Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12			
		Sep - 11	Dec - 11	Mar - 12	Jun - 12					
	System Average Interruption Duration Index (SAIDI) - (minutes)									
2.6.2(a)(i)(A)	Total (including exclusions)									
	Urban 23.53 57.74 81.58									
	Short rural	75.24	142.33			217.73				
	Long rural	200.74	452.03			652.87				
2.4.3 (a), 2.6.2(a)(i)(C)	An int	terruption o	of a duration	of one minute	or less					
	Urban	0.00	0.00			0.00				
	Short rural	0.00	0.00			0.00				
	Long rural	0.00	0.00			0.00				
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption res	ulting from	load shedd	ding due to a s	hortfall in g	eneration				
	Urban	0.00	0.00			0.00				
	Short rural	0.00	0.00			0.00				
	Long rural	0.00	0.00			0.00				
2.4.3(b)(ii), 2.6.2(a)(i)(C)	An interruption resulting from a direction by Electricity Act									
	Urban	0.00	0.00			0.00				
	Short rural	0.00	0.00			0.00				
	Long rural	0.00	0.00			0.00				
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	0.00	0.00			0.00				
	Short rural	0.00	0.00			0.00				
	Long rural	0.00	0.00			0.00				
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption	resulting fr	om a failure	of the shared	transmissio	on grid				
	Urban	1.87	9.97			11.81				
	Short rural	2.63	5.21			7.85				
	Long rural	16.18	0.15			16.34				
2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting from a direction by	a police off	icer or anot safety		person ex	ercising powers in relation to public				
	Urban	0.00	0.00			0.00				
	Short rural	0.00	0.00			0.00				
	Long rural	0.00	0.00			0.00				
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	0.00	0.13			0.13				
	Short rural	0.00	10.55			10.55				
	Long rural	0.00	27.52			27.52				
2.4.3(d), 2.6.2(a)(i)(C)	An interruption caused by a co	ustomer's e	electrical ins	stallation or fai	lure of that	electrical installation				
	Urban	0.27	0.56			0.83				
	Short rural	0.53	1.02			1.55				
	Long rural	1.33	2.08			3.42				

2.6.2(a)(iii)	Total exclusions								
	Urban	2.13	10.66			12.78			
	Short rural	3.16	16.78	6.78		19.95			
	Long rural	17.51	29.76			47.28			
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)								
	Urban	21.39	47.08			68.81	148		
	Short rural	72.08	125.55			197.78	418		
	Long rural	183.23	422.27			605.59	948		

2.6.2(a)(i)(A), 2.6.2(a)(iii) Short		Index (SA		Mar - 12	Jun - 12										
2.6.2(a)(i)(A), 2.6.2(a)(iii) Short	pan	Total		nber)											
2.6.2(a)(i)(A), 2.6.2(a)(iii) Short			(including e			System Average Interruption Frequency Index (SAIFI) - (number)									
2.6.2(a)(i)(A), 2.6.2(a)(iii) Short		0.28	Total (including exclusions)												
Short	ort rural		0.78			1.06									
Long		0.63	1.51			2.14									
	ng rural	1.65	3.27			4.92									
	An inte	erruption o	f a duration	of one minute	or less										
2.4.3 (a), 2.6.2(a)(i)(C)	pan	0.00	0.00			0.00									
	ort rural	0.00	0.00			0.00									
Long	ng rural	0.00	0.00			0.00									
	An interruption res	ulting from	load shedd	ling due to a si	hortfall in g	eneration									
Urbar	oan	0.00	0.00			0.00									
2.4.3(b)(i), 2.6.2(a)(i)(C) Short	ort rural	0.00	0.00			0.00									
Long	ng rural	0.00	0.00			0.00									
An	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)	oan	0.00	0.00			0.00									
Short	ort rural	0.00	0.00			0.00									
Long	ng rural	0.00	0.00			0.00									
An	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)	pan	0.00	0.00			0.00									
Short	ort rural	0.00	0.00			0.00									
Long	ng rural	0.00	0.00			0.00									
	An interruption r	esulting fro	om a failure	of the shared	transmissio	on grid									
Urbar	pan	0.05	0.25			0.30									
2.4.3(b)(iv), 2.6.2(a)(i)(C) Short	ort rural	0.05	0.13			0.18									
Long	ng rural	0.33	0.01			0.33									
An	n interruption resulting from a direction by a	police off	icer or anot safety	her authorised	person exe	ercising powers in relation to public									
Urbar	pan	0.00	0.00			0.00									
2.4.3(b)(v), 2.6.2(a)(i)(C) Short	ort rural	0.00	0.00			0.00									
Long	ng rural	0.00	0.00			0.00									

	Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day								
	Urban	0.00	0.00			0.00			
2.4.3(c), 2.6.2(a)(i)(C)	Short rural	0.00	0.08			0.08			
	Long rural	0.00	0.19			0.19			
	An interruption caused by a co	ustomer's e	lectrical insta	allation or fail	lure of that	electrical installation			
2.4.3(d), 2.6.2(a)(i)(C)	Urban	0.00	0.00			0.01			
2.4.0(a), 2.0.2(a)(i)(0)	Short rural	0.00	0.01			0.01			
	Long rural	0.00	0.01			0.01			
	Total exclusions								
2.6.2(a)(iii)	Urban	0.06	0.25			0.31			
2.0.2(a)(III)	Short rural	0.06	0.22			0.28			
	Long rural	0.33	0.20			0.53			
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total	Total Distribution System (excluding exclusions)							
	Urban	0.22	0.53			0.75	1.96		
	Short rural	0.57	1.29			1.86	3.9		
	Long rural	1.32	3.07			4.38	7.30		

Section in EIC	A description of any major event days	Date
	Severe thunderstorms and Lightening Stikes across Northern areas of QLD and Bushfires, Storms and hailstorms across Central and Southern areas of QLD.	15th October 2011
2.6.2(a)(i)(D)		

Section in EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals	Exceeded MSS
	Please see attached October - December 2011 MSS GSL Report	
2.6.2(a)(i)(E)		

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)

Section in EUC Reporting Requirements Unit Sep -11 Dec -11 Max - 12 Jun - 12 Date	Γ	Data Specifications			Financial Year to			
Proposition of the content of the	Section in EIC	Reporting Requirements	Unit	Sep - 11	Dec - 11	Mar - 12	Jun - 12	
Warried Science (1997) 1997 199		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	47	33			80
### 12-000 Part of Controlled Pa	W	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$4,290.00			10,400
Connection to provided by A. Part All supervision and S. Part A. P	wrongful disconnections (2.5.3)	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
Connection or growthast products are growth as a second or growth		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
Comment of provided by May Comment description Comment descr		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	46			92
According to the decimal section of the dec	Connection not provided by the	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,176.00	\$8,424.00			15,600
### ### ### ### #### #### ############	agreed date (2.5.4)	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	2			7
Account of the control of the cont		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	2			5
Tellura Tell		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	9	11			20
### Address of planes a intermetation procession intermetation of procession intermetation intermeta	Reconnection not provided	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$1,132.00			1,912
### Aprillate to mental to construction or con		2.6.2(a)(ii)(B) No. of customer claims	(#)		9			19
Public to contain disposition and security (2.5)		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	4			9
populations stated in the circle of the circ		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2	0			2
recognitive concentrating tests of Today where the particular of Continued Agricultural No. of Collection of C		2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00			104
Second planed interruption duration (2.5) Second planed planed plane plane Second planed plane	required concerning loss of hot	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
## A 20,000/A 5 for CBE poyments glans and 20,000/A 5 fo		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
Fillulation of photometrial equivalent of the photometrial equ		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	33			79
2.2 (2) (2) (2) (3) (3) (4) (4) (4) (2) (2) (4) (4) (4) (4) (2) (2) (2) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	Failure to attend appointments	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2 392 00	\$1.716.00			4 108
Notice of planned immerspector 2,200 2,200 2,0		2.6.2(a)(ii)(B) No. of customer claims	(#)		\$1,110.00			
Societion of planned interruption of supplier of given = small residential customers (2.4.9) 2.0 (2.0)(((()) No. of CSL payments given (6) 151.6/75.00 151.6/7		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	7	3			10
Notice of planned interruption of page 12 (2.5) ((((((((((((((((((((((((((((((((((((2.6.2(a)(ii)(A) No. of GSL payments given	(#)	653	1 301			2.044
Subject of June of Interruption of Interruption for Interruption for Interruption frequency CSL (2.59(4)(1)) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) business customers (2.38) 2.62(4)(10)(3) No. of Customer claims (given (given - small) given (given	Notice of planned interruption to	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)					
2.6.2(p(i)(C) No. of customer claims rejected (if) 11 22 33 Notice of planned interruption to supply not given — small business customer (2.5) 2.6.2(p(i)(A) No. of GSL payments given (if) 144 140 140 140 140 140 140 140 140 140		2.6.2(a)(ii)(B) No. of customer claims	(#)					
Notice of planned interruption to supply not given — small business customers (2.5.8) 2.6.2(a)(i)(i)(A) % of GSL payments given (5) \$93.800.0 \$90.805.0 \$190.405 \$00.0000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.0000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$00.0000 \$190.405 \$190.40		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)					
Notice of planned interruption to supply not given - small business customers (£.54) 2.6.2(a)(0)(A) S for GSL payments given 2.6.2(a)(0)(B) No. of customer claims (9) 2.6.2(a)(0)(B) No. of custo		2.6.2(a)(ii)(A) No. of GSL payments given	(#)					
Section Sect	Notice of planned interruption to	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)					
2.6.2(a)(ii)(C) No. of customer claims rejected (e) 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	supply not given – small		(#)	\$9,300.00	\$9,065.00			
Interruption duration GSL (2.5.9(a)(ii)) 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$0.0000 \$103,792.0		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	3			6
Interruption duration GSL (2.5.9(a)(ii)) 2.6.2(a)(iii)(A) \$ for GSL payments given (\$)		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	998			908
(2.5.9(a)(ii)) 2.6.2(a)(ii)(E) No. of customer claims	Interruption duration GSI	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				
120 120	(2.5.9(a)(i))	2.6.2(a)(ii)(B) No. of customer claims	(#)	\$0.00	\$100,752.00			100,732
Interruption frequency GSL (2.5.9(a)(ii)) Interruption frequency GSL (2.5.9(a)(ii)) 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$0.00 \$12,48		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0			2
Interruption frequency GSL (2.5.9(a)(ii)) 2.6.2(a)(ii)(B) No. of customer claims (#) 1 2 2.6.2(a)(ii)(C) No. of customer claims rejected (#) 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2.6.2(a)(ii)(A) S for GSL payments given (#) 2.6.2(a)(ii)(B) No. of customer claims (#)		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2	120			420
(2.5.9(a)(ii)) 2.6.2(a)(ii)(B) No. of customer claims (#) 1 2 3 2.6.2(a)(ii)(C) No. of customer claims rejected (#) 1 2 3 3 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$42,900.00 \$177,685.00 \$20,585 2.6.2(a)(ii)(B) No. of customer claims (#) 4 6 6 6 6 1 126	Interruption frequency GSI	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				
Total 2.6.2(a)(ii)(A) No. of GSL payments given (#) 947 2.781 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$42,900.00 \$177,685.00 2.6.2(a)(ii)(B) No. of customer claims (#) 66 60 126		2.6.2(a)(ii)(B) No. of customer claims	(#)	φU.00	\$12,400.00			12,400
Total 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$42,900.00 \$177,685.00 2.6.2(a)(ii)(B) No. of customer claims (#) 66 60 126		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)		2			3
Total 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$42,900.00 \$177,685.00 220,585 2.6.2(a)(ii)(B) No. of customer claims (#) 66 60 126		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0.47	2 704			3 720
2.6.2(a)(ii)(B) No. of customer claims (#) 66 60 126		2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)					
		2.6.2(a)(ii)(B) No. of customer claims	(#)					
2.0.2(a)(ii)(c) No. of customer claims rejected (#) 32 36		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)					68