



QUARTERLY SERVICE QUALITY REPORT

July – September 2003

Ergon Energy Corporation Limited



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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	01-07-2003
1.3	<i>Last day of reporting period</i>	date	30-09-2003

2. Aggregated Data^A

ITEM NO.	MEASURE	UNIT	VALUE
2.10 ¹	<i>Total distribution Customers</i>	number	564,970
	Urban	Number	237,532
	Short Rural	Number	258,849
	Long Rural	Number	65,754

3. Reliability Measures^B

ITEM NO.	MEASURE	UNIT	VALUE
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	546.62
	Generation	Minutes	0.00
	Transmission	Minutes	49.79
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	496.82
	Urban	Minutes	230.90
	Short Rural	Minutes	606.01
	Long Rural	Minutes	1008.00
	Distribution system – planned	Minutes	105.92
	Distribution system – unplanned	Minutes	390.91
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	5.12
	Generation	Number	0.00
	Transmission	Number	0.67
	Exclusions	Number	0.00
	Distribution system – total	Number	4.46
	Urban	Number	2.62
	Short Rural	Number	5.14
	Long Rural	Number	8.24

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.

ITEM NO.	MEASURE	UNIT	VALUE
Reliability Measures (continued)			
3.20	<i>SAIFI – whole of network (continued)</i>		
	Distribution system – planned	Number	0.49
	Distribution system – unplanned	Number	3.97
3.30	<i>Customer Average Interruption Frequency Index (CAIDI) – Whole of Network</i>	Minutes	106.70
	Generation	Minutes	0.00
	Transmission	Minutes	74.76
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	111.48
	Urban	Minutes	88.11
	Short Rural	Minutes	117.86
	Long Rural	Minutes	122.36
	Distribution system – planned	Minutes	217.30
	Distribution system – unplanned	Minutes	98.48
3.9	<i>Reliability of supply complaints</i>	Number	214

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	557
4.11	<i>Low supply voltage</i>	Number	183
4.12	<i>Voltage dips – minor or nuisance</i>	Number	267
4.13 ²	<i>Voltage dips – severe</i>	Number	Not Available
4.14	<i>Voltage swell</i>	Number	67
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	40
4.18	<i>Noise from appliance or lights</i>	Number	Not Available
4.19	<i>Other</i>	Number	0

² For the categories marked “Not Available”, it was expected that we would begin reporting them for June quarter 2003. 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.

5. Customer Service^D

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ³	<i>Calls to the Call Centre</i>		337,353
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	82.7%
5.12	<i>Call to the call centre answered >30 seconds</i>	Percent	27.22%
5.13	<i>Average waiting time to speak to an operator</i>	Seconds	29
5.14	<i>Abandoned called</i>	Percent	3.75%
5.15	<i>Number of instances of capacity overload</i>	Number	0
Appointment Punctuality			
5.20 ⁴	<i>Customer-arranged appointments</i>	Number	Not Available
5.21 ⁵	<i>Appointments not met <15 minutes of agreed time</i>	Number	24
Timely provision of connections			
5.30	<i>New connections made</i>	Number	3,162
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	90
5.33	<i>Average time taken to new connections</i>	Days	6.3
5.34	<i>Re-connections made</i>	Number	10,230
5.35	<i>Re-connections not made on agreed date</i>	Number	467
5.36	<i>Re-connection with a one to four day delay</i>	Number	396
5.37	<i>Average time taken for re-connections</i>	Days	0.67
Technical supply faults			
5.40 ⁶	<i>Average time taken to fix a technical supply fault</i>	Days	33
Street light maintenance			
5.50	<i>Street lights</i>	Number	103,583
5.51	<i>Street lights out during period</i>	Number	2,497
5.52	<i>Street lights not repaired by the agreed date</i>	Number	205
5.53	<i>Average time taken to repair faulty street lights</i>	Days	2.59
Guaranteed service levels			
5.60	<i>Number of GSL payment made</i>	Number	46

³ This number includes both retail and distribution calls.

⁴ 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 still within the business case stage and if approved implementation may be finalised by 2005.

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 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.

⁶ 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's Network Performance Reporting Project includes system modification to record the time taken to fully resolve the problem. Due to the extension of this project (see note 2) total correction time will not be reported until the June quarter 2004.

ITEM NO.	MEASURE	UNIT	VALUE
Customer Service (continued)			
5.61	Amount paid in GSL payments	Dollars	\$1,275
Interruptions			
	Total planned interruptions	Number	1,198
5.70	Number of occasions on which the required notice or a planned interruption to supply was not given	Number	66
		Percent	5.51%
5.71	Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification	Number	406
		Percent	33.89%
Complaints Management			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.80	Total Complaints	Number	1363
	Disputes – National Electricity Code	Number	0
⁷	Customer Service	Number	180
	Environmental issues	Number	11
	Field Activity	Number	167
	Line clearances	Number	1
	Metering/Technical	Number	10
	Meter reading	Number	113
	Streetlights	Number	5
	Quality of supply & electrical interference	Number	476
	Reliability	Number	214
	Trees	Number	101
	Supply – new extensions	Number	22
	Suspected compliance failure	Number	0
	Infrastructure	Number	17
	Other	Number	46
5.81	Average time taken to resolve – total complaints	Days	19
	Disputes – National Electricity Code	Days	0
	Customer Service	Days	5
	Environmental issues	Days	19
	Field Activity	Days	18
	Line clearances	Days	34
	Metering/Technical	Days	17
	Meter reading	Days	8
	Streetlights	Days	25
	Quality of supply & electrical interference	Days	33

⁷ The complaints reporting category has been modified for the quarter ending June 2003 to include additional categories of "Customer Service" and "Other" 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 first phase will be implemented for the March quarter 2004 reporting period.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Customer Service (continued)			
	Reliability	Days	13
	Trees	Days	10
	Supply – new extensions	Days	17
	Suspected compliance failure	Days	0
	Infrastructure	Days	22
	Other	Days	18
5.82	<i>Complaints not resolved within 20 days</i>	Number	86
		Percent	6.31%
5.83 ⁸	<i>Repeat complaints</i>	Number	34
5.84	<i>Average time taken to resolve repeat complaints</i>	Days	17.90

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>

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

^B Reliability Measures

<u>Index</u>	<u>Measure/description</u>
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.

⁸ The repeat complaint-reporting category was modified from the quarter ending March 2003 to include the categories of 'Quality of Supply' and 'Electrical Interference' repeat complaints.

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.