



QUARTERLY SERVICE QUALITY REPORT

January – March 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	01-01-2006
1.3	<i>Last day of reporting period</i>	Date	31-03-2006

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	593,196
³	Urban	Number	225,677
	Short Rural	Number	299,252
	Long Rural	Number	64,025

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	1406.76	1406.76
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	2.42	2.42
⁶	Exclusions	Minutes	0.00	891.00
	Distribution system – total	Minutes	1404.33	513.33
	Urban	Minutes	782.37	215.34
	Short Rural	Minutes	1,655.29	575.65
	Long Rural	Minutes	2,411.72	1,258.83
	Distribution system – planned	Minutes	128.67	128.67
	Distribution system – unplanned	Minutes	1,275.66	384.65
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	4.61	4.61
	Generation	Number	0.00	0.00
	Transmission	Number	0.06	0.06
	Exclusions	Number	0.00	0.33
	Distribution system – total	Number	4.55	4.22
	Urban	Number	2.30	2.03
	Short Rural	Number	5.13	4.77
	Long Rural	Number	9.69	9.24
	Distribution system – planned	Number	0.64	0.64
	Distribution system – unplanned	Number	3.91	3.58

<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	305.08	305.08
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	39.54	39.54
	Exclusions	Minutes	0.00	2668.43
	Distribution system – total	Minutes	308.66	121.76
	Urban	Minutes	339.94	105.87
	Short Rural	Minutes	322.80	120.72
	Long Rural	Minutes	248.96	136.23
	Distribution system – planned	Minutes	202.12	202.12
	Distribution system – unplanned	Minutes	326.00	107.47
Reliability of Supply – Quarterly Measure (b)				
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	1024.34	1024.34
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	0.01	0.01
	Exclusions	Minutes	0.00	861.88
	Distribution system – total	Minutes	1024.33	162.45
	Urban	Minutes	623.70	71.01
	Short Rural	Minutes	1,223.27	177.86
	Long Rural	Minutes	1,505.57	409.76
	Distribution system – planned	Minutes	31.21	31.21
	Distribution system – unplanned	Minutes	993.12	131.24
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	1.47	1.47
	Generation	Number	0.00	0.00
	Transmission	Number	0.00	0.00
	Exclusions	Number	0.00	0.13
	Distribution system – total	Number	1.47	1.35
	Urban	Number	0.91	0.75
	Short Rural	Number	1.57	1.45
	Long Rural	Number	2.98	2.94
	Distribution system – planned	Number	0.17	0.17
	Distribution system – unplanned	Number	1.30	1.17
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	695.55	695.55
	Generation	Minutes	0.00	0.00
	Transmission	Minutes	13.00	13.00
	Exclusions	Minutes	0.00	6790.01
	Distribution system – total	Minutes	695.83	120.77
	Urban	Minutes	687.48	94.40

ITEM NO.	MEASURE	UNIT	VALUE	VALUE Less Exclusions
	Short Rural	Minutes	777.65	122.83
	Long Rural	Minutes	505.59	139.36
	Distribution system – planned	Minutes	181.22	181.22
	Distribution system – unplanned	Minutes	764.01	111.89
Reliability of Supply - Complaints				
3.90	Reliability of supply complaints	Number		446
7	Momentary Interruptions to supply complaints	Number		See Footnote
3.91	Average time to resolve reliability complaint	Days		3.4

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	899
4.11	<i>Low supply voltage</i>	Number	391
4.12	<i>Voltage dips – minor or nuisance</i>	Number	83
4.13	<i>Voltage dips – severe</i>	Number	47
4.14	<i>Voltage swell</i>	Number	121
4.15	<i>Voltage spike</i>	Number	27
4.16	<i>Waveform distortion or unbalance</i>	Number	29
4.17	<i>TV or radio interference</i>	Number	28
4.18	<i>Noise from appliance or lights</i>	Number	8
4.19	<i>Other</i>	Number	165
Technical supply faults			
4.50	<i>Average time taken to fix a technical supply fault</i>	Days	72

5. Customer Service⁹

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ¹⁰	<i>Calls to the call centre</i>	Number	467,676
5.11 ¹¹	<i>Calls to the call centre answered by an operator</i>	Number	287,587
5.12	<i>Call to the call centre answered by an IVR</i>	Number	119,368
5.13 ¹²	<i>Call to the call centre answered >30 seconds</i>	Number	89,127
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	34.9
5.15	<i>Abandoned calls</i>	Number	12,807
		Percent	4.24%
5.16 ¹³	<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 ¹⁴	<i>Customer-arranged appointments</i>	Number	2,631

ITEM NO.	MEASURE	UNIT	VALUE
5.21 ¹⁵	<i>Appointments not met <15 minutes of agreed time</i>	Number	10
Timely provision of connections			
5.30	<i>New connections made</i>	Number	3,463
5.31	<i>New connections not made to agreed date</i>	Number	27
5.32	<i>New connections with a one to four day delay</i>	Number	20
5.33 ¹⁶	<i>Average time taken to new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	5,085
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	10
5.37	<i>Average time taken for re-connections</i>	Days	1.01
Street light maintenance			
5.40	<i>Street lights</i>	Number	121,277
5.41	<i>Street lights out during period</i>	Number	2,457
5.42	<i>Street lights not repaired by the agreed date</i>	Number	527
5.43	<i>Average time taken to repair faulty street lights</i>	Days	3.8
Guaranteed service levels			
5.50	<i>Number of GSL payment made</i>	Number	176
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$11,740
Interruptions			
	<i>Total planned interruptions</i>	Number	1,509
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	114
		Percent	7.6%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	438
		Percent	29.0%
Customer Service Complaints <i>The assessment of how DNSPs responded to customer requests</i>			
5.70	<i>Total – Customer Service Complaints</i>	Number	751
	<i>Disputes – National Electricity Code</i>	Number	0
¹⁷	<i>Call Centre Service</i>	Number	123
	<i>Environmental issues</i>	Number	5
	<i>Field Activity</i>	Number	205
	<i>Line clearances</i>	Number	0
	<i>Metering/Technical</i>	Number	13
	<i>Meter reading</i>	Number	106
	<i>Streetlights</i>	Number	13
	<i>Trees</i>	Number	151
	<i>Supply – new extensions</i>	Number	45
	<i>Suspected compliance failure</i>	Number	0
	<i>Infrastructure</i>	Number	16
	<i>Other</i>	Number	74
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	5.9

ITEM NO.	MEASURE	UNIT	VALUE
	Disputes – National Electricity Code	Days	0.0
	Call Centre Service	Days	4.3
	Environmental issues	Days	38.3
	Field Activity	Days	5.1
	Line clearances	Days	0.0
	Metering/Technical	Days	2.4
	Meter reading	Days	2.8
	Streetlights	Days	2.4
	Trees	Days	6.0
	Supply – new extensions	Days	17.6
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	10.5
	Other	Days	5.9

6. Complaints Management

ITEM NO.	MEASURE	UNIT	VALUE
6.10 ¹⁸	<i>Complaints not resolved within 20 days</i>	Number	412
		Percent	19.66%
6.20 ¹⁹	<i>Repeat complaints</i>	Number	24
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	5.2

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 Following the completion of systems functionality to allow improved measurement of line lengths, Ergon Energy has reviewed and reallocated some feeder type categories from 1st July 2005. This explains why the urban, short rural, long rural customer numbers and reliability data varies slightly from previously reported results last financial year.

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 March quarter there was one major event day (MED) that contributed to exclusion events for Ergon Energy under this definition. The MED occurred on the 20th March 2006 when severe storm activity relating to Tropical Cyclone "Larry" contributed to high daily SAIDI exceeding the 2005/06 MED threshold of 11.24.

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 meaningful disaggregate for a subset of these calls. Ergon Energy intends to commence reporting calls that can be disaggregated and will investigate a methodology to disaggregate the remaining call subsets by the June 2006 quarter.

¹¹ This measure has been changed to a number rather than a percentage (as reported previously) in accordance with QCA Reporting Guidelines.

¹² This measure has been changed to a number rather than a percentage (as reported previously) in accordance with QCA Reporting Guidelines

¹³ 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. There were zero occurrences of this in the March 2006 quarter.

¹⁴ 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.

¹⁵ This measure relates to the total number of GSL Payments which were made for incidences where Ergon Energy did not met the agreed appointment GSL as per the electricity code, not the number of incidences were 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.

¹⁶ 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.

¹⁷ 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.

¹⁸ 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 – 18 (4.04%), Quality of Service – 331 (36.82%) & Customer Service – 63 (8.39%).

¹⁹ 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.

