



## **GAS DISTRIBUTION SERVICE QUALITY PERFORMANCE: 1 JULY 2003 TO 30 JUNE 2004**

### **Introduction**

The Authority's Decision on Gas Distribution: Monitoring Service Quality (available from the Authority's website at [www.qca.org.au](http://www.qca.org.au)) requires the Queensland gas distribution service providers to collect and report information on a number of service quality measures on an annual basis.

The Authority has prepared a brief overview of the measures reported by the service providers. As more information becomes available over time, the Authority will provide a more detailed review of the service providers' service quality performance.

### **Service Quality Reporting Framework**

The gas distribution service providers are required to report against two types of service quality measures – reliability measures and customer service measures. In addition, background information in relation to customer numbers, gas consumption, unaccounted for gas and the length of the distribution network is required.

Reliability measures provide information about the ability of a service provider to maintain continuous gas supply to customers. Outages can occur for a number of reasons including planned renewals, third party damage or water entering the mains.

Unlike electricity networks, gas distribution networks do not suffer from momentary interruptions to supply, due to the technical characteristics of pressurised gas networks. This means that, even in the event of damage to the mains, gas will often continue to flow and customers may be unaffected, particularly in the residential sector, where gas is used primarily for cooking and heating rather than to power continuous equipment operations.

Customer service measures provide information about the efficiency and responsiveness of service providers in the handling of issues such as complaints, reported leaks and connections. End users experiencing gas supply problems will generally contact the relevant gas retailer in the first instance. Some problems reported to retailers will ultimately be the responsibility of the distribution service provider.

## **ALLGAS**

### *Background*

The Allgas network comprises approximately 2,200 kilometres of low, medium and high pressure mains. During the reporting period, Allgas distributed gas to a total of 63,031 customers who consumed approximately 9.8 petajoules of gas.

### *Reliability*

In total, an estimated 5,451 hours of gas supply was lost due to planned customer interruptions carried out on the Allgas network - 5,096 hours was attributable to mains and renewal work and the remainder to meter exchanges.

During the reporting period, two unplanned outages were experienced on the Allgas network which affected 107 customers. One outage, lasting 2 hours, was due to damaged mains and affected 23 customers. The second outage, lasting 1 hour and affecting 84 customers, occurred as a result of equipment failure.

### *Customer Service*

Allgas undertook 22,253 distribution-related work orders during the year. Of these, Allgas estimated that 12 per cent were internally generated, which suggests that over 19,500 work orders were raised during the year as a result of an external customer request.

A total of 22 complaints were received by Allgas (which is less than 0.04 per cent of customers), of which 13 complaints related to connection/disconnections.

On average, Allgas work crews responded to emergencies (which include all reports of gas leaks) in 28 minutes. This measure covers the time taken from the initial report of the emergency to when the site is made safe. The average response time for the slowest 10 per cent of emergency responses was 59 minutes.

Approximately 79 per cent of new customers were connected within 10-days<sup>1</sup>. On average, new customers were connected within 23 days with the worst 10 per cent of new connections requiring an average of 95 days for connection. While at first glance such delays appear excessive, these almost exclusively result from requests from customers to delay previously advised connection dates due to unforeseen delays in building and renovation work. As such, these measures should be considered in light of the very low number (13) of complaints regarding connection/disconnection problems. At this stage, it is not possible to separately identify those delays requested by customers.

In relation to reconnections, 96 per cent of customers were connected within one day of applying to their retailer. On average, customers were reconnected to the network on the day of application. The slowest 10 per cent of reconnections took just over two days on average.

### *Unaccounted for Gas*

Unaccounted for gas is the difference between the quantity of gas delivered into the network and that withdrawn from a network in a given period. The level of unaccounted for gas for the Allgas network during this period was 383 terajoules or about 4 per cent of total throughput.

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<sup>1</sup> Allgas has reported on the basis of its internal target of 10 days as opposed to the 20-day timeframe requested by the Authority.

## **ENVESTRA**

### *Background*

As at 30 June 2004, the Envestra network comprised approximately 2,600 kilometres of low, medium, high and transmission pressure mains. During the reporting period Envestra distributed gas to a total of 74,364 customers who consumed approximately 15 petajoules of gas.

### *Reliability*

Envestra reported that 348 planned interruptions were required over the period as a result of 51 kilometres of mains replacement work. On average, customers affected experienced outages of 6 hours duration.

During the reporting period, two unplanned outages were experienced on the Envestra network which affected 73 customers. One outage, lasting 5 hours, occurred as a result of water in the mains and affected 15 customers. The second outage, lasting 10 hours and affecting 58 customers, was due to failure of the natural gas trailer providing temporary supply during planned works.

### *Customer Service*

A total of 5,907 customer calls were referred to Envestra during the reporting period.

A total of 17 complaints (the equivalent of 0.02 per cent of customers) and 10 compliments were received by Envestra (see detailed information in attached Envestra Report). The majority of the complaints related to the other distribution category, in particular, problems associated with renewal/replacement works.

On average, Envestra responded to the 1,818 reports of emergencies (which include all reports of gas leaks) it received within 50 minutes. This measure covers the time taken from the initial report of the emergency to when the site is made safe. The average response time for the slowest 10 per cent of emergency responses was two hours.

Depending on the particular type of connection involved, between 23 and 54 per cent of new customers were connected to the Envestra network within 20-days. Envestra took between 24 and 104 days on average (depending on the particular type of connection) to connect new customers to the network. The slowest 10 per cent of new connections took between 71 and 254 days. While at first glance such delays appear excessive, these often result from requests from customers to delay previously advised connection dates due to unforeseen delays in building and renovation work. As such, these measures should be considered in light of the fact that Envestra received only one complaint regarding connections. At this stage, it is not possible to separately identify those delays requested by customers.

In relation to reconnections, Envestra was able to reconnect 98 per cent<sup>2</sup> of all such customers within one day.

### *Unaccounted for Gas*

The level of unaccounted for gas for the Envestra network during the reporting period was 329 terajoules or about 2 per cent of total throughput.

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<sup>2</sup> This figure was provided by Envestra after submitting its service quality report.