

Record No:
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Alan Tregilgas
Utilities Commissioner
Utilities Commission
5th Floor, 38 Cavenagh Street
DARWIN NT 0800

Dear Utilities Commissioner

Re: Electricity Standards of Service Code – Proposed Minimum Quality & Customer Service Standards

The Corporation, in accordance with c 5 of the *Electricity Standards of Service Code*, seeks approval from the Utilities Commission of its **attached** proposed final draft Minimum Standards for Quality and Customer Service.

The Corporation believes that its proposed Minimum Standards:

- comply with its obligations under c 4 of the Code;
- encompass the *relevant* key service performance indicators nominated in Schedule 1 of the Code;
- are consistent with the requirements set out in Schedule 2 of the Code for each type of Minimum Standard; and
- were developed in conjunction with the Commission and are therefore capable of being approved without the need for substantial amendment.

Please note that the service standards in the Statement of Corporate Intent are not minimum standards set by, but are 'stretch' targets negotiated with, the NT Government.

Should you have any queries regarding this or any related matters please contact, at first instance, Mr Darren Nelson, Manager of Economic Regulation & Services (Economics), on 8985 8444 and/or at darren.nelson@powerwater.com.au.

Yours sincerely

Kim Wood
Managing Director

June 2006



Electricity Standards of Service Code – Proposed Minimum Quality & Customer Service Standards

Indicator	Measure	1999/2000 Actual	Proposed Minimum Standard	Comments
Complaints¹				
<i>customer complaints</i>	<i>Number</i>	NA	5146	This indicator is based on the 2003/04 financial year, which was the first year that reliable data was collected on a Corporation wide basis. This indicator includes customer complaints about network & generation reliability, and excludes voltage complaints.
<i>complaints received in relation to voltage events</i>	<i>Number</i>	NA	NA	As stated in the Corporation's submission on the framework, over the year to November 2004, the Corporation received 170 voltage complaints, all were attended to and approximately 150 were actually attributable to voltage problems. Detailed voltage complaint data is still not collected within the Corporation, however systems could be established within a reasonable time frame if required.
Connections²				
<i>new connections not provided to existing supply properties within 24 hours</i>	<i>Percentage</i>	NA	2%	This indicator is based on the 2002/03 financial year, which was the first year that reliable data was collected.
<i>new connections not provided to new subdivisions in urban areas within 5 working days</i>	<i>Percentage</i>	NA	10%	This indicator is based on the 2002/03 financial year, which was the first year that reliable data was collected.

Indicator	Measure	1999/2000 Actual	Proposed Minimum Standard	Comments
<i>new connections not provided to new subdivisions where minor extensions or augmentation is required in urban areas within 10 weeks</i>	<i>Percentage</i>	NA	35%	This indicator is based on the 2002/03 financial year, which was the first year that reliable data was collected.
<i>Telephone Calls³</i>				
<i>telephone calls responded to within 20 seconds from when the customer selects to speak to a human operator</i>	<i>Number</i>	58,679	58,679	Note that, in 1999/2000, the Corporation took part in a national benchmarking study by the ESAA of call centre performance. This data was provided to the ESAA at the time.
<i>telephone calls responded to within 20 seconds from when the customer selects to speak to a human operator</i>	<i>Percentage</i>	63%	63%	Note that, in 1999/2000, the Corporation took part in a national benchmarking study by the ESAA of call centre performance. This data was provided to the ESAA at the time.

Notes:

1. The minimum standard proposed is based on the actual number of electricity complaints during 2003-04 when data had been centrally recorded and collated. At this stage, the Corporation is not proposing regional minimum standards due to the lack of time-series data availability and the level of manual interrogation required of the reporting system. The Corporation is however supportive of regional standards setting and/or reporting when automated reports are available, and is committed to providing regional complaint reports (together with available historical data) from the 3rd Quarter 2006-07, with a view to revisiting the minimum standards.

2. Three types of connection minimum standards have been proposed and are consistent with the Corporation's internal reporting. For new connections to existing supply properties, contractors are engaged to carry out this work throughout the Territory. Meeting the standard is largely dependent on contractor performance and contract management. For new connections within new sub-divisions, the Corporation proposes that this standard apply to urban areas only (Darwin, Palmerston, Katherine, Tennant Creek, Alice Springs and Yulara), given the sparse nature of the Territory's electricity networks and the unavailability of rural 'standard setting' data. For new connections within new sub-divisions where minor extensions or augmentation is required, the Corporation has proposed to use 35% not provided within 10 weeks as a reasonable measure of historical performance. It is important to note that meeting such a standard is largely dependent upon administrative approval processes – ie internally through the Business Review Committee and externally through the Procurement Review Board.

The Corporation has not actively reported/recorded historical regional data, but supports regional reporting of such information going forward from the 3rd Quarter 2006-07, with a view to revisiting the minimum standards.

3. The Corporation's call centre system is based on a '1800' number which, by its very nature, does not identify the geographical location of callers.