

## Envestra Service Quality Report 2006/2007

DATA FIELD	DEFINITION	RESULTS	
Start Date	First Day of reporting Period	1 July 2006	
End Date	Last Day of reporting Period	30 June 2007	
Supply Area	Whole of Network	North Brisbane, Ipswich, Gladstone & Rockhampton	
		30/6/07	30/6/06
Distribution Customers - total (number)	Distribution customer defined as any supply point through which gas is delivered from a distribution network identified as a separate account for billing purposes (excluding hot water meters).	77,236	75,670
Distribution Customers - small (number <10TJ pa)	All customers subject to tariff V	77,169	75,603
Distribution Customers - large (number >10TJ pa)	All customers subject to tariff D	67	67
Gas Consumption - small customer class (< 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	1,784 TJ	1,776 TJ
Gas Consumption - large customer class (> 10TJ)	Amount of gas distributed over reporting period calculated from first to last date of reporting.	3,244 TJ	3,306 TJ
Unaccounted for Gas (GJ)	Difference between total measurements of gas injected into and withdrawn from the distribution network (pipeline system), with no correction for changes in quantity of gas stored in pipeline over measurement period.	333TJ	260 TJ
Length of Mains (km)	For entire network.	2,261 Km	2,227 Km
<b>Reliability of Supply</b>			
Planned customer interruptions	Reported as the total number of planned interruptions as the result of 40 km of Mains Replacement work.	226	
	Total number of customers affected by these planned interruptions.	2,556	
	Average duration of interruption/customer	6 hours	
Unplanned outages	Number of unplanned outage affecting 5+ consumers.	7: 7 due to third party damages to gas mains	
	Number of customers affected by unplanned outages	300	
	Number of hours of gas supply lost through unplanned outages	Total of 25 hours	
	Average duration of unplanned outage (hours/customer)		
	<ul style="list-style-type: none"> <li>• Worst 10 percent</li> <li>• Worst 25 percent</li> <li>• All such outages</li> </ul>	5 hours 4.5 hours 3.6 hours	
<b>Customer Service</b>			
Actionable Calls	Total number of calls to centre dispatched actionable calls allocated to distribution company.	9051	

Complaints - number and nature (See detailed report attached)	Complaint defined as a communication from an external customer that requirements or expectations have not been met. A complaint does not include reports of system failures. The number of complaints according to category:			
	• Metering	-		
	• Connections/disconnections	4		
	• Reliability	-		
Compliments (See detailed report attached)	Compliment defined as a communication from an external customer to praise the company or an employee for service quality.			
	• Metering	-		
	• Connections/disconnections	2		
	• Reliability	-		
Response time to gas leaks	Measured from the time of report	Total No. of reports	Response time	
	• All response times	1,890	Ave 56min	
	• Response time for worst 10%	189	Ave 2hr 01min	
	• Response time for worst 25%	472	Ave 1hr 38min	
New connections  These measures <b>include</b> customer-related delays.	Connection within the timeframes specified, after lodgement of necessary paperwork and payment of customer contribution (if required) where suitable gas mains run down the customer's street. Reported as the percentage (%) of the total number of applications received and connected:	% of total number		
	• Within 20 days (new home gas connections N/H)	23%		
	• Within 20 days (new home existing area gas connections NH/EA)	18%		
	• Within 20 days (existing home gas connections E/H)	35%		
	<b>Type of New Connection</b>	<b>N/H</b>	<b>N/H E/A</b>	<b>E/H</b>
	Total No of connections	1009	588	388
		Average number of working days from application to connection.		
	▪ Worst 10%	98	117	103
	▪ Worst 25%	92	89	61
	▪ All connections	46	68	51

## COMPLAINTS

### CONNECTIONS/DISCONNECTIONS

Suburb	Date	Description
Gordon Park	18/12/06	Front yard dug into for new construction for neighbour. Hole resulted in large number of stones littering site. Site needs cleaning up, top soil and turf.
Indooroopilly	2/1/07	Neighbour of customer rang - Branches left on footpath and bitumen not smooth following new service installation at neighbour's property
Ascot	5/2/07	Consumer reported footpath outside units still not repaired after laying new service. Allegedly reported 9 months ago but still no action.
East Ipswich	30/4/07	Dissatisfied Customer - damage caused to steps at customer property - was advised that it would be repaired but no contact since.

### RELIABILITY

Suburb	Date	Description
nil		

### OTHER DISTRIBUTION

Suburb	Date	Description
Windsor	22/8/06	Letter from elderly lady regarding damage to her vehicle due to road base being left with no signage in an area where traffic frequents.
New Farm	25/8/06	Complaint via Dept of Energy regarding amount charged for an Alter Meter position.
Windsor	28/8/06	Complaint from motorist regarding contractor and traffic controller stopping him from driving more than 40kph in a worksite. Claims he was doing speed limit and being harassed.
Bracken Ridge	3/1/07	Following mains work, no turf laid - only seed, cold mix near fence sunken, dirt trench sunken.
Woodend	18/1/07	Second reinstatement sinking again after gas main repaired on footpath.
Kedron	22/1/07	Pothole still in driveway where leaking pipe was fixed
Taringa	13/2/07	Unsatisfactory reinstatement of holes dug to repair gas pipes.
Indooroopilly	27/3/07	Driveway damaged during repair of leak on footpath - promises made to repair but never came back.
Mitchelton	20/4/07	Resident unhappy with state of grass in front of property after main laying work.
Clayfield	23/4/07	Customer complaining that concrete footpath has not been reinstated which could be potential safety hazard and when concrete was removed some was dumped in his yard damaging the dog kennel

<b>CUSTOMER SATISFACTION/COMPLIMENTS</b>
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<b>CONNECTIONS/DISCONNECTIONS</b>		
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Suburb	Date	Description
Everton Park	11/8/06	Compliment from property owner to all concerned with the alteration to gas at their property. Appreciated prompt service.
Gladstone	1/2/07	Engineer in charge of alterations at Chanel College in Paterson St called to commend staff on the way the service was installed and reinstated - very happy with the work we provided.
Gladstone	21/2/07	Customer rang to compliment on the service provided by staff and contractors when a service line was damaged on his property.
Herston	21/5/07	Property owner rang to thank staff/admin & crew for assistance with the termination and reconnection of gas at his house during the demolition & rebuilding of front wall. Refreshing to find someone with expertise and thoughtfulness with respect to the project. Also appreciated the efforts of the staff, their cheerfulness, care & efficiency was very much appreciated.
Hamilton	26/6/07	Property owner wrote to say thank you for help in moving gas line and meter box. Contractor did a great job in poor weather. Everything went smoothly.

<b>RELIABILITY</b>		
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Suburb	Date	Description
nil		

<b>OTHER DISTRIBUTION</b>		
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Suburb	Date	Description
Chermside West	3/4/07	A thank you for rectifying the problems with the natural gas supply. Wife she said the gas fitter who re-connected our home to the meter was polite and efficient. Further, the work crew who isolated the leak demonstrated a high level of professionalism.
Sandgate	8/6/07	Property owner rang to give Banyo Distribution a big well done for fixing the gas leak because it was promptly & efficiently attended to.