



QUARTERLY SERVICE QUALITY REPORT

January – March 2007

Ergon Energy Corporation Limited



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1. Administrative Data

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|-----------------|----------------------------------------------|-------------|--------------|
| 1.1 | <i>Distribution Network Service Provider</i> | Name | EECL |
| 1.2 | <i>First day of reporting period</i> | Date | 01-01-2007 |
| 1.3 | <i>Last day of reporting period</i> | Date | 30-03-2007 |

2. Aggregated Data¹

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|-------------------|-------------------------------------|-------------|--------------|
| 2.10 ² | <i>Total distribution Customers</i> | Number | 606,491 |
| | Urban | Number | 244,845 |
| | Short Rural | Number | 294,062 |
| | Long Rural | Number | 65,295 |

3. Reliability Measures³

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> | <u>VALUE</u> Less Exclusions |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------|-------------|--------------|---------------------------------|
| Reliability of Supply – 12 Month Rolling (a)⁴ | | | | |
| 3.10 | <i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i> | Minutes | 460.24 | 460.24 |
| | Generation | Minutes | 0.15 | 0.15 |
| | Transmission | Minutes | 17.74 | 17.74 |
| ⁵ | Exclusions | Minutes | 0.00 | 29.70 |
| | Distribution system – total | Minutes | 442.35 | 412.65 |
| | Urban | Minutes | 190.99 | 177.38 |
| | Short Rural | Minutes | 517.31 | 481.80 |
| | Long Rural | Minutes | 1,060.58 | 996.88 |
| | Distribution system – planned | Minutes | 143.31 | 143.31 |
| | Distribution system – unplanned | Minutes | 299.03 | 269.33 |
| 3.20 | <i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i> | Number | 3.90 | 3.90 |
| | Generation | Number | 0.00 | 0.00 |
| | Transmission | Number | 0.21 | 0.21 |
| | Exclusions | Number | 0.00 | 0.17 |
| | Distribution system – total | Number | 3.69 | 3.52 |
| | Urban | Number | 2.09 | 2.01 |
| | Short Rural | Number | 4.24 | 4.05 |
| | Long Rural | Number | 7.27 | 6.84 |
| | Distribution system – planned | Number | 0.80 | 0.80 |
| | Distribution system – unplanned | Number | 2.88 | 2.71 |

| ITEM NO. | MEASURE | UNIT | VALUE | VALUE Less Exclusions |
|------------------------------------------------------|--------------------------------------------------------------------------------|---------|----------|--------------------------|
| 3.30 | <i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i> | Minutes | 118.10 | 118.10 |
| | Generation | Minutes | 1,181.98 | 1,181.98 |
| | Transmission | Minutes | 84.18 | 84.18 |
| | Exclusions | Minutes | 0.00 | 176.09 |
| | Distribution system – total | Minutes | 120.00 | 117.31 |
| | Urban | Minutes | 91.50 | 88.10 |
| | Short Rural | Minutes | 121.95 | 118.92 |
| | Long Rural | Minutes | 145.98 | 145.74 |
| | Distribution system – planned | Minutes | 178.46 | 178.46 |
| | Distribution system – unplanned | Minutes | 103.72 | 99.22 |
| Reliability of Supply – Quarterly Measure (b) | | | | |
| 3.10 | <i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i> | Minutes | 127.49 | 127.49 |
| | Generation | Minutes | 0.00 | 0.00 |
| | Transmission | Minutes | 7.07 | 7.07 |
| | Exclusions | Minutes | 0.00 | 0.00 |
| | Distribution system – total | Minutes | 120.42 | 120.42 |
| | Urban | Minutes | 52.88 | 52.88 |
| | Short Rural | Minutes | 132.84 | 132.84 |
| | Long Rural | Minutes | 316.91 | 316.91 |
| | Distribution system – planned | Minutes | 30.17 | 30.17 |
| | Distribution system – unplanned | Minutes | 90.25 | 90.25 |
| 3.20 | <i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i> | Number | 0.96 | 0.96 |
| | Generation | Number | 0.00 | 0.00 |
| | Transmission | Number | 0.01 | 0.01 |
| | Exclusions | Number | 0.00 | 0.00 |
| | Distribution system – total | Number | 0.95 | 0.95 |
| | Urban | Number | 0.54 | 0.54 |
| | Short Rural | Number | 1.09 | 1.09 |
| | Long Rural | Number | 1.89 | 1.89 |
| | Distribution system – planned | Number | 0.19 | 0.19 |
| | Distribution system – unplanned | Number | 0.76 | 0.76 |
| 3.30 | <i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i> | Minutes | 132.53 | 132.53 |
| | Generation | Minutes | 0.00 | 0.00 |
| | Transmission | Minutes | 813.38 | 813.38 |
| | Exclusions | Minutes | 0.00 | 0.00 |
| | Distribution system – total | Minutes | 126.33 | 126.33 |
| | Urban | Minutes | 97.45 | 97.45 |

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> | <u>VALUE Less Exclusions</u> |
|-------------------------------------------|-----------------------------------------------|-------------|--------------|----------------------------------|
| | Short Rural | Minutes | 122.23 | 122.23 |
| | Long Rural | Minutes | 168.03 | 168.03 |
| | Distribution system – planned | Minutes | 156.59 | 156.59 |
| | Distribution system – unplanned | Minutes | 118.66 | 118.66 |
| Reliability of Supply - Complaints | | | | |
| 3.90 | Reliability of supply complaints | Number | | 460 |
| ⁶ | Momentary Interruptions to supply complaints | Number | | 240 |
| 3.91 | Average time to resolve reliability complaint | Days | | 1.70 |

4. Quality of Supply Data⁷

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|---------------------------------------------------------------|-----------------------------------------------------------|-------------|--------------|
| Quality of Supply – Complaints Categorised by Symptoms | | | |
| 4.10 | <i>Total quality of supply complaints</i> | Number | 620 |
| 4.11 | <i>Low supply voltage</i> | Number | 219 |
| 4.12 | <i>Voltage dips – minor or nuisance</i> | Number | 41 |
| 4.13 | <i>Voltage dips – severe</i> | Number | 33 |
| 4.14 | <i>Voltage swell</i> | Number | 109 |
| 4.15 | <i>Voltage spike</i> | Number | 30 |
| 4.16 | <i>Waveform distortion or unbalance</i> | Number | 24 |
| 4.17 | <i>TV or radio interference</i> | Number | 40 |
| 4.18 | <i>Noise from appliance or lights</i> | Number | 1 |
| 4.19 | <i>Other</i> | Number | 123 |
| Technical supply faults | | | |
| 4.50 | <i>Average time taken to fix a technical supply fault</i> | Days | 74 |

5. Customer Service⁸

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|----------------------------------------|------------------------------------------------------------|-------------|--------------|
| Network Call Centre Performance | | | |
| 5.10 ⁹ | <i>Calls to the call centre</i> | Number | 379,266 |
| 5.11 | <i>Calls to the call centre answered by an operator</i> | Number | 245,570 |
| 5.12 | <i>Calls to the call centre answered by an IVR</i> | Number | 86,886 |
| 5.13 | <i>Calls to the call centre answered >30 seconds</i> | Number | 46,484 |
| 5.14 | <i>Average waiting time to speak to an operator</i> | Seconds | 22.80 |
| 5.15 | <i>Abandoned calls</i> | Number | 4,973 |
| | | Percent | 1.98 |
| 5.16 ¹⁰ | <i>Number of instances of capacity overload</i> | Number | 0 |
| 5.17 | <i>Number of missed loss of supply and emergency calls</i> | Number | 0 |

| ITEM NO. | MEASURE | UNIT | VALUE |
|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------|--------------|
| Appointment Punctuality | | | |
| 5.20 | <i>Customer-arranged appointments</i> | Number | 1,996 |
| 5.21 ¹¹ | <i>Appointments not met <15 minutes of agreed time</i> | Number | 158 |
| 5.21a ¹² | <i>Appointments not met – Complaints received</i> | Number | See Footnote |
| Timely provision of connections | | | |
| 5.30 | <i>New connections made</i> | Number | 3,905 |
| 5.31 | <i>New connections not made on agreed date</i> | Number | 16 |
| 5.32 | <i>New connections with a one to four day delay</i> | Number | 8 |
| 5.33 ¹³ | <i>Average time taken for new connections</i> | Days | 2 |
| 5.34 | <i>Re-connections made</i> | Number | 4,940 |
| 5.35 | <i>Re-connections not made on agreed date</i> | Number | 12 |
| 5.36 | <i>Re-connection with a one to four day delay</i> | Number | 6 |
| 5.37 | <i>Average time taken for re-connections</i> | Days | 1.01 |
| Street light maintenance | | | |
| 5.40 | <i>Street lights</i> | Number | 124,337 |
| 5.41 ¹⁴ | <i>Street lights out during period</i> | Number | See Footnote |
| 5.42 ¹⁴ | <i>Street lights not repaired by the agreed date</i> | Number | See Footnote |
| 5.43 ¹⁴ | <i>Average time taken to repair faulty street lights</i> | Days | See Footnote |
| Guaranteed service levels | | | |
| 5.50 | <i>Number of GSL payment made</i> | Number | 99 |
| 5.51 | <i>Amount paid in GSL payments</i> | Dollars | \$7,410 |
| Interruptions | | | |
| | <i>Total planned interruptions</i> | Number | 1,336 |
| 5.60 | <i>Number of occasions on which the required notice or a planned interruption to supply was not given</i> | Number | 96 |
| | | Percent | 7.20 |
| 5.61 | <i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i> | Number | 379 |
| | | Percent | 28.40 |
| Customer Service Complaints <i>The assessment of how DNSPs responded to customer requests</i> | | | |
| 5.70 | <i>Total – Customer Service Complaints</i> | Number | 810 |
| | <i>Disputes – National Electricity Code</i> | Number | 0 |
| ¹⁵ | <i>National Call Centre</i> | Number | 212 |
| | <i>Environmental issues</i> | Number | 10 |
| | <i>Field Activity</i> | Number | 181 |
| | <i>Line clearances</i> | Number | 0 |
| | <i>Metering/Technical</i> | Number | 13 |
| | <i>Meter reading</i> | Number | 89 |
| | <i>Streetlights</i> | Number | 8 |
| | <i>Vegetation Management</i> | Number | 219 |
| | <i>Supply – new service/extensions</i> | Number | 59 |

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|-----------------|-------------------------------------------------------------------|-------------|--------------|
| | Suspected compliance failure | Number | 0 |
| | Infrastructure | Number | 12 |
| | Other | Number | 7 |
| 5.71 | <i>Average time taken to resolve – Customer Service Complaint</i> | Days | 4.50 |
| | Disputes – National Electricity Code | Days | 0.00 |
| | National Call Centre | Days | 3.00 |
| | Environmental issues | Days | 7.00 |
| | Field Activity | Days | 5.00 |
| | Line clearances | Days | 0.00 |
| | Metering/Technical | Days | 4.00 |
| | Meter reading | Days | 3.00 |
| | Streetlights | Days | 4.00 |
| | Vegetation Management | Days | 3.00 |
| | Supply – new service/extensions | Days | 16.00 |
| | Suspected compliance failure | Days | 0.00 |
| | Infrastructure | Days | 4.00 |
| | Other | Days | 3.00 |

6. Complaints Management

| <u>ITEM NO.</u> | <u>MEASURE</u> | <u>UNIT</u> | <u>VALUE</u> |
|--------------------|--------------------------------------------------------|-------------|--------------|
| 6.10 ¹⁶ | <i>Complaints not resolved within 20 days</i> | Number | 171 |
| | | Percent | 7.92 |
| 6.20 ¹⁷ | <i>Repeat complaints</i> | Number | 14 |
| 6.21 | <i>Average time taken to resolve repeat complaints</i> | Days | 4.00 |

7. 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:

Tony Pfeiffer
 General Manager Regulatory Affairs
 Ergon Energy Corporation Limited
 + 61 (07) 3228 8222



¹ Aggregated Data

The Customer numbers on which minutes of supply and interruption figures are based (for the business, business centres, and feeders). A distribution customer is defined as a metered entity that is directly connected to the DNSPs network. Inactive accounts are excluded. All distribution customers in the DNSPs area to be counted (ie. Including 'lost' retail customers and excluding 'won' retail customers in other DNSPs areas).

² At present urban, short rural and long rural customer statistics do not reconcile to total distribution customers. The balance consists of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. Validation of connectivity mapping is ongoing.

³ Reliability Measures

| Index | Measure/description |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| SAIDI – System Average Interruption Duration Index | Total number of minutes, on average, that a customer on a distribution network is without electricity in a year. |
| SAIFI – System Average Interruption Frequency Index | Average number of times a customer's supply is interrupted per year. |
| CAIDI – Customer Average Interruption Duration Index | Average duration of each interruption. |

SAIDI, SAIFI, CAIDI are calculated on a 12 month rolling average basis according to the following equations;

SAIDI:

$$\frac{\sum \text{Interruptions [interruptions duration (minutes) x number of customers affected]}}{\text{Total number of Customers}}$$

SAIFI:

$$\frac{\text{Total number of Interruptions}}{\text{Total number of Customers}}$$

CAIDI:

$$\frac{\sum \text{Interruptions [interruption duration (minutes) x number of customers affected]}}{\text{Total number of Interruptions}}$$

⁴ Reliability performance measures are now reported using two methods. The 12 monthly rolling measures (a) reflects average network performance experienced for the 12 months to end of quarter reported whereas the quarterly measures (b) reflects the network performance that occurred for the quarter reported.

⁵ Under the QCA's revised service quality guidelines from the 1st July 2005 the exclusion event definition has changed from the 5 percent of effected customer's method to the 2.5 beta method, which is an internationally accepted standard for excluding outages from reliability data. Exclusions for the purposes of QCA reporting include only unplanned events over which the DNSP has no control. For the March quarter there were no major event days (MEDs) that contributed to exclusion events for Ergon Energy under this definition.

⁶ While complaints about momentary interruptions are included in complaints about Reliability and Quality of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy is continuing to review how to isolate momentary interruption complaints from other Reliability and Quality of Supply complaints for future reporting.

⁷ Quality of Supply Data

Number of complaints attributed to the various symptom types such as;

| | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Low supply voltage | Dim lights and overheating motors |
| Voltage dips – minor or nuisance | Flicking lights and resetting digital clocks |
| Voltage dips – server | Interrupted production, contactors dropping out, and direct financial loss |
| Voltage swell | Blown lights, motor protection operates, and minor equipment damage, with no clear initiating event (likely to cause a spike) |
| Voltage spike | Obvious damage to appliances and wiring arising from a clear initiating event, such as lightning (spikes last for shorter time than swell) |
| Waveform distortion or unbalance | Equipment performing erratically |
| TV or radio interference | TV or radio interference |
| Noise from appliances or lights | Audible noise, other than that associated with the normal operation of the appliance, or audio-frequency interference of audio systems and telephones |

⁸ Customer Service

Please refer to the Authority's guidelines.

⁹ This number includes both retail and distribution calls - currently it is not possible to disaggregate these calls. Ergon Energy implemented an upgraded IVR system during the March 2006 quarter which is producing automatic categorisation of call types based on customer determined reasons for the call rather than actual call types as processed by our National Contact Centre. These have been reviewed for accuracy against the actual call resolution types. This validation process has identified the need for more system improvements and also the need for further customer education so they can ask for the correct services and thereby ensure accurate categorisation of their requests. Due to the high number of system change requests to SPARQ resulting from the sale of the Retail side of the business and the FRC project, the delivery of the required system improvements and customer education will not be possible until the latter part of 2007. No decision on when disaggregated calls can be reported can be made at this time.

¹⁰ This measure relates to the number of occurrences (ie. events) where callers received a busy signal when first calling the call centre Faults line (13 22 96) before going through the Interactive Voice Response (IVR) system. This is defined as where either one or many callers receive a busy signal when calling the faults line over a 24 hour period in one day.

¹¹ This measure is based on the number of incidences where Ergon Energy was more than 15 minutes late for an appointment rather than, as has been the case in previous reports, the number of complaints received that relate to missed appointments. This measure is generated using a new reporting methodology for which internal processes are still evolving and improvements continue to be implemented.

¹² This measure relates to the total number of complaints received for incidences where Ergon Energy did not meet the agreed appointment time and represents the number of appointment based GSL claim paid by Ergon Energy for the March 2007 quarter.

¹³ The average time taken for a new connection (measure 5.33) or re-connection (measure 5.37) is defined in relation to the agreed date on which the connection is completed with the customer. Ergon Energy quotes two business days as the standard time required to arrange a new connection and one business day for a re-connection. Where a connection is completed by the agreed date, the time captured for that connection is the standard time even if the connection was completed prior to the agreed date. Where a connection is completed after the agreed date, the time captured for that connection is the standard time plus any extra days taken to complete the job. As such the "real" average time to complete a connection could be faster than the figure quoted due to the use of standard times for connections.

¹⁴ Due to continued system implementation issues, Ergon Energy is currently unable to report streetlight performance data. It is anticipated that this data will be available in time for the June 2007 quarter at which point Ergon Energy will also endeavour to provide backdated performance data for the current March 2007 quarter and the previous December 2006 quarter.

¹⁵ The complaints reporting category Call Centre Service was called "Customer Service" in earlier Quarterly Reports. The name change is to clarify the nature of these complaints and has no effect on the underlying data.

¹⁶ This number is an aggregate figure that includes Quality of Supply, Reliability and Customer Service complaints. The nature of Quality of Supply issues means that resolving these issues can frequently take longer than the standard measurement of 20 days that is appropriate for Reliability and Customer Service complaints.

¹⁷ Due to system constraints the repeat complaint figures do not include Quality of Supply complaints. Ergon Energy is reviewing how to isolate repeat Quality of Supply complaints for future reporting.

