

**UTILITY REGULATORS FORUM SERVICE QUALITY REPORT
ERGON ENERGY 2005-06**

Reliability of supply ¹

Sustained interruptions		Feeder category			
	Data set	CBD	Urban	Rural short	Rural long
SAIDI	Overall	n/a	802.68	1878.30	2587.33
	Distribution network – planned	n/a	58.63	170.16	288.42
	Distribution network – unplanned	n/a	727.13	1603.56	2201.51
	Normalised distribution network	n/a	223.70	619.38	1346.26
SAIFI	Overall	n/a	2.72	5.50	10.20
	Distribution network – planned	n/a	0.28	0.84	1.55
	Distribution network – unplanned	n/a	2.24	4.48	8.45
	Normalised distribution network	n/a	2.27	5.05	9.61
CAIDI	Overall	n/a	295	341	254
	Distribution network – planned	n/a	207	203	186
	Distribution network – unplanned	n/a	325	358	261
	Normalised distribution network	n/a	99	123	140

Momentary interruptions (optional)		CBD	Urban	Rural short	Rural long
MAIFI	Distribution network	n/a	Not Available	Not Available	Not Available

Technical quality of supply

Complaints	(#)
Total number of technical QoS complaints ²	2,821

Complaints by category ³	(%)
Low supply voltage	36.90%
Voltage dips	14.64%
Voltage swell	17.55%
Voltage spike	2.16%
Waveform distortion	4.47%
TV or radio interference	4.75%
Noise from appliances	0.74%
Other	18.79%

Likely cause of problem ⁴	(%)
Network equipment faulty	11.10%
Network interference by NSP equipment	1.17%
Network interference by another customer	3.08%
Network limitation	8.90%
Customer internal problem	6.03%
No problem identified	26.98%
Environmental	0.32%
Other	42.43%

Customer service

Timely provision of services		
Total number of connections provided ⁵	(#)	15,622
Number not provided on or before the agreed date ⁶	(#)	131

Timely repair of faulty street lights ⁷		
Average number of street lights 'out' during each month ⁸	(#)	825
Faulty street lights not repaired before the agreed date	(#)	2,129
Average number of days to repair faulty street lights	(#)	3.91
Total number of street lights	(#)	122,345

Call centre performance		
Total number of calls ⁹	(#)	1,491,633
Number of calls not answered within 30 seconds	(#)	222,280
Average waiting time before a call is answered	(secs)	30
Percentage of calls abandoned	(%)	3.47
Number of overload events ¹⁰	(#)	0

Customer complaints		
Type of complaint:		
Reliability of supply	(#)	1,237
Technical quality of supply ¹¹	(#)	2,821
Administrative process or customer service ¹²	(#)	3,009
Other	(#)	0
Total number of customer complaints	(#)	7,067

Business descriptors

Number of metered supply points

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total ¹³	596,186					
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	226,506	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	299,951	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	64,189	Not Available	Not Available	Not Available	Not Available	Not Available

Number of unmetered supply points (optional)

	CBD	Urban	Rural short	Rural long
Total no.	n/a	Not Available	Not Available	Not Available

Energy delivered (GWh)

Feeder Category	Total no.	By type of customer		By supply voltage		
		Residential	Non-res.	ST	HV	LV
Total ¹⁴	14,437					
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Line length (km)

Feeder Category	Total km	Underground	Overhead	By supply voltage		
				ST	HV	LV
Total ¹⁵	142,793					
CBD	n/a	n/a	n/a	n/a	n/a	n/a
Urban	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural short	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Rural long	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available

Number and total capacity of transformers

	Number (#)	Capacity (MVA)
Subtransmission	560	6,811
Distribution ¹⁶	80,216	5,720

Distribution losses (%)	6.59	Number of poles (#) ¹⁷	880,000
Network service area (sq. km) ¹⁸	1,698,100	Peak demand (MW)	2,340

1 The exclusion claimed under the 3 SAIDI minute method used in this Report relates to 2 events. The first event affected 16,000+ customers in the Warwick area when supply for several hours due to severe storms in the SW region on 13th of October 2005. Warwick Zone Substation lost supply after an H Structure Pole was struck by lightning and burned down. The second event was Cyclone Larry which struck the Far Nth Queensland Region on 20th March 2006. The cyclone was highly destructive and affected Cardwell/Tully/Innisfail/Cairns/Tablelands areas.

2 The total QOS complaints figure includes all complaints that were identified as QOS at the time of the complaint and includes 563 complaints that were incorrectly classified as QOS complaints during the course of the financial year.

3 The complaints by category percentages include all complaints that were identified as QOS at the time of the complaint and therefore include the 563 complaints that were subsequently identified as non-QOS.

4 The percentages in the "Likely cause of problem" section are calculated by including 558 (19.78%) quality of supply complaints that were still being investigated at the time this report was generated and 563 (19.96%) complaints that were subsequently identified as non-QOS in the "Other" cause category.

5 This number only includes new connections and not reconnections.

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7 The downturn in performance for streetlights is largely due to staff being reassigned onto more critical works, in particular Cyclone Larry related works during the last quarter of the 2005/06 period. Analysis of recent monthly streetlight repair data shows that performance in these measures is returning to normal.

8 This figure is the number of street lights reported by customers as not working.

9 This number includes both retail and distribution calls.

10 This measure relates to the number of occurrences (i.e. 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.

11 The complaints in this category include all complaints that were identified as QOS at the time of the complaint and therefore include 563 complaints that were subsequently identified as non-QOS.

12 As there is no proper definition regarding the type of complaints that might fall into this or the "Other" category and the categories usually reported by Ergon Energy for complaints other than reliability or QOS do not lend themselves to breakdown into these two categories in a way that would be nationally comparable, all such complaints have been grouped under the "Administrative process or customer service" heading. For a more detailed breakdown of these complaints refer to Ergon Energy's Quarterly Service Quality Reports that are posted on the Queensland Competition Authority's website.

13 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.

14 This figure is the total energy dispatched from Powerlink into Ergon Energy's Network plus embedded generation plus the energy dispatched to Franchise customers supplied from the Mt Isa system.

15 The figure for total line length excludes Mt Isa and isolated unregulated lines. Ergon does not have full Low Voltage (LV) Km line data therefore the LV data included in the total figure is not complete or representative of total LV Km length. The total line length figure supplied in this measure includes 18,509km of known LV line. The total line length figure provided is as at 31/12/2005 as no further update of the data has been undertaken since that time.

16 For Distribution Transformers, the change in comparison to the figures reported in previous years is largely due to Ergon's continuing efforts to improve data quality & definitional consistency.

17 This figure is an estimate based on the almost complete full cycle of pole inspections and includes concrete, steel and wood poles that support the network at either sub-transmission, high or low voltage level. As transmission towers are logged with Ergon's systems as "Steel Poles" the figure provided will include transmission towers where they are in the Regulated Network.

18 Network Service Area excludes Torres Strait.