



QUARTERLY SERVICE QUALITY REPORT

April – June 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	01-04-2004
1.3	<i>Last day of reporting period</i>	date	30-06-2004

2. Aggregated Data^A

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
2.10 ¹	<i>Total distribution Customers</i>	number	571,014
	Urban	Number	240,048
	Short Rural	Number	262,293
	Long Rural	Number	66,017

3. Reliability Measures^B

<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	578.36
	Generation	Minutes	0.00
	Transmission	Minutes	17.11
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	561.24
	Urban	Minutes	239.85
	Short Rural	Minutes	636.54
	Long Rural	Minutes	1419.42
	Distribution system – planned	Minutes	109.58
	Distribution system – unplanned	Minutes	451.66
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	5.35
	Generation	Number	0.00
	Transmission	Number	0.25
	Exclusions	Number	0.00
	Distribution system – total	Number	5.10
	Urban	Number	2.85
	Short Rural	Number	5.80
	Long Rural	Number	10.37

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	0.51
	Distribution system – unplanned	Number	4.59
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	108.19
	Generation	Minutes	0.00
	Transmission	Minutes	68.44
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	110.08
	Urban	Minutes	84.24
	Short Rural	Minutes	109.67
	Long Rural	Minutes	136.92
	Distribution system – planned	Minutes	214.49
	Distribution system – unplanned	Minutes	98.45
3.9	<i>Reliability of supply complaints</i>	Number	200

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	653
4.11	<i>Low supply voltage</i>	Number	194
4.12	<i>Voltage dips – minor or nuisance</i>	Number	89
4.13	<i>Voltage dips – severe</i>	Number	52
4.14	<i>Voltage swell</i>	Number	79
4.15	<i>Voltage spike</i>	Number	19
4.16	<i>Waveform distortion or unbalance</i>	Number	27
4.17	<i>TV or radio interference</i>	Number	46
4.18	<i>Noise from appliance or lights</i>	Number	3
4.19	<i>Other</i>	Number	144

5. Customer Service^D

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ²	<i>Calls to the Call Centre</i>		323,335
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	76.5%
5.12	<i>Call to the call centre answered >30 seconds</i>	Percent	23.5%
5.13	<i>Average waiting time to speak to an operator</i>	Seconds	36
5.14	<i>Abandoned called</i>	Percent	4.64%
5.15 ³	<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	6
Timely provision of connections			
5.30	<i>New connections made</i>	Number	3,587
5.31	<i>New connections not made to agreed date</i>	Number	177
5.32	<i>New connections with a one to four day delay</i>	Number	104
5.33 ^{6*}	<i>Average time taken to new connections</i>	Days	2.7
5.34	<i>Re-connections made</i>	Number	9,297
5.35	<i>Re-connections not made on agreed date</i>	Number	472
5.36	<i>Re-connection with a one to four day delay</i>	Number	388
5.37*	<i>Average time taken for re-connections</i>	Days	1.23
Technical supply faults			
5.40 ⁷	<i>Average time taken to fix a technical supply fault</i>	Days	16
Street light maintenance			
5.50	<i>Street lights</i>	Number	115,652
5.51	<i>Street lights out during period</i>	Number	2,205
5.52	<i>Street lights not repaired by the agreed date</i>	Number	232

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. For the quarter of June there were zero days where callers received a busy signal.

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 now within the implementation stage within some functionality to be delivered in 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 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 with the service request.

⁷ 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 Network Performance Reporting Project has delivered system capability to record the time taken to fully resolve the problem. The subsequent quarter (September 2004) will include the full time to fix the problem for those calls raised and closed within the quarter. The total correction time including calls raised in a previous quarter and those calls remaining open from the current quarter will not be reported until the June quarter 2005.

ITEM NO.	MEASURE	UNIT	VALUE
Guaranteed service levels			
5.53	<i>Average time taken to repair faulty street lights</i>	Days	3.30
5.60	<i>Number of GSL payment made</i>	Number	34
5.61	<i>Amount paid in GSL payments</i>	Dollars	850
Interruptions			
	<i>Total planned interruptions</i>	Number	1,256
5.70	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	90
		Percent	7.17%
5.71	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	416
		Percent	33.12%
Complaints Management			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.80	<i>Total Complaints</i>	Number	1,479
	Disputes – National Electricity Code	Number	0
⁸	Customer Service	Number	153
	Environmental issues	Number	6
	Field Activity	Number	141
	Line clearances	Number	2
	Metering/Technical	Number	12
	Meter reading	Number	78
	Streetlights	Number	10
	Quality of supply & electrical interference	Number	653
	Reliability	Number	200
	Trees	Number	82
	Supply – new extensions	Number	46
	Suspected compliance failure	Number	0
	Infrastructure	Number	11
	Other	Number	85
5.81	<i>Average time taken to resolve – total complaints</i>	Days	14
	Disputes – National Electricity Code	Days	0
	Customer Service	Days	10
	Environmental issues	Days	21
	Field Activity	Days	12
	Line clearances	Days	13
	Metering/Technical	Days	20
	Meter reading	Days	3

⁸ The complaints reporting category was modified for the quarter ending June 2003 to include additional categories of “Customer Service” and “Other”, these 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 first phase has been implemented and the second is due for completion at the end of 2004.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Customer Service (continued)			
	Streetlights	Days	1
	Quality of supply & electrical interference	Days	16
	Reliability	Days	14
	Trees	Days	12
	Supply – new extensions	Days	11
	Suspected compliance failure	Days	0
	Infrastructure	Days	27
	Other	Days	14
5.82	<i>Complaints not resolved within 20 days</i>	Number	90
		Percent	6.09%
5.83	<i>Repeat complaints</i>	Number	19
5.84	<i>Average time taken to resolve repeat complaints</i>	Days	3

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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^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.