

Energex  
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		Sep - 13	Dec - 13	Mar - 14	Jun - 14		
<b>System Average Interruption Duration Index (SAIDI) - (minutes)</b>							
2.6.2(a)(i)(A)	<b>Total (including exclusions)</b>						
	Central business district	1.323	0.325	0.852		2.500	
	Urban	14.776	25.276	37.808		77.862	
	Short rural	30.556	69.429	95.282		195.227	
2.4.3 (a), 2.6.2(a)(i)(C)	<b>An interruption of a duration of one minute or less</b>						
	Central business district	na	na	na		na	
	Urban	na	na	na		na	
	Short rural	na	na	na		na	
2.4.3(b)(i), 2.6.2(a)(i)(C)	<b>An interruption resulting from load shedding due to a shortfall in generation</b>						
	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)	<b>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</b>						
	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)	<b>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</b>						
	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)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	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)(v), 2.6.2(a)(i)(C)	<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>						
	Central business district	0.000	0.000	0.000		0.000	
	Urban	0.000	0.020	0.000		0.020	
	Short rural	0.000	0.000	0.020		0.020	
2.4.3(e), 2.6.2(a)(i)(C)	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
	Central business district	0.000	0.000	0.509		0.509	
	Urban	0.000	4.259	15.683		19.944	
	Short rural	0.000	18.348	41.005		59.352	
2.4.3(d), 2.6.2(a)(i)(C)	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
	Central business district	0.000	0.000	0.000		0.000	
	Urban	0.013	0.026	0.027		0.066	
	Short rural	0.104	0.001	0.005		0.109	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Central business district	0.000	0.000	0.509		0.509	
	Urban	0.013	4.305	15.710		20.030	
	Short rural	0.104	18.349	41.030		59.481	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution system (excluding exclusions)</b>						
	Central business district	1.323	0.325	0.343		1.991	15.000
	Urban	14.763	20.971	22.098		57.832	102.000
	Short rural	30.452	51.080	54.252		135.746	216.000

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		Sep - 13	Dec - 13	Mar - 14	Jun - 14		
<b>System Average Interruption Frequency Index (SAIFI) - (number)</b>							
<b>Total (including exclusions)</b>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.006	0.002	0.133		0.142	
	Urban	0.143	0.257	0.329		0.729	

	Short rural	0.333	0.561	0.607		1.501	
	<b>An interruption of a duration of one minute or less</b>						
2.4.3 (a), 2.6.2(a)(i)(C)	Central business district	na	na	na		na	
	Urban	na	na	na		na	
	Short rural	na	na	na		na	
	<b>An interruption resulting from load shedding due to a shortfall in generation</b>						
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	
	<b>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</b>						
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	
	<b>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</b>						
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	
	<b>An interruption resulting from a failure of the shared transmission grid</b>						
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	
	<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>						
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	
	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
2.4.3(c), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.127		0.127	
	Urban	0.000	0.038	0.072		0.110	
	Short rural	0.000	0.113	0.146		0.259	
	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
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		0.000	
	Short rural	0.002	0.000	0.000		0.002	
	<b>Total exclusions</b>						
2.6.2(a)(iii)	Central business district	0.000	0.000	0.127		0.127	
	Urban	0.000	0.038	0.072		0.110	
	Short rural	0.002	0.113	0.146		0.261	
	<b>Total Distribution System (excluding exclusions)</b>						
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.006	0.002	0.007		0.015	<b>0.150</b>
	Urban	0.143	0.219	0.257		0.619	<b>1.220</b>
	Short rural	0.331	0.448	0.460		1.240	<b>2.420</b>

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	10/11/2013
	Storms	29/12/2013
	Bushfires	4/01/2014
	Storms	6/01/2014

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)	NA	

**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 - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	54	37		131
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,200.00	\$7,020.00	\$4,810.00		\$17,030.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1	2		5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	1	0		2
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	5	13		26
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$832.00	\$1,248.00		\$2,860.00
	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
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	66	91	26		183
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,460.00	\$10,400.00	\$1,976.00		\$17,836.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1	0		3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
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	(#)	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	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	(#)	147	138	73		358
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,644.00	\$7,176.00	\$3,796.00		\$18,616.00
	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	(#)	0	0	0		0
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	(#)	366	188	312		866
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$9,516.00	\$4,888.00	\$8,112.00		\$22,516.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6	3		13
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	1	0		3
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	(#)	16	8	24		48
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00	\$520.00	\$1,560.00		\$3,120.00
	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
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	12	3	1,494		1,509
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,248.00	\$312.00	\$155,376.00		\$156,936.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	1		1
	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	1	0		1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	1	0		1
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	655	487	1,979		3,121
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$30,888.00	\$31,148.00	\$176,878.00		\$238,914.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9	9	6		24
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	3	1		8

**Note 1:** 1,494 reliability duration GSLs were paid during the March 2014 quarter. Of these, 731 were incurred following severe weather events on 10 and 23 November 2013 (validated and paid in the March 2014 quarter) and 708 resulted from a severe weather event on 6 January which caused significant damage to the network. The event on 6 January occurred during the ongoing bushfire event on Stradbroke Island.

**Note 2:** Planned Interruption GSLs increased in the March 2014 quarter. This increase is attributed to six outage events which resulted in approximately 40% of the GSLs paid.