Section in EIC	Reporting category	Quarter Financial year t				Financial year to date	MSS 2011-12		
EIC		Sep - 11	Dec - 11	Mar - 12	Jun - 12				
	System Average Interruption Duration Index (SAIDI)	) - (minutes)							
2.6.2(a)(i)(A)	A) Total (including exclusions)								
	Central business district	0.068				0 068			
	Urban	13.771				13.771			
	Short rural	39.622				39.622			
2.4.3 (a), 2.6.2(a)(i)(C)		An interrupti	on of a duration of one min	ute or less					
	Central business district	n/a				n/a			
	Urban	n/a				n/a			
	Short rural	n/a				n/a			
2.4.3(b)(i), 2.6.2(a)(i)(C)		An interruption resulting t	from load shedding due to a	shortfall in generation					
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
	Short rural	0.000				0 000			
2.4.3(b)(ii), 2.6.2(a)(i)(C)	An interruption resulting from a direction by AEMO, a s	ystem operator or any other	r body exercising a similar Law	function under the Electrici	ty Act, National Electricity I	Rules or National Electricity			
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
	Short rural	0.000				0 000			
2.4.3(b)(iii),	An interruption resulting from automatic shedding of lo				rer system under-frequency	condition described in the			
2.6.2(a)(i)(C)		power syst	em security and reliability s	tandards	T	T			
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
	Short rural	0.000				0 000			
2.4.3(b)(iv), 2.6.2(a)(i)(C)		An interruption resultir	ng from a failure of the shar	ed transmission grid	I	 			
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
2.4.2(b)(y)	Short rural	0.000				0 000			
2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting fro		fficer or another authorised	person exercising powers	in relation to public safety				
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
2.4.3(c),	Short rural	0.000				0 000			
2.6.2(a)(i)(C)		supply of electricity on a d	listribution entity's supply n	network which commences	on a major event day				
	Central business district	0.000				0 000			
	Urban	0.000				0 000			
2.4.3(d),	Short rural	0.000	alectrical install	failure of that along it	tallation	0 000			
2.4.3(d), 2.6.2(a)(i)(C)	Central business district	uption caused by a custome 0.000	a s electrical installation or	ranure or that electrical ins	lanauon	0 000			
	Urban	0.000				0 000			
2.6.2(a)(iii)	Short rural	0.009	Total exclusions			0 009			
	Central business district	0.000	Total GACIUSIONS			0 000			
	Urban	0.000				0 000			
	Short rural	0.010				0 000			
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Charles		ution system (excluding ex	relusions)		0.009			
2.6.2(a)(iii)	Central business district	0.068				0 068	15		
	Urban	13.761				13.761	102		
	Short rural	39.613				39.613	216		
		00.010				33.010	-10		

	Quarter Financial year to date			MSS 2011-12				
Section in EIC	Reporting category	Sep - 11	Dec - 11	Mar - 12	Jun - 12			
	System Average Interruption Frequency Index (SAII	FI) - (number)						
		T	otal (including exclusions)					
2.6.2(a)(i)(A),	Central business district	0.001				0 001		
2.6.2(a)(iii)	Urban	0.168				0.168		
	Short rural	0.342				0 342		
	An interruption of a duration of one minute or less							
2.4.3 (a),	Central business district	n/a				n/a		
2.6.2(a)(i)(C)	Urban	n/a				n/a		
	Short rural	n/a				n/a		
		An interruption resulting	from load shedding due to a	a shortfall in generation				
2.4.3(b)(i),	Central business district	0.000				0 000		
2.6.2(a)(i)(C)	Urban	0.000				0 000		
	Short rural	0.000				0 000		
	An interruption resulting from a direction by AEMO, a s	ystem operator or any othe		function under the Electric	ity Act, National Electricity	Rules or National Electricity	,	
			Law					
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Central business district	0.000				0 000		
	Urban	0.000				0 000		
	Short rural	0.000				0 000		
	An interruption resulting from automatic shedding of lo		der-frequency relays followi em security and reliability s		er system under-frequenc	ey condition described in the		
2.4.3(b)(iii),	Central business district	0.000				0 000		
2.6.2(a)(i)(C)	Urban	0.000				0 000		
	Short rural	0.000				0 000		
			ng from a failure of the shar	ed transmission grid				
	Central business district	0.000	9	<b>g</b>		0 000		
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.000				0 000		
	Short rural	0.000				0 000		
	An interruption resulting fro		fficer or another authorised	nerson evercising nowers	in relation to public safets			
				person exercising pensis	Treation to public safety			
2.4.3(b)(v), 2.6.2(a)(i)(C)	Central business district	0.000				0 000		
	Urban	0.000				0 000		
	Short rural	0.000				0 000		
			listribution entity's supply r	letwork which commences	on a major event day	0.000		
2.4.3(c), 2.6.2(a)(i)(C)	Central business district	0.000				0 000		
	Urban Short rural	0.000				0 000		
	Short rural	0.000	pylo plantrical installation	foilure of that also trivel	tallation	0 000		
			er's electrical installation or	ranure or that electrical ins	เลเเสนอก	0.000		
2.4.3(d), 2.6.2(a)(i)(C)	Central business district	0.000				0 000		
	Urban	0.000				0 000		
	Short rural	0.000	Table			0 000		
	Control business in the	2000	Total exclusions			0.000		
2.6.2(a)(iii)	Central business district	0.000				0 000		
	Urban	0.000				0 000		
	Short rural	0.000	undia a Consi.			0 000		
	Total Distribution System (excluding exclusions)							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.001				0 001	0.15	
	Urban	0.167				0.167	1.22	
	Short rural	0.342				0 342	2.42	

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Nil.	

Section in		Exceeded MSS	ı
EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance	Exceeded Wiss	ı
2.6.2(a)(i)(E)	NA		

## 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 Elic   Reporting Requirements   Unit   Sep - 11   Dec - 11   Mar - 12   Jun - 12   Date	Data Specifications				- Financial Year to				
### Woorglind disconnectations (C.S3)  ### 25.25(0)(0) No. of calcular colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors colors growth (40)  ### 25.25(0)(0) No. of calcular colors growth (40)  ### 25.25(0)(0) No. of ca	Section in EIC	Reporting Requirements	Unit	Sep - 11	Dec - 11	Mar - 12	Jun - 12		
A Display   Di		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	116				116	
2.0.2(0)(0)(0)(1) No. of continent claims (points 16) 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Wrongful disconnections	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$15,080.00				\$15,080.00	
Connection not provided by the agreed after (2.5.4)  Reconnection not provided by the agreed after (2.5.5)  Reconnection not provided by the agreed attribute to agreed a section of the agreed after (2.5.5)  Reconnection not provided by the agreed attribute to agreed a section (2.5.5)  Reconnection not provided by the agreed attribute to attend to attend to account a section (2.5.5)  Reconnection not provided by the agreed attribute to attend to account a section (2.5.5)  Reconnection not provided by the agreed attribute to a section a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection not provided by the agreed attribute to a section (2.5.5)  Reconnection no		2.6.2(a)(ii)(B) No. of customer claims	(#)	18				18	
Connection not provided by the agreed date (2.5.4)		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2	
Description of purposed page (2.5.4)   2.5.2 (a)(3)(3) No. of customer claims   (a)   (b)   (c)   (c		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	28				28	
### Supposed date (2.5.4)  ### Accommendation and provided accommendation (9)  ### Accommendation and provided accommendation (9)  ### Accommendation and provided accommendation (9)  ### Accommendation (2.5.9)  ### Accommendat	Connection not provided by	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,068.00				\$3,068.00	
Reconnection not provided with interception for SSL payments given (#) 37		2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0	
Second content and provided within the required time (2.5.5)   2.6 (26)((1/4) No. of Ost.) payments given (9)   2.2   2.2 (26)((1/4) No. of Ost.) payments given (9)   2.6 (26)((1/4) No. of Ost.) payments given (9)   2.6 (26)((1/4) No. of Ost.) payments given (9)   2.6 (26)((1/4) No. of Ost.) payments given (9)   3.0 (2.6 (2.6 (2.6 (2.6 (2.6 (2.6 (2.6 (2.6		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0	
		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	37				37	
C.5.5   2.6   2.6   2.0   2.		2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,212.00				\$4,212.00	
### Failure to attend to customer's premises within this time required concenting judge of the value supply (8.5.8)  #### Failure to attend appointments on time (8.5.7)  ###################################		2.6.2(a)(ii)(B) No. of customer claims	(#)	3				3	
Pallure to attend to customer's primase within that time required concerning loss of hot water supply (2.5.6)   26.2(a)(ii)(5) No. of customer claims (9)   0   0   0   0   0   0   0   0   0		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2	
2		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				0	
	customer's premises within	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				\$0.00	
2.8.2(a)(6)(C) No. of customer claims rejected (#) 0 0 0 338 338 338 338 338 338 338 338 3	loss of hot water supply		(#)	0				0	
Pailure to attend appointments on time (2.5.7)   26.2(a)(ii)(A) S for GSL payments given   (5)   \$17,576.00	(2.3.6)	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0	
### Pairur to a time (2.5.7) ### Pairur to a time (2.5.8) ### Pairur to a		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	338				338	
Appointments on time (2.5.7)   2.6.2(a)(ii)(B) No. of customer claims   (iii)   5   5   5   5   5   5   5   5   5	Failure to attend	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$17,576.00				\$17,576.00	
Notice of planned interruption to supply not given - small residential customers (2.5.8)   2.6.2(a)(ii)(A) \ S (or GSL payments given   (#)   1,883		2.6.2(a)(ii)(B) No. of customer claims	(#)	5				5	
Notice of planned interruption to supply not given - small residential customers (2.5.8)  **Notice of planned interruption to supply not given - small residential customers (2.5.8)  **Notice of planned interruption to supply not given - small business customers (2.5.8)  **Provided interruption to supply not given - small business customers (2.5.8)  **Interruption duration GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption duration GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption duration GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption duration GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption duration GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 10  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 0  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9(a)(ii)(S) No. of GSL payments given (#) 1  **Interruption frequency GSL (2.5.9		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2	
Interruption to supply not given - small residential customers (2.5.8)   2.6.2(a)(ii)(B) No. of customer claims   (#)   18   18   18   18   18   18   18   1		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,883				1,883	
Section   Sect		2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$48,958.00				\$48,958.00	
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   (\$) \$4.160.00   \$4.160.00	given – small residential	2.6.2(a)(ii)(B) No. of customer claims	(#)	18				18	
Notice of planned interruption to supply not given - small business customers (2.5.8)   2.6.2(a)(ii)(A) \$ for GSL payments given   (\$) \$4,160.00   \$		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	10				10	
Interruption to supply not given - small business customers (2.5.8)   2.6.2(a)(ii)(B) No. of customer claims   (#)   1   1   1   1   1   1   1   1   1		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	64				64	
2.6.2(a)(ii)(B) No. of customer claims   (#)   1   1   1   1   1   1   1   1   1		2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00				\$4,160.00	
10   2.6.2(a)(ii)(C) No. of customer claims rejected   (#)   0   0   0	given – small business	2.6.2(a)(ii)(B) No. of customer claims	(#)	1				1	
Interruption duration GSL (2.5.9(a)(ii))   2.6.2(a)(ii)(A) \$ for GSL payments given   (\$) \$1,040.00   \$1,040.00		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0	
(2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (2.5.9(a)(ii))   (3.5.9(a)(ii))   (4.5.9(a)(ii))   (4.5		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	10				10	
(2.5.9(a)(ii))  2.6.2(a)(ii)(B) No. of customer claims	Interruption duration GSI	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00				\$1,040.00	
2.6.2(a)(ii)(A) No. of GSL payments given		2.6.2(a)(ii)(B) No. of customer claims	(#)	2				2	
Interruption frequency GSL (2.5.9(a)(ii))   2.6.2(a)(ii)(A) \$ for GSL payments given   (\$) \$0.00   \$0.00   \$0.00   \$1.00   \$		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0	
Interruption frequency GSL (2.5.9(a)(ii))   2.6.2(a)(ii)(A) \$ for GSL payments given   (\$) \$0.00   \$0.00   \$0.00   \$1.00   \$		2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				0	
(2.5.9(a)(ii)) 2.6.2(a)(ii)(B) No. of customer claims (#) 1	Interruption fragues CCI	2.6.2(a)(ii)(A) \$ for GSL payments given		\$0.00				\$0.00	
				1				1	
Z.o.Z(a)(ii)(C) NO. OI customer cialms rejected (#)		2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0	
2.6.2(a)(ii)(A) No. of GSL payments given (#) 2,476 2,476		2.6.2(a)(ii)(A) No. of GSL payments given		2,476				2,476	
				\$94,094.00				\$94,094.00	
Total 2.6.2(a)(ii)(B) No. of customer claims (#) 48 48				48				48	
2.6.2(a)(ii)(C) No. of customer claims (#) 16		2.6.2(a)(ii)(C) No. of customer claims							

Notes
1. GSL claims are processed within 28 days of receipt. Therefore, not all customer claims made within the period will have been approved for payment or rejected within the quarter in which it was received.

<sup>2.</sup> An initiative was introduced during the September quarter to decrease the number of non-notification of planned interruption GSL payments. A positive result has since been noted and it is anticipated that there will be a reduction in the number of GSL payments