



ANNUAL SERVICE QUALITY REPORT

July 2002 – June 2003

Ergon Energy Corporation Limited



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1. Introduction

Ergon Energy is pleased to be able to present its second Annual Service Quality Report for the period ending 30 June 2003.

We have been able to supply most of the data requested, however the availability of some data items at this stage has been effected by Network system projects impacting on our capability to interrogate the information systems. These affected data items will be supplied to the QCA at a later date as advised in the footnotes to this report. In future years these measures will be available without delay as reporting functionality is embedded into our internal structure.

Where there are exceptions or clarifications, these have been noted in the document. Particular issues are summarised as follows:

1.1. Aggregated Data

We are unable to supply the data measures of "Line Length" (items 2.20 to 2.29) and "Number of Poles" (item 2.30). This information will come from the SKM Asset Valuation data and will be made available to the Authority after Asset Valuation data is delivered to SKM.

The measures of GWh "Energy Delivered" (items 2.52 to 2.55) across the service reliability categories are currently not available, we have supplied total GWh Energy Delivered across all categories. The delivery of these data measures has been impacted due to Network system projects and will be provided to the Authority in March 2004.

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 what might have been 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 to purely deliver these measures but they may be delivered as a by-product of future development.

1.3. Quality of Supply Data

For the 2002-03 year quarterly quality of supply complaints were extracted from different information systems to improve the integrity of the data capture. The Annual Quality of Supply causes this year were not able to be extracted from one of these systems due to symptom and cause reporting constraints. This has resulted in a significant mismatch between the total number of quality of supply complaints and number causes reported for the period. The Network Performance Reporting Project will deliver reporting of all complaint and cause measures from the same system and reporting will commence from this system in the June quarter 2004.

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	01-07-2002
1.3	<i>Last day of reporting period</i>	date	30-06-2003

3. Aggregated Data

ITEM NO.	MEASURE	UNIT	VALUE
2.20 ¹	<i>Length of distribution lines</i>	Km	Data items to be provide to the QCA after Asset Valuation data delivered to SKM
2.21	Urban	Km	
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	<i>Number of Poles</i>	Number	
2.40 ²	<i>Network Service Area</i>	Sq Km	1,698,100
2.50	<i>Energy Delivered</i>	GWh	13,258.15
2.51	Sub-transmission	GWh	3,695.06
2.52 ³	Urban – Metered	GWh	8,766.06
2.53	Rural Short – Metered	GWh	
2.54	Rural Long – Metered	GWh	
2.55	Undefined	GWh	
2.56	Unmetered	GWh	797.03
2.60	<i>Distribution losses</i>	%	6.01%
2.70	<i>Number and capacity of transformers</i>		
2.71	Sub-transmission	Number	487
2.72	Distribution	Number	78,362
2.73	Sub-transmission	MVA	5,728
2.74	Distribution	MVA	5,272

¹ For the Annual report we are unable to supply the data measures of “Line Length” (items 2.20 to 2.29) and “Number of Poles” (items 2.30). This information will come from the SKM Asset Valuation data and will be made available to the Authority after Asset Valuation data is delivered to SKM.

² Network Service Area excludes Torres Strait.

³ The measures of GWh “Energy Delivered” (items 2.52 to 2.55) across the service reliability categories was not initially available and total GWh Energy Delivered was supplied across all categories. It was expected the data would have been available and provided to the Queensland Competition Authority in January 2004, this will now be provided in March 2004.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Aggregated Data (Continued)			
2.80	Asset utilisation	%	26.42%
2.90	Maximum demand	MVA	2,180.50

4. Reliability Measures

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
3.40	<i>SAIDI – Worst Performing Feeders</i>	Minutes	See Appendix
3.50	<i>SAIFI – Worst Performing Feeders</i>	Number	See Appendix
3.60	<i>CAIDI – Worst Performing Feeders</i>	Minutes	See Appendix
3.70 ⁴	<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

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
4.20 ⁵	<i>Network initiated quality of supply complaints</i>	Number	289
4.21	<i>Faulty network equipment</i>	Number	3
4.22	Network interference – standard breached by the DNSP	Number	2
4.23 ⁶	<i>Network interference caused by another customer</i>	Number	Not Available
4.24	<i>Network limitation</i>	Number	2
4.25	<i>Environment</i>	Number	10
4.26	<i>Other</i>	Number	272
4.30	<i>Quality of supply complaints initiated on the customer side of the meter</i>	Number	3
4.40	<i>Quality of supply complaints for which no cause was found</i>	Number	51

⁴ We 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.

⁵ For the 2002-03 year Quarterly quality of supply complaints were extracted from different information systems to improve the integrity of the data capture. The Annual Quality of Supply causes for the current year were not able to be extracted from one of these systems due to symptom and cause reporting constraints. This has resulted in a significant mismatch between the total number of quality of supply complaints and number causes reported for the period. It was expected that we would begin reporting all complaint and cause measures from the same system for the June 2003 Quarterly report.

Ergon Energy is currently running the Network Performance Reporting Project, the aim of improvement to meet current and future requirements for technical service quality and reliability of supply reporting for Ergon Energy. The project has extended the time to deliver the business requirements due to system development issues which have now been addressed, consequently the complete technical service quality and reliability measures will not be reported until the June quarter 2004.

⁶ This measure marked “Not Available” is a deliverable from the Network Performance Reporting Project which was expected to commence reporting from the June quarter 2003. As a result of the project extension (see footnote 5 in this report) it will not be available until the June quarter 2004.

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/www/welcome.cfm>

Please direct queries or feedback on this report to:

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7. Appendix 1 – Worst Performing Feeders Urban

Feeder		SAIDI							SAIFI							CAIDI							Comments	
Number	Name	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned		
DI-01	Disraeli No.01	1	2,166		59		2,107	658	1,449	13.0		1.0		12.0	1.0	11.0	235		59		176	658	132	Single customer supply. Lack of 66kV isolation points.
DI-02	Disraeli No.02	1	2,166		59		2,107	658	1,449	13.0		1.0		12.0	1.0	11.0	235		59		176	658	132	Single customer supply. Lack of 66kV isolation points.
F3253	JELICOE STREET	1	1,492				1,492		1,492	3.0				3.0		3.0	497				497		497	Single customer supply. Major incident was vehicle impact and subsequent conductor clash.
F027C	EDITH STREET	560	1,302				1,302		1,302	13.0				13.0		13.0	100				100		100	Mostly zone substation and subtransmission outages from storm/lightning and equipment failure.
KL-E	KILKIVAN	169	1,164				1,164	473	691	9.5				9.5	2.0	7.5	123				123	239	92	Mostly 66kV subtransmission incidents.
F3055	HARLAXTON	1,164	1,108				1,108	130	978	8.4				8.4	0.5	7.9	131				131	260	123	Mostly storm/lightning faults. Also significant 33kV subtransmission vehicle impact incident.
236	Coppabella Mine B	2	1,056				1,056		1,056	2.0				2.0		2.0	528				528		528	Two customer feeder. 66k pole burnt down due to electrical leakage.
HP-02	Hermit Park No.02	1461	1,024		48		975	195	780	6.3		1.0		5.3	0.6	4.7	232		48		183	311	166	Mostly dust and leakage problems on 66kV subtransmission and planned maintenance on distribution lines.
F4645	WILLOWBUR N	925	1,012				1,012		1,012	4.8				4.8		4.8	209				209		209	Significant 33kV subtransmission vehicle impact incident and vehicle impact incident on distribution.
KA-01	Kalamia No.01	1	979		41		939	196	743	13.0		1.0		12.0	1.0	11.0	119		41		78	196	68	Single customer supply. Upstream subtransmission incidents include electrical leakage and material failures.

8. Appendix 2 – Worst Performing Feeders Rural Short

<u>Feeder</u>		<u>SAIDI</u>							<u>SAIFI</u>						<u>CAIDI</u>						<u>Comments</u>			
Number	Name	Number of Customers	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions		Total Distribution	Distribution Planned	Distribution Unplanned
209	Carmila	271	4,871				4,871	1,892	2,979	16.3				16.3	6.3	10.0	299				299	300	298	Mostly planned outages for 33kV subtransmission line maintenance and storms/lightning.
ML-02	Millaroo No.2	109	4,760		28		4,732	1,660	3,072	24.7		1.0		23.7	6.3	17.5	227		28		199	265	176	Mostly subtransmission dust and leakage problems, and zone substation, subtransmission and distribution planned maintenance.
F4000	QUINALOW	163	4,531				4,531	1,263	3,268	20.0				20.0	3.5	16.5	226				226	360	198	Upstream 33kV subtransmission feeder pole fires. Distribution feeder faults and planned maintenance.
FX-01	MtFox No.1 SWER	41	4,179		61		4,118	978	3,140	15.1		1.0		14.1	4.0	10.1	353		61		293	245	312	Mostly 66kV upstream faults and storms/lightning.
GL-01	Guthalungra No.1	233	4,137				4,137	513	3,624	24.0				24.0	1.7	22.2	172				172	293	163	Mostly dust and leakage problems.
208	Ilbilbie	282	3,955				3,955	1,610	2,345	12.7				12.7	5.7	7.1	310				310	283	332	Mostly planned outages for 33kV subtransmission line maintenance.
ML-01	Millaroo No.1	47	3,631		28		3,603	1,061	2,542	18.1		1.0		17.1	4.0	13.1	238		28		210	265	194	Mostly subtransmission dust and leakage problems, and zone substation planned maintenance.
218	Coppabella Hybrid SWER	143	3,312				3,312	795	2,517	11.2				11.2	2.4	8.8	297				297	329	288	Mostly electrical leakage problems.
F3015	GREENWOOD	551	3,306				3,306	529	2,777	15.2				15.2	1.6	13.5	218				218	325	205	Subtransmission pole fire. Mostly storms/lightning and planned maintenance.
F2140	BALD HILLS	65	3,298				3,298	983	2,316	11.3				11.3	3.0	8.3	292				292	328	279	Mostly planned maintenance and vehicle, bird and storms/lightning.

9. Appendix 3 – Worst Performing Feeders Rural Long

Feeder		Number of Customers	SAIDI						SAIFI						CAIDI						Comments			
Number	Name		Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions	Total Distribution	Distribution Planned	Distribution Unplanned	Total	Generation	Transmission	Exclusions		Total Distribution	Distribution Planned	Distribution Unplanned
GR-01	Greenvale No.1	184	6,684		61		6,623	390	6,233	18.0		1.0		17.0	1.7	15.3	451		61		391	234	408	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.
JC-08	Julia Creek No.08 SWER - CANOBIE	36	5,451		58		5,393	951	4,442	18.5		1.0		17.5	3.8	13.7	367		58		309	250	325	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.
CO-02	Collinsville No.2	122	4,675		522		4,153	715	3,438	37.1		1.0		36.1	2.6	33.5	637		522		115	274	103	Mostly storms/lightning and two vehicle impact outages. Also significant incidents from PowerLink.
JC-11	Julia Creek No.11 SWER - ORINDI	46	4,334		58		4,276	1,359	2,917	17.9		1.0		16.9	6.1	10.8	312		58		253	223	270	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.
EL-01	Elderslie SWER No.01	46	3,966		58		3,907	357	3,551	11.8		1.0		10.8	3.2	7.6	420		58		362	112	467	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.
JC-13	Julia Creek No.13 SWER - TALDOORA	35	3,621		58		3,563	921	2,642	15.5		1.0		14.5	3.3	11.2	303		58		245	278	235	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.
CO203	Lawgi	165	3,094				3,094	262	2,832	12.2				12.2	0.8	11.4	254				254	328	249	Mostly storms/lightning affecting 66kV subtransmission and distribution.
HU-40	Hughenden No.40 RICHMOND	126	2,948		58		2,890	419	2,471	20.3		1.0		19.3	1.7	17.6	208		58		150	250	140	Mostly storms/lightning.
F351C	CUNNAMULLA NORTH	161	2,797				2,797	838	1,959	20.5				20.5	4.5	16.0	136				136	186	122	Mostly storms/lightning, burnt poles, and planned maintenance affecting subtransmission and distribution.
JC-01 CAN	JC-01 Cannington SWER	54	2,786		58		2,727	901	1,827	16.5		1.0		15.5	4.9	10.5	235		58		176	183	173	Mostly storms/lightning and planned maintenance affecting 66kV subtransmission and distribution.