

31 August 2010



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Office of the
Chief Executive Officer

Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Dear Mr Hall

**ENERGEX'S JUNE 2010 QUARTER ELECTRICITY INDUSTRY CODE
SERVICE QUALITY REPORT**

Section 2.6.2 of the Electricity Industry Code (Code) requires Queensland's distribution entities to submit a report to the Queensland Competition Authority within two months of the end of each quarter detailing performance against Minimum Service Standards and Guaranteed Service Levels.

To this end, please find attached ENERGEX's report for the period April to June 2010.

Should you have any enquiries regarding this report please contact Rachel Leaver – Network Regulation Manager on (07) 3223 1785.

Yours sincerely



Terry Effeney
Chief Executive Officer



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ENERGEX Limited
ABN 40 078 849 055

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

APRIL TO JUNE 2010

August 2010

ENERGEX LIMITED
ABN 40 078 849 055



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1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Somerville Report) inquiry, the Queensland Government introduced the Queensland Electricity Industry Code (Industry Code) under the *Electricity Act 1994* in January 2005.

Clause 2.6.2 of the Industry Code requires Queensland's distribution entities to submit to the Queensland Competition Authority (QCA) a report within two months of the end of each quarter detailing the following:

- i. compliance with minimum service standards outlined in clause 2.4 of the Industry Code, including:
 - (a) performance against the SAIDI and SAIFI limits, by feeder type, including those interruptions listed in clause 2.4.3 of the Industry Code;
 - (b) performance against the SAIDI and SAIFI limits, by feeder type, excluding those interruptions listed in clause 2.4.3 of the Industry Code;
 - (c) details of the interruptions excluded under clause 2.4.3, including the number of minutes and interruptions excluded by feeder type and category of exclusion;
 - (d) description of any major event days; and
 - (e) the explanation of reasons for the distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance;
- ii. compliance with the guaranteed service levels (GSLs), including:
 - (a) the number of GSL payments given by category and the amount of such rebates;
 - (b) the number of GSL payment claims by category; and
 - (c) the number of rejected GSL payment claims by category; and
- iii. any other matter reasonably notified by the QCA.

The reported information is for the period April to June 2010 and the financial year to date figures as at the end of June 2010.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-04-2010
<i>Last day of reporting period</i>	date	30-06-2010

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	June Quarter 2010	Financial year to date	MSS 2009-10
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	21.773	143.580	
Central business district	0.000	1.188	
Urban	15.749	98.815	
Short rural	40.192	276.443	
Long rural	na	na	
<i>Generation & Transmission</i>	0.497	1.487	
Central business district	0.000	0.000	
Urban	0.625	1.231	
Short rural	0.828	2.942	
Long rural	na	na	

¹ Results effective as at 27 July 2010. The reliability statistics include single loss of supply events as required under the Code's definition of an interruption. Calculated reliability measures have been rounded.

² This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	June Quarter 2010	Financial year to date	MSS 2009-10
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.001	0.165	
Central business district	0.000	0.000	
Urban	0.001	0.112	
Short rural	0.004	0.329	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	1.170	
Central business district	0.000	0.000	
Urban	0.000	0.175	
Short rural	0.000	4.090	
Long rural	na	na	
<i>Major Event Days</i>	0.000	20.183	
Central business district	0.000	0.000	
Urban	0.000	8.822	
Short rural	0.000	53.352	
Long rural	na	na	
<i>Total exclusions</i>	0.498	23.005	
Central business district	0.000	0.000	
Urban	0.626	10.339	
Short rural	0.832	60.713	
Long rural	na	na	

Measure	June Quarter 2010	Financial year to date	MSS 2009-10
<i>Distribution system</i>	21.274	120.575	
Central business district	0.000	1.188	20
Urban	15.124	88.475	110
Short rural	39.360	215.730	220
Long rural	na	na	
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.311	1.749	
Central business district	0.000	0.082	
Urban	0.266	1.371	
Short rural	0.449	2.877	
Long rural	na	na	
<i>Generation & Transmission</i>	0.062	0.114	
Central business district	0.000	0.000	
Urban	0.078	0.116	
Short rural	0.103	0.199	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	

³ This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	June Quarter 2010	Financial year to date	MSS 2009-10
<i>Customer Caused Interruptions</i>	0.000	0.002	
Central business district	0.000	0.000	
Urban	0.000	0.002	
Short rural	0.000	0.002	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	0.006	
Central business district	0.000	0.000	
Urban	0.000	0.004	
Short rural	0.000	0.012	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.107	
Central business district	0.000	0.000	
Urban	0.000	0.056	
Short rural	0.000	0.256	
Long rural	na	na	
<i>Total exclusions</i>	0.062	0.228	
Central business district	0.000	0.000	
Urban	0.078	0.177	
Short rural	0.104	0.468	
Long rural	na	na	
<i>Distribution system</i>	0.249	1.521	
Central business district	0.000	0.082	0.33
Urban	0.188	1.195	1.32
Short rural	0.345	2.409	2.5
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	June 2010 Quarter		Year to Date	
		Value (before removal of excluded events)	Value (after removal of excluded events)	Value (before removal of excluded events)	Value (after removal of excluded events)
System Average Interruption Duration Index (SAIDI)					
<i>Planned</i> Distribution system	minutes	8.463	8.463	33.935	33.641
CBD	minutes	0.000	0.000	0.041	0.041
Urban	minutes	4.694	4.694	22.850	22.599
Short Rural	minutes	19.731	19.731	66.827	66.402
<i>Unplanned</i> Distribution system	minutes	13.310	12.812	109.646	86.935
CBD	minutes	0.000	0.000	1.147	1.147
Urban	minutes	11.055	10.429	75.965	65.876
Short Rural	minutes	20.461	19.629	209.616	149.328
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.028	0.028	0.121	0.120
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.016	0.016	0.085	0.084
Short Rural	number	0.061	0.061	0.228	0.226
<i>Unplanned</i> Distribution system	number	0.283	0.221	1.629	1.401
CBD	number	0.000	0.000	0.082	0.082
Urban	number	0.250	0.172	1.287	1.111
Short Rural	number	0.388	0.284	2.650	2.183

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Severe Storms Struck ENERGEX	13 October 2009
Severe Storms Struck ENERGEX	29 November 2009
Severe Storms Struck ENERGEX	22 December 2009

6. GUARANTEED SERVICE LEVELS – DISTRIBUTION

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	2	100	2
Non notification Planned Interruption – Residential (GSL = \$20)	3	60	3	26	520	21
New Connection – Failure to Complete (GSL = \$40/day late)	44	6,640	0	137	22,760	0
Wrongful Disconnection (GSL = \$100)	42	4,200	1	162	16,200	4
Failure to Reconnect ⁴ (GSL = \$40/day late)	87	6,080	0	289	21,560	1
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	3	120	0	15	600	0
Reliability – interruption duration (GSL = \$80)	0	0	1	2	160	7
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	3
Total:	179	17,100	5	633	61,900	38

⁴ The cumulative number of failure to reconnect GSL claims and dollars paid for financial YTD does not reflect the sum of previous quarters due to the cancellation of one (1) GSL claim (totalling \$40) as a result of ENERGEX not being provided with the Customer Detail Notification (CDN) by the customer's retailer.

7. GUARANTEED SERVICE LEVELS – RETAIL

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$20)	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$40/day late)	1	40	0	1	40	0
Wrongful Disconnection (GSL = \$100)	54	5,400	0	131	13,100	0
Failure to Reconnect (GSL = \$40/day late)	78	6,240	0	193	16,160	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$80)	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	133	11,680	0	325	29,300	0