



ANNUAL SERVICE QUALITY REPORT

July 2005 – June 2006

Ergon Energy Corporation Limited



TABLE OF CONTENTS

1.	Introduction	3
1.1.	Aggregated Data	3
1.2.	Reliability Measures.....	3
2.	Administrative Data	4
3.	Aggregated Data	4
4.	Reliability Measures.....	5
5.	Quality of Supply Data	5
6.	Definitions to Service Quality Report.....	6
7.	Appendix 1 – Worst Performing Feeders SAIDI	7
8.	Appendix 2 – Worst Performing Feeders SAIFI.....	10
9.	Appendix 3 – Worst Performing Feeders CAIDI	13

1. Introduction

Ergon Energy is pleased to be able to present its Annual Service Quality Report for the period ending 30 June 2006.

We have been able to supply most of the data requested, however some data items still unavailable for reporting. Exceptions and clarifications are advised in footnotes where relevant.

Particular issues are summarised as follows:

1.1. Aggregated Data

Ergon Energy is now able to provide the total line length measure following a full asset review. Ergon Energy is, however, currently unable to supply all the disaggregated data measures of "Line Length" (items 2.21 to 2.29).

The capability to report measures of GWh "Energy Delivered" across the service quality categories (items 2.51 to 2.55) is also not currently available within the business. Ergon Energy has instead supplied total GWh Energy Delivered across all categories.

Ergon Energy is currently working to improve internal data processes that will enable delivery of these measures but cannot at this time guarantee a delivery date.

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	01-07-2005
1.3	<i>Last day of reporting period</i>	date	30-06-2006

3. Aggregated Data

ITEM NO.	MEASURE	UNIT	VALUE
2.20 ¹	<i>Length of distribution lines</i>	Km	142,793
2.21 ²	Urban	Km	Refer to Footnote
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 ³	<i>Number of Poles</i>	Number	
2.40 ⁴	<i>Network Service Area</i>	Sq Km	1,698,100
2.50 ⁵	<i>Energy Delivered</i>	GWh	14,437
2.51 ⁶	Sub-transmission	GWh	13,486
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	951

Aggregated Data (Continued Next Page)

¹ The figure for total line length excludes Mt Isa and isolated unregulated lines. Ergon does not have full Low Voltage (LV) Km line data therefore the LV data included in the total figure is not complete or representative of total LV Km length. The total line length figure supplied in this measure includes 18,509km of known LV line. The total line length figure provided is as at 31/12/2005 as there has been no more recent update of the data undertaken since that time.

² The allocation of "Line Length" into the requested sub-groups (items 2.21 to 2.29) is not currently available to an acceptable level of accuracy.

³ This figure is an estimate based on the almost complete full cycle of pole inspections and includes concrete, steel and wood poles that support the network at either sub-transmission, high or low voltage level. As transmission towers are logged with Ergon's systems as "Steel Poles" the figure provided will include transmission towers where they are in the Regulated Network.

⁴ Network Service Area excludes Torres Strait.

⁵ 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.

⁶ The allocation of total GWh "Energy Delivered" into the requested sub-groups (items 2.51 to 2.55) is not currently available to an acceptable level of accuracy.

ITEM NO.	MEASURE	UNIT	VALUE
2.60	<i>Distribution losses</i>	Percentage	6.59
2.70	<i>Number and capacity of transformers</i>		
2.71	Sub-transmission	Number	560
2.72 ⁷	Distribution	Number	80,216
2.73	Sub-transmission	MVA	6,811
2.74	Distribution	MVA	5,720
2.80	Electricity throughput asset utilisation	%	24.20
2.81	Electricity peak load asset utilisation	%	51
2.90	Maximum demand	MVA	2,393

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 ⁸	<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 ⁹	<i>Network initiated quality of supply complaints</i>	Number	769
4.21	<i>Faulty network equipment</i>	Number	313
4.22	<i>Network interference – standard breached by the DNSP</i>	Number	33
4.23	<i>Network interference caused by another customer</i>	Number	87
4.24	<i>Network limitation</i>	Number	251
4.25	<i>Environment</i>	Number	9
4.26	<i>Other</i>	Number	76
4.30	<i>Quality of supply complaints initiated on the customer side of the meter</i>	Number	170
4.40 ¹⁰	<i>Quality of supply complaints for which no cause was found</i>	Number	761

⁷For items 2.72 and 2.74, the change in comparison to the figures reported in previous years is largely due to Ergon's continuing efforts to improve data quality & definitional consistency.

⁸We 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.

⁹The total number reported is the number of quality of supply complaints received for which a Network initiated investigation has been conducted. This number excludes 558 quality of supply complaints that are still being investigated either at the fault call level or at the event level and 563 calls incorrectly classified as quality of supply complaints when the call was initially logged when the complaint was received.

¹⁰This number includes 479 complaints where the quality of supply was deemed acceptable after the complaint had been investigated and checked at the fault call level and 12 complaints where a customer contact has been logged by the NCC but there was no further action required.



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/electricity/service-quality/guidelines.php>

Please direct queries or feedback on this report to:

Tony Pfeiffer

Ergon Energy Corporation Limited

+ 61 (07) 3228 7711



7. Appendix 1 – Worst Performing Feeders SAIDI

3.4 System Average Interruption Duration Index (SAIDI) – worst performing feeders											
Urban											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
F2638	Carroll Street	126	147.3	4721.55	0.00	0.00	4721.55	7.20	4714.35	629.77	4091.79
GV-E	Qwrc	1	0.9	3810.00	0.00	0.00	3810.00	133.00	3677.00	3416.00	394.00
358	Eungella Dam	16	6.2	3349.66	0.00	0.00	3349.66	0.00	3349.66	513.99	2835.67
366	Pontoon	1	1.4	3318.00	0.00	0.00	3318.00	0.00	3318.00	514.00	2804.00
DI-01	Disraeli No.01	3	3.8	2603.83	0.00	0.00	2603.83	0.00	2603.83	1962.19	641.64
F3875	Parrot Street	83	12.7	1645.15	0.00	0.00	1645.15	78.86	1566.29	952.93	692.22
CF-01	Cape Ferguson No.01	1	0.9	1222.00	0.00	0.00	1222.00	0.00	1222.00	364.00	858.00
MC-01	Macknade No.01	1	0.7	1587.00	0.00	0.00	1587.00	462.00	1125.00	938.00	649.00
ST-02	Stuart No.02	247	11.0	1101.18	0.00	0.00	1101.18	0.00	1101.18	549.56	551.62
F3905	Percy Street	717	7.0	1433.16	0.00	20.00	1413.16	330.00	1083.16	0.00	1413.16

Appendix 1 – Worst Performing Feeders SAIDI

3.4		<i>System Average Interruption Duration Index (SAIDI) – worst performing feeders</i>									
Short Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
MX-01	Maxwelton Nth SWER No.01	14	144.7	6610.77	0.00	0.00	6610.77	0.00	6610.77	942.45	5668.32
F081S	Noondoo	5	107.1	6441.00	0.00	0.00	6441.00	0.00	6441.00	4635.00	1806.00
F3705	Mywybilla	79	69.8	6002.03	0.00	0.00	6002.03	250.00	5752.03	410.98	5591.05
F4385	Tipton Bridge	44	57.5	5574.27	0.00	0.00	5574.27	250.00	5324.27	374.83	5199.44
F2140	Bald Hills	70	82.2	5239.26	0.00	0.00	5239.26	250.00	4989.26	373.69	4865.57
F2880	Formartin	77	103.7	4984.26	0.00	0.00	4984.26	250.00	4734.26	777.66	4206.60
F2075	Anchorfield	136	156.2	4585.51	0.00	0.00	4585.51	49.48	4536.02	266.79	4318.72
F3065	Haslemere	53	44.1	4234.01	0.00	0.00	4234.01	0.00	4234.01	955.72	3278.28
BG208	Pumping Station	46	167.8	3973.04	0.00	0.00	3973.04	0.00	3973.04	1034.25	2938.79
F3145	Horrane	84	77.8	3931.18	0.00	0.00	3931.18	0.00	3931.18	1228.40	2702.77

Appendix 1 – Worst Performing Feeders SAIDI

3.4 System Average Interruption Duration Index (SAIDI) – worst performing feeders											
Long Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIDI Total	SAIDI Generation	SAIDI Transmission	Distribution Only Total Feeder SAIDI	SAIDI Exclusions	Normalised Distribution Only Feeder SAIDI	SAIDI Planned	SAIDI Unplanned
JC-13	Julia Creek No.13 SWER - Taldoora	35	376.1	9955.31	0.00	0.00	9955.31	0.00	9955.31	2325.69	7629.62
JC-11	Julia Creek No.11 SWER - Orindi	45	283.0	9850.05	0.00	0.00	9850.05	0.00	9850.05	643.74	9206.31
RN-01	Richmond Nth SWER No.01	30	213.8	7936.71	0.00	0.00	7936.71	0.00	7936.71	705.83	7230.88
2BUR	Burketown	64	796.1	7276.94	0.00	0.00	7276.94	0.00	7276.94	678.88	6598.05
HU-30	Hughenden No.30 Prairie	241	1034.8	4983.15	0.00	0.00	4983.15	0.00	4983.15	1872.98	3110.17
CCS01	Cloncurry South SWER Nr 1	73	238.0	4988.88	0.00	0.00	4988.88	47.55	4941.33	266.27	4722.61
SF-01	Stamford No.01 Malakoff SWER	20	429.4	4573.20	0.00	0.00	4573.20	0.00	4573.20	401.10	4172.10
F083S	Dirranbandi Town	164	684.8	4208.68	0.00	0.00	4208.68	0.00	4208.68	362.41	3846.27
F004Q	Quilpie Rural	314	2419.8	4148.85	0.00	0.00	4148.85	22.04	4126.81	599.86	3548.99
JC-08	Julia Creek No.08 SWER - Canobie	36	312.0	3818.86	0.00	0.00	3818.86	0.00	3818.86	523.75	3295.11

8. Appendix 2 – Worst Performing Feeders SAIFI

3.5	<i>System Average Interruption Duration Index (SAIFI) – worst performing feeders</i>										
Urban											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
F2638	Carroll Street	126	147.3	25.26	0.00	0.00	25.26	0.03	25.23	1.39	23.87
GV-E	Qwrc	1	0.9	5.00	0.00	0.00	5.00	1.00	4.00	3.00	2.00
358	Eungella Dam	16	6.2	10.94	0.00	0.00	10.94	0.00	10.94	4.02	6.92
366	Pontoon	1	1.4	11.00	0.00	0.00	11.00	0.00	11.00	4.00	7.00
DI-01	Disraeli No.01	3	3.8	8.33	0.00	0.00	8.33	0.00	8.33	1.92	6.41
F3875	Parrot Street	83	12.7	9.39	0.00	0.00	9.39	0.20	9.19	2.68	6.71
CF-01	Cape Ferguson No.01	1	0.9	7.00	0.00	0.00	7.00	0.00	7.00	2.00	5.00
MC-01	Macknade No.01	1	0.7	7.00	0.00	0.00	7.00	2.00	5.00	2.00	5.00
ST-02	Stuart No.02	247	11.0	9.93	0.00	0.00	9.93	0.00	9.93	1.83	8.09
F3905	Percy Street	717	7.0	12.01	0.00	1.00	11.01	1.00	10.01	0.00	11.01

Appendix 2 – Worst Performing Feeders SAIFI

3.5	<i>System Average Interruption Duration Index (SAIFI) – worst performing feeders</i>										
Short Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
MX-01	Maxwelton Nth SWER No.01	14	144.7	15.20	0.00	0.00	15.20	0.00	15.20	3.93	11.27
F081S	Noondoo	5	107.1	17.00	0.00	0.00	17.00	0.00	17.00	3.00	14.00
F3705	Mywybilla	79	69.8	19.93	0.00	0.00	19.93	1.00	18.93	1.10	18.83
F4385	Tipton Bridge	44	57.5	15.07	0.00	0.00	15.07	1.00	14.07	1.00	14.07
F2140	Bald Hills	70	82.2	19.38	0.00	0.00	19.38	1.00	18.38	1.00	18.38
F2880	Formartin	77	103.7	17.53	0.00	0.00	17.53	1.00	16.53	2.26	15.27
F2075	Anchorfield	136	156.2	32.46	0.00	0.00	32.46	1.00	31.46	1.40	31.06
F3065	Haslemere	53	44.1	20.15	0.00	0.00	20.15	0.00	20.15	5.76	14.39
BG208	Pumping Station	46	167.8	15.39	0.00	0.00	15.39	0.00	15.39	5.16	10.23
F3145	Horrane	84	77.8	16.01	0.00	0.00	16.01	0.00	16.01	4.93	11.08

Appendix 2 – Worst Performing Feeders SAIFI

3.5 System Average Interruption Duration Index (SAIFI) – worst performing feeders											
Long Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	SAIFI Total	SAIFI Generation	SAIFI Transmission	Distribution Only Total Feeder SAIFI	SAIFI Exclusions	Normalised Distribution Only Feeder SAIFI	SAIFI Planned	SAIFI Unplanned
JC-13	Julia Creek No.13 SWER - Taldoora	35	376.1	29.38	0.00	0.00	29.38	0.00	29.38	10.67	18.71
JC-11	Julia Creek No.11 SWER - Orindi	45	283.0	28.61	0.00	0.00	28.61	0.00	28.61	4.90	23.71
RN-01	Richmond Nth SWER No.01	30	213.8	12.57	0.00	0.00	12.57	0.00	12.57	3.13	9.44
2BUR	Burketown	64	796.1	14.39	0.00	0.00	14.39	0.00	14.39	2.39	11.99
HU-30	Hughenden No.30 Prairie	241	1034.8	18.07	0.00	0.00	18.07	0.00	18.07	6.89	11.18
CCS01	Cloncurry South SWER Nr 1	73	238.0	18.43	0.00	0.00	18.43	0.53	17.90	2.17	16.27
SF-01	Stamford No.01 Malakoff SWER	20	429.4	11.00	0.00	0.00	11.00	0.00	11.00	2.75	8.25
F083S	Dirranbandi Town	164	684.8	21.09	0.00	0.00	21.09	0.00	21.09	2.12	18.96
F004Q	Quilpie Rural	314	2419.8	17.23	0.00	0.00	17.23	0.12	17.11	3.15	14.08
JC-08	Julia Creek No.08 SWER - Canobie	36	312.0	21.56	0.00	0.00	21.56	0.00	21.56	3.42	18.14

9. Appendix 3 – Worst Performing Feeders CAIDI

3.6 System Average Interruption Duration Index (CAIDI) – worst performing feeders											
Urban											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
F2638	Carroll Street	126	147.3	186.93	0.00	0.00	186.93	269.36	186.84	452.64	171.44
GV-E	Qwrc	1	0.9	762.00	0.00	0.00	762.00	133.00	919.25	1138.67	197.00
358	Eungella Dam	16	6.2	306.25	0.00	0.00	306.25	0.00	306.25	128.02	409.63
366	Pontoon	1	1.4	301.64	0.00	0.00	301.64	0.00	301.64	128.50	400.57
DI-01	Disraeli No.01	3	3.8	312.46	0.00	0.00	312.46	0.00	312.46	1020.34	100.10
F3875	Parrot Street	83	12.7	175.15	0.00	0.00	175.15	385.00	170.47	355.78	103.10
CF-01	Cape Ferguson No.01	1	0.9	174.57	0.00	0.00	174.57	0.00	174.57	182.00	171.60
MC-01	Macknade No.01	1	0.7	227.00	0.00	0.00	227.00	231.00	225.00	469.00	130.00
ST-02	Stuart No.02	247	11.0	110.93	0.00	0.00	110.93	0.00	110.93	299.79	68.16
F3905	Percy Street	717	7.0	119.29	0.00	20.00	128.31	330.00	108.17	0.00	128.31

Appendix 3 – Worst Performing Feeders CAIDI

3.6		<i>System Average Interruption Duration Index (CAIDI) – worst performing feeders</i>									
Short Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
MX-01	Maxwelton Nth SWER No.01	14	144.7	434.78	0.00	0.00	434.78	0.00	434.78	239.53	502.95
F081S	Noondoo	5	107.1	378.88	0.00	0.00	378.88	0.00	378.88	1545.00	129.00
F3705	Mywybilla	79	69.8	301.10	0.00	0.00	301.10	250.00	303.80	373.99	296.85
F4385	Tipton Bridge	44	57.5	369.96	0.00	0.00	369.96	250.00	378.49	375.92	369.54
F2140	Bald Hills	70	82.2	270.33	0.00	0.00	270.33	250.00	271.43	375.15	264.65
F2880	Formartin	77	103.7	284.29	0.00	0.00	284.29	250.00	286.36	344.14	275.43
F2075	Anchorfield	136	156.2	141.27	0.00	0.00	141.27	49.48	144.18	190.45	139.05
F3065	Haslemere	53	44.1	210.15	0.00	0.00	210.15	0.00	210.15	166.03	227.80
BG208	Pumping Station	46	167.8	258.19	0.00	0.00	258.19	0.00	258.19	200.47	287.31
F3145	Horrane	84	77.8	245.49	0.00	0.00	245.49	0.00	245.49	248.98	243.94

Appendix 3 – Worst Performing Feeders CAIDI

3.6 System Average Interruption Duration Index (CAIDI) – worst performing feeders											
Long Rural											
Number	Feeder Name	Customer Numbers	Feeder Length (km)	CAIDI Total	CAIDI Generation	CAIDI Transmission	Distribution Only Total Feeder CAIDI	CAIDI Exclusions	Normalised Distribution Only Feeder CAIDI	CAIDI Planned	CAIDI Unplanned
JC-13	Julia Creek No.13 SWER - Taldoora	35	376.1	338.85	0.00	0.00	338.85	0.00	338.85	218.05	407.70
JC-11	Julia Creek No.11 SWER - Orindi	45	283.0	344.32	0.00	0.00	344.32	0.00	344.32	131.32	388.37
RN-01	Richmond Nth SWER No.01	30	213.8	631.39	0.00	0.00	631.39	0.00	631.39	225.81	765.63
2BUR	Burketown	64	796.1	505.86	0.00	0.00	505.86	0.00	505.86	283.78	550.15
HU-30	Hughenden No.30 Prairie	241	1034.8	275.74	0.00	0.00	275.74	0.00	275.74	271.91	278.11
CCS01	Cloncurry South SWER Nr 1	73	238.0	270.65	0.00	0.00	270.65	89.00	276.07	122.97	290.31
SF-01	Stamford No.01 Malakoff SWER	20	429.4	415.75	0.00	0.00	415.75	0.00	415.75	145.85	505.71
F083S	Dirranbandi Town	164	684.8	199.58	0.00	0.00	199.58	0.00	199.58	170.61	202.82
F004Q	Quilpie Rural	314	2419.8	240.76	0.00	0.00	240.76	187.00	241.13	190.43	252.01
JC-08	Julia Creek No.08 SWER - Canobie	36	312.0	177.16	0.00	0.00	177.16	0.00	177.16	153.29	181.66