



# QUARTERLY SERVICE QUALITY REPORT

April – June 2006

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	01-04-2006
1.3	<i>Last day of reporting period</i>	Date	30-06-2006

## 2. Aggregated Data<sup>1</sup>

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.10 <sup>2</sup>	<i>Total distribution Customers</i>	Number	596,186
	Urban	Number	226,506
	Short Rural	Number	299,951
	Long Rural	Number	64,189

## 3. Reliability Measures<sup>3</sup>

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE</u> Less Exclusions
<b>Reliability of Supply – 12 Month Rolling (a)<sup>4</sup></b>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	1482.72	1482.72
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	7.93	7.93
<sup>5</sup>	Exclusions	Minutes	0.00	942.79
	Distribution system – total	Minutes	1474.79	532.00
	Urban	Minutes	786.00	218.95
	Short Rural	Minutes	1,774.35	594.41
	Long Rural	Minutes	2,492.55	1,332.03
	Distribution system – planned	Minutes	140.45	140.45
	Distribution system – unplanned	Minutes	1,334.34	391.55
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	4.93	4.93
	Generation	Number	0.00	0.00
	Transmission	Number	0.15	0.15
	Exclusions	Number	0.00	0.33
	Distribution system – total	Number	4.77	4.44
	Urban	Number	2.52	2.26
	Short Rural	Number	5.33	4.97
	Long Rural	Number	10.02	9.57
	Distribution system – planned	Number	0.70	0.70
	Distribution system – unplanned	Number	4.07	3.73

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>	<u>VALUE Less Exclusions</u>
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	300.87	300.87
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	51.27	51.27
	Exclusions	Minutes	0.00	2814.98
	Distribution system – total	Minutes	308.95	119.86
	Urban	Minutes	311.43	97.04
	Short Rural	Minutes	332.77	119.58
	Long Rural	Minutes	248.77	139.16
	Distribution system – planned	Minutes	199.56	199.56
	Distribution system – unplanned	Minutes	327.87	104.84
<b>Reliability of Supply – Quarterly Measure (b)</b>				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	96.41	96.41
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	5.54	5.54
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	90.87	90.87
	Urban	Minutes	36.84	36.84
	Short Rural	Minutes	107.71	107.71
	Long Rural	Minutes	202.85	202.85
	Distribution system – planned	Minutes	37.35	37.35
	Distribution system – unplanned	Minutes	53.51	53.51
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	0.91	0.91
	Generation	Number	0.00	0.00
	Transmission	Number	0.09	0.09
	Exclusions	Number	0.00	0.00
	Distribution system – total	Number	0.81	0.81
	Urban	Number	0.48	0.48
	Short Rural	Number	0.94	0.94
	Long Rural	Number	1.45	1.45
	Distribution system – planned	Number	0.19	0.19
	Distribution system – unplanned	Number	0.62	0.62
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	106.06	106.06
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	58.80	58.80
	Exclusions	Minutes	0.00	0.00
	Distribution system – total	Minutes	111.53	111.53
	Urban	Minutes	77.21	77.21

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Short Rural	Minutes	115.18	115.18
	Long Rural	Minutes	140.36	140.36
	Distribution system – planned	Minutes	193.33	193.33
	Distribution system – unplanned	Minutes	86.10	86.10
<b>Reliability of Supply - Complaints</b>				
3.90	Reliability of supply complaints	Number		229
<sup>6</sup>	Momentary Interruptions to supply complaints	Number		See Footnote
3.91	Average time to resolve reliability complaint	Days		5.9

#### 4. Quality of Supply Data<sup>7</sup>

ITEM NO.	MEASURE	UNIT	VALUE
<b>Quality of Supply – Complaints Categorised by Symptoms</b>			
4.10	<i>Total quality of supply complaints</i>	Number	525
4.11	<i>Low supply voltage</i>	Number	144
4.12	<i>Voltage dips – minor or nuisance</i>	Number	65
4.13	<i>Voltage dips – severe</i>	Number	12
4.14	<i>Voltage swell</i>	Number	124
4.15	<i>Voltage spike</i>	Number	10
4.16	<i>Waveform distortion or unbalance</i>	Number	40
4.17	<i>TV or radio interference</i>	Number	30
4.18	<i>Noise from appliance or lights</i>	Number	4
4.19	<i>Other</i>	Number	96
<b>Technical supply faults</b>			
4.50	<i>Average time taken to fix a technical supply fault</i>	Days	72

#### 5. Customer Service<sup>8</sup>

ITEM NO.	MEASURE	UNIT	VALUE
<b>Network Call Centre Performance</b>			
5.10 <sup>9</sup>	<i>Calls to the call centre</i>	Number	326,337
5.11	<i>Calls to the call centre answered by an operator</i>	Number	237,453
5.12	<i>Call to the call centre answered by an IVR</i>	Number	41,393
5.13	<i>Call to the call centre answered &gt;30 seconds</i>	Number	60,076
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	38.9
5.15	<i>Abandoned calls</i>	Number	7,937
		Percent	3.23%
5.16 <sup>10</sup>	<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
<b>Appointment Punctuality</b>			
5.20 <sup>11</sup>	<i>Customer-arranged appointments</i>	Number	2014

<b>ITEM NO.</b>	<b>MEASURE</b>	<b>UNIT</b>	<b>VALUE</b>
5.21 <sup>12</sup>	<i>Appointments not met &lt;15 minutes of agreed time</i>	Number	12
<b>Timely provision of connections</b>			
5.30	<i>New connections made</i>	Number	3,881
5.31	<i>New connections not made to agreed date</i>	Number	30
5.32	<i>New connections with a one to four day delay</i>	Number	24
5.33 <sup>13</sup>	<i>Average time taken to new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	5,067
5.35	<i>Re-connections not made on agreed date</i>	Number	10
5.36	<i>Re-connection with a one to four day delay</i>	Number	8
5.37	<i>Average time taken for re-connections</i>	Days	1.00
<b>Street light maintenance</b>			
5.40	<i>Street lights</i>	Number	122,345
5.41	<i>Street lights out during period</i>	Number	2,437
5.42	<i>Street lights not repaired by the agreed date</i>	Number	798
5.43	<i>Average time taken to repair faulty street lights</i>	Days	6.55
<b>Guaranteed service levels</b>			
5.50	<i>Number of GSL payment made</i>	Number	163
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$9,770
<b>Interruptions</b>			
	<i>Total planned interruptions</i>	Number	1,513
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	134
		Percent	8.9%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	430
		Percent	28.4%
<b>Customer Service Complaints</b> <i>The assessment of how DNSPs responded to customer requests</i>			
5.70	<i>Total – Customer Service Complaints</i>	Number	826
	<i>Disputes – National Electricity Code</i>	Number	0
<sup>14</sup>	<i>Call Centre Service</i>	Number	299
	<i>Environmental issues</i>	Number	4
	<i>Field Activity</i>	Number	190
	<i>Line clearances</i>	Number	4
	<i>Metering/Technical</i>	Number	5
	<i>Meter reading</i>	Number	92
	<i>Streetlights</i>	Number	12
	<i>Trees</i>	Number	102
	<i>Supply – new extensions</i>	Number	63
	<i>Suspected compliance failure</i>	Number	0
	<i>Infrastructure</i>	Number	14
	<i>Other</i>	Number	41
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	6.6

<b>ITEM NO.</b>	<b>MEASURE</b>	<b>UNIT</b>	<b>VALUE</b>
	Disputes – National Electricity Code	Days	0.0
	Call Centre Service	Days	2.0
	Environmental issues	Days	46.2
	Field Activity	Days	9.3
	Line clearances	Days	7.0
	Metering/Technical	Days	27.6
	Meter reading	Days	3.8
	Streetlights	Days	4.2
	Trees	Days	8.7
	Supply – new extensions	Days	16.3
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	10.8
	Other	Days	6.4

## 6. Complaints Management

<b>ITEM NO.</b>	<b>MEASURE</b>	<b>UNIT</b>	<b>VALUE</b>
6.10 <sup>15</sup>	<i>Complaints not resolved within 20 days</i>	Number	203
		Percent	12.85%
6.20 <sup>16</sup>	<i>Repeat complaints</i>	Number	18
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	6.6

## 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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### <sup>1</sup> 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).

<sup>2</sup> 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.

### <sup>3</sup> 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:

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

<sup>4</sup> 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.

<sup>5</sup> 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 June quarter there were no major event days (MED) that contributed to exclusion events for Ergon Energy under this definition. The increase in the 12-Month Rolling Excluded SAIDI measure for the June quarter over the previous quarter is due to the inclusion of data relating to Cyclone "Larry" outages that were not finalised at the time of the March quarter report. There have been no new exclusion events this quarter.

<sup>6</sup> 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.

### <sup>7</sup> 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



*Quality of Supply Symptoms (Continued)*

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

**<sup>8</sup> Customer Service**

Please refer to the Authority's guidelines.

<sup>9</sup> This number includes both retail and distribution calls, currently it is not possible to provide a disaggregate for a subset of these calls. Although Ergon Energy implemented an upgraded IVR system during last quarter which is producing automatic categorisation of call types, these reports are based on customer determined reasons for call rather than actual call types as processed by our National Contact Centre. These reports are currently being reviewed for accuracy against the actual call resolution types to ensure the automatic categorisation is a true representation of the split between retail and distribution calls. Once the validation process has been completed a decision on when disaggregated calls can be reported will be made. At present the validation process is expected to be complete by the end of September 2006.

<sup>10</sup> 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.

<sup>11</sup> Ergon Energy is pleased to be able to report customer-arranged appointments for activities such as electrical installations, readings, testing, maintaining or inspecting a meter. From the 1 July 2005 appointment details have been captured on service orders, this has been delivered through the Guarantee Service Level (GSL) Project.

<sup>12</sup> This measure relates to the total number of GSL Payments which were made for incidences where Ergon Energy did not meet the agreed appointment GSL as per the electricity code, not the number of incidences where Ergon Energy was more than 15 minutes late for an appointment. The process of creation and completion for a service order is still being embedded into the business, it is expected that Ergon will not be able to automatically determine and report all appointment arrival times until after the September 2006 quarter.

<sup>13</sup> 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.

<sup>14</sup> The complaints reporting category Call Centre Service was called "Customer Service" in previous Quarterly Reports. The name change is to clarify the nature of these complaints and has no effect on the underlying data.

<sup>15</sup> 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 – 12 (5.24%), Quality of Service – 141 (26.86%) & Customer Service – 50 (6.05%).

<sup>16</sup> 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.

