

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	0.563	0.017	4.185		4 552	
	Urban	14.656	27.704	346.110		388.212	
	Short rural	34.543	53.580	912.558		1000.821	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	Central business district	n/a	n/a	n/a		n/a	
	Urban	n/a	n/a	n/a		n/a	
	Short rural	n/a	n/a	n/a		n/a	
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short rural	0.025	0.000	0.000		0 025	
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						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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						
	Central business district	0.000	0.000	3.172		3.172	
	Urban	0.000	5.675	326.100		331.750	
	Short rural	0.000	7.987	868.096		876.082	
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						
	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.015	0.025		0 039	
	Short rural	0.006	0.009	0.004		0 019	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0.000	0.000	3.172		3.172	
	Urban	0.000	5.690	326.125		331.789	
	Short rural	0.032	7.996	868.100		876.126	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	0.563	0.017	1.013		1 380	15.000
	Urban	14.656	22.014	19 985		56.423	102.000
	Short rural	34.511	45.584	44.458		124.695	216.000

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
System Average Interruption Frequency Index (SAIFI) - (number)							
Total (including exclusions)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.006	0.000	0.008		0 013	
	Urban	0.148	0.305	0.582		1 033	
	Short rural	0.364	0.542	1.136		2 043	
An interruption of a duration of one minute or less							
2.4.3 (a), 2.6.2(a)(i)(C)	Central business district	n/a	n/a	n/a		n/a	
	Urban	n/a	n/a	n/a		n/a	
	Short rural	n/a	n/a	n/a		n/a	
An interruption resulting from load shedding due to a shortfall in generation							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short rural	0.000	0.000	0.000		0 000	
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)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short rural	0.000	0.000	0.000		0 000	
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)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short rural	0.000	0.000	0.000		0 000	
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)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 000	
	Short 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)	Central business district	0.000	0.000	0.001		0 001	
	Urban	0.000	0.049	0.350		0 399	
	Short rural	0.000	0.056	0.724		0 780	
An interruption caused by a customer's electrical installation or failure of that electrical installation							
2.4.3(d), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000		0 000	
	Urban	0.000	0.000	0.000		0 001	
	Short rural	0.000	0.000	0.000		0 000	
Total exclusions							
2.6.2(a)(iii)	Central business district	0.000	0.000	0.001		0 001	
	Urban	0.000	0.050	0.350		0 400	
	Short rural	0.000	0.056	0.724		0 781	
Total Distribution System (excluding exclusions)							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.006	0.000	0.007		0 012	0.150
	Urban	0.148	0.255	0.232		0 633	1.220
	Short rural	0.364	0.486	0.412		1 263	2.420

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	17/11/2012
	Storms and Flooding	26/01/2013
	Storms and Flooding	27/01/2013
	Storms and Flooding	28/01/2013
	Storms and Flooding	29/01/2013
	Storms and Flooding	30/01/2013
	Storms	24/03/2013

Section in EIC	<i>An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance</i>	Exceeded MSS
2.6.2(a)(i)(E)	N/A	

**Energex
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 - 12	Dec - 12	Mar - 13	Jun - 13	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	60	38	38		136
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,800.00	\$4,940.00	\$4,940.00		\$17,680.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	0	3		8
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	7	0		15
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$468.00	\$0.00		\$1,248.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	0		1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	35	34	49		118
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,756.00	\$2,652.00	\$4,316.00		\$9,724.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	4	2		6
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	2		2
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	0	1		2
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00	\$208.00		\$312.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0		0

	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0		0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	261	218	133		612
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,572.00	\$11,336.00	\$6,916.00		\$31,824.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	1		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1		1
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	(#)	706	246	274		1,226
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$18,356.00	\$6,396.00	\$7,124.00		\$31,876.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6	2		12
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	1		5
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	(#)	22	26	16		64
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,430.00	\$1,690.00	\$1,040.00		\$4,160.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0		0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	6	97		116
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,352.00	\$624.00	\$10,088.00		\$12,064.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	3		3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1		1
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0		0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00		\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	2	0		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2	0		2
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,106	575	608		2,289

Energex GSL

Total	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,150.00	\$28,106.00	\$34,632.00		\$108,888.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	10	13	11		34
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	5	5		14

Note 1: The number of customer claims reported for wrongful disconnections and reconnections in the December 2012 quarter have been amended.

Note 2: 97 reliability GSL payments were made during the quarter, with the majority relating to the severe weather event which occurred on 17 November 2012 in the Gatton area.

Note 3: Clause 2.5.9 of the Electricity Industry Code exempts distributors from reliability GSL payments during periods for which the Natural Disaster Relief and Recovery Arrangements (NDRRA) have been notified. Consequently, in line with advice received from the Queensland Competition Authority in correspondence dated 24 April 2013, Energex excluded all reliability GSL payments (approximately 2,900) where an outage commenced during the NDRRA period (21-29 January 2013), including any of those outages that continued beyond the NDRRA period.

Note 4: Approximately 2,300 reliability GSLs were incurred as a result of the significant damage to Energex assets caused by the severe weather event on 24 March 2013. As an NDRRA was not activated for this event, these GSLs will be processed and paid during April 2013 and will be reported in the June 2013 quarterly report.

Note 5: Missed scheduled appointment GSLs decreased this quarter in line with an overall reduction in the volume of service order requests requiring an appointment received during the quarter.