

SOURCE(S): (incl name of report, how extracted)

Electricity Outage Reporting Database extract manipulated in spreadsheet to produce outage reports (Actual)
 Single Premise Outage Report extract manipulated in spreadsheet to produce outage reports (Actual)
 Premise Deposit Registry extract manipulated in spreadsheet to produce reports (Actual)
 The source of customer numbers is the AAD REG billing system (Actual)

REPORT / EXTRACT DATE:

02 September 2014

Can information requested be provided from Actual information? (Y/N)

Y

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Reliability calculations are as defined by the AER Definitions.
 The total unplanned affected Customers and Minutes off supply were extracted from Electricity Outage Reporting Database and divided by the average Customer numbers to calculate USAIDI and USAIFI for each feeder classification.
 MED days have been excluded from unplanned outage SAIDI and SAIFI as required by the tables 1 and 2.
 There were no other excluded events. This approach is consistent with STPIS November 2009 Appendix D.
 Customer numbers are entered into Electricity Outage Reporting Database from the AAD REG billing system on an end of month basis.
 Unplanned SAIFI - The total number of unplanned sustained customer interruptions divided by the total number of distribution customers. Unplanned SAIFI excludes momentary interruptions (one minute or less). SAIFI is expressed per 0.01 interruptions.

Consistency with requirements: Provides best estimate of required data broken down into categories requested. Other definitions & instructions have been noted & followed (unless noted)

SOURCE(S): (incl name of report, how extracted)

Report 'Contact Service Queue Activity Reoprt (by CSQ)' for CSQ (queue) 'Faults Electricity (1)' extracted from CISCO historical reporting platform. Date range 01/07/2013 12:00:00 am to 30/06/2014 11:59:00 pm.

REPORT / EXTRACT DATE:

03 September 2014

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Y

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Table 1: Telephone answering

All data taken directly from 'Contact Service Queue Activity Reoprt (by CSQ)' for CSQ (queue) 'Faults Electricity (1)' extracted from CISCO historical reporting platform. Date range 01/07/2013 12:00:00 am to 30/06/2014 11:59:00 pm.

Note: 'SL' refers to service level and is set in the reporting at 30 seconds.

Total number of calls (after removing excluded events) = (Calls presented) - (Calls abandoned < SL)

Total number of calls = Calls presented

Number of calls answered wthin 30 seconds = Calls handled < SL

Consistency with requirements: Provides best estimate of required data broken down into categories requested. Other definitions & instructions have been noted & followed (unless noted)

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Report 'Contact Service Queue Activity Reopr (by CSQ)' for CSQ (queue) 'Faults Electricity (1)' extracted from CISCO historical reporting platform.

REPORT / EXTRACT DATE:

03 September 2014

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Y

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

All data is obtained from Report 'Contact Service Queue Activity Reopr (by CSQ)' for CSQ (queue) 'Faults Electricity (1)' extracted from CISCO historical reporting platform for each day. These reports are extracted daily and tracked in a spreadsheet. This spreadsheet for the full financial year was then used on 03/09/14 to complete table 1: Daily performance data in tab 1c. STPIS Daily Performance. Note: 'SL' refers to service level and is set in the reporting at 30 seconds.
Total number of calls (after removing excluded events) = (Calls presented) – (calls abandoned < SL)
Total number of calls answered in 30 seconds (after removing excluded events) = (Calls hand < SL)

Consistency with requirements: Provides best estimate of required data broken down into categories requested. Other definitions & instructions have been noted & followed (unless noted)

SOURCE(S): (incl name of report, how extracted) Report 'Contact Service Queue Activity Reopr (by CSQ)' and 'Contact Service Queue Activity Report' both for CSQ (queue) 'Faults Electricity (1)' extracted from CISCO historical reporting platform. Date range 01/07/2013 12:00:00 am to 30/06/2014 11:59:00 pm.

REPORT / EXTRACT DATE: 03 September 2014

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METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Table 3: Customer Service
 Calls to call centre fault line = calls presented (from report 'Contact Service Queue Activity Reopr (by CSQ)' for CSQ (queue) 'Faults Electricity (1)')
 Calls to fault line not answered within 30 seconds = 'Calls handled' – 'calls handled <SL' (from report 'Contact Service Queue Activity Reopr (by CSQ)' for CSQ (queue) 'Faults Electricity (1)'). Please note, as appendix C refers to calls "...not answered in 30 seconds when the time to answer is measured from when the call enters the telephone system of the call centre...and the caller speaks with a human operator..." I have only considered calls answered by a human operator in providing this figure.
 Calls to fault line - average waiting time before call answered = 'Avg queue time' (from report 'Contact Service Queue Activity Reopr' for CSQ (queue) 'Faults Electricity (1)')
 Calls abandoned - percentage = ('Calls abandoned' / 'Calls Presented')*100% (from report 'Contact Service Queue Activity Reopr (by CSQ)' for CSQ (queue) 'Faults Electricity (1)')
 Call centre - number of overload events = this is obtained via a tracking spreadsheet managed within the call centre. If any incidents are tracked as occurring, they are reconfirmed with Business Services Division of AAD. For FY13/14 there were zero overload incidents.

Consistency with requirements: Provides best estimate of required data broken down into categories requested. Other definitions & instructions have been noted & followed (unless noted)

SOURCE: (include name of report, how extracted) FARMER on ANetworkdbP
 Data extract of all connections managed through Farmer system

REPORT / EXTRACT DATE: 22 September 2014

Can information requested be provided from Actual information? (Y/N) Y

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Data provided for Table 3: Customer Service section - Connections made and Connections not made on agreed date
 Farmer (connections management system) extract of basic (simple LV) connection volumes (connections made) and the volume of connections that breached the connection times (Connections not made on agreed date)
 Excludes "solar PV" connections

Consistency with requirements: Provides best estimate of required data broken down into categories requested. Other definitions & instructions have been noted & followed (unless noted)

SOURCE: (include name of report, how extracted) Satisfy

REPORT / EXTRACT DATE: 31 October 2014

Can information requested be provided from Actual information? (Y/N) Y

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Data provided for Table 3: Total Complaints

Complaints are managed in the SATISFY software database. Extracts of reports were generated to show the procedures involved. Satisfy can produce reports that classify complaints.

SOURCE: (include name of report, how extracted) Spreadsheet administered by the Metering Technical Officer

REPORT / EXTRACT DATE: 03 November 2014

Can information requested be provided from Actual information? (Y/N) N

METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Data provided for Table 2: Complaints about quality of supply.

AAD identified approximately 50 service /field reports that suggested that a supply quality issue may have occurred. A technical officer had responded to issues and collated the results of each site visit. Discussion with that officer revealed that the source/s of the information that triggered a job varied. Whilst some jobs were captured through the call centre arrangements, they appeared as incidents or issues and were not captured in the customer complaints system Other jobs arose from discussions within AAD between technical officers where one may have observed an issue and reported it to the other. That type of issue was not captured in the customer complaints database. Whilst the technical officer was able to produce a spreadsheet of his work and the consequent results, it is clear that those jobs had not been adequately captured and registered in the central customer complaints database.

Assumption: AAD assumes that the data provided by the Metering Officer is accurate.

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02 September 2014

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METHODOLOGY (Data assumption, adjustment, cleansing and justification)

Reliability calculations are as defined by the AER Definitions.

Unplanned SAIDI is the sum of the duration of each unplanned sustained interruption (in minutes) divided by the total number of distribution customers. Unplanned SAIDI excluded momentary interruption (One minute or less)
 The number of distribution customer used to derive SAIDI reflect the relevant network type and the average of the number of customer at the beginning of the reporting period and the number of customers at the end of the reporting period.
 Whole Network – Total Distribution customers
 Network Classification -Urban - Total Urban Customers
 Network Classification – Short Rural – Total Short Rural Customers
 Individual Feeder – Customers on that Feeder

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 Individual Feeder – Customers on that Feeder

The data was extracted from Electricity Outage Reporting Database and summing the Customer Minutes off supply on a per feeder basis to determine the ten worst performing feeders.

Energy not supplied is not recorded in Business Systems - To provide an estimate, a proportion of Total Energy delivered was calculated as Energy not supplied based on the system minutes of PSAIDI and USAIDI. Average customer load was assumed and was no adjustments were made for customer category. Energy delivered was divided into system minutes and multiplied by PSAIDI and USAIDI. Monetary outages were excluded.

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