

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		Sep - 13	Dec - 13	Mar - 14	Jun - 14		
System Average Interruption Duration Index (SAIDI) - (minutes)							
Total (including exclusions)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Urban	28.28	43.83	44.20		116.47	
	Short rural	70.18	100.70	111.89		281.67	
	Long rural	132.91	334.24	261.43		731.54	
An interruption of a duration of one minute or less							
2.4.3 (a), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00		0.00	
	Short rural	0.00	0.00	0.00		0.00	
	Long rural	0.00	0.00	0.00		0.00	
An interruption resulting from load shedding due to a shortfall in generation							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00		0.00	
	Short rural	0.00	0.00	0.00		0.00	
	Long rural	0.00	0.00	0.00		0.00	
An interruption resulting from a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Rules or National Electricity Law							
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00		0.00	
	Short rural	0.00	0.00	0.00		0.00	
	Long rural	0.00	0.00	0.00		0.00	
An interruption resulting from automatic shedding of load under the control of under-frequency relays following the occurrence of a power system under-frequency condition described in the power system security and reliability standards							
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Urban	0.000	0.001	0.000		0.001	
	Short rural	0.001	0.000	0.001		0.002	
	Long rural	0.000	0.000	0.000		0.000	
An interruption resulting from a failure of the shared transmission grid							
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.152	0.082	0.025		0.257	
	Long rural	2.061	0.026	0.094		2.205	
An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety							
2.4.3(b)(v), 2.6.2(a)(i)(C)	Urban	0.000	0.291	0.000		2.137	
	Short rural	0.092	0.282	0.001		0.373	
	Long rural	0.000	0.000	0.000		0.000	
Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day							
2.4.3(c), 2.6.2(a)(i)(C)	Urban	0.000	7.337	9.800		17.145	
	Short rural	0.000	13.756	23.819		37.508	
	Long rural	0.000	9.751	26.727		36.513	

2.4.3(d), 2.6.2(a)(i)(C)	An interruption caused by a customer's electrical installation or failure of that electrical installation						
	Urban	0.368	0.443	0.753		1.569	
	Short rural	0.581	1.085	0.948		2.510	
	Long rural	0.884	1.255	1.468		3.656	
2.6.2(a)(iii)	Total exclusions						
	Urban	0.369	8.072	10.55		20.85	
	Short rural	0.826	15.205	24.79		40.65	
	Long rural	2.945	11.032	28.29		42.37	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Urban	27.91	35.76	33.64		95.62	
	Short rural	69.35	85.50	87.09		241.02	
	Long rural	129.97	323.20	233.14		689.16	

		Quarter				Financial year to date	MSS 2013-14
Section in EIC	Reporting category	Sep - 13	Dec - 13	Mar - 14	Jun - 14		
System Average Interruption Frequency Index (SAIFI) - (number)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Total (including exclusions)						
	Urban	0.340	0.450	0.557		1.349	
	Short rural	0.641	1.019	0.940		2.590	
	Long rural	1.271	2.310	1.850		5.459	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	Long rural	0.000	0.000	0.000		0.000	
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation						
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	Long rural	0.000	0.000	0.000		0.000	
2.4.3(b)(ii), 2.6.2(a)(i)(C)	An interruption resulting from a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Rules or National Electricity Law						
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	Long rural	0.000	0.000	0.000		0.000	
2.4.3(b)(iii), 2.6.2(a)(i)(C)	An interruption resulting from automatic shedding of load under the control of under-frequency relays following the occurrence of a power system under-frequency condition described in the power system security and reliability standards						
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	Long rural	0.000	0.000	0.000		0.000	
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid						
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.001	0.007	0.003		0.012	
	Long rural	0.015	0.003	0.007		0.026	
2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety						
	Urban	0.000	0.004	0.000		0.017	
	Short rural	0.002	0.003	0.000		0.005	
	Long rural	0.000	0.000	0.000		0.000	
2.4.3(c), 2.6.2(a)(i)(C)	Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day						
	Urban	0.000	0.069	0.118		0.187	
	Short rural	0.000	0.102	0.143		0.245	
	Long rural	0.000	0.096	0.192		0.288	

2.4.3(d), 2.6.2(a)(i)(C)	An interruption caused by a customer's electrical installation or failure of that electrical installation						
	Urban	0.003	0.003	0.005		0.011	
	Short rural	0.004	0.008	0.006		0.017	
	Long rural	0.004	0.006	0.007		0.018	
2.6.2(a)(iii)	Total exclusions						
	Urban	0.003	0.076	0.123		0.215	
	Short rural	0.007	0.119	0.152		0.278	
	Long rural	0.019	0.105	0.206		0.331	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution System (excluding exclusions)						
	Urban	0.337	0.374	0.434		1.133	
	Short rural	0.634	0.900	0.788		2.312	
	Long rural	1.252	2.205	1.644		5.128	

**Ergon Energy
GSL Reporting**

Note:

No. of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made.

No. of customer claims is the total number of customer claims received (the sum of *customer claims made and paid* and *customer claims rejected*)

Data Specifications			Quarter				Financial Year to Date
Section in EIC	Reporting Requirements	Unit	Sep - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	47	30	30	0	107
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$3,900.00	\$3,900.00	\$0.00	\$13,910.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	15	17	24	0	56
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,664.00	\$1,664.00	\$3,016.00	\$0.00	\$6,344.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	1	1	0	6
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	0	2
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	4	4	0	16
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$572.00	\$312.00	\$208.00	\$0.00	\$1,092.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	5	11	0	22
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	8	0	12
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1	1	1	0	3
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$52.00	\$52.00	\$208.00	\$0.00	\$312.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	0	0	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	39	132	0	211
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,080.00	\$2,184.00	\$6,864.00	\$0.00	\$11,128.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	13	13	0	37
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	4	4	0	11
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,550	348	742	0	2,640
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$40,300.00	\$9,048.00	\$19,292.00	\$0.00	\$68,640.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	6	7	0	24
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	4	3	0	9
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	179	33	61	0	273
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$11,635.00	\$2,145.00	\$3,965.00	\$0.00	\$17,745.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	7	2	0	0	9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	0	0	0	5
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	79	604	630	0	1,313
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,216.00	\$62,816.00	\$65,520.00	\$0.00	\$136,552.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	4	6	0	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	4	5	0	10
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	0	61	0	107
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,784.00	\$0.00	\$6,344.00	\$0.00	\$11,128.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0	0	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	0	2
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,965	1,076	1,685	0	4,726
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$75,413.00	\$82,121.00	\$109,317.00	\$0.00	\$266,851.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	42	32	38	0	112
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	15	20	0	51