



## **ELECTRICITY DISTRIBUTION – SERVICE QUALITY PERFORMANCE FOR THE SEPTEMBER QUARTER 2003**

### **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 commenced posting the reports provided by the DNSPs on its website with the September quarter 2002 reports.

For the quarterly reports, the Authority provides a very brief overview of the measures reported by the DNSPs. 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, allow the performance of each DNSP to be assessed over time. The first annual report will be released early in 2004.

### **Summary of the DNSPs' September quarter 2003 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.

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 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).

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.

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

## **ENERGEX**

### *Reliability measures*

During the 12 months to end September 2003, Energex customers, on average, experienced 1.94 distribution-related interruptions, leaving them without power for a total of 171.8 minutes. These figures have decreased from 2.09 distribution-related interruptions and 188.3 minutes without power as at the June quarter 2003, indicating that the reliability of electricity supply for the September quarter 2003 has improved compared to the September quarter 2002<sup>1</sup>.

Customers made 87 complaints regarding the reliability of Energex's supply in the September quarter 2003, compared to 122 complaints in the June quarter 2003, which may reflect the improved reliability performance.

### *Quality of supply measures*

Energex reported all categories of quality of supply problems required in the Authority's Guidelines. Energex received a total of 630 quality of supply complaints during the September quarter 2003 compared to 596 complaints during the June quarter 2003. The largest increases in complaints were recorded for low supply voltage (which can cause light dimming and motor starting problems) and voltage dips – minor or nuisance (which can cause flickering lights).

### *Customer service measures*

During the September quarter 2003, Energex customers had to wait, on average, 59 seconds to speak to an operator when calling the call centre, which was the same waiting time as the previous quarter, while the percentage of calls abandoned increased from 7.3% in the June quarter 2003 to 8.5% in the September quarter 2003.

Customers had to wait, on average, 4.07 days for a new connection to the network compared to 4.05 days during the June quarter 2003. The proportion of total new connections that were not made on the agreed date deteriorated from 3.7% to 5.2% over the same period.

The percentage of total complaints resolved within 20 days increased from 82.0% in the June quarter 2003 to 89.0% in the September quarter 2003, while the proportion of total customer appointments that were not met within 15 minutes of the agreed time improved from 2.4% in the June quarter 2003 to 2.1% in the September quarter 2003.

The average time taken to fix a technical supply fault decreased from 14.6 days in the June quarter 2003 to 10.1 days in the September quarter 2003. The number of occasions on which the required notice of a planned interruption to supply was not given, decreased from 25.0% to 24.0% over the same period, still well above the 7.0% recorded for the March quarter 2003. However, care should be taken in interpreting this measure, because this is only the third quarter it has been reported. As more data is reported, a clearer picture will emerge as to Energex's performance in relation to this measure.

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<sup>1</sup> As quarterly reliability measures are based on 12 month rolling averages, the only difference between results for the June and the September quarters in 2003 is that the former includes September quarter 2002 reliability data while the latter includes September quarter 2003 reliability data. Therefore, comparison of reliability data for the June and September quarters in 2003 is effectively a comparison of reliability performance during the September 2002 and 2003 quarters.

## **ERGON ENERGY**

### *Reliability measures*

During the 12 months to end September 2003, Ergon Energy's customers, on average, experienced 4.46 distribution-related interruptions, leaving them without power for a total of 496.8 minutes. These figures compare to 4.50 distribution-related interruptions and 494.8 minutes of time without power as at the June quarter 2003, indicating customers, on average, experienced slightly less distribution-related interruptions but slightly more time without power for the September quarter 2003 compared to the September quarter 2002.

Ergon Energy customers made 214 complaints regarding the reliability of supply in the September quarter 2003, compared to 304 complaints in the June quarter 2003.

### *Quality of supply measures*

Ergon Energy reported on only five of the nine measures required in the Guidelines but has indicated that it is implementing a new complaints system to report the remaining measures by the June quarter this year. Ergon Energy received a total of 557 quality of supply complaints during the September quarter 2003 compared to 589 complaints during the June quarter 2003. The largest improvements in complaints were recorded for voltage dips – minor or nuisance (which can cause flicking light and digital clock resetting problems).

### *Customer service measures*

During the September quarter 2003, Ergon Energy customers had to wait, on average, 29 seconds to speak to an operator when calling the call centre, a significant improvement from the 88 seconds average wait during the previous quarter. The percentage of calls abandoned decreased from 7.1% in the June quarter 2003 to 3.8% in the September quarter 2003.

Customers had to wait, on average, 6.30 days for a new connection to the network compared to 3.70 days during the June quarter 2003, while the proportion of total new connections that were not made on the agreed date deteriorated from 4.5% in the June quarter 2003 to 6.3% in the September quarter 2003.

The percentage of total complaints resolved within 20 days increased from 84.5% in the June quarter 2003 to 93.7% in the September quarter 2003, while the average time taken to resolve complaints decreased from 36 days to 19 days over the same period. However, while the total number of repeat complaints increased from 17 to 34, the latest result is below the 61 repeat complaints that were recorded for the March quarter 2003.

The average time taken to fix a technical supply fault decreased from 63 days in the June quarter 2003 to 33 days in the September quarter 2003. The number of occasions on which the required notice of a planned interruption to supply was not given increased from 4.1% to 5.5% over the same period.