



# QUARTERLY SERVICE QUALITY REPORT

October – December 2004

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        | 01-10-2004   |
| 1.3             | <i>Last day of reporting period</i>          | date        | 31-12-2004   |

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

| <u>ITEM NO.</u>   | <u>MEASURE</u>                      | <u>UNIT</u> | <u>VALUE</u> |
|-------------------|-------------------------------------|-------------|--------------|
| 2.10 <sup>1</sup> | <i>Total distribution Customers</i> | number      | 578,463      |
|                   | Urban                               | Number      | 236,846      |
|                   | Short Rural                         | Number      | 267,312      |
|                   | Long Rural                          | Number      | 66,470       |

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

| <u>ITEM NO.</u> | <u>MEASURE</u>  | <u>UNIT</u> | <u>VALUE</u> |
|-----------------|---|-------------|--------------|
| 3.10            | <i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>  | Minutes     | 592.01       |
|                 | Generation  | Minutes     | 11.47        |
|                 | Transmission  | Minutes     | 8.28         |
|                 | Exclusions  | Minutes     | 0.00         |
|                 | Distribution system – total   | Minutes     | 572.26       |
|                 | Urban   | Minutes     | 248.19       |
|                 | Short Rural   | Minutes     | 643.55       |
|                 | Long Rural  | Minutes     | 1454.97      |
|                 | Distribution system – planned   | Minutes     | 110.02       |
|                 | Distribution system – unplanned   | Minutes     | 462.24       |
| 3.20            | <i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i> | Number      | 5.43         |
|                 | Generation  | Number      | 0.18         |
|                 | Transmission  | Number      | 0.22         |
|                 | Exclusions  | Number      | 0.00         |
|                 | Distribution system – total   | Number      | 5.03         |
|                 | Urban   | Number      | 2.79         |
|                 | Short Rural   | Number      | 5.74         |
|                 | Long Rural  | Number      | 10.28        |

<sup>1</sup> At present urban, rural short and long customer statistics do not reconcile to total distribution customers. The balance is made up of undefined and transmission customers, who have no connectivity mapped. A deliverable from the Network Operational Data Project is to validate connectivity mapping which is ongoing.

| <b>ITEM NO.</b>                  | <b>MEASURE</b>   | <b>UNIT</b> | <b>VALUE</b> |
|----------------------------------|--|-------------|--------------|
| Reliability Measures (continued) |  |             |              |
| 3.20                             | <i>SAIFI – whole of network (continued)</i>                                    |             |              |
|                                  | Distribution system – planned  | Number      | 0.53         |
|                                  | Distribution system – unplanned  | Number      | 4.50         |
| 3.30                             | <i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i> | Minutes     | 109.03       |
|                                  | Generation   | Minutes     | 63.72        |
|                                  | Transmission   | Minutes     | 37.64        |
|                                  | Exclusions   | Minutes     | 0.00         |
|                                  | Distribution system – total  | Minutes     | 113.77       |
|                                  | Urban  | Minutes     | 88.96        |
|                                  | Short Rural  | Minutes     | 112.12       |
|                                  | Long Rural   | Minutes     | 141.53       |
|                                  | Distribution system – planned  | Minutes     | 207.58       |
|                                  | Distribution system – unplanned  | Minutes     | 102.72       |
| 3.9                              | <i>Reliability of supply complaints</i>  | Number      | 339          |

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

| <b>ITEM NO.</b>  | <b>MEASURE</b>                            | <b>UNIT</b> | <b>VALUE</b> |
|--|---|-------------|--------------|
| Quality of supply complaints – categorised by symptoms |   |             |              |
| 4.10   | <i>Total quality of supply complaints</i> | Number      | 750          |
| 4.11   | <i>Low supply voltage</i>                 | Number      | 258          |
| 4.12   | <i>Voltage dips – minor or nuisance</i>   | Number      | 74           |
| 4.13   | <i>Voltage dips – severe</i>              | Number      | 65           |
| 4.14   | <i>Voltage swell</i>                      | Number      | 76           |
| 4.15   | <i>Voltage spike</i>                      | Number      | 19           |
| 4.16   | <i>Waveform distortion or unbalance</i>   | Number      | 38           |
| 4.17   | <i>TV or radio interference</i>           | Number      | 48           |
| 4.18   | <i>Noise from appliance or lights</i>     | Number      | 7            |
| 4.19   | <i>Other</i>                              | Number      | 165          |

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

| ITEM NO.                               | MEASURE   | UNIT    | VALUE         |
|--|---|---------|---------------|
| <b>Network Call Centre Performance</b> |   |         |               |
| 5.10 <sup>2</sup>                      | <i>Calls to the Call Centre</i>                           |         | 398,336       |
| 5.11                                   | <i>Calls to the call centre answered by an operator</i>   | Percent | 62.4%         |
| 5.12                                   | <i>Call to the call centre answered &gt;30 seconds</i>    | Percent | 18.2%         |
| 5.13                                   | <i>Average waiting time to speak to an operator</i>       | Seconds | 21            |
| 5.14                                   | <i>Abandoned calls</i>                                    | Percent | 2.42%         |
| 5.15 <sup>3</sup>                      | <i>Number of instances of capacity overload</i>           | Number  | 0             |
| <b>Appointment Punctuality</b>         |   |         |               |
| 5.20 <sup>4</sup>                      | <i>Customer-arranged appointments</i>                     | Number  | Not Available |
| 5.21 <sup>5</sup>                      | <i>Appointments not met &lt;15 minutes of agreed time</i> | Number  | 1             |
| <b>Timely provision of connections</b> |   |         |               |
| 5.30                                   | <i>New connections made</i>                               | Number  | 3,549         |
| 5.31                                   | <i>New connections not made to agreed date</i>            | Number  | 223           |
| 5.32                                   | <i>New connections with a one to four day delay</i>       | Number  | 146           |
| 5.33 <sup>6</sup>                      | <i>Average time taken to new connections</i>              | Days    | 2.5           |
| 5.34                                   | <i>Re-connections made</i>                                | Number  | 8,143         |
| 5.35                                   | <i>Re-connections not made on agreed date</i>             | Number  | 280           |
| 5.36                                   | <i>Re-connection with a one to four day delay</i>         | Number  | 248           |
| 5.37                                   | <i>Average time taken for re-connections</i>              | Days    | 1.10          |
| <b>Technical supply faults</b>         |   |         |               |
| 5.40 <sup>7</sup>                      | <i>Average time taken to fix a technical supply fault</i> | Days    | 74.0          |
| <b>Street light maintenance</b>        |   |         |               |
| 5.50                                   | <i>Street lights</i>                                      | Number  | 116,752       |
| 5.51                                   | <i>Street lights out during period</i>                    | Number  | 2,035         |
| 5.52                                   | <i>Street lights not repaired by the agreed date</i>      | Number  | 171           |

<sup>2</sup> This number includes both retail and distribution calls.

<sup>3</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. There were zero occurrences of this in the December 2004 quarter.

<sup>4</sup> The tracking of appointment functionality would be only possible as part of a business systems solution. We envisage that Enterprise Resource Planning (ERP) would provide the platform for this measure. ERP is now within the implementation stage within some functionality to be delivered in 2005.

<sup>5</sup> This measure relates to the total number of complaints received when we are late for appointments not the number of appointments not met within 15minutes, the tracking of this number would only be possible as part of an ERP solution (footnote 4). We have amended the complaints system to include this specific sub-class of complaint.

<sup>6</sup> The average time taken for a new connection and a re-connection (measure 5.37) is defined as the average time taken to fulfil the service request from the agreed date with the customer, not the date from when the customer first contacted Ergon Energy and the service request was raised.

<sup>7</sup> This measure relates to the resolution of power quality problem with the customer. The time includes the time to fix the problem, which can range from a one-day job to many months for a major system augmentation. Ergon Energy is pleased to report the full correction time for all calls raised for the first time, it was originally anticipated that the complete measure would not have been reported until the June quarter 2005. As the bases for recording this measure has changed it is not comparable with previous quarters reported.

| <b>ITEM NO.</b>   | <b>MEASURE</b>   | <b>UNIT</b> | <b>VALUE</b> |
|---|--|-------------|--------------|
| Street light maintenance (continued)                              |  |             |              |
| 5.53  | <i>Average time taken to repair faulty street lights</i>   | Days        | 3.13         |
| <b>Guaranteed service levels</b>                                  |  |             |              |
| 5.60  | <i>Number of GSL payment made</i>  | Number      | 27           |
| 5.61  | <i>Amount paid in GSL payments</i>   | Dollars     | \$830        |
| <b>Interruptions</b>  |  |             |              |
|   | <i>Total planned interruptions</i>   | Number      | 1,311        |
| 5.70  | <i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>                  | Number      | 88           |
|   |  | Percent     | 6.71%        |
| 5.71  | <i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i> | Number      | 410          |
|   |  | Percent     | 31.27%       |
| <b>Complaints Management</b>                                      |  |             |              |
| <i>The assessment of how DNSPs responded to customer requests</i> |  |             |              |
| 5.80  | <i>Total Complaints</i>  | Number      | 949          |
|   | Disputes – National Electricity Code   | Number      | 0            |
| <sup>8</sup>  | Customer Service   | Number      | 101          |
|   | Environmental issues   | Number      | 3            |
|   | Field Activity   | Number      | 165          |
|   | Line clearances  | Number      | 5            |
|   | Metering/Technical   | Number      | 11           |
|   | Meter reading  | Number      | 86           |
|   | Streetlights   | Number      | 9            |
|   | Reliability  | Number      | 339          |
|   | Trees  | Number      | 93           |
|   | Supply – new extensions  | Number      | 68           |
|   | Suspected compliance failure   | Number      | 0            |
|   | Infrastructure   | Number      | 8            |
|   | Other  | Number      | 61           |
| 5.81  | <i>Average time taken to resolve – total complaints</i>  | Days        | 6.8          |
|   | Disputes – National Electricity Code   | Days        | 0.0          |
|   | Customer Service   | Days        | 6.3          |
|   | Environmental issues   | Days        | 41.7         |
|   | Field Activity   | Days        | 8.6          |
|   | Line clearances  | Days        | 8.2          |
|   | Metering/Technical   | Days        | 6.9          |
|   | Meter reading  | Days        | 2.1          |

<sup>8</sup> The complaints reporting category was modified for the quarter ending June 2003 to include additional categories of “Customer Service” and “Other”, which were previously not included. These generic categories include some Retail related complaints but due to system practices they are unable to be easily extracted for the quarter. Ergon Energy is implementing new quality measures to address the performance of the complaint management processes; the second phase complaints system modification was implemented in September 2004. As a result of this change we are now reporting pure negative complaints only, previous months included negative, positive and inquiry feedback types.

| <u>ITEM NO.</u>              | <u>MEASURE</u>   | <u>UNIT</u> | <u>VALUE</u> |
|------------------------------|--|-------------|--------------|
| Customer Service (continued) |  |             |              |
|                              | Streetlights   | Days        | 4.5          |
|                              | Reliability  | Days        | 5.0          |
|                              | Trees  | Days        | 6.3          |
|                              | Supply – new extensions                                | Days        | 14.8         |
|                              | Suspected compliance failure                           | Days        | 0.0          |
|                              | Infrastructure   | Days        | 12.7         |
|                              | Other  | Days        | 9.0          |
| 5.82                         | <i>Complaints not resolved within 20 days</i>          | Number      | 30           |
|                              |  | Percent     | 1.77%        |
| 5.83                         | <i>Repeat complaints</i>                               | Number      | 17           |
| 5.84                         | <i>Average time taken to resolve repeat complaints</i> | Days        | 9.2          |

## 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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**<sup>A</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>B</sup> Reliability Measures**

| <b>Index</b>   | <b>Measure/description</b>   |
|--|--|
| 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 time 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 12month 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>C</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  |
| <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 |

**<sup>D</sup> Customer Service**

Please refer to the Authority's guidelines.