



## QUARTERLY SERVICE QUALITY REPORT

SEPTEMBER 2002

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## Introduction

Ergon Energy is pleased to be able to present its Quarterly Service Quality Report for the period ending 30 September 2002.

We have been able to supply most of the data requested, however work is still progressing on modifications to our information systems to be able to provide the missing data. We see that reporting these measures to QCA is part of the process of embedding these measures into our own internal structures.

Variations in the data will occur from quarter to quarter and year to year as systems are improved and more data is collected.

Where there are exceptions or clarifications, these have been noted in the document. Particular issues are summarised as follows:

### 4 - Quality of Supply

For the September quarter, quality of supply complaints have been extracted from a different information system. This has resulted in a marked increase in recorded complaints. This marked increase is due to the change in system not to an increase in complaints. For the categories marked "*not yet captured by this category*", we expect that we will begin reporting from the new system for June quarter 2003.

The items reported under the "other" listing will be reviewed over the next 12 months to see if there are any other legitimate symptom classes that need to be created.

### 5.1, 5.11 & 5.12 - Calls to the call centre

Ergon Energy changed contractors for the provision of telephone services in July. As a result of this change it would appear that the

collection of call statistics was inadvertently disconnected, as a result we are unable to supply this data for this quarter. The problem is currently being investigated and if the information can be recovered, we will supply at a later date. As a result of not having the total number of calls we are unable to calculate the percentages for items 5.11 and 5.12.

### 5.2 and 5.21- Appointment Punctuality:

The tracking of appointments functionality would only be possible as part of a business system solution. We envisage that ERP would provide the platform for this measure. ERP is still within the business case stage and if approved, implementation would be finalised in 04 or 05.

In the meantime, we propose to modify our complaints system to capture complaints when we are late for appointments and report to QCA within the quarterly measures. It is expected that these modifications will be completed for the report for the quarter ending March 2003.

### 5.35, 5.36 & 5.37 - Reconnections:

This information is not yet available however we are continuing in our endeavours to provide this information in future reporting periods, and it is now expected that this information will be available for the report for the quarter ending March 2003.



#### **5.4 - Average time taken to fix a technical supply fault:**

This measure relates to the time taken to reach an agreement with the customer on what needs to be done to fix the power quality problem. The time here does not include the time taken 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 systems to record the time taken to fully resolve the problem. Completion date for this project is June 2003.

For any further information or clarification on this report please contact Mr Paul Asnicar on (07) 3228 2138.

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
<b>2</b>	<b>Aggregate Data</b>			
2.1	Total distribution customers	The customer numbers on which minutes off 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 DNSP's area to be counted (ie: including 'lost' retail customers, and excluding 'won' retail customers in other DNSPs' areas). Total customer numbers to be further separately reported as CBD, Urban, Short Rural and Long Rural. The number of customers at the end of the reporting period to be reported.	#	556634
	Urban Distribution Customers		#	221900
	Short Rural Distribution Customers		#	256799
	Long Rural Distribution Customers		#	65555
<b>3</b>	<b>Reliability Measures</b>			
3.1	SAIDI Whole of Network	Separately reported as Distribution System, Exclusions, and Transmission and Generation. The Distribution System SAIDI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System SAIDI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	Mins	452
	SAIDI Generation		Mins	0
	SAIDI Transmission		Mins	1.81
	SAIDI Exclusions	Details attached if exclusions exist.	Mins	0
	SAIDI Distribution Total		Mins	451
	SAIDI Distribution Urban		Mins	190
	SAIDI Distribution Short Rural		Mins	534
	SAIDI Distribution Long Rural		Mins	978
	SAIDI Distribution Planned		Mins	75

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
	SAIDI Distribution Unplanned		Mins	375
3.2	SAIFI Whole of Network	Separately reported as Distribution System, Exclusions, and Transmission and Generation. The Distribution System SAIFI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System SAIFI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	#	4.42
	SAIFI Generation		#	0.00
	SAIFI Transmission		#	0.08
	SAIFI Exclusions		#	0.00
	SAIFI Distribution Total		#	4.34
	SAIFI Distribution Urban		#	2.35
	SAIFI Distribution Short Rural		#	5.12
	SAIFI Distribution Long Rural		#	7.57
	SAIFI Distribution Planned		#	0.34
	SAIFI Distribution Unplanned		#	4.00
3.3	CAIDI Whole of Network	Separately reported as Distribution System, Exclusions, Transmission and Generation. The Distribution System CAIDI to be further separately reported as CBD, Urban, Short Rural and Long Rural. The Distribution System CAIDI to be further separately reported as Planned and Unplanned. Does not include momentary interruptions.	Mins	102
	CAIDI Generation		Mins	0
	CAIDI Transmission		Mins	22.6
	CAIDI Exclusions		Mins	0
	CAIDI Distribution Total		Mins	104
	CAIDI Distribution Urban		Mins	81

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
	CAIDI Distribution Short Rural		Mins	104
	CAIDI Distribution Long Rural		Mins	129
	CAIDI Distribution Planned		Mins	222
	CAIDI Distribution Unplanned		Mins	94
3.9	Reliability Of Supply Complaints	Reported on a Total basis, not feeder by feeder. Derived from the Distributor's electronic complaints recording system.	Mins	168
<b>4</b>	<b>Quality of Supply Data</b>			
	<i>Quality of supply complaints – categorised by symptoms</i>			
4.1	Total quality of supply complaints	The total number of quality of supply complaints received ie the total of 4.11 to 4.19	#	585
4.11	Low supply voltage	Number of complaints attributed to low supply voltage based on symptoms such as dim lights and overheating motors.	#	209
4.12	Voltage dips – minor or nuisance	Number of complaints attributed to minor voltage dips based on symptoms such as flickering lights and resetting digital clocks.	#	258
4.13	Voltage dips – severe	Number of complaints attributed to severe voltage dips based on symptoms such as interrupted production, contactors dropping out, and direct financial loss.	#	not yet captured by this category
4.14	Voltage swell	Number of complaints attributed to voltage swell based on symptoms such as blown lights, motor protection operates, and minor equipment damage, with no clear initiating event (likely to cause a spike).	#	not yet captured by this category
4.15	Voltage spike	Number of complaints attributed to voltage spike based on symptoms such as obvious damage to appliances and wiring arising from a clear initiating event, such as lightning.	#	not yet captured by this category
4.16	Waveform distortion or unbalance	Number of complaints attributed to waveform distortion or unbalance based on symptoms such as equipment performing erratically.	#	not yet captured by this category
4.17	TV or radio interference	Number of complaints based on symptoms of TV or radio interference.	#	76
4.18	Noises from appliances or lights	Number of complaints based on symptoms of audible noise, other than that associated with the normal operation of the appliance, or audio-frequency interference on audio systems and telephones.	#	not yet captured by this category
4.19	Other	Number of complaints based on any other symptoms	#	42

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
<b>5</b>	<b>Customer Service</b>			
	<b>Network Call Centre Performance</b>			
5.1	Calls to the call centre	The total number of calls to the call centre including any answered by an automated response service even if terminated without being answered by an operator. Where a joint call centre exists, calls are to be identified as either distribution or retail.	#	Not available this quarter. See note above.
5.11	Percentage of Calls to the call centre answered by an operator	The number of calls answered by a human operator.	%	Not available this quarter. See note above.
5.12	Percentage of Calls to the call centre not answered within 30 seconds	The total number of calls not answered by a human operator within 30 seconds. The time to answer begins when the call is diverted to an operator and includes any time spent in a queue.	%	Not available this quarter. See note above.
5.13	Average time to speak to an operator	The average time spent waiting to speak to an operator. The time begins when the call is diverted to an operator. (Unit: Seconds)	Secs	27
5.14	Percentage of Abandoned calls	The percentage of calls diverted to a human operator that are abandoned before being answered.	%	2.7%
5.15	Number of overload events	Events that results in the call centre reaching capacity and may be due to any type of event but includes events such as major supply interruptions or emergencies.	#	1
	<b>Appointment Punctuality</b>			
5.2	Customer arranged appointments	The number of appointments requested by the customer for a meeting with the DNSP's staff, at any location.	#	Not yet available
5.21	Appointments not met within 15 minutes of agreed time	The number of appointments where the DNSP was more than 15 minutes late.	#	Not yet available
	<b>Timely Provision of Connections</b>			
5.3	New connections made	The total number of new supply connections made to customers' premises.	#	2389
5.31	New connections not made on agreed date	The number of new supply connections to customers' premises made after the date agreed with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	130

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
5.32	New connections with a one to four day delay	The number of new supply connections to customers' premises that are one to four business days after the date agreed with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	103
5.33	Average time taken for new connections	The average is to be calculated from receipt of the authorised request (ie with "Form 2" paperwork completed by an electrical contractor).	Days	11.81
5.34	Re-Connections made	The total number of re-connections made to customers' premises.	#	11900
5.35	Re-Connections not made on agreed date.	The number of re-connections to customers' premises made after the agreed date with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	To be reported in March Qtr
5.36	Re-Connections with a one to four day delay	The number of re-connections to customers' premises that are one to four business days after the agreed date with the customer. In the case of bundled contracts the agreed date is the date agreed between the retailer and the DNSP.	#	To be reported in March Qtr
5.37	Average time taken for re-connections	The average is to be calculated from receipt of the request.	Days	To be reported in March Qtr
<b>Technical Supply Faults</b>				
5.4	Average time taken to fix a technical supply fault.	The average time taken to investigate and resolve a power quality complaint. Power quality complaint events are defined in Section 4.	Days	35
<b>Street light Maintenance</b>				
5.5	Street lights	The number of street lights in the distribution area.	#	101159
5.51	Street lights out during period	The number of street lights reported by customers as not working.	#	2902
5.52	Street lights not repaired by agreed date	The total number of street lights reported as not working which were not fixed by the date agreed with the customer.	#	193
5.53	Average time taken to repair faulty street lights	To be calculated from receipt of the notification of the fault.	Days	2.32
<b>Guaranteed Service Levels</b>				
5.6	Number of GSL payments made	The total number of events that attracted a GSL payment.	#	36
5.61	Amount paid out in GSL payments	The total amount paid in GSL payments.	\$	\$905

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
	<b>Interruptions</b>			
	Total Planned interruptions		#	985
5.7(a)	Planned interruptions	The number of occasions on which the required notice of a planned interruption to supply was not given.	#	46
5.7(b)	Planned interruptions	The percentage of occasions on which the required notice of a planned interruption to supply was not given.	%	4.67%
5.71(a)	Planned interruption	The number of occasions on which the duration of a planned interruption exceeded the time specified in the notification.	#	312
5.71(b)	Planned interruption	The percentage of occasions on which the duration of a planned interruption exceeded the time specified in the notification.	%	31.68%
	<b>Complaints Management</b>	<b>The assessment of how DNSPs responded to customer requests.</b>		
5.8	Total complaints	The total number of complaints, the reason for the complaint and the service to which the complaint relates (the specific classifications used are at the discretion of the DNSPs).	#	1187
		Disputes - National Electricity Code	#	0
		Environmental Issues	#	11
		Field Activity	#	193
		Line Clearances	#	1
		Metering/Technical	#	11
		Meter Reading	#	103
		Streetlights	#	7
		Quality of Supply & Electrical Interference	#	585
		Reliability	#	168
		Trees	#	87
		Supply - New Extensions	#	16
		Suspected Compliance Failure	#	0
		Infrastructure	#	5

Item No.	Data field	Definition	Unit	DATA ENTRY FOR Quarter Ending 30 September 2002
5.81	Average time taken to resolve	The average time taken to investigate and resolve complaints both in aggregate and using the classifications used in item 5.8.	Days	11
		Disputes - National Electricity Code	Days	0
		Environmental Issues	Days	6
		Field Activity	Days	7
		Line Clearances	Days	1
		Metering/Technical	Days	7
		Meter Reading	Days	4
		Streetlights	Days	9
		Quality of Supply & Electrical Interference	Days	35
		Reliability	Days	14
		Trees	Days	5
		Supply - New Extensions	Days	8
		Suspected Compliance Failure	Days	0
		Infrastructure	Days	17
5.82(a)	Complaints not resolved within 20 days #	The number of complaints not investigated and responded to within 20 days.	#	124
5.82(b)	Complaints not resolved within 20 days %	The percentage of complaints not investigated and responded to within 20 days.	%	10%
5.83	Repeat complaints	The total number of complaints with respect to previous complaints.	#	27
5.84	Average time taken to resolve repeat complaint	The average time taken to investigate and resolve repeat complaints.	Days	9