Septem Averlage interruption Duration Index (SAGO) - index (SAGO	Section in	n in Reporting category date					Financial year to date	MSS 2010-11	
Control Cont	EIC	.,,	Sep - 10	Dec - 10	Mar - 11	Jun - 11			
Carlot includes without processing and a control of an advanced by AEMA, a system quasars or any other deady solution and an advanced by AEMA, a system quasars or any other deady solution and an advanced by aEMA and an a		System Average Interruption Duration Index (SAIDI)) - (minutes)	<u>I</u>	l	l	l		
Control back Cont	2.6.2(a)(i)(A)	Total (including exclusions)							
Source Control Agency Service Control Ag		Central business district	0.524	0.451	598.452		599.427		
Parameter Para		Urban	18.293	39.433	467.784		525.960		
Control Cont		Short rural	45.148	133.393	430.602		609.593		
Control Southwest destrict	2.4.3 (a), 2.6.2(a)(i)(C)		An interruption	on of a duration of one min	ute or less				
Short rural		Central business district	n/a	n/a	n/a		n/a		
An interruption resulting from load shedding due for a shortfall in genoration Central business distinct		Urban	n/a	n/a	n/a		n/a		
Control boatlesed district 0		Short rural	n/a	n/a	n/a		n/a		
Certical baselmond identified	2.4.3(b)(i), 2.6.2(a)(i)(C)		An interruption resulting t	rom load shedding due to a	a shortfall in generation				
Short runs	21012(0)(1)(0)	Central business district	0	0	0		0		
An interruption resulting from a direction by AEMO, as yet two operator or any other body exercising a similar function under the Electricity Act, National Electricity Rules on National Electricity Certral business district October 10		Urban	0	0	0		0		
Revolve()		Short rural	0	0	0		0		
Revolve()	2.4.3(b)(ii).					ty Act. National Electricity F			
Stort rural	2.6.2(a)(i)(C)	The state of the s	, Special of any office		and the Lieutium	,,	Liberiolity		
Short sural 0		Central business district	0	0	0		0		
An interruption resulting from surromatic 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 Control business distinct D D D D D D D D D D D D D D D D D D		Urban	0	0	0		0		
Central business district		Short rural	0	0	0		0		
Central business desired 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2.4.3(b)(iii),	An interruption resulting from automatic shedding of lo				er system under-frequency	condition described in the		
Urean 0 0 0 0 0 0 0 0 0	2.6.2(a)(i)(C)		power syste	em security and reliability s	tandards		1		
Short rural 0		Central business district	0	0	0		0		
### Analysis		Urban	0	0	0		0		
Central business district		Short rural	0	0	0		0		
Urban 0 0.018 10.552 10.570			An interruption resulting	ng from a failure of the shar	ed transmission grid				
Short rural 0		Central business district	0	0	0		0		
24.50(N)		Urban	0	0.018	10.552		10.570		
Central business district		Short rural	0	0.223	1.038		1.261		
Urban 0.075 0.007 0 0.083	2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting fro	om a direction by a police of	fficer or another authorised	person exercising powers	in relation to public safety			
Short rural 0 0 0 0 0 0 0 0 0		Central business district	0	0	0		0		
Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day Central business district		Urban	0.075	0.007	0		0.083		
Central business district		Short rural	0	0	0		0		
Urban 0	2.4.3(c), 2.6.2(a)(i)(C)	Any interruption to the	supply of electricity on a d	istribution entity's supply n	network which commences	on a major event day			
Short rural 0 74.727 370.911 445.903		Central business district	0	0	593.060		593.060		
2.4.3(d). 2.6.2(e)(I)(C) An interruption caused by a customer's electrical installation or failure of that electrical installation Central business district 0 0 0 0 0 Urban Short rural 0.003 0.011 0.003 0.017 Total exclusions Central business district 0 0 0 593.060 593.060 Urban 0.083 17.466 444.909 462.470 Short rural 0.003 74.961 371.952 447.181 2.6.2(e)(III) Total Distribution system (excluding exclusions) Central business district 0.524 0.451 5.393 6.368		Urban	0	17.417	434.355		451.772		
Central business district 0 0 0 0 Urban 0.008 0.023 0.003 0.046 Short rural 0.003 0.011 0.003 0.017 Z6.2(a)(iii) Total exclusions Central business district 0 0 593.060 593.060 Urban 0.083 17.466 444.909 462.470 Short rural 0.003 74.961 371.952 447.181 Z6.2(a)(iii) Total Distribution system (excluding exclusions) Central business district 0.524 0.451 5.393 6.368		Short rural	0	74.727	370.911		445.903		
Urban 0.008 0.023 0.003 0.046	2.4.3(d), 2.6.2(a)(i)(C)	An interru	uption caused by a custome	r's electrical installation or	failure of that electrical ins	tallation			
Short rural 0.003 0.011 0.003 0.017		Central business district	0	0	0		0		
Central business district 0 0 593.060 593.060		Urban	0.008	0.023	0.003		0.046		
Central business district 0 0 593.060 593.060 Urban 0.083 17.466 444.909 462.470 Short rural 0.003 74.961 371.952 447.181 2.6.2(a)(i)(B), 2.6.2(a)(iii) Total Distribution system (excluding exclusions) Central business district 0.524 0.451 5.393 6.368		Short rural	0.003	0.011	0.003		0.017		
Urban 0.083 17.466 444.909 462.470 Short rural 0.003 74.961 371.952 447.181 2.6.2(a)(i)(B), 2.6.2(a)(iii) Total Distribution system (excluding exclusions) Central business district 0.524 0.451 5.393 6.368	2.6.2(a)(iii)			Total exclusions					
Short rural 0.003 74.961 371.952 447.181		Central business district	0	0	593.060		593.060		
Z.6.2(a)(i)(B), 2.6.2(a)(iii) Total Distribution system (excluding exclusions) Central business district 0.524 0.451 5.393 6.368		Urban	0.083	17.466	444.909		462.470		
Central business district 0.524 0.451 5.393 6.368		Short rural	0.003	74.961	371.952		447.181		
Central business district 0.524 0.451 5.393 6.368	2.6.2(a)(i)(B), 2.6.2(a)(iii)								
Urban 18.21 21.967 22.875 63.489		Central business district	0.524	0.451	5.393		6.368	15	
		Urban	18.21	21.967	22.875		63.489	106	
Short rural 45.146 58.432 58.650 162.412		Short rural	45.146	58.432	58.650		162.412	218	

		Quarter Financial year to date					MSS 2010-11	
Section in EIC	Reporting category	Sep - 10	Dec - 10	Mar - 11	Jun - 11			
System Average Interruption Frequency Index (SAIFI) - (number)								
	Total (including exclusions)							
2.6.2(a)(i)(A),	Central business district	0.003	0.001	0.269		0.273		
2.6.2(a)(iii)	Urban	0.222	0.287	0.541		1.053		
	Short rural	0.541	0.818	0.927		2.288		
	An interruption of a duration of one minute or less							
2.4.3 (a),	Central business district	n/a	n/a	n/a		n/a		
2.6.2(a)(i)(C)	Urban	n/a	n/a	n/a		n/a		
	Short rural	n/a	n/a	n/a	Jun - 11			
	An interruption resulting from load shedding due to a shortfall in generation							
2.4.3(b)(i),	Central business district	0	0	0		0		
2.6.2(a)(i)(C)	Urban	0	0	0		0		
	Short rural	0	0	0		0		
	An interruption resulting from a direction by AEMO, a s	ystem operator or any othe	r body exercising a similar Law	function under the Electrici	ty Act, National Electricity	Rules or National Electricity	,	
2.4.3(b)(ii),	Central business district	0	0	0		0		
2.6.2(a)(i)(C)	Urban	0	0	0		0		
	Short rural	0	0	0		0		
	An interruption resulting from automatic shedding of lo	ad under the control of und	ler-frequency relays followi	ng the occurrence of a pow	er system under-frequency	condition described in the		
	,		em security and reliability s		, , , , , , , , , , , , , , , , , , , ,			
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Central business district	0	0	0		0		
	Urban	0	0	0		0		
	Short rural	0	0	0		0		
		An interruption resulting	ng from a failure of the shar	ed transmission grid				
2.4.3(b)(iv),	Central business district	0	0	0		0		
2.6.2(a)(i)(C)	Urban	0	0.001	0.056		0.056		
	Short rural	0	0.029	0.005		0.034		
	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),	Central business district	0	0	0		0		
2.6.2(a)(i)(C)	Urban	0.001	0.001	0		0.002		
	Short rural	0	0	0		0		
	Any interruption to the	supply of electricity on a d	listribution entity's supply r	network which commences	on a major event day			
2.4.3(c),	Central business district	0	0	0.262		0.262		
2.4.3(c), 2.6.2(a)(i)(C)	Urban	0	0.062	0.203		0.265		
	Short rural	0	0.181	0.345		0.526		
	An interruption caused by a customer's electrical installation or failure of that electrical installation							
2.4.3(d),	Central business district	0	0	0		0		
2.6.2(a)(i)(C)	Urban	0	0	0		0		
	Short rural	0	0	0		0		
			Total exclusions					
2.6.2(a)(iii)	Central business district	0.000	0.000	0.262		0.262		
	Urban	0.001	0.064	0.259		0.324		
	Short rural	0.000	0.210	0.350		0.561		
		Total Distrib	ution System (excluding ex	(clusions)				
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.003	0.001	0.006		0.011	0.15	
	Urban	0.221	0.223	0.283		0.730	1.26	
	Short rural	0.541	0.609	0.577		1.727	2.46	

Section in EIC	A description of any major event days	Date
	Severe Storms	15/12/2010
	Severe Storms	16/12/2010
	Major flooding of Brisbane and Bremer Rivers	9/01/2011
2.6.2(a)(i)(D)	Major flooding of Brisbane and Bremer Rivers	10/01/2011
	Major flooding of Brisbane and Bremer Rivers	11/01/2011
	Major flooding of Brisbane and Bremer Rivers	12/01/2011
	Severe Storms	18/01/2011
	Severe Storms	21/02/2011

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

	Quarter				Financial Year to		
Section in EIC	Reporting Requirements	Unit	Sep - 10	Dec - 10	Mar - 11	Jun - 11	Date
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	68	84	33		185
Wrongful disconnections	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,840.00	\$10,860.00	\$4,290.00		\$23,990.00
(2.5.3)	2.6.2(a)(ii)(B) No. of customer claims	(#)	36	33	27		96
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	20	14	5		39
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	22	42	59		123
Connection not provided by	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,224.00	\$4,728.00	\$8,060.00		\$16,012.00
the agreed date (2.5.4)	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	0	0		3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	0	0		3
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	59	21		93
Reconnection not provided	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$676.00	\$4,680.00	\$2,184.00		\$7,540.00
within the required time (2.5.5)	2.6.2(a)(ii)(B) No. of customer claims	(#)	13	26	24		63
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	9	14	8		31
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	1		1
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$208.00		\$208.00
the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	1		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	275	309	136		720
Failure to attend	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$14,300.00	\$16,068.00	\$7,072.00		\$37,440.00
appointments on time (2.5.7)	2.6.2(a)(ii)(B) No. of customer claims	(#)	8	10	8		26
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	8	14		27
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,770	1,210	158		3,138
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,020.00	\$31,460.00	\$4,108.00		\$81,588.00
to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(B) No. of customer claims	(#)	57	85	51		193
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	41	43	18		102
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	168	104	14		286
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$10,920.00	\$6,760.00	\$910.00		\$18,590.00
to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	2	3		9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	1	2		7
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	84	27	50		161
Interruption duration GSL	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,736.00	\$2,808.00	\$5,200.00		\$16,744.00
(2.5.9(a)(i))	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	3	30		34
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	29		33
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0		0
Interruption frequency GSL	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00		\$0.00
(2.5.9(a)(ii))	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	2	7		9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2	2		4
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,400	1,835	472		4,707
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$92,716.00	\$77,364.00	\$32,032.00		\$202,112.00
Total	2.6.2(a)(ii)(B) No. of customer claims	(#)	123	161	151		435
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	84	85	78		247

^{1.} The following amendments have been made to the September quarter's GSL figures: 1 wrongful disconnection and 3 reconnection GSLs were reclassified as retailer GSLs. Due to a clerical error, these GSLs had previously been reported as distribution GSLs.

^{2.} The following amendments have been made to the December quarter's GSL figures: 27 wrongful disconnection and 2 reconnection GSLs were reclassified as retailer GSLs. Due to a clerical error, these GSLs had previously been incorrectly reported as distribution GSLs. In addition, 1 retailer reconnection GSL was reclassified as a retailer new connection GSL as it had been incorrectly reported in the December quarterly report.

^{3.} 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.

^{4.} A number of Reliability GSL payments were withheld in the December 2010 and March 2011 quarters pending clarification of the application of natural disaster exclusion dates for the disaster event activated during the period (NDRRA Disaster Event – Queensland Flooding and Tropical Cyclone Tasha, November 2010 – January 2011). Final advice was received from the QCA on 21 April 2011. All valid GSL payments will therefore be processed during the June 2011 quarter.