



QUARTERLY SERVICE QUALITY REPORT

October – December 2006

Ergon Energy Corporation Limited



TABLE OF CONTENTS

1.	Administrative Data	3
2.	Aggregated Data	3
3.	Reliability Measures.....	3
4.	Quality of Supply Data	5
5.	Customer Service.....	5
6.	Complaints Management.....	7
7.	Definitions to Service Quality Report.....	7

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	01-10-2006
1.3	<i>Last day of reporting period</i>	Date	31-12-2006

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	604,280
	Urban ³	Number	241,901
	Short Rural	Number	290,823
	Long Rural	Number	66,194

3. Reliability Measures⁴

<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)⁵				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	1409.70	1409.70
	Generation	Minutes	0.27	0.27
	Transmission	Minutes	10.68	10.68
⁶	Exclusions	Minutes	0.00	944.66
	Distribution system – total	Minutes	1398.75	454.09
	Urban	Minutes	813.26	194.72
	Short Rural	Minutes	1,699.57	531.09
	Long Rural	Minutes	2,277.67	1,092.36
	Distribution system – planned	Minutes	144.38	144.38
	Distribution system – unplanned	Minutes	1,254.37	309.71
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	4.42	4.42
	Generation	Number	0.00	0.00
	Transmission	Number	0.20	0.20
	Exclusions	Number	0.00	0.31
	Distribution system – total	Number	4.21	3.90
	Urban	Number	2.48	2.24
	Short Rural	Number	4.75	4.42
	Long Rural	Number	8.38	7.88
	Distribution system – planned	Number	0.78	0.78
	Distribution system – unplanned	Number	3.43	3.12

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	319.06	319.06
	Generation	Minutes	86.83	86.83
	Transmission	Minutes	52.71	52.71
	Exclusions	Minutes	0.00	3059.82
	Distribution system – total	Minutes	332.05	116.32
	Urban	Minutes	328.10	86.74
	Short Rural	Minutes	357.96	120.14
	Long Rural	Minutes	271.84	138.59
	Distribution system – planned	Minutes	184.44	184.44
	Distribution system – unplanned	Minutes	365.74	99.24
Reliability of Supply – Quarterly Measure (b)				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	148.56	148.56
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	2.80	2.80
	Exclusions	Minutes	0.00	30.99
	Distribution system – total	Minutes	145.76	114.77
	Urban	Minutes	62.16	48.29
	Short Rural	Minutes	163.61	126.60
	Long Rural	Minutes	377.45	310.16
	Distribution system – planned	Minutes	31.59	31.59
	Distribution system – unplanned	Minutes	114.17	83.18
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.30	1.30
	Generation	Number	0.00	0.00
	Transmission	Number	0.06	0.06
	Exclusions	Number	0.00	0.18
	Distribution system – total	Number	1.24	1.06
	Urban	Number	0.69	0.61
	Short Rural	Number	1.35	1.14
	Long Rural	Number	2.81	2.35
	Distribution system – planned	Number	0.21	0.21
	Distribution system – unplanned	Number	1.03	0.85
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	114.02	114.02
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	44.15	44.15
	Exclusions	Minutes	0.00	171.42
	Distribution system – total	Minutes	117.59	108.40
	Urban	Minutes	90.25	78.96

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Short Rural	Minutes	121.39	110.58
	Long Rural	Minutes	134.36	132.20
	Distribution system – planned	Minutes	152.21	152.21
	Distribution system – unplanned	Minutes	110.63	97.72
Reliability of Supply - Complaints				
3.90	Reliability of supply complaints	Number		228
7	Momentary Interruptions to supply complaints	Number		See Footnote
3.91	Average time to resolve reliability complaint	Days		1.9

4. Quality of Supply Data⁸

ITEM NO.	MEASURE	UNIT	VALUE
Quality of Supply – Complaints Categorised by Symptoms			
4.10	<i>Total quality of supply complaints</i>	Number	598
4.11	<i>Low supply voltage</i>	Number	208
4.12	<i>Voltage dips – minor or nuisance</i>	Number	50
4.13	<i>Voltage dips – severe</i>	Number	15
4.14	<i>Voltage swell</i>	Number	115
4.15	<i>Voltage spike</i>	Number	20
4.16	<i>Waveform distortion or unbalance</i>	Number	22
4.17	<i>TV or radio interference</i>	Number	52
4.18	<i>Noise from appliance or lights</i>	Number	3
4.19	<i>Other</i>	Number	113
Technical supply faults			
4.50	<i>Average time taken to fix a technical supply fault</i>	Days	74

5. Customer Service⁹

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ¹⁰	<i>Calls to the call centre</i>	Number	366,735
5.11	<i>Calls to the call centre answered by an operator</i>	Number	221,694
5.12	<i>Call to the call centre answered by an IVR</i>	Number	92,680
5.13	<i>Call to the call centre answered >30 seconds</i>	Number	43,895
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	28.5
5.15	<i>Abandoned calls</i>	Number	6,885
		Percent	3.01
5.16 ¹¹	<i>Number of instances of capacity overload</i>	Number	0
5.17	<i>Number of missed loss of supply an emergency calls</i>	Number	0
Appointment Punctuality			
5.20	<i>Customer-arranged appointments</i>	Number	1,759

ITEM NO.	MEASURE	UNIT	VALUE
5.21 ¹²	<i>Appointments not met <15 minutes of agreed time</i>	Number	146
5.21a ¹³	<i>Appointments not met – Complaints received</i>	Number	3
Timely provision of connections			
5.30	<i>New connections made</i>	Number	4,607
5.31	<i>New connections not made to agreed date</i>	Number	23
5.32	<i>New connections with a one to four day delay</i>	Number	16
5.33 ¹⁴	<i>Average time taken to new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	4,097
5.35	<i>Re-connections not made on agreed date</i>	Number	9
5.36	<i>Re-connection with a one to four day delay</i>	Number	7
5.37	<i>Average time taken for re-connections</i>	Days	1.01
Street light maintenance			
5.40	<i>Street lights</i>	Number	123,873
5.41 ¹⁵	<i>Street lights out during period</i>	Number	See Footnote
5.42	<i>Street lights not repaired by the agreed date</i>	Number	See Footnote
5.43	<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	107
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$7,410
Interruptions			
	<i>Total planned interruptions</i>	Number	1,523
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	121
		Percent	7.9%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	482
		Percent	31.7%
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70	<i>Total – Customer Service Complaints</i>	Number	697
	<i>Disputes – National Electricity Code</i>	Number	0
¹⁶	<i>Call Centre Service</i>	Number	162
	<i>Environmental issues</i>	Number	5
	<i>Field Activity</i>	Number	145
	<i>Line clearances</i>	Number	5
	<i>Metering/Technical</i>	Number	7
	<i>Meter reading</i>	Number	88
	<i>Streetlights</i>	Number	14
	<i>Trees</i>	Number	168
	<i>Supply – new extensions</i>	Number	57
	<i>Suspected compliance failure</i>	Number	0
	<i>Infrastructure</i>	Number	9
	<i>Other</i>	Number	37

ITEM NO.	MEASURE	UNIT	VALUE
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	5.0
	Disputes – National Electricity Code	Days	0.0
	Call Centre Service	Days	2.6
	Environmental issues	Days	5.0
	Field Activity	Days	5.1
	Line clearances	Days	8.0
	Metering/Technical	Days	3.0
	Meter reading	Days	2.5
	Streetlights	Days	3.1
	Trees	Days	4.2
	Supply – new extensions	Days	16.1
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	9.7
	Other	Days	7.2

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.10 ¹⁷	<i>Complaints not resolved within 20 days</i>	Number	173
		Percent	11.36
6.20 ¹⁸	<i>Repeat complaints</i>	Number	14
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	8.6

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:

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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 add to total distribution customers. The shortfall is made up of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. Validation of connectivity mapping is ongoing.

³ The shift in customers from the Short Rural to the Urban feeder type since the June 2006 quarterly report is due to an annual feeder category review that was undertaken in July 2006. Utilising the latest feeder length and maximum demand data available, several feeders required category changes to remain in line with the QCA feeder definitions for Urban, Short Rural and Long Rural.

⁴ 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:

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

⁵ 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.

⁶ 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 December quarter there were two major event days (MEDs) that contributed to exclusion events for Ergon Energy under this definition. The MEDs occurred on the 15th & 16th of December 2006 when a series of storms in the Southern Region caused widespread damage and contributed to high daily SAIDI exceeding the 2006/07 MED threshold of 11.45

⁷ 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 reviewing how to isolate momentary interruption complaints from other Reliability and Quality of Supply complaints for future reporting.



⁸ Quality of Supply

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
<i>Quality of Supply Symptoms (Continued)</i>	
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

⁹ Customer Service

Please refer to the Authority's guidelines.

¹⁰ 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 quarter which is producing automatic categorisation of call types, these are 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.

¹¹ 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 received a busy signal when calling the faults line over 24 hour period in one day.

¹² Ergon Energy is pleased to advise that from the December 2006 quarter this measure will be 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.

¹³ This measure relates to the total number of complaints received for incidences where Ergon Energy did not meet the agreed appointment time, not the number of incidences where Ergon Energy was more than 15 minutes late for an appointment.

¹⁴ 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.

¹⁵ Due to 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 March 2007 quarter at which point Ergon Energy will also endeavour to provide backdated performance data for the current December 2006 quarter.

¹⁶ 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.

¹⁷ 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. The underlying breakdown of complaints by type (and their percentage to each type's total) taking more than 20 days to resolve is: Reliability – 0 (0.00%), Quality of Service – 168 (28.09%) & Customer Service – 5 (0.72%).

¹⁸ 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.

