



QUARTERLY SERVICE QUALITY REPORT

July – September 2005

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	01-07-2005
1.3	<i>Last day of reporting period</i>	date	30-09-2005

2. Aggregated Data^A

ITEM NO.	MEASURE	UNIT	VALUE
2.10 ¹	<i>Total distribution Customers</i>	number	587,662
²	Urban	Number	220,344
	Short Rural	Number	299,036
	Long Rural	Number	63,838

3. Reliability Measures^B

ITEM NO.	MEASURE	UNIT	VALUE
Reliability of Supply – 12 Month Rolling (a)³			
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	465.78
	Generation	Minutes	0.00
	Transmission	Minutes	5.60
⁴	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	460.17
	Urban	Minutes	186.92
	Short Rural	Minutes	514.11
	Long Rural	Minutes	1,145.00
	Distribution system – planned	Minutes	109.68
	Distribution system – unplanned	Minutes	350.50

¹ At present urban, short rural and long rural customer statistics do not add to total distribution customers. The shortfall is made up of undefined and transmission customers, who have no connectivity mapped to the feeder sub category. A deliverable from the Network Operational Data Project is to validate connectivity mapping which is ongoing.

² Following the completion of systems functionality to allow improved measurement of line lengths, Ergon Energy has reviewed and reallocated some feeder type categories. This explains why the September 2005 quarter urban, short rural, long rural customer numbers and reliability data varies slightly from the previous quarter reported.

³ Reliability performance measures are now reported using two methods. The 12 monthly rolling measures (a) reflects average network performance experienced for the 12 months to end of quarter reported whereas the quarterly measures (b) reflects the network performance that occurred for the quarter reported.

⁴ Under the QCA's revised service quality guidelines from the 1 July 2005 the exclusion event definition has changed from the 5 percent of effected customer's method to the 2.5 beta method, which is an internationally accepted standard for excluding outages from reliability data. For the September quarter there were no exclusion events for Ergon Energy under this definition.

ITEM NO.	MEASURE	UNIT	VALUE
Reliability Measures (continued)			
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	3.98
	Generation	Number	0.00
	Transmission	Number	0.13
	Exclusions	Number	0.00
	Distribution system – total	Number	3.85
	Urban	Number	1.84
	Short Rural	Number	4.46
	Long Rural	Number	7.89
	Distribution system – planned	Number	0.54
	Distribution system – unplanned	Number	3.31
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	116.99
	Generation	Minutes	0.00
	Transmission	Minutes	41.60
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	119.63
	Urban	Minutes	101.40
	Short Rural	Minutes	115.36
	Long Rural	Minutes	145.18
	Distribution system – planned	Minutes	203.60
	Distribution system – unplanned	Minutes	105.95
Reliability of Supply – Quarterly Measure (b)			
3.10	<i>System Average Interruption Duration Index (SAIDI) - Whole of Network</i>	Minutes	86.51
	Generation	Minutes	0.00
	Transmission	Minutes	0.14
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	86.37
	Urban	Minutes	36.70
	Short Rural	Minutes	105.04
	Long Rural	Minutes	156.75
	Distribution system – planned	Minutes	34.14
	Distribution system – unplanned	Minutes	52.23
3.20	<i>System Average Interruption Frequency Index (SAIFI) – Whole of Network</i>	Number	0.70
	Generation	Number	0.00
	Transmission	Number	0.00
	Exclusions	Number	0.00
	Distribution system – total	Number	0.70
	Urban	Number	0.32

ITEM NO.	MEASURE	UNIT	VALUE
Reliability Measures (continued)			
	Short Rural	Number	0.85
	Long Rural	Number	1.13
	Distribution system – planned	Number	0.17
	Distribution system – unplanned	Number	0.53
3.30	<i>Customer Average Interruption Duration Index (CAIDI) – Whole of Network</i>	Minutes	123.38
	Generation	Minutes	0.00
	Transmission	Minutes	28.33
	Exclusions	Minutes	0.00
	Distribution system – total	Minutes	124.06
	Urban	Minutes	116.09
	Short Rural	Minutes	122.99
	Long Rural	Minutes	138.35
	Distribution system – planned	Minutes	200.24
	Distribution system – unplanned	Minutes	99.35
Reliability of Supply - Complaints			
3.90	Reliability of supply complaints	Number	121
⁵	Momentary Interruptions to supply complaints	Number	See Footnote
3.91	Average time to resolve reliability complaint	Days	7

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	617
4.11	<i>Low supply voltage</i>	Number	203
4.12	<i>Voltage dips – minor or nuisance</i>	Number	78
4.13	<i>Voltage dips – severe</i>	Number	16
4.14	<i>Voltage swell</i>	Number	123
4.15	<i>Voltage spike</i>	Number	9
4.16	<i>Waveform distortion or unbalance</i>	Number	27
4.17	<i>TV or radio interference</i>	Number	42
4.18	<i>Noise from appliance or lights</i>	Number	2
4.19	<i>Other</i>	Number	117
Technical supply faults			
4.50	<i>Average time taken to fix a technical supply fault</i>	Days	74

⁵ While complaints about momentary interruptions are included in complaints about Reliability and Quality of Supply, momentary interruption complaints are difficult to isolate. Ergon Energy is reviewing how to isolate momentary interruption complaints from other Reliability and Quality of Supply complaints, it is expected we will report this measure by the December 2005 quarter.

5. Customer Service^D

ITEM NO.	MEASURE	UNIT	VALUE
Network Call Centre Performance			
5.10 ⁶	<i>Calls to the call centre</i>	Number	274,844
5.11	<i>Calls to the call centre answered by an operator</i>	Percent	78.9%
5.12	<i>Call to the call centre answered by an IVR</i>	Number	80,556
5.13	<i>Call to the call centre answered >30 seconds</i>	Percent	16.3%
5.14	<i>Average waiting time to speak to an operator</i>	Seconds	16.3
5.15	<i>Abandoned calls</i>	Percent	2.3%
5.16 ⁷	<i>Number of instances of capacity overload</i>	Number	0
5.17	<i>Number of missed loss of supply an emergency calls</i>	Number	0
Appointment Punctuality			
5.20 ⁸	<i>Customer-arranged appointments</i>	Number	9,383
5.21 ⁹	<i>Appointments not met <15 minutes of agreed time</i>	Number	7
Timely provision of connections			
5.30	<i>New connections made</i>	Number	4,392
5.31	<i>New connections not made to agreed date</i>	Number	57
5.32	<i>New connections with a one to four day delay</i>	Number	37
5.33 ¹⁰	<i>Average time taken to new connections</i>	Days	2.0
5.34	<i>Re-connections made</i>	Number	5,947
5.35	<i>Re-connections not made on agreed date</i>	Number	26
5.36	<i>Re-connection with a one to four day delay</i>	Number	22
5.37	<i>Average time taken for re-connections</i>	Days	1.01
Street light maintenance			
5.40	<i>Street lights</i>	Number	119,165
5.41	<i>Street lights out during period</i>	Number	2,610
5.42	<i>Street lights not repaired by the agreed date</i>	Number	376

⁶ This number includes both retail and distribution calls, currently it is not possible to meaningful disaggregate for a subset of these calls. Ergon Energy will commence reporting calls that can be disaggregated and will investigate a methodology to disaggregate the remaining call subsets by the March 2006 quarter.

⁷ 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 September 2005 quarter.

⁸ Ergon Energy is pleased to be able to report customer-arranged appointments for activities such as electrical installations, readings, testing, maintaining or inspecting a meter. From the 1 July 2005 appointment details have been captured on service orders, this has been delivered through the Guarantee Service Level (GSL) Project.

⁹ This measure relates to the total number of GSL Payments which were made for incidences where Ergon Energy did not met the agreed appointment GSL as per the electricity code, not the number of incidences where Ergon Energy was more than 15 minutes late for an appointment. The process of creation and completion for a service order is still being embedded into the business, it is expected that we will be able to automatically determine and report all appointment arrival times by the March 2006 quarter.

¹⁰ 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.

ITEM NO.	MEASURE	UNIT	VALUE
Street light measures (continued)			
5.43	<i>Average time taken to repair faulty street lights</i>	Days	2.36
Guaranteed service levels			
5.50	<i>Number of GSL payment made</i>	Number	192
5.51	<i>Amount paid in GSL payments</i>	Dollars	\$14,640
Interruptions			
	<i>Total planned interruptions</i>	Number	1,694
5.60	<i>Number of occasions on which the required notice or a planned interruption to supply was not given</i>	Number	111
		Percent	6.6%
5.61	<i>Number of occasions on which the duration of a planned interruption exceeded the time specified in the notification</i>	Number	508
		Percent	30.0%
Customer Service Complaints			
<i>The assessment of how DNSPs responded to customer requests</i>			
5.70	<i>Total – Customer Service Complaints</i>	Number	733
	<i>Disputes – National Electricity Code</i>	Number	0
¹¹	<i>Customer Service</i>	Number	136
	<i>Environmental issues</i>	Number	9
	<i>Field Activity</i>	Number	195
	<i>Line clearances</i>	Number	0
	<i>Metering/Technical</i>	Number	16
	<i>Meter reading</i>	Number	104
	<i>Streetlights</i>	Number	17
	<i>Trees</i>	Number	141
	<i>Supply – new extensions</i>	Number	45
	<i>Suspected compliance failure</i>	Number	0
	<i>Infrastructure</i>	Number	7
	<i>Other</i>	Number	63
5.71	<i>Average time taken to resolve – Customer Service Complaint</i>	Days	8.2
	<i>Disputes – National Electricity Code</i>	Days	0.0
	<i>Customer Service</i>	Days	6.2
	<i>Environmental issues</i>	Days	33.0
	<i>Field Activity</i>	Days	9.3
	<i>Line clearances</i>	Days	0.0
	<i>Metering/Technical</i>	Days	13.4
	<i>Meter reading</i>	Days	3.3

¹¹ 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.

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>VALUE</u>
Complaint Measures (continued)			
	Streetlights	Days	5.4
	Trees	Days	5.8
	Supply – new extensions	Days	18.1
	Suspected compliance failure	Days	0.0
	Infrastructure	Days	38.0
	Other	Days	7.6
6.10 ¹²	<i>Complaints not resolved within 20 days</i>	Number	60
		Percent	7.0%
6.20	<i>Repeat complaints</i>	Number	18
6.21	<i>Average time taken to resolve repeat complaints</i>	Days	19.8

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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¹² 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.