



Independent Pricing and Regulatory Tribunal

Distribution businesses' performance against customer service indicators

For the period 1 July 2003 to 30 June 2008

Electricity — Information Paper
May 2009

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1 Introduction

This information paper focuses on the quality of customer service provided by the three NSW electricity distribution businesses – Country Energy¹, EnergyAustralia and Integral Energy. It is part of a series of information papers published by the Independent Pricing and Regulatory Tribunal of NSW (IPART) which aim to ensure that all stakeholders, including customers, have ready access to information about electricity distribution and retail businesses.

Under the current regulatory regime, electricity companies are required to meet guaranteed customer service standards (GCSS), and collect and report on a range of operating statistics. The GCSS establish the minimum standard of customer service that the companies must provide in a variety of service areas. Some GCSS also require the companies to make a specified payment to the customers concerned if they fail to meet these standards. Operating statistics indicate how well a company is performing in a range of areas related to customer service, including the extent to which it is meeting the GCSS.

IPART monitors and assesses each company's performance against customer service indicators based on the GCSS and operating statistics. This information paper provides an overview of that assessment of the three distribution companies' performance for the period 1 July 2007 to 30 June 2008 in relation to:

- ▼ timely provision of connection services
- ▼ timely notice of planned interruptions to supply
- ▼ repair of faulty streetlights
- ▼ provision of telephone services
- ▼ customer complaints.

It should be noted that this information paper does not include distribution businesses' performance against design, reliability and performance licence conditions. The businesses report against these conditions separately to the Department of Water and Energy.² Further the data in this report has not been audited but has been certified as being correct by the relevant CEOs of each utility. IPART intends to have this data independently audited from 2009/10.

¹ Australian Inland merged with Country Energy on 1 July 2005; historical data has been combined to allow for valid comparisons where appropriate.

² Licence conditions relating to reliability performance were imposed on licences held by electricity distribution network service providers in August 2005 and further revised in December 2007. Distribution businesses are required to report on the reliability licence conditions directly to the Minister/Department of Water and Energy as the technical regulator.

1.1 Overview of electricity distributors' performance

IPART has analysed electricity distributors' current and historical data to identify trends and to compare the businesses' performance. The key findings for 2007/08 are:

- ▼ The provision of 'on-time' connection services by distributors improved by approximately 24 per cent in 2007/08 compared to 2006/07.
- ▼ The overall level of planned interruptions to supply increased by approximately 30 per cent in NSW, with each distributor reporting increased levels in planned interruptions to supply in 2007/08. Approximately 96 per cent of customers were provided with adequate notice in relation to planned interruptions to supply and less than 2 per cent of planned interruptions to supply lasted longer than specified.
- ▼ There was a 70 per cent increase in reported streetlight faults in Integral Energy's area of operation. EnergyAustralia and Country Energy reported relatively stable levels of streetlight faults. Integral Energy advised its increase is due to improved systems/reporting rather than an actual increase in reported streetlight faults.
- ▼ Streetlight faults were repaired on average between 3 to 12 working days in 2007/08. Only Integral Energy met the minimum standard of an average of 8 working days to repair faulty streetlights,³ reporting that it took an average of 3 working days for repair in 2007/08. EnergyAustralia and Country Energy reported that a reallocation of priorities during the period impacted their performance as both companies undertook a bulk lamp replacement/maintenance program.
- ▼ Distributors reported that between 73 and 96 per cent of calls were answered before being abandoned or dropping out. All distributors reported improved performance in 2007/08 in relation to this indicator. As well, between 61 and 96 per cent of calls that went to a human operator were answered within 30 seconds.
- ▼ The level of complaints by small retail customers to their distributors about network matters remains low (less than 0.4 per cent for each distributor). Of these complaints, the majority (approximately 91 per cent) were made by residential small retail customers.

Further detail on each indicator is provided in the sections below, with a comparison of distributors' performance over the five year period to 30 June 2008.

³ NSW Public Lighting Code, January 2006, Section 11.2.

2 Timely provision of connection services

In NSW, all electricity distributors are required to connect customers to the network by the date agreed with the customer. If distributors do not meet this GCSS, they are required to pay the customer concerned not less than \$60 per day (with a maximum payment of \$300 in relation to any one service).⁴

Figure 2.1 Electricity Distribution – Number of connections provided after the agreed date

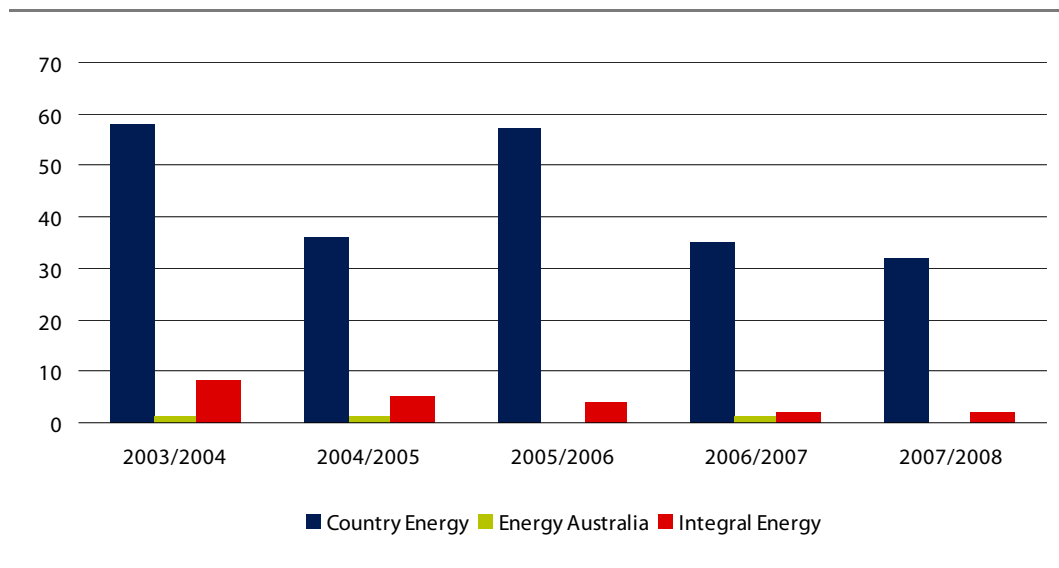


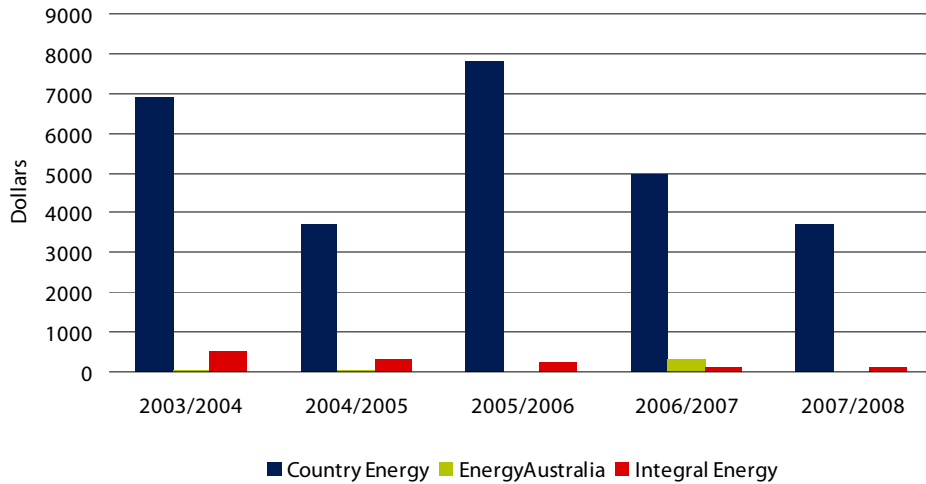
Figure 2.1 shows the number of customer connections not undertaken by the agreed date over the period 2003/04 to 2007/08.

Overall, distributors' performance in relation to on time connections has improved by approximately 24 per cent in 2007/08 compared to 2006/07. Country Energy reported higher levels of connections not undertaken by the agreed date than other distributors. The business advised that as an additional customer service measure, it sometimes offers customers after hours connections. When an after hours connection is not made, this statistic is captured as a late connection, even if the connection is still completed by the original agreed date. Some delays are also caused by inaccessible meters (for example, locked meter rooms in apartment blocks).

IPART notes that Country Energy's performance has improved in 2007/08 and the business advises that it continues to monitor its performance in this area.

⁴ *Electricity Supply (General) Regulation 2001*, Guaranteed customer service standard pursuant to clause 40 and Schedule 3, Part 2, clause 9.

Figure 2.2 Electricity Distribution – Value of compensation paid for not providing connections by the agreed date ^a



^a For this indicator, some distributors have adopted the policy to only make payments on customer application.

Figure 2.2 shows the value of compensation paid to customers by distributors for not connecting them by the agreed date.

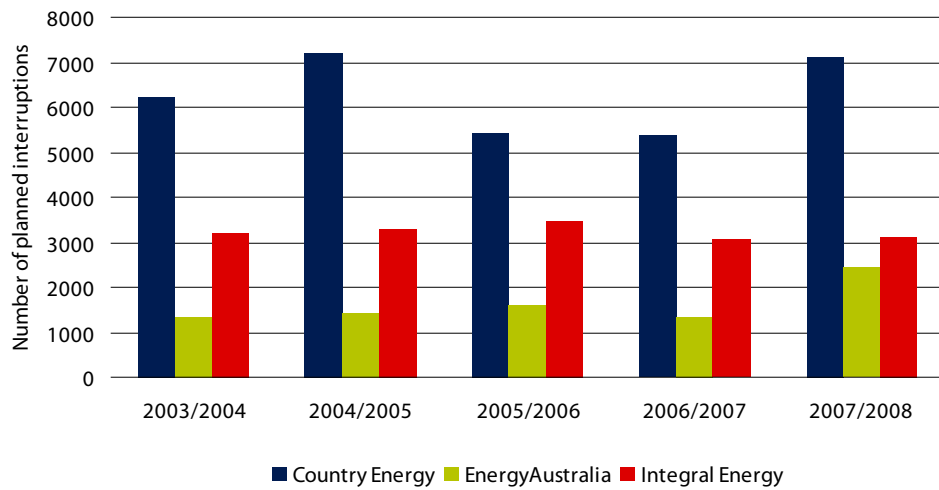
3 Timely notice of planned interruption to supply

Electricity distributors are required to give affected customers at least 2 business days' notice of planned interruptions to supply and must specify how long the interruption will last. If they fail to give the required notice, or the interruption lasts longer than specified, they are required to pay the affected customers not less than \$20 per event.⁵

Figure 3.1 shows the number of planned interruptions to supply that occurred over the period 2003/04 to 2007/08.

⁵ *Electricity Supply (General) Regulation 2001*, Guaranteed customer service standard pursuant to clause 40 and Schedule 3, Part 2, clause 10.

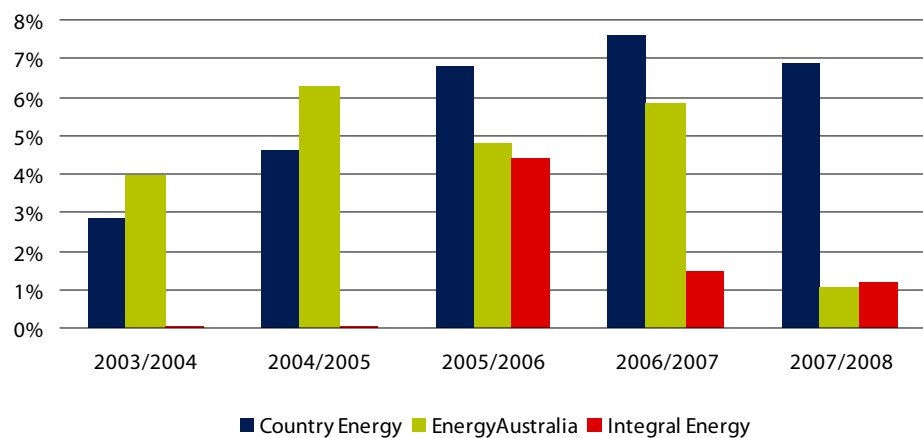
Figure 3.1 Electricity Distribution - Number of planned interruptions to supply



Planned interruptions to supply increased for all distributors in 2007/08 with an overall increase of approximately 30 per cent. Country Energy’s higher levels of planned interruptions to supply are due to the nature of its network, being prominently overhead and radial and therefore quite different to an underground and meshed network in the metropolitan areas. As a result, the ability for Country Energy to reroute supply and avoid planned interruptions while undertaking planned maintenance work is not available in a lot of instances.

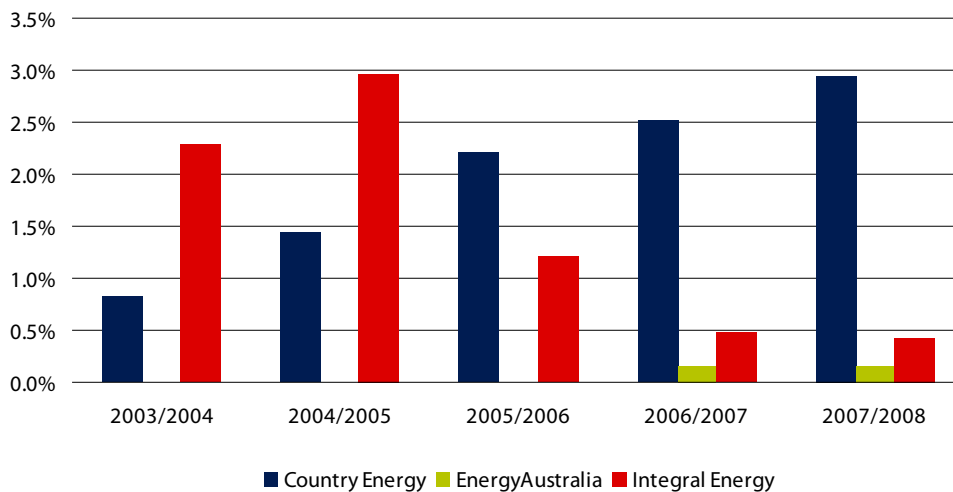
Figures 3.2 and 3.3 show the percentage of those planned interruption to supply where insufficient notice was given and which lasted longer than advised, respectively.

Figure 3.2 Electricity Distribution – Percentage of planned interruptions to supply where insufficient notice was given



In 2007/08 most NSW customers affected by planned interruptions to supply were provided with adequate notice (approximately 96 per cent). This is an improvement over 2006/07 and 2005/06 when approximately 95 and 94 per cent respectively of NSW customers affected by planned interruptions were provided adequate notice.

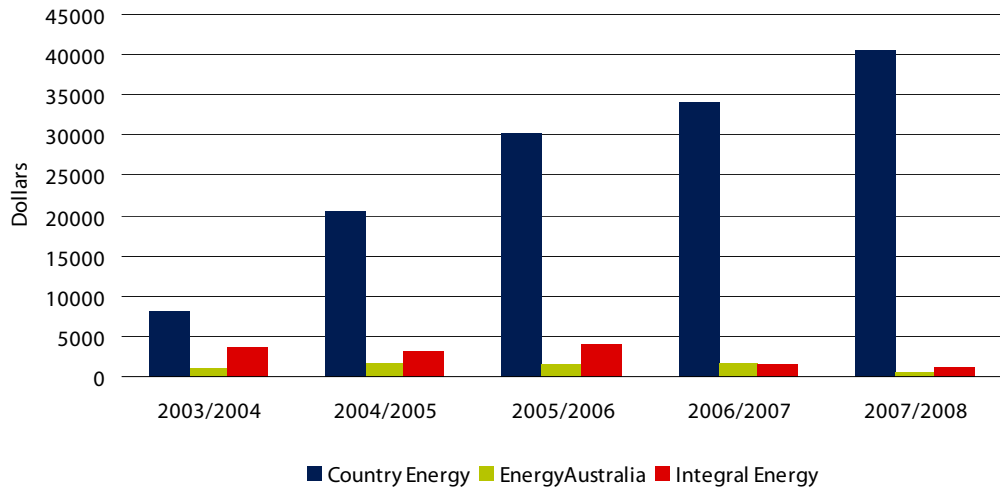
Figure 3.3 Electricity Distribution – Percentage of planned interruptions to supply that lasted longer than advised



The overall percentage of planned interruptions to supply that lasted longer than specified was below 2 per cent for NSW. Aside from Country Energy, performance in this area remained stable or improved for the distributors compared to 2006/07. Country Energy advised that many of the reasons for its over-runs are outside its control as its distribution area covers 95 per cent of NSW, with 200,000 kilometres of lines and 1.4 million power poles across urban, mountain, coastal tableland and outback environments. It is endeavouring to improve its performance; and IPART notes that interruptions lasting longer than advised are low for Country Energy at less than 3 per cent in 2007/08.

Figure 3.4 shows the value of compensation paid to customers in relation to this GCSS for the period 2003/04 to 2007/08.

Figure 3.4 Electricity Distribution – Value of compensation paid for planned interruptions where insufficient notice was given or the interruption lasted longer than specified^a



^a Some distributors make payments automatically, while some distributors only make payments on customer application. Hence the value of compensation remains low.

As seen in Figure 3.4, Country Energy paid the highest amount of compensation in 2007/08 (\$40,640) for providing insufficient notice or because the interruption lasted longer than specified.

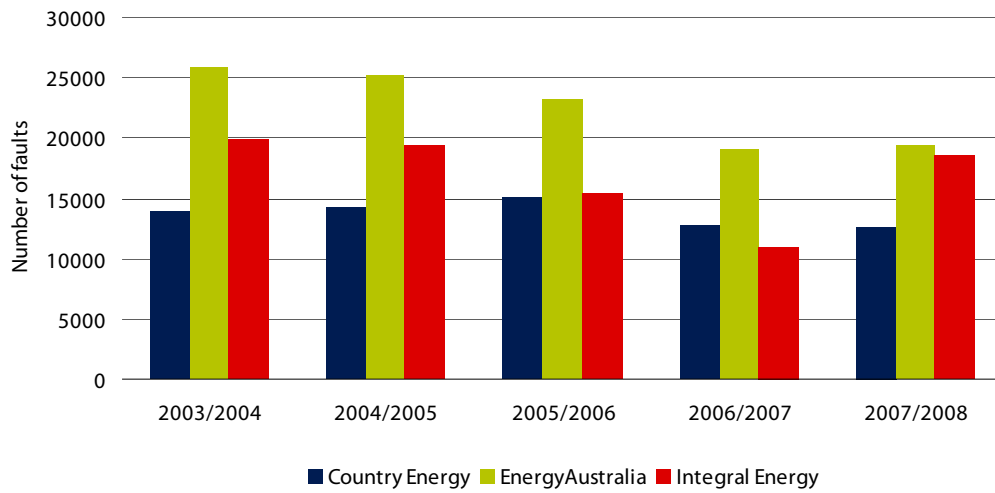
4 Repair of faulty streetlights

All NSW electricity distributors are required to repair faulty streetlights by the date agreed with the customer who reported the fault and to make a payment of not less than \$15 per light if they breach this GCSS.⁶

Figure 4.1 shows the number of reported streetlight faults from 2003/04 to 2007/08.

⁶ *Electricity Supply (General) Regulation 2001*, Guaranteed customer service standard pursuant to clause 40 and Schedule 3, Part 2, clause 12.

Figure 4.1 Electricity Distribution - Number of reported street light faults

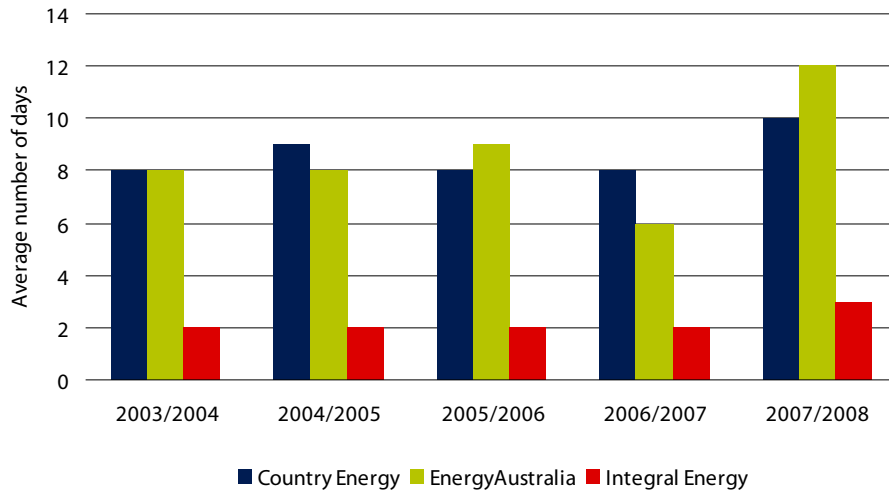


Overall, the level of reported streetlight faults has remained stable in 2007/08 with the exception of Integral Energy’s area where reported streetlight faults increased by approximately 70 per cent. Integral Energy has advised IPART that it implemented a new Outage Management System (OMS) during the year which now provides significantly improved reporting of street light faults.

Under the NSW Public Lighting Code, as a minimum standard of service, distributors should repair streetlights within an average of 8 working days of the fault being reported.

Figure 4.2 shows the average number of working days taken to repair streetlight faults for each distributor.

Figure 4.2 Electricity distribution – Average number of working days to repair streetlight faults^a



^a Country Energy and Australian Inland's data has not been combined on this performance indicator, as it would make it historically disproportionate.

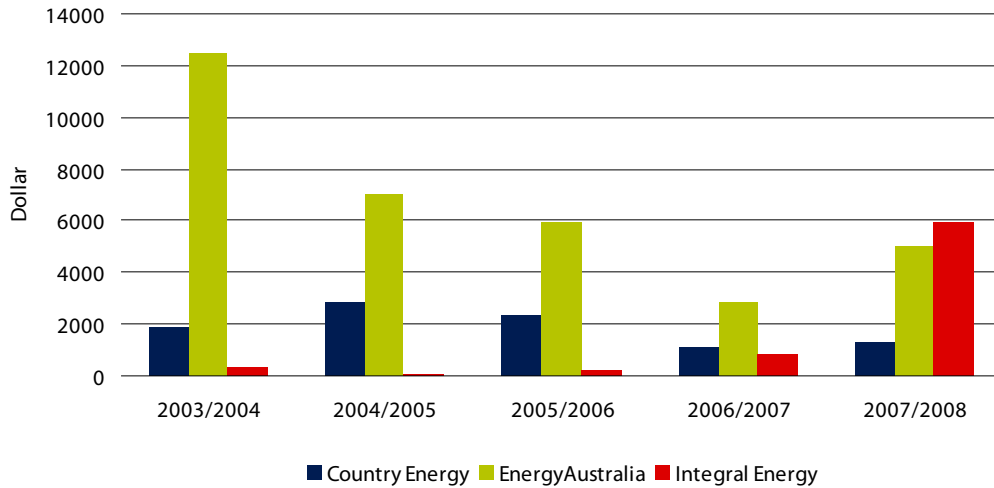
NSW distributors have reported that streetlight faults were repaired on average between 3 to 12 working days in 2007/08. Only Integral Energy achieved the 8 working days minimum standard for repairing faulty streetlights, reporting that it took an average of 3 working days for repairs in 2007/08.

Country Energy advised that the reason for the higher average time (10 days) to repair faults is partly due to changes to its reporting systems. Additionally, Country Energy has also commenced bulk lamp replacement which is a proactive maintenance program aimed at reducing the number of spot light outages.

EnergyAustralia advised that its drop in performance in 2007/08 resulted from a reallocation of priorities as resources were diverted for a period of time from repair work to the replacement of older lights with new technology. As well, it introduced a new Customer Notification Request (CNR) database in 2007/08 and the system changeover resulted in delays in logging of repairs. EnergyAustralia expects there will be a significant improvement in statistics in the 2008/09 reporting year as a result of these new measures.

Figure 4.3 shows the value of compensation paid by distributors to customers for breaching this GCSS.

Figure 4.3 Electricity Distribution – Value of compensation paid for not completing street light fault repairs by the agreed date



Note: Some distributors have adopted the policy to only make payments on customer application. Hence the value of compensation remains low.

Compared to 2006/07, the total compensation paid for not completing street light fault repairs by the agreed date increased in 2007/08 by approximately 160 per cent. However, IPART notes that the amount of compensation paid is still low.

While Integral Energy met the minimum standard of 8 working days to repair faulty streetlights, it advised that increased levels of compensation were paid due to some teething problems with the implementation of its new system. This resulted in non-printing of fault reports to relevant depots and subsequent delays in responding to repairs of faults within the required time frame.

EnergyAustralia reports that for the reasons outlined on the previous page, streetlight repairs were slower than in the past and compensation was paid accordingly. EnergyAustralia further notes that as a result of its new CNR system and streetlight replacement program, the need for compensation payments should decrease in 2008/09.

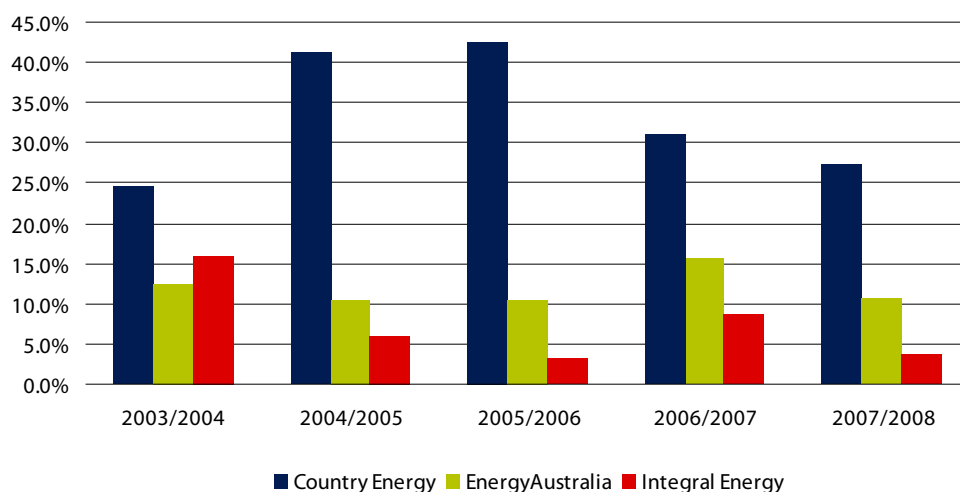
5 Call centre responsiveness

Electricity distributors are required to operate call centre services that provide customers with information concerning faults and difficulties, to which customers can be connected for not more than the price of a local telephone call. In NSW, automated answering services satisfy this requirement if they make provision for calls to be transferred to a human operator.⁷

⁷ *Electricity Supply (General) Regulation 2001*, Guaranteed customer service standard pursuant to clause 40 and Schedule 3, Part 2, clause 11(3).

Figure 5.1 shows the percentage of calls to distributors' call centres that were abandoned or dropped out before being answered by a human operator from 2003/04 to 2007/08.

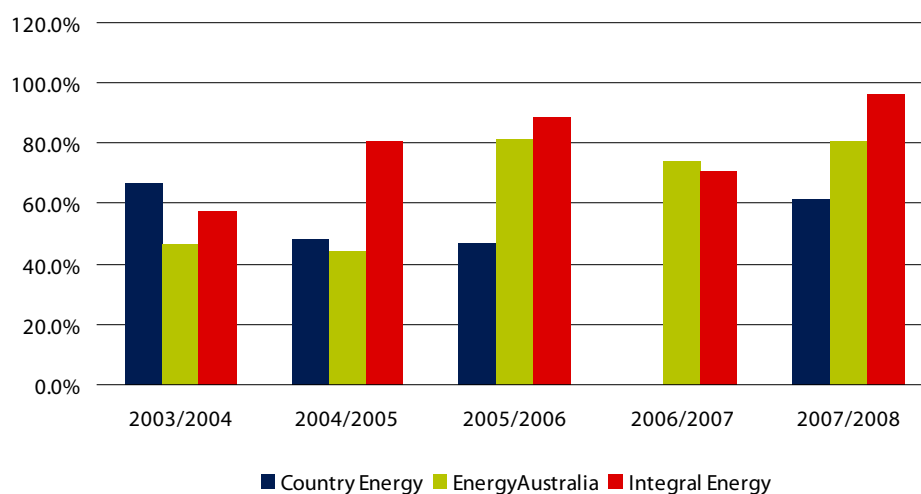
Figure 5.1 Electricity Distribution – Percentage of calls abandoned or dropped out



NSW distributors reported that between approximately 73 per cent (Country Energy) and 96 per cent (Integral Energy) of calls were answered before being abandoned or dropping out in 2007/08. All distributors have reported improved performance for this indicator in this period.

Figure 5.2 shows the percentage of calls answered by a human operator within 30 seconds in the electricity distributors' call centres from 2003/04 to 2007/08.

Figure 5.2 Electricity Distribution – Percentage of calls answered by a human operator within 30 seconds



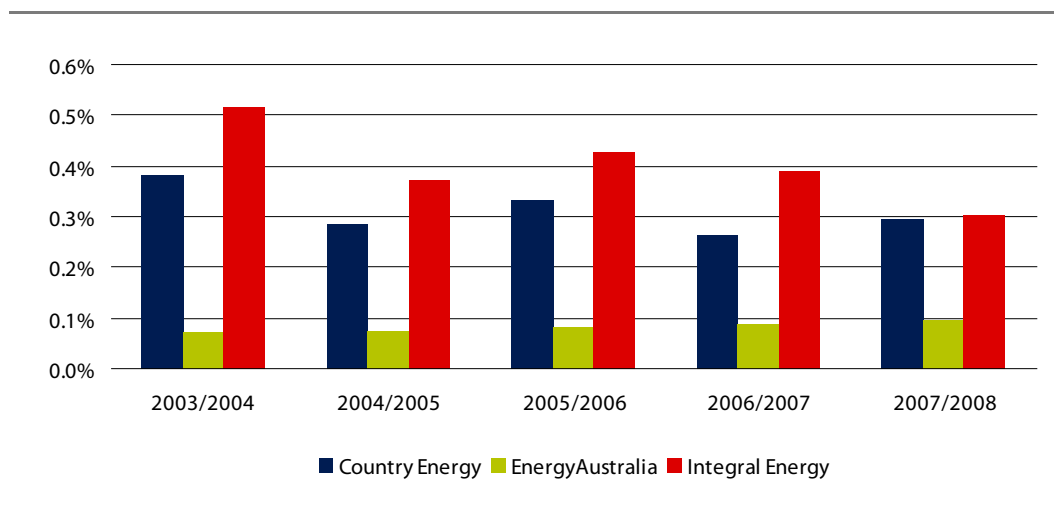
Integral Energy, EnergyAustralia and Country Energy reported that approximately 96, 81 and 61 per cent of calls respectively were answered by a human operator within 30 seconds. This is an improvement over 2006/07 when Integral Energy and EnergyAustralia reported 71 and 74 per cent respectively for these indicators. Country Energy was not able to provide these statistics in 2006/07.⁸

6 Customer complaints

NSW distributors are required to collect and report on the number of small retail customers who complain to them in relation to network service matters.

Figure 6.1 shows their performance against this indicator.

Figure 6.1 Electricity Distribution – Percentage of complaints by small retail customers about network matters

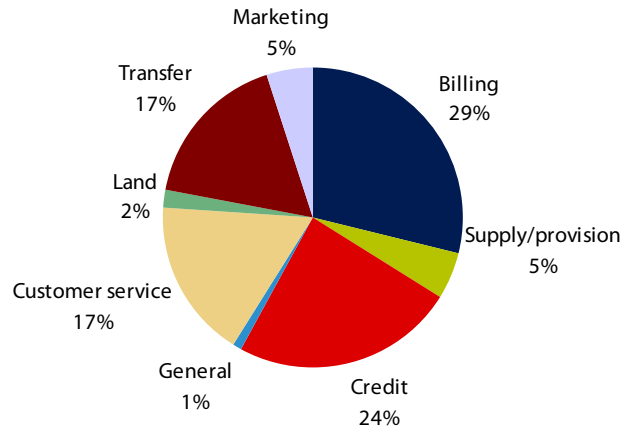


Overall, the level of complaints by small retail customers to their distributors about network matters has remained low and in 2007/08 was below 0.4 per cent for each distributor. This represents a decrease of approximately 5 per cent during the period. The majority of customer complaints (approximately 91 per cent) come from residential small retail customers.

Figure 6.2 charts the complaints statistics published by EWON in its 2007/08 Annual Report, in order to compare this data with that provided by the distributors to IPART. Please note that complaints made to EWON represent a subset of complaints made directly to the distributors. Nevertheless, consistent with IPART's statistics, EWON's report shows that network complaints (supply/provision) are at low levels compared to complaints about retail matters.

⁸ Country Energy reported that previously it monitored its service level at 20 seconds, but developed a methodology to extrapolate the data for 30 seconds. 2006/07 data could not be provided as a system change was being undertaken to capture data at 30 seconds.

Figure 6.2 Types of electricity complaints reported to EWON 2007/08



Source: Energy & Water Ombudsman NSW; *Annual Report 2007/08*, p 14.



Appendices

A Electricity distributor customer service performance data, 2003/04 to 2007/08

Table A.1 Number of connections provided after the agreed date

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-----------|-----------|-----------|-----------|-----------|
| Country Energy | 59 | 40 | 57 | 35 | 32 |
| EnergyAustralia | 1 | 1 | 0 | 1 | 0 |
| Integral Energy | 8 | 5 | 4 | 2 | 2 |
| Grand Total | 68 | 46 | 61 | 38 | 34 |

Table A.2 Value of compensation paid for late connections

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|----------------|----------------|----------------|----------------|----------------|
| Country Energy | \$6,900 | \$3,720 | \$7,800 | \$4,980 | \$3,720 |
| EnergyAustralia | \$60 | \$60 | \$0 | \$300 | \$0 |
| Integral Energy | \$480 | \$300 | \$240 | \$120 | \$120 |
| Grand Total | \$7,440 | \$4,080 | \$8,040 | \$5,400 | \$3,840 |

Table A.3 Number of planned interruptions to supply

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|---------------|---------------|---------------|--------------|---------------|
| Country Energy | 6,228 | 7,180 | 5,436 | 5,375 | 7,117 |
| EnergyAustralia | 1,325 | 1,437 | 1,615 | 1,335 | 2,464 |
| Integral Energy | 3,179 | 3,269 | 3,480 | 3,062 | 3,113 |
| Grand Total | 10,732 | 11,886 | 10,531 | 9,772 | 12,694 |

Table A.4 Percentage of planned interruptions to supply where insufficient notice was given

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| Country Energy | 2.8% | 4.6% | 6.8% | 7.6% | 6.9% |
| EnergyAustralia | 3.9% | 6.3% | 4.8% | 5.8% | 1.0% |
| Integral Energy | 0.0% | 0.1% | 4.4% | 1.5% | 1.2% |
| Grand Total | 2.1% | 3.6% | 5.7% | 5.4% | 4.3% |

Table A.5 Percentage of planned interruptions to supply that lasted longer than advised

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| Country Energy | 0.8% | 1.4% | 2.2% | 2.5% | 2.9% |
| EnergyAustralia | 0.0% | 0.0% | 0.0% | 0.1% | 0.2% |
| Integral Energy | 2.3% | 3.0% | 1.2% | 0.5% | 0.4% |
| Grand Total | 1.2% | 1.7% | 1.5% | 1.6% | 1.8% |

Table A.6 Value of compensation paid where insufficient notice was given or planned interruptions to supply lasted longer than advised

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Country Energy | \$8,195 | \$20,615 | \$30,315 | \$34,040 | \$40,460 |
| EnergyAustralia | \$1,040 | \$1,800 | \$1,515 | \$1,640 | \$580 |
| Integral Energy | \$3,760 | \$3,260 | \$3,940 | \$1,420 | \$1,320 |
| Grand Total | \$12,995 | \$25,675 | \$35,770 | \$37,100 | \$42,360 |

Table A.7 Number of reported streetlight faults

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|---------------|---------------|---------------|---------------|---------------|
| Country Energy | 13,905 | 14,230 | 15,005 | 12,748 | 12,516 |
| EnergyAustralia | 25,921 | 25,121 | 23,179 | 19,049 | 19,440 |
| Integral Energy | 19,892 | 19,396 | 15,403 | 10,872 | 18,592 |
| Grand Total | 59,718 | 58,747 | 53,587 | 42,669 | 50,548 |

Table A.8 Average number of working days to repair streetlight faults

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-----------|-----------|-----------|-----------|-----------|
| Australian Inland | 3 | 5 | NA | NA | NA |
| Country Energy | 8 | 9 | 8 | 8 | 10 |
| EnergyAustralia | 8 | 8 | 9 | 6 | 12 |
| Integral Energy | 2 | 2 | 2 | 2 | 3 |
| Grand Total | 21 | 24 | 19 | 16 | 25 |

Table A.9 Value of compensation paid for not completing streetlight faults by agreed date

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-----------------|----------------|----------------|----------------|-----------------|
| Country Energy | \$1,830 | \$2,835 | \$2,355 | \$1,050 | \$1,305 |
| EnergyAustralia | \$12,435 | \$7,005 | \$5,970 | \$2,865 | \$5,045 |
| Integral Energy | \$285 | \$90 | \$225 | \$825 | \$5,925 |
| Grand Total | \$14,550 | \$9,930 | \$8,550 | \$4,740 | \$12,275 |

Table A.10 Percentage of calls abandoned or dropped out

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|--------------|--------------|--------------|--------------|--------------|
| Country Energy | 24.5% | 41.2% | 42.6% | 31.1% | 27.4% |
| EnergyAustralia | 12.3% | 10.5% | 10.5% | 15.7% | 10.8% |
| Integral Energy | 16.0% | 6.0% | 3.2% | 8.7% | 3.8% |
| Grand Total | 17.9% | 23.0% | 25.1% | 20.3% | 17.4% |

Table A.11 Percentage of calls answered by a human operator within 30 seconds

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|--------------|--------------|--------------|-----------|--------------|
| Country Energy | 66.7% | 48.4% | 47.2% | NA | 61.4% |
| EnergyAustralia | 46.4% | 44.6% | 81.3% | 74.3% | 81.1% |
| Integral Energy | 58.0% | 81.0% | 89.0% | 70.9% | 96.2% |
| Grand Total | 56.7% | 52.1% | 65.8% | NA | 74.4% |

Table A.12 Percentage of complaints by small retail customers about network matters

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|-------------|-------------|-------------|-------------|-------------|
| Country Energy | 0.4% | 0.3% | 0.3% | 0.3% | 0.3% |
| EnergyAustralia | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% |
| Integral Energy | 0.5% | 0.4% | 0.4% | 0.4% | 0.3% |
| Grand Total | 1.0% | 0.8% | 0.9% | 0.8% | 0.7% |

Table A.13 Percentage of small retail customer complaints about network matters that were from residential customers

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|--------------|--------------|--------------|--------------|--------------|
| Country Energy | 93.0% | 93.7% | 93.7% | 93.1% | 91.5% |
| EnergyAustralia | 83.5% | 89.5% | 86.5% | 86.7% | 90.0% |
| Integral Energy | 88.1% | 91.1% | 92.0% | 91.7% | 91.5% |
| Grand Total | 89.3% | 91.7% | 91.6% | 91.1% | 91.2% |

Table A.14 Percentage of small retail customer complaints about network matters that were from non-residential customers

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|--------------------|--------------|-------------|-------------|-------------|-------------|
| Country Energy | 7.0% | 6.3% | 6.3% | 6.9% | 8.5% |
| EnergyAustralia | 16.5% | 10.5% | 13.5% | 13.3% | 10.0% |
| Integral Energy | 11.9% | 8.9% | 8.0% | 8.3% | 8.5% |
| Grand Total | 10.7% | 8.3% | 8.4% | 8.9% | 8.3% |

Table A.15 Total numbers for all performance indicators

| Performance indicators | 2003/04 | 2004/05 | 2005/06 | 2006/07 | 2007/08 |
|---|----------------|----------------|----------------|----------------|----------------|
| Number of customers as at 30 June | 3,068,941 | 3,115,376 | 3,150,976 | 3,181,358 | 3,214,477 |
| Number of residential small retail customers | 2,745,070 | 2,752,529 | 2,758,229 | 2,806,201 | 2,834,295 |
| Number of non residential small retail customers | 305,991 | 332,831 | 372,417 | 355,591 | 359,149 |
| Total small retail customers | 3,051,061 | 3,083,360 | 3,130,646 | 3,161,792 | 3,193,444 |
| Number of calls made to this service | 1,271,406 | 1,219,066 | 1,231,710 | 1,302,271 | 984,470 |
| Number of calls abandoned or dropped out | 227,473 | 280,247 | 309,496 | 264,883 | 140,461 |
| Number of calls answered within 30 seconds | 721,041 | 634,869 | 810,131 | 601,608 | 840,565 |
| Number of connections provided by the DNSP | 311,325 | 287,960 | 316,024 | 243,848 | 238,022 |
| Number of connections provided after the agreed date | 68 | 46 | 61 | 38 | 34 |
| Total value of compensation paid for connections after agreed date | 7,440 | 4,080 | 8,040 | 5,400 | 3,840 |
| Number of planned interruptions to supply | 10,732 | 11,886 | 10,531 | 9,772 | 12,694 |
| Number where insufficient notice was given | 230 | 424 | 601 | 530 | 550 |
| Number interrupted for longer than advised | 125 | 200 | 162 | 152 | 226 |
| Total value of compensation paid for insufficient notice or interruptions lasting longer than advised | 12,995 | 25,675 | 35,770 | 37,100 | 42,360 |
| Total number of reported street light faults | 59,718 | 58,747 | 53,587 | 42,669 | 50,548 |
| Number of times where repairs were late | 2,851 | 2,927 | 1,693 | 425 | 1,200 |
| Average number of days to repair street lights | 21 | 24 | 19 | 16 | 25 |
| Total value of compensation paid for repair of streetlights | 14,550 | 9,930 | 8,550 | 4,740 | 12,275 |
| Number of complaints by small retail customers about network matters | 8,112 | 6,331 | 7,382 | 6,679 | 6,372 |
| Number of complaints from residential small retail customers | 7,240 | 5,806 | 6,760 | 6,085 | 5,809 |
| Number of complaints from non residential small retail customers | 872 | 525 | 622 | 594 | 563 |

B Notes and definitions

B.1 Customers

'Customer' means the person in whose name an electricity account is held under one supply contract.

'Small retail customer' means a customer whose electricity consumption in NSW is no more than 160 megawatt hours per annum.

'Residential small retail customer' means a small retail customer who uses their premises primarily for residential purposes.

'Non-residential small retail customer' means a small retail customer who uses their premises primarily for non-residential purposes.

B.2 Telephone service for reporting network faults

The resulting measures that may be used in IPART's compliance report are:

- ▼ Percentage of calls answered within 30 seconds.
- ▼ Percentage of calls that dropped out or were abandoned by the caller.

These measures are based upon a guaranteed customer service standard established under clause 40 and Schedule 3, Part 2, clause 11 of the *Electricity Supply (General) Regulation 2001*. A connection contract between a distributor and a small retail customer must require a distributor to provide a telephone service that operates on a number to which a person can be connected for not more than the price of a local telephone call and that can receive notice of, and give information concerning, faults and difficulties in the distributors' electricity works. An automated answering service satisfies this requirement only if it makes provision for the transfer of calls to a human operator.

B.3 Timely provision of services

The resulting measures that may be used in IPART's compliance report are:

- ▼ Number of connections not undertaken by the agreed date.
- ▼ Value of compensation paid for not providing connection services by the agreed date.

These measures are based upon a guaranteed customer service standard established under clause 40 and Schedule 3, Part 2, clause 9 of the *Electricity Supply (General) Regulation 2001*. A connection contract between a distributor and a small retail customer must provide that if the distributor fails to provide a connection service

under the contract on or before the date agreed between the distributor and the customer (or the customer's representative) as the date by which the service is to be provided, the distributor is to pay to the customer, by way of compensation for the delay, not less than \$60 for each day that elapses between the agreed date and the date by which the service is actually provided. The contract must provide that the maximum amount payable in relation to any one service is \$300.

B.4 Timely notice of planned interruptions to supply

The resulting measures that may be used in IPART's compliance report are:

- ▼ Number of planned interruptions to supply.
- ▼ Number of planned interruptions to supply where the Licence Holder did not provide the required notice to affected customers.
- ▼ Number of planned interruptions to supply where a Licence Holder interrupted supply longer than indicated in the relevant customer notice.
- ▼ Value of compensation paid to customers for not providing the required notice or for interrupting supply for longer than indicated in the notice.

These measures are based upon a guaranteed customer service standard established under clause 40 and Schedule 3, Part 2, clause 10 of the *Electricity Supply (General) Regulation 2001*. A connection contract between a distributor and a small retail customer must provide that, if the distributor fails to provide to the customer at least 2 business days' notice of any interruption by the distributor to the customer's supply of electricity, or interrupts the customer's supply of electricity for longer than the time indicated in any such notice, the distributor must pay the customer, by way of compensation for the interruption to supply, not less than \$20.

B.5 Repair of faulty street lights

"Average number of days to repair faulty street lights" = Total number of street light repair days/Total number of reported street light faults

The resulting measures that may be used in IPART's compliance report are:

- ▼ Number of reported street light faults.
- ▼ Number of street light repairs that were not completed by the date agreed with the person reporting the fault.
- ▼ Percentage of street light repairs that were not completed by the date agreed with the person reporting the fault.
- ▼ Average number of days to repair faulty street lights.
- ▼ Value of compensation paid to eligible persons for not completing street light repairs by the agreed date.

These measures are based upon a guaranteed customer service standard established under clause 40 and Schedule 3, Part 2, clause 12 of the *Electricity Supply (General) Regulation 2001*. A connection contract between a distributor and a small retail customer must provide that, if the distributor fails to repair faulty street lighting on or before the date agreed between the customer and the distributor as the date by which the repair is to be completed, the distributor must pay to the customer, by way of compensation for the loss of illumination, not less than \$15.

This standard applies to street lighting that is owned by the distributor or that the distributor is under a legally enforceable obligation to maintain, but does not apply to street lighting to which the distributor merely supplies electricity or connection services. It also only applies in respect of the customer if the customer's premises abut the part of the street that (but for the fault) would ordinarily be illuminated by the street lighting.

B.6 Complaints

“Complaint” means a written or verbal expression of dissatisfaction about an action, a proposed action, or a failure to act by a Licence Holder, its employees, agents or contractors. This includes failure by a Licence Holder to observe its published or agreed practices or procedures. It does not include a complaint made about the Licence Holder to any other body.

The resulting measures that may be used in IPART's compliance report are:

- ▼ Proportion of residential small retail customers that complained about distribution network service matters.
- ▼ Proportion of non-residential small retail customers that complained about distribution network service matters.

IPART will seek information from EWON on the number of small retail customers who took their complaint about a distributor's service to EWON.

