

## **Draft Inquiry Report into ETSA Utilities Network performance and customer response January 2006 feedback comments**

### **Background**

We experienced power outages twice last summer

- 7 hours while on holiday at Blanchetown late 30/12/05.
- 25 hours during the period of the report

### **General comments**

- The report is very clinical about the term customer, which only relates to the person paying the bill rather than the number of people living in the house. ie many hundreds more.
- The Minister in Appendix 1 under 1.4 refers to in excess 30 hours but the report data only goes mainly to 24 hours? The 564 customers effect for over 24 hours should be broken down further. This would give a clearer indication of how long the consumers suffered.
- page 11 the average restoration for L.V. compared to normal average should be provided.

### **Guaranteed Service Level Scheme payments**

- The increase in Guaranteed Service Level payments should be increased three times the current levels and indexed each year the same percentages of electricity price increase to residential consumers. The proposal of \$320 for greater than 24 hours is inadequate.
- The current \$80 for >12 and <15 hours would be lucky to pay for a nights accommodation in the middle heat wave.
- An additional threshold should be established (if possible) >9 to <12 hours \$40 x 3 times + plus inflation
- The report should indicate what Guarantee payment did the Riverside Estate residents receive refer page 66 as an example of how effective the thresholds are.

### **Certificate of Compliance**

- I don't believe that ETSA is best using the information from Certificate of Compliance forms because at least 40% of the houses on the transformer that effected us would have been built when this was a requirement. (Our house is only 3 years old) So a lot of good that did us.
- The report should recommend that ETSA check before next summer After Diversity Maximum (page 3) on all low voltage transformers, which failed during the period, covered in the report.

### Collection of information by the inquiry

- The community awareness to inquiry the has failed, given the lack of customer questionnaire return. The commission needs to consider a better strategy next time. For example why was it not possible to post the questionnaire out to customers who lost power. The commission also assumed that in February people have time to read the paper, because most families are mainly focused on the return of kids back to school and all the school notes you get in the first month etc (*We were not aware of the Customer Questionnaire*)
- The report has not indicated that it used all available information about the event eg TV and radio transcripts, info in the Advertiser or local papers
- Members of Parliament could have assisted to distribute the questionnaires.

### Call centre

The report should go into more detail about the call centre. For example

- footnote 190 talks about 56 staff. As per Appendix 1 – 3.5.2. What was the staffing by hour during the period in the call centre?
- How many of the staff who worked during the period are experience call centre staff or just staff to man the phones during the emergency?
- How many of the experience staff have more than 12 months experience working in that call centre?
- Why did the call centre tell some of my neighbours that the power was on, when it was not?
- Why did the IVR not provide advice to the callers where they were in the queue?
- Why did the IVR have long periods of void without message?
- Page 96. Overflow call centre” *transferring calls directly to overflow call centre once the ETSA Utilities staff become available”* What is ETSA estimated time? eg 10 –28 hours??. Are they going to have available experience staff?
- Location of call centre. At least Adelaide staff are likely to know how big and where Golden Grove is?
- The Inquiry report has not discussed what a customer who is not getting adequate information from the call centre in the future can do. It just assumes that the call centre staff will have the info. There must be a point where a customer should be able to escalate the lengthy outage, particular when this outage occurs on weekends.
- ESCOSA should engage a call centre expert to review the draft report.
- The report should discuss training of staff. Ie in the past with the current process and what training is planned in the future. Refer terms of reference 3.5.2 ie *staffing*
- I don't believe that many customers effected by low voltage transformer outages in January will trust the voice messages on the IVR and will want to discuss the outage with an operator. Especially at night when you can see other people with power.

### **Information during the heatwave**

- ETSA should be able to TXT customers who have logged a job with an operator after five hours and also give hourly updates on the outage and where their job is in the queue. If schools can't contact parents if children are not at school, the ETSA should be able to do it.
- Information on websites is not much good if you don't have power, which was outlined in the report. Also key government info websites could have links to ETSA info.
- Info via media is ok if it is for wide spread outages but limited effect if significant numbers of Low Voltage transformers are out. As a customer all I wanted to know was when is the power coming back on and if possible where is my job in the job queue.

Only time will tell if the final report will have any impact.

Paul Sansome

P.S. The binding of the draft report fell to bits.

cc: **Hon Nick Xenophon,**  
**Hon. Jennifer Rankine,**