstated, baluster was broken behind meter, meter placed in unsuitable position (in front of verandah)

RELIABILITY

Suburb	Date	Description

OTHER DISTRIBUTION

Suburb	Date	Description
Grange	21/1/06	Customer unhappy with job that was done today (lower and renew service)
Grange	10/11/05	Sunken trench next to driveway approx 300mm deep - dangerous to people walking past
Windsor	5/12/05	Customer not happy with work done at property after mains renewal
Toowong	18/5/06	Complaining about the mains work - was not notified work being done on her property, automatic sprinkler system has been cut.
East Ipswich	28/3/06	Customer complaining about why we didn't do a health check after gas leak detected and repaired on his property
Wooloowin	6/3/06	Customer claims that hole in footpath not filled in properly.
Aspley	10/4/06	Complaint made by customer as to why natural gas is not available at her property.

CUSTOMER SATISFACTION/COMPLIMENTS
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CONNECTIONS/DISCONNECTIONS		
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Suburb	Date	Description
Bardon	8/8/05	Customer would like to thank contract supervisor for the great job following up on the new service. It was sorted out within ½ hr of receiving the call from the gas fitter
North Ipswich	6/6/05	Customer very impressed with the level of service shown by the contract crew
Rockhampton	6/5/06	Customer would like to express his satisfaction with the way the new service was installed at his house. Customer was impressed with the way the job was completed and the way the site was reinstated

RELIABILITY		
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Suburb	Date	Description

OTHER DISTRIBUTION		
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Suburb	Date	Description
Carseldine	4/11/05	Project Manager from Australand Holdings was very pleased with the fast and efficient work carried out by OEAM crew working on main relocation at Lacey Rd