

## **ELECTRICITY DISTRIBUTION – SERVICE QUALITY PERFORMANCE FOR THE SEPTEMBER QUARTER 2002**

### *Introduction*

The Authority's *Electricity Distribution: Service Quality Reporting Guidelines* require Distribution Network Service Providers (DNSPs) to provide data on specific service quality measures on a quarterly and annual basis. The Guidelines are available on the Authority's website at [www.qca.org.au](http://www.qca.org.au). The Authority will post the quarterly and annual reports provided by the DNSPs on its website, commencing with the September quarter 2002 reports.

For the quarterly reports, the Authority will provide a very brief overview of the measures reported by the DNSPs. The following summary of the September quarter 2002 service quality reports (the first to be published by the Authority) provides an example of the overview that will be provided along with the DNSPs' own reports.

For the publication of annual reports, the Authority plans to provide a more detailed review of DNSPs' service quality performance. The annual reports will include more extensive analysis and, as annual data is accumulated, provide a comparison of each DNSP's performance over time.

### *Summary of the DNSPs' September quarter 2002 service quality reports*

The service quality measures collected by the Authority are not intended to allow comparison of the two DNSPs with each other. This is because Energex and Ergon Energy operate in very different environments. Energex operates a distribution network that is located in the urban area of South East Queensland whereas Ergon Energy operates a distribution network spread across the remainder of the state. As a result, it is to be expected that the distributors' performance will vary significantly on a number of service quality measures. As more data becomes available, it will be appropriate to assess the DNSPs' performance against their own past performance.

The service quality measures that the DNSPs are required to report against fall into three broad groups – reliability measures, quality of supply measures and customer service measures.

### ***Reliability measures***

Reliability measures provide information about interruptions to electricity supply. Interruptions can occur because of problems with generation, transmission or distribution. Distribution interruptions may be planned or unplanned, and unplanned interruptions will at times be due to events that are beyond the control of the DNSPs, such as severe storms. A DNSP's performance is best indicated by the duration and frequency of planned and unplanned interruptions that are due to distribution network problems within the distributor's control (although lengthy and frequent interruptions due to other influences may indicate a need for improved risk management measures on the part of the distributors).

During the 12 months to the end of the September quarter 2002, Ergon Energy's customers, on average, experienced 4.34 distribution-related interruptions, leaving them without power for a total of 451 minutes. Over the same period, Energex customers, on average, experienced 1.92 distribution-related interruptions, leaving them without power for a total of 170 minutes.

### *Quality of supply measures*

Quality of supply measures are intended to indicate problems with the nature of electricity supply, such as low or high voltage levels, based on customers reporting symptoms that are typically associated with such problems.

Energex reported on eight out of the nine categories of quality of supply problems required in the Guidelines and has indicated that it will report the ninth from the June quarter 2003. Energex received a total of 759 quality of supply complaints during the September quarter 2002. Its distribution network services approximately 1,137,000 customers.

Ergon Energy reported on three of the nine measures required in the Guidelines and has indicated that it is implementing a new complaints system to report the remainder by June quarter 2003. Ergon Energy received a total of 585 quality of supply complaints during the September quarter 2002. Its distribution network services approximately 557,000 customers.

### *Customer service measures*

Customer service measures provide information about how customers' problems, enquiries and requests for services are handled by the DNSPs.

Two measures that both DNSPs have reported against for the September quarter 2002 relate to call centre performance and timeliness of new connections. During the September quarter 2002, Ergon Energy customers had to wait, on average, 27 seconds to speak to an operator when calling the call centre and 11.81 days for a new connection to the network. Over the same period, Energex customers had to wait, on average, 3 minutes and 3 seconds to speak to an operator when calling the call centre and 4.1 days for a new connection to the network.