



QUARTERLY SERVICE QUALITY REPORT

January – March 2003

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	01-01-2003
1.3	<i>Last day of reporting period</i>	date	31-03-2003

2. Aggregated Data¹

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.1 ^a	<i>Total distribution Customers</i>	number	561,250
	Urban	number	229,533
	Short Rural	number	253,919
	Long Rural	number	64,587

3. Reliability Measures²

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
3.1	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	529.7
	Generation	Minutes	0.0
	Transmission	Minutes	45.6
	Exclusions	Minutes	0.0
	Distribution system – total	Minutes	484.0
	Urban	Minutes	234.7
	Short Rural	Minutes	575.8
	Long Rural	Minutes	988.2
	Distribution system – planned	Minutes	86.2
	Distribution system – unplanned	Minutes	397.9
3.2	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	5.1
	Generation	Number	0.0
	Transmission	Number	0.6
	Exclusions	Number	0.0
	Distribution system – total	Number	4.4
	Urban	Number	2.6
	Short Rural	Number	5.1
	Long Rural	Number	8.1

^a 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. The Network Performance Reporting Project will validate connectivity mapping.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Reliability Measures (continued)			
3.2	<i>SAIFI – whole of network (continued)</i>		
	Distribution system – planned	Number	0.4
	Distribution system – unplanned	Number	4.0
3.3	<i>Customer Average Interruption Frequency Index (CAIDI) – Whole of Network</i>	Minutes	104
	Generation	Minutes	0
	Transmission	Minutes	72
	Exclusions	Minutes	0
	Distribution system – total	Minutes	109
	Urban	Minutes	90
	Short Rural	Minutes	112
	Long Rural	Minutes	122
	Distribution system – planned	Minutes	211
	Distribution system – unplanned	Minutes	99
3.9	<i>Reliability of supply complaints</i>	Number	355

4. Quality of Supply Data

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Quality of supply complaints – categorised by symptoms ³			
4.1	<i>Total quality of supply complaints</i>	Number	759
4.11	<i>Low supply voltage</i>	Number	270
4.12	<i>Voltage dips – minor or nuisance</i>	Number	387
4.13 ^b	<i>Voltage dips – severe</i>	Number	Not Available
4.14	<i>Voltage swell</i>	Number	55
4.15	<i>Voltage spike</i>	Number	Not Available
4.16	<i>Waveform distortion or unbalance</i>	Number	Not Available
4.17	<i>TV or radio interference</i>	Number	47
4.18	<i>Noise from appliance or lights</i>	Number	Not Available
4.19	<i>Other</i>	Number	0

^b For the categories marked “Not Available”, it was expected that we would begin reporting for 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 and these new categories are expected to be reported in December Quarter 2003/04.

5. Customer Service⁴

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.1	<i>Calls to the call centre^c</i>	Number	
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	71.8%
5.12	<i>Call to the call centre answered >30 seconds</i>	Percent	33.7%
5.13	<i>Average waiting time to speak to an operator</i>	Seconds	48.4
5.14	<i>Abandoned called</i>	Percent	4.8%
5.15	<i>Number of instances of capacity overload</i>	Number	0
Appointment Punctuality^d			
5.2	<i>Customer-arranged appointments</i>	Number	
5.21	<i>Appointments not met <15 minutes of agreed time</i>	Number	0
Timely provision of connections			
5.3	<i>New connections made</i>	Number	2641
5.31	<i>New connections not made to agreed date</i>	Number	185
5.32	<i>New connections with a one to four day delay</i>	Number	125
5.33	<i>Average time taken to new connections</i>	Days	4.2
5.34	<i>Re-connections made</i>	Number	10951
5.35	<i>Re-connections not made on agreed date</i>	Number	390
5.36	<i>Re-connection with a one to four day delay</i>	Number	318
5.37	<i>Average time taken for re-connections</i>	Days	1.1
Technical supply faults			
5.4 ^e	<i>Average time taken to fix a technical supply fault</i>	Days	41
Street light maintenance			
5.5	<i>Street lights</i>	Number	102,487
5.51	<i>Street lights out during period</i>	Number	2995
5.52	<i>Street lights not repaired by the agreed date</i>	Number	207
5.53	<i>Average time taken to repair faulty street lights</i>	Days	3
Guaranteed service levels			
5.6	<i>Number of GSL payment made</i>	Number	65
5.61	<i>Amount paid in GSL payments</i>	Dollars	\$1,685
Interruptions			
	<i>Total planned interruptions</i>	Number	976

^c This number includes both retail and distribution calls and is provided separately to QCA because of its commercially sensitive nature.

^d The tracking of appointment functionality would be only possible as part of a business systems solution. We envisage that Enterprise Resource Planning (ERP) would possibly 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.

^e This measure relates to the resolution of 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 system to record the time taken to fully resolve the problem. Completion date for this project is June 2003.



<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Customer Service (continued)			
5.7	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	65
		Percent	6.7%
5.71	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	320
		Percent	32.8%
Complaints Management			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.8	<i>Total Complaints</i>	Number	1626
	Appointment complaints	Number	0
^f	Disputes – National Electricity Code	Number	0
	Environmental issues	Number	10
	Field Activity	Number	193
	Line clearances	Number	2
	Metering/Technical	Number	16
	Meter reading	Number	142
	Streetlights	Number	9
	Quality of supply & electrical interference	Number	759
	Reliability	Number	355
	Trees	Number	105
	Supply – new extensions	Number	18
	Suspected compliance failure	Number	0
	Infrastructure	Number	17
5.81	<i>Average time taken to resolve - total complaints</i>	Days	5
	Appointment complaints	Days	0
	Disputes – National Electricity Code	Days	0
	Environmental issues	Days	6
	Field Activity	Days	6
	Line clearances	Days	1
	Metering/Technical	Days	12
	Meter reading	Days	4
	Streetlights	Days	2
	Quality of supply & electrical interference	Days	41
	Reliability	Days	13
	Trees	Days	5
	Supply – new extensions	Days	7
	Suspected compliance failure	Days	0
	Infrastructure	Days	10

^f National Electricity Code dispute been investigated for the quarter ending December 2002 was incorrectly reported. This dispute was retail related concerning a DSNP issue in New South Wales.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Customer Service (continued)			
5.82	<i>Complaints not resolved within 20 days</i>	Number	95
		Percent	5.8%
5.83 ⁹	<i>Repeat complaints</i>	Number	61
5.84	<i>Average time taken to resolve repeat complaints</i>	Days	9

⁹ The repeat complaint-reporting category has been modified for the quarter ending March 2003 to include the categories of 'Quality of Supply' and 'Electrical Interference' repeat complaints. The inclusion of these two categories has seen an increase in the total number of repeat complaints from previous quarters reported.



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>

Aggregated Data

¹ 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 customer, and excluding 'won' retail customers in other DNSPs areas).

Reliability Measures

²

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;

$$\text{SAIDI: } \frac{\sum \text{interruptions [interruptions duration (minutes) x number of customers affected]}}{\text{Total number of customers}}$$

$$\text{SAIFI: } \frac{\text{total number of interruptions}}{\text{total number of customers}}$$

$$\text{CAIDI: } \frac{\sum \text{interruptions [interruption duration (minutes) x number of customers affected]}}{\text{total number of interruptions}}$$

Quality of Supply

³ Number of complaints attributed to the various symptom types such as;

Low supply voltage

Voltage dips – minor or nuisance

Dim lights and overheating motors

Flicking lights and resetting digital clocks



Quality of Supply Symptoms (Continued)

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

Customer Service

⁴ Please refer to the Authority's guidelines.

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