



ANNUAL SERVICE QUALITY REPORT

July 2004 – June 2005

Ergon Energy Corporation Limited



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1. Introduction

Ergon Energy is pleased to be able to present its fourth Annual Service Quality Report for the period ending 30 June 2005.

We have been able to supply most of the data requested, however the availability of some data items at this stage are currently still being compiled in the business. Exceptions and clarifications are advised in footnotes where relevant.

Particular issues are summarised as follows:

1.1. Aggregated Data

We are unable to supply the data measures of "Line Length" (items 2.20 to 2.29) in this report. The data is now available in Smallworld but as these measures have not been reported since the 2001/02 annual report from the GHD Valuation, we are going through a thorough compilation process within the business and it is expected these will be supplied to the QCA before the 31 December 2005.

As capability to report measures of GWh "Energy Delivered" (items 2.51 to 2.55) across the service reliability categories is in finalisation stage within the business, we have supplied total GWh Energy Delivered across all categories which will not change when the data is allocated. This allocated data will be included when the Line Length data is submitted.

1.2. Reliability Measures

The data measure "Energy Not Supplied" (items 3.70 and 3.80) is currently not available in the organisation. It is a figure based on the amount of energy that might have been delivered if the network was not out of service. Ergon Energy has responded previously to the Queensland Competition Authority and National Regulatory Reporting Requirements Forum on these measures. Extensive system development is required to deliver these figures. We will not undertake this development for the sole purposes of delivering these measures but they may be provided as a by-product of future development.

2. Administrative Data

ITEM NO.	MEASURE	UNIT	VALUE
1.1	<i>Distribution Network Service Provider</i>	name	EECL
1.2	<i>First day of reporting period</i>	date	01-07-2004
1.3	<i>Last day of reporting period</i>	date	30-06-2005

3. Aggregated Data

ITEM NO.	MEASURE	UNIT	VALUE
2.20 ¹	<i>Length of distribution lines</i>	Km	Refer to Footnote
2.21	Urban	Km	
2.22	Short Rural	Km	
2.23	Long Rural	Km	
2.24	Sub-transmission	Km	
2.25	Undefined	Km	
2.26	High Voltage	Km	
2.27	Low Voltage	Km	
2.28	Overhead	Km	
2.29	Underground	Km	
2.30 ²	<i>Number of Poles</i>	Number	864,088
2.40 ³	<i>Network Service Area</i>	Sq Km	1,698,100
2.50 ⁴	<i>Energy Delivered</i>	GWh	13,855
2.51 ⁵	Sub-transmission	GWh	12,963
2.52	Urban – Metered	GWh	
2.53	Rural Short – Metered	GWh	
2.54	Rural Long – Metered	GWh	
2.55	Undefined	GWh	
2.56	Unmetered	GWh	892
2.60	<i>Distribution losses</i>	Percentage	6.44
2.70	<i>Number and capacity of transformers</i>		
2.71	Sub-transmission	Number	558

Aggregated Data (Continued Next Page)

¹ “Line Length” (items 2.20 to 2.29) data is currently being compiled in the business.

² This includes concrete and wood poles that support the network at either sub-transmission, high or low voltage level but exclude transmission towers.

³ Network Service Area excludes Torres Strait.

⁴ This is the total energy dispatched from Powerlink into Ergon Energy’s Network plus embedded generation plus the energy dispatched to Franchise customers supplied from the Mt Isa system.

⁵ The allocation of total GWh “Energy Delivered” (items 2.51 to 2.55) across the service reliability categories is in finalisation stage within business.

ITEM NO.	MEASURE	UNIT	VALUE
2.72 ⁶	Distribution	Number	76,939
2.73	Sub-transmission	MVA	6,651
2.74	Distribution	MVA	4,112
2.80	Asset utilisation	%	23.78%
2.90	Maximum demand	MVA	2,297

4. Reliability Measures

ITEM NO.	MEASURE	UNIT	VALUE
3.40	<i>SAIDI – Worst Performing Feeders</i>	Minutes	See Appendix 1
3.50	<i>SAIFI – Worst Performing Feeders</i>	Number	See Appendix 2
3.60	<i>CAIDI – Worst Performing Feeders</i>	Minutes	See Appendix 3
3.70 ⁷	<i>Energy not supplied - unplanned</i>	MWh	Not Available
3.80	<i>Energy not supplied – planned</i>	MWh	Not Available

5. Quality of Supply Data

ITEM NO.	MEASURE	UNIT	VALUE
4.20 ⁸	<i>Network initiated quality of supply complaints</i>	Number	859
4.21	<i>Faulty network equipment</i>	Number	329
4.22	<i>Network interference – standard breached by the DNSP</i>	Number	38
4.23	<i>Network interference caused by another customer</i>	Number	125
4.24	<i>Network limitation</i>	Number	260
4.25	<i>Environment</i>	Number	14
4.26	<i>Other</i>	Number	93
4.30	<i>Quality of supply complaints initiated on the customer side of the meter</i>	Number	255
4.40 ¹⁰	<i>Quality of supply complaints for which no cause was found</i>	Number	803

⁶ For items 2.72 and 2.74 the lower count in comparison to previous year reported has resulted from data cleansing. Specifically, reclassification of assets previously classified as distribution transformers such as SWER isolators and distribution regulators, plus improvement in assumptions for transformers without a rating classification.

⁷ We are unable to supply the data measures of “Energy Not Supplied” (items 3.70 and 3.80). See previous responses to the Queensland Competition Authority and National Regulatory Reporting Requirements Forum on these measures. Extensive system development is required to deliver these figures. We will not undertake this development to purely deliver these measures but they may be delivered as a by-product of future development.

⁸ The total number reported is the number of quality of supply complaints received for which a Network initiated investigation has been conducted. This number excludes 454 quality of supply complaints that are still being investigated either at the fault call level or at the event level and 415 calls incorrectly classified as quality of supply complaints when the call was initially logged when the complaint was received.

¹⁰ There were 377 complaints included in this category where the quality of supply was deemed acceptable after the complaint had been investigated and checked at the fault call level.

6. Definitions to Service Quality Report

For detailed service quality measure definitions please refer to the Authority's Electricity Distribution Service Quality Reporting Guidelines, these are available for download free of charge from the Authority's Web site via the URL link below.

<http://www.qca.org.au/www/welcome.cfm>

Please direct queries or feedback on this report to:

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7. Appendix 1 – Worst Performing Feeders Urban

Feeder		SAIDI									SAIFI						CAIDI						Comments	
Number	Name	Number of Customers	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned		Distribution Unplanned
366	Pontoon	1	2,376	0	0	0	2,376	1,260	1,116	12.0	0.0	0.0	0.0	12.0	4.0	8.0	198.0	0.0	0.0	0.0	198.0	315.0	139.5	Planned maintenance and faults on the upstream 66kV network.
F3845	Oakey Town	624	1,838	98	0	0	1,740	365	1,375	12.1	1.0	0.0	0.0	11.1	1.3	9.8	152.5	98.0	0.0	0.0	157.5	285.2	140.7	Significant events in Oct 04 with bushfires and protection issues at a zone sub level.
EQ101	QCL Quarry	1	1,693	0	0	0	1,693	0	1,693	4.0	0.0	0.0	0.0	4.0	0.0	4.0	423.3	0.0	0.0	0.0	423.3	0.0	423.3	Single customer feeder. One significant event in Nov 04 at the 66kV supplying feeder level. Cause was a grass fire that burned down a pole.
322	Cremorne	1132	1,128	0	0	0	1,128	28	1,100	6.8	0.0	0.0	0.0	6.8	0.1	6.7	166.4	0.0	0.0	0.0	166.4	233.3	165.2	Three significant outages in Jan 05 at the 33kV zone sub and feeder level. Causes were a snake on the bus, a possum causing a flash over and a downed aerial earth wire.
F3055	Harlaxton	1204	1,100	97	0	0	1,003	377	626	10.3	1.0	0.0	0.0	9.3	1.2	8.1	107.1	97.0	0.0	0.0	108.2	316.8	77.5	Significant events in Oct 04 with bushfires and protection issues at a zone sub level. Planned P2 defect remediation work.
F3253	Jellicoe Street	1	1,072	97	0	0	975	543	432	9.0	1.0	0.0	0.0	8.0	3.0	5.0	119.1	97.0	0.0	0.0	121.9	181.0	86.4	Single customer feeder. Significant events in Oct 04 with bushfires and protection issues at a zone sub level. Major planned works in Feb 05 for new 33kV transformers.
MC-01	Macknade No.01	1	997	0	42	0	955	595	360	5.0	0.0	1.0	0.0	4.0	1.0	3.0	199.4	0.0	42.0	0.0	238.8	595.0	120.0	Single customer supply, upstream 66kV outages and one significant planned outage.
DI-01	Disraeli No.01	1	950	0	0	0	950	0	950	9.0	0.0	0.0	0.0	9.0	0.0	9.0	105.6	0.0	0.0	0.0	105.6	0.0	105.6	Single customer supply, upstream 66kV outages.
DI-02	Disraeli No.02	1	950	0	0	0	950	0	950	9.0	0.0	0.0	0.0	9.0	0.0	9.0	105.6	0.0	0.0	0.0	105.6	0.0	105.6	Single customer supply, upstream 66kV outages.
F2035	Alderley Street	844	987	47	0	0	940	1	939	6.3	1.0	0.0	0.0	5.3	0.0	5.3	155.9	47.0	0.0	0.0	176.4	100.0	176.5	Transient faults. One significant event originating with a fault the resulting in load issues.



8. Appendix 2 – Worst Performing Feeders Rural Short

Feeder		SAIDI							SAIFI							CAIDI							Comments	
Number	Name	Number of Customers	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned		Distribution Unplanned
F4550	WATSON STREET	34	4,703	40	104	0	4,559	0	4,559	20.3	1.0	2.1	0.0	17.2	0.0	17.2	231.9	40.0	50.5	0.0	264.8	0.0	264.8	Major storm activity in Dec 04 and Jan 05 at both the feeder level and 33kv supplying feeder level. Significant event in early Dec 04 with bird hitting the 33kv bus.
F3065	HASLEMERE	55	4,335	39	99	0	4,197	0	4,197	20.8	1.0	2.0	0.0	17.8	0.0	17.8	208.5	39.0	50.5	0.0	235.4	0.0	235.4	Major storm activity in Dec 04 and Jan 05 at both the feeder level and 33kv supplying feeder level. Significant event in early Dec 04 with bird hitting the 33kv bus.
F3145	HORRANE	84	4,294	40	99	0	4,155	0	4,155	16.4	1.0	2.0	0.0	13.5	0.0	13.5	261.4	40.0	50.0	0.0	308.9	0.0	308.9	Major storm activity in Dec 04 and Jan 05 at both the feeder level and 33kv supplying feeder level. Significant event in early Dec 04 with bird hitting the 33kv bus
HB-01	Hillsborough Nr 1	1	4,026	0	0	0	4,026	0	4,026	7.0	0.0	0.0	0.0	7.0	0.0	7.0	575.1	0.0	0.0	0.0	575.1	0.0	575.1	Single customer supply, upstream 66kV outages.
WS-01	Woodhouse Stn No.1	5	3,993	0	0	0	3,993	0	3,993	7.0	0.0	0.0	0.0	7.0	0.0	7.0	570.4	0.0	0.0	0.0	570.4	0.0	570.4	Few customers, upstream 66kV outages.
BD-02	Burdekin Dam No.02	2	3,754	0	0	0	3,754	466	3,288	13.0	0.0	0.0	0.0	13.0	2.0	11.0	288.8	0.0	0.0	0.0	288.8	233.0	298.9	Few customers, upstream 33kV supplying feeder outages.
BD-03	Burdekin Dam SWER Nr 3	1	3,751	0	0	0	3,751	466	3,285	13.0	0.0	0.0	0.0	13.0	2.0	11.0	288.5	0.0	0.0	0.0	288.5	233.0	298.6	Single customer supply, upstream 33kV supplying feeder outages.
F078S	BEARDMORE DAM	89	3,302	0	0	0	3,302	560	2,742	15.1	0.0	0.0	0.0	15.1	2.5	12.6	219.1	0.0	0.0	0.0	219.1	222.2	218.5	Storm activity in Nov 04 and Dec 04.
F3705	MYWYBILLA	77	3,385	40	99	0	3,246	223	3,023	20.1	1.0	2.0	0.0	17.1	0.9	16.2	168.7	40.0	50.3	0.0	189.8	242.4	186.8	Storm activity.
F3400	LINTHORPE	90	3,293	40	101	0	3,152	265	2,887	15.6	1.0	2.0	0.0	12.6	1.1	11.5	210.5	40.0	50.5	0.0	249.4	232.5	251.0	Storm activity, two significant events involving birds and 33kv equipment at zone subs.

9. Appendix 3 – Worst Performing Feeders Rural Long

Feeder		SAIDI								SAIFI						CAIDI						Comments		
Number	Name	Number of Customers	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution		Distribution Planned	Distribution Unplanned
RN-01	Richmond Nth SWER No.01	29	5,817	0	0	0	5,817	1,860	3,957	19.7	0.0	0.0	0.0	19.7	8.4	11.3	295.4	0.0	0.0	0.0	295.4	221.2	350.8	Storm activity and planned pole replacement work (P2 Defect Remediation). This is an isolated area and access is often difficult.
JC-11	Julia Creek No.11 SWER - ORINDI	46	5,674	0	0	0	5,674	1,310	4,364	18.3	0.0	0.0	0.0	18.3	5.1	13.2	309.5	0.0	0.0	0.0	309.5	257.4	329.6	Storm activity and planned pole replacement work (P2 Defect Remediation). This is an isolated area and access is often difficult.
2BUR	BURKETOWN	63	4,694	0	0	0	4,694	1,204	3,490	15.6	0.0	0.0	0.0	15.6	3.0	12.6	300.5	0.0	0.0	0.0	300.5	397.4	277.2	Mainly storms and lightening, access is difficult particularly during the wet season. Planned works installing additional protection on existing SWER lines and some defect remediation (P2).
SB202	ROLL SWER	69	4,328	0	40	0	4,288	719	3,569	17.0	0.0	1.0	0.0	16.0	2.9	13.1	255.0	0.0	40.0	0.0	268.5	251.4	272.2	Mainly storm activity.
F070S	MUNGINDI RURAL	100	4,276	0	0	0	4,276	522	3,754	16.7	0.0	0.0	0.0	16.7	2.6	14.1	255.6	0.0	0.0	0.0	255.6	200.8	265.7	Combination of some significant events with varying causes including vegetation, vehicle/machinery impacts and storm activity.
SV-01	Suvla SWER No.01	32	4,257	0	0	0	4,257	877	3,380	17.6	0.0	0.0	0.0	17.6	6.8	10.8	241.5	0.0	0.0	0.0	241.5	128.2	313.3	Planned work replacing poles and repairing stranded conductors. Storm activity.
F083S	DIRRANBAND I TOWN	159	4,223	0	0	0	4,223	230	3,993	12.5	0.0	0.0	0.0	12.5	1.2	11.3	337.3	0.0	0.0	0.0	337.3	185.5	354.0	Mainly storm activity. Significant event in early December with poles down due to storms that were off for long periods of time.
LR204	Morella	363	3,731	0	0	0	3,731	238	3,493	12.5	0.0	0.0	0.0	12.5	1.0	11.5	299.2	0.0	0.0	0.0	299.2	247.9	303.5	Mainly storm activity.
AS-01	Apsley SWER No.01	29	3,685	0	0	0	3,685	1,018	2,667	22.3	0.0	0.0	0.0	22.3	8.7	13.6	165.4	0.0	0.0	0.0	165.4	116.7	196.7	Planned work replacing poles and repairing stranded conductors. Storm activity.
SF-01	Stamford No.01 Malakoff SWER	20	3,283	0	0	0	3,283	659	2,624	7.3	0.0	0.0	0.0	7.3	3.5	3.8	449.7	0.0	0.0	0.0	449.7	188.3	690.5	Planned pole replacements. Storm activity resulting in outages with broken poles down.