



QUARTERLY SERVICE QUALITY REPORT

April – June 2005

Ergon Energy Corporation Limited



TABLE OF CONTENTS

1.	Administrative Data	3
2.	Aggregated Data	3
3.	Reliability Measures.....	3
4.	Quality of Supply Data	4
5.	Customer Service.....	5
6.	Definitions to Service Quality Report.....	7

1. 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	01-04-2005
1.3	<i>Last day of reporting period</i>	date	30-06-2005

2. Aggregated Data^A

ITEM NO.	MEASURE	UNIT	VALUE
2.10 ¹	<i>Total distribution Customers</i>	number	584,002
	Urban	Number	239,868
	Short Rural	Number	271,499
	Long Rural	Number	66,286

3. Reliability Measures^B

ITEM NO.	MEASURE	UNIT	VALUE
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	472.47
	Generation	Minutes	11.36
	Transmission	Minutes	5.82
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	455.29
	Urban	Minutes	195.61
	Short Rural	Minutes	532.77
	Long Rural	Minutes	1,073.99
	Distribution system – planned	Minutes	108.91
	Distribution system – unplanned	Minutes	346.38
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	4.15
	Generation	Number	0.18
	Transmission	Number	0.15
	Exclusions	Number	0.00
	Distribution system – total	Number	3.82
	Urban	Number	1.96
	Short Rural	Number	4.46
	Long Rural	Number	7.68

¹ 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.

ITEM NO.	MEASURE	UNIT	VALUE
Reliability Measures (continued)			
3.20	<i>SAIFI – whole of network (continued)</i>		
	Distribution system – planned	Number	0.54
	Distribution system – unplanned	Number	3.28
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	113.85
	Generation	Minutes	63.11
	Transmission	Minutes	38.80
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	119.19
	Urban	Minutes	99.80
	Short Rural	Minutes	119.46
	Long Rural	Minutes	139.84
	Distribution system – planned	Minutes	201.69
	Distribution system – unplanned	Minutes	105.60
3.9	<i>Reliability of supply complaints</i>	Number	167

4. Quality of Supply Data^c

ITEM NO.	MEASURE	UNIT	VALUE
Quality of supply complaints – categorised by symptoms			
4.10	<i>Total quality of supply complaints</i>	Number	607
4.11	<i>Low supply voltage</i>	Number	173
4.12	<i>Voltage dips – minor or nuisance</i>	Number	99
4.13	<i>Voltage dips – severe</i>	Number	28
4.14	<i>Voltage swell</i>	Number	111
4.15	<i>Voltage spike</i>	Number	15
4.16	<i>Waveform distortion or unbalance</i>	Number	27
4.17	<i>TV or radio interference</i>	Number	32
4.18	<i>Noise from appliance or lights</i>	Number	2
4.19	<i>Other</i>	Number	120

5. Customer Service^D

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ²	<i>Calls to the Call Centre</i>	Number	301,101
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	76.8%
5.12	<i>Call to the call centre answered >30 seconds</i>	Percent	18.5%
5.13	<i>Average waiting time to speak to an operator</i>	Seconds	18
5.14	<i>Abandoned calls</i>	Percent	1.8%
5.15 ³	<i>Number of instances of capacity overload</i>	Number	0
Appointment Punctuality			
5.20 ⁴	<i>Customer-arranged appointments</i>	Number	N/A
5.21 ⁵	<i>Appointments not met <15 minutes of agreed time</i>	Number	8
Timely provision of connections			
5.30	<i>New connections made</i>	Number	3,470
5.31	<i>New connections not made to agreed date</i>	Number	200
5.32	<i>New connections with a one to four day delay</i>	Number	115
5.33 ⁶	<i>Average time taken to new connections</i>	Days	2.7
5.34	<i>Re-connections made</i>	Number	8,795
5.35	<i>Re-connections not made on agreed date</i>	Number	346
5.36	<i>Re-connection with a one to four day delay</i>	Number	222
5.37	<i>Average time taken for re-connections</i>	Days	1.10
Technical supply faults			
5.40 ⁷	<i>Average time taken to fix a technical supply fault</i>	Days	76
Street light maintenance			
5.50	<i>Street lights</i>	Number	118,094
5.51	<i>Street lights out during period</i>	Number	2,624
5.52	<i>Street lights not repaired by the agreed date</i>	Number	258
5.53	<i>Average time taken to repair faulty street lights</i>	Days	2.80

² This number includes both retail and distribution calls.

³ 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 June 2005 quarter.

⁴ We envisage that Guarantee Service Level (GSL) Project will deliver the platform to report this measure. System modifications will capture appointment details on electrical installations, readings, testing, maintaining or inspecting a meter on Service Orders from 1 July 2005. We anticipate this will be reported in the September 2005 quarterly report.

⁵ 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 will be possible as part of the GSL Project (footnote 4). We have amended the complaints system to include this specific sub-class of complaint.

⁶ 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.

⁷ 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.

Guaranteed service levels			
5.60	<i>Number of GSL payment made</i>	Number	57
5.61	<i>Amount paid in GSL payments</i>	Dollars	\$3,490
Interruptions			
	<i>Total planned interruptions</i>	Number	1,422
5.70	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	90
		Percent	6.3%
5.71	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	439
		Percent	30.9%
Complaints Management <i>The assessment of how DNSPs responded to customer requests</i>			
5.80	<i>Total Complaints</i>	Number	894
	Disputes – National Electricity Code	Number	0
⁸	Customer Service	Number	148
	Environmental issues	Number	14
	Field Activity	Number	192
	Line clearances	Number	2
	Metering/Technical	Number	15
	Meter reading	Number	107
	Streetlights	Number	13
	Reliability	Number	167
	Trees	Number	107
	Supply – new extensions	Number	44
	Suspected compliance failure	Number	0
	Infrastructure	Number	11
	Other	Number	74
5.81	<i>Average time taken to resolve – total complaints</i>	Days	8.5
	Disputes – National Electricity Code	Days	0.0
	Customer Service	Days	7.0
	Environmental issues	Days	17.0
	Field Activity	Days	8.0
	Line clearances	Days	6.0
	Metering/Technical	Days	5.0
	Meter reading	Days	4.0
	Streetlights	Days	11.0
	Reliability	Days	8.0

⁸ 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.

Customer Service (continued)			
	Trees	Days	9.0
	Supply – new extensions	Days	14.0
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	44.0
	Other	Days	10.2
5.82 ⁹	<i>Complaints not resolved within 20 days</i>	Number	92
		Percent	10.3%
5.83	<i>Repeat complaints</i>	Number	10
5.84	<i>Average time taken to resolve repeat complaints</i>	Days	26.9

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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⁹ This number does not include quality of supply complaints.

^A 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).

^B 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 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:

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

^C 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

^D Customer Service

Please refer to the Authority's guidelines.