



QUARTERLY SERVICE QUALITY REPORT

OCTOBER - DECEMBER 2002

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 31 December 2002
2	Aggregate Data			
2.1	Total distribution customers	The customer numbers on which minutes off 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 DNSP's area to be counted (ie: including 'lost' retail customers, and excluding 'won' retail customers in other DNSPs' areas). Total customer numbers to be further separately reported as CBD, Urban, Short Rural and Long Rural. The number of customers at the end of the reporting period to be reported.	# (number)	559475
	Urban Distribution Customers		#	227990
	Short Rural Distribution Customers		#	252471
	Long Rural Distribution Customers		#	65576
3	Reliability Measures			
3.1	SAIDI Whole of Network	Separately reported as Distribution System, Exclusions, and Transmission and Generation. The Distribution System SAIDI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System SAIDI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	Mins	542.2 ^a
	SAIDI Generation		Mins	0
	SAIDI Transmission		Mins	42.3 ^b
	SAIDI Exclusions	Details attached if exclusions exist.	Mins	0
	SAIDI Distribution Total		Mins	499.9
	SAIDI Distribution Urban		Mins	240.7
	SAIDI Distribution Short Rural		Mins	590.7
	SAIDI Distribution Long Rural		Mins	1025.8
	SAIDI Distribution Planned		Mins	76.0
	SAIDI Distribution Unplanned		Mins	423.9
3.2	SAIFI Whole of Network	Separately reported as Distribution System, Exclusions, and Transmission and Generation. The Distribution System SAIFI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System SAIFI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	#	5.30
	SAIFI Generation		#	0.00
	SAIFI Transmission		#	0.62
	SAIFI Exclusions		#	0.00
	SAIFI Distribution Total		#	4.67
	SAIFI Distribution Urban		#	2.85
	SAIFI Distribution Short Rural		#	5.35
	SAIFI Distribution Long Rural		#	8.18
	SAIFI Distribution Planned		#	0.37
	SAIFI Distribution Unplanned		#	4.30

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 31 December 2002
3.3	CAIDI Whole of Network	Separately reported as Distribution System, Exclusions, Transmission and Generation. The Distribution System CAIDI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System CAIDI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	Mins	102.4
	CAIDI Generation		Mins	0
	CAIDI Transmission		Mins	67.6
	CAIDI Exclusions		Mins	0
	CAIDI Distribution Total		Mins	107.0
	CAIDI Distribution Urban		Mins	84.4
	CAIDI Distribution Short Rural		Mins	110.4
	CAIDI Distribution Long Rural		Mins	125.4
	CAIDI Distribution Planned		Mins	205.1
	CAIDI Distribution Unplanned		Mins	98.6
3.9	Reliability Of Supply Complaints	Reported on a Total basis, not feeder by feeder. Derived from the Distributor's electronic complaints recording system.	Mins	249
4	Quality of Supply Data			
	<i>Quality of supply complaints – categorised by symptoms</i>			
4.1	Total quality of supply complaints	The total number of quality of supply complaints received ie the total of 4.11 to 4.19	#	761 ^c
4.11	Low supply voltage	Number of complaints attributed to low supply voltage based on symptoms such as dim lights and overheating motors.	#	279
4.12	Voltage dips – minor or nuisance	Number of complaints attributed to minor voltage dips based on symptoms such as flickering lights and resetting digital clocks.	#	365
4.13	Voltage dips – severe	Number of complaints attributed to severe voltage dips based on symptoms such as interrupted production, contactors dropping out, and direct financial loss.	#	not yet captured by this category ^d
4.14	Voltage swell	Number of complaints attributed to voltage swell based on symptoms such as blown lights, motor protection operates, and minor equipment damage, with no clear initiating event (likely to cause a spike).	#	68
4.15	Voltage spike	Number of complaints attributed to voltage spike based on symptoms such as obvious damage to appliances and wiring arising from a clear initiating event, such as lightning.	#	not yet captured by this category
4.16	Waveform distortion or unbalance	Number of complaints attributed to waveform distortion or unbalance based on symptoms such as equipment performing erratically.	#	not yet captured by this category
4.17	TV or radio interference	Number of complaints based on symptoms of TV or radio interference.	#	49
4.18	Noises from appliances or lights	Number of complaints based on symptoms of audible noise, other than that associated with the normal operation of the appliance, or audio-frequency interference on audio systems and telephones.	#	not yet captured by this category
4.19	Other	Number of complaints based on any other symptoms	#	0
5	Customer Service			
	Network Call Centre Performance			
5.11	Percentage of Calls to the call centre answered by an operator	The number of calls answered by a human operator.	%	94.2%
5.12	Percentage of Calls to the call centre not answered within 30 seconds	The total number of calls not answered by a human operator within 30 seconds. The time to answer begins when the call is diverted to an operator and includes any time spent in a queue.	%	39.1%
5.13	Average time to speak to an operator	The average time spent waiting to speak to an operator. The time begins when the call is diverted to an operator. (Unit: Seconds)	Secs	53
5.14	Percentage of Abandoned calls	The percentage of calls diverted to a human operator that are abandoned before being answered.	%	5.7%
5.15	Number of overload events	An event where a major supply interruption or emergency results in the call centre reaching capacity.	#	0

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 31 December 2002
	Appointment Punctuality			
5.2	Customer arranged appointments	The number of appointments requested by the customer for a meeting with the DNSP's staff, at any location.	#	Not yet available ^h
5.21	Appointments not met within 15 minutes of agreed time	The number of appointments where the DNSP was more than 15 minutes late.	#	Not yet available
	Timely Provision of Connections			
5.3	New connections made	The total number of new supply connections made to customers' premises.	#	2020
5.31	New connections not made on agreed date	The number of new supply connections to customers' premises made after the date agreed with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	124
5.32	New connections with a one to four day delay	The number of new supply connections to customers' premises that are one to four business days after the date agreed with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	88
5.33	Average time taken for new connections	The average is to be calculated from receipt of the authorised request (ie with "Form 2" paperwork completed by an electrical contractor).	Days	4.5
5.34	Re-Connections made	The total number of re-connections made to customers' premises.	#	11131
5.35	Re-Connections not made on agreed date.	The number of re-connections to customers' premises made after the agreed date with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	To be reported in March Qtr ^e
5.36	Re-Connections with a one to four day delay	The number of re-connections to customers' premises that are one to four business days after the agreed date with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	To be reported in March Qtr
5.37	Average time taken for re-connections	The average is to be calculated from receipt of the request.	Days	To be reported in March Qtr
	Technical Supply Faults			
5.4	Average time taken to fix a technical supply fault.	The average time taken to investigate and resolve a power quality complaint. Power quality complaint events are defined in Section 4.	Days	27 ^f
	Street light Maintenance			
5.5	Street lights	The number of street lights in the distribution area.	#	101974
5.51	Street lights out during period	The number of street lights reported by customers as not working.	#	2659
5.52	Street lights not repaired by agreed date	The total number of street lights reported as not working which were not fixed by the date agreed with the customer.	#	255
5.53	Average time taken to repair faulty street lights	To be calculated from receipt of the notification of the fault.	Days	3.36
	Guaranteed Service Levels			
5.6	Number of GSL payments made	The total number of events that attracted a GSL payment.	#	43
5.61	Amount paid out in GSL payments	The total amount paid in GSL payments.	\$	\$1,045
	Interruptions			
	Total Planned interruptions		#	912
5.7(a)	Planned interruptions	The number of occasions on which the required notice of a planned interruption to supply was not given.	#	51
5.7(b)	Planned interruptions	The percentage of occasions on which the required notice of a planned interruption to supply was not given.	%	5.59%
5.71(a)	Planned interruption	The number of occasions on which the duration of a planned interruption exceeded the time specified in the notification.	#	323
5.71(b)	Planned interruption	The percentage of occasions on which the duration of a planned interruption exceeded the time specified in the notification.	%	35.42%

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 31 December 2002
	Complaints Management	The assessment of how DNSPs responded to customer requests.		
5.8	Total complaints	The total number of complaints, the reason for the complaint and the service to which the complaint relates (the specific classifications used are at the discretion of the DNSPs).	#	1519
		Appointment Complaints (to be reported quarter ending March 03)	#	
		Disputes - National Electricity Code	#	1
		Environmental Issues	#	9
		Field Activity	#	208
		Line Clearances	#	1
		Metering/Technical	#	15
		Meter Reading	#	112
		Streetlights	#	8
		Quality of Supply & Electrical Interference	#	761
		Reliability	#	249
		Trees	#	116
		Supply - New Extensions	#	25
		Suspected Compliance Failure	#	0
		Infrastructure	#	14
5.81	Average time taken to resolve	The average time taken to investigate and resolve complaints both in aggregate and using the classifications used in item 5.8.	Days	7
		Appointment Complaints (to be reported quarter ending March 03)	Days	
		Disputes - National Electricity Code	Days	On Going ^g
		Environmental Issues	Days	8
		Field Activity	Days	8
		Line Clearances	Days	1
		Metering/Technical	Days	11
		Meter Reading	Days	4
		Streetlights	Days	8
		Quality of Supply & Electrical Interference	Days	27
		Reliability	Days	10
		Trees	Days	9
		Supply - New Extensions	Days	3
		Suspected Compliance Failure	Days	0
		Infrastructure	Days	6
5.82(a)	Complaints not resolved within 20 days #	The number of complaints not investigated and responded to within 20 days.	#	119
5.82(b)	Complaints not resolved within 20 days %	The percentage of complaints not investigated and responded to within 20 days.	%	8%
5.83	Repeat complaints	The total number of complaints with respect to previous complaints.	#	18
5.84	Average time taken to resolve repeat complaint	The average time taken to investigate and resolve repeat complaints.	Days	10

Notes to December 2002 Service Quality Report

3 - Reliability Measures

^aThe December quarter has seen an increase in all reliability measures. This has been due to a number of natural phenomenon including fierce bushfires and severe dust storms followed by light rain which caused significant damage resulting in outages to widespread areas of the Ergon Energy system.

^bThe very large increase in the transmission measures was the result of a major Powerlink outage that blacked-out the whole of North and Far North Queensland.

4 - Quality of Supply

^cFor the September quarter, quality of supply complaints were been extracted from a different information system. This resulted in a marked increase in recorded complaints for that period. As the data for the December quarter was also collected from the new system there is good correlation between the data for the two periods.

^dFor the categories marked "*not yet captured by this category*", it was expected that we would begin reporting from the new system for June quarter 2003. Ergon Energy is currently running the Network Performance Reporting Project, the aim of which is to meet current and future requirements for technical service quality and reliability of supply reporting for Ergon Energy. This project has extended the time to deliver the business requirements specification to ensure a full consultation within the business and capture of these requirements. Consequently, the delivery date has been slightly extended by one quarter, and these new categories will be reported for Sept quarter 2003.

5.35, 5.36 & 5.37 - Reconnections:

^e This information is not yet available however we are continuing in our endeavours to provide this information in future reporting periods, and it is now expected that this information will be available for the report for the quarter ending March 2003.

5.4 - Average time taken to fix a technical supply fault:

^f This measure relates to the resolution of the power quality problem with the customer. The time here does not include the time to fix the problem, which can range from a one-day job to many months for a major system augmentation. Ergon Energy's complaints system does not currently track augmentation times. Ergon Energy has a project to modify its systems to record the time taken to fully resolve the problem. Completion date for this project is June 2003.

5.8 - Complaints Management

^g There is one National Electricity Code dispute currently being investigated and as it has yet to be completed the days to resolve is shown as "ongoing".

5.2, 5.21

^hthe tracking of appointments functionality would be only possible as part of a business system solution. We envisage that Enterprise Resource Planning (ERP) would provide the platform for this measure. ERP is still within the business case stage and if approved implementation may be finalised by 2005.

In the meantime, we have modified our complaints system to capture complaints when we are late for appointments and amended the quarterly service quality report to include this specific class of complaint. We expect to be able to report this for the next quarterly report.

Please direct queries or feedback on this report to:

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