

Energex  
MSS Reporting

| Section in EIC                   | Reporting category   | Quarter  |          |          |          | Financial year to date | MSS 2011-12 |
|----------------------------------|--|----------|----------|----------|----------|------------------------|-------------|
|                                  |  | Sep - 11 | Dec - 11 | Mar - 12 | Jun - 12 |                        |             |
|                                  | <b>System Average Interruption Duration Index (SAIDI) - (minutes)</b>  |          |          |          |          |                        |             |
| 2.6.2(a)(i)(A)                   | <b>Total (including exclusions)</b>  |          |          |          |          |                        |             |
|                                  | Central business district  | 0.068    | 1.547    |          |          | 1.615                  |             |
|                                  | Urban  | 13.771   | 20.078   |          |          | 33.922                 |             |
|                                  | Short rural  | 39.622   | 59.94    |          |          | 99.59                  |             |
| 2.4.3 (a),<br>2.6.2(a)(i)(C)     | <b>An interruption of a duration of one minute or less</b>   |          |          |          |          |                        |             |
|                                  | Central business district  | n/a      | n/a      |          |          | n/a                    |             |
|                                  | Urban  | n/a      | n/a      |          |          | n/a                    |             |
|                                  | Short rural  | n/a      | n/a      |          |          | n/a                    |             |
| 2.4.3(b)(i),<br>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                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.000    |          |          | 0.000                  |             |
| 2.4.3(b)(ii),<br>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                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.000    |          |          | 0.000                  |             |
| 2.4.3(b)(iii),<br>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                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.000    |          |          | 0.000                  |             |
| 2.4.3(b)(iv),<br>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                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.001    |          |          | 0.001                  |             |
| 2.4.3(b)(v),<br>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                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.000    |          |          | 0.000                  |             |
| 2.4.3(c),<br>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    |          |          | 0.000                  |             |
|                                  | Urban  | 0.000    | 0.000    |          |          | 0.000                  |             |
|                                  | Short rural  | 0.000    | 0.000    |          |          | 0.000                  |             |
| 2.4.3(d),<br>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    | 1.012    |          |          | 1.012                  |             |
|                                  | Urban  | 0.010    | 0.001    |          |          | 0.011                  |             |
|                                  | Short rural  | 0.009    | 0.011    |          |          | 0.020                  |             |
| 2.6.2(a)(iii)                    | <b>Total exclusions</b>  |          |          |          |          |                        |             |
|                                  | Central business district  | 0.000    | 1.012    |          |          | 1.012                  |             |
|                                  | Urban  | 0.010    | 0.001    |          |          | 0.011                  |             |
|                                  | Short rural  | 0.009    | 0.012    |          |          | 0.021                  |             |
| 2.6.2(a)(i)(B),<br>2.6.2(a)(iii) | <b>Total Distribution system (excluding exclusions)</b>  |          |          |          |          |                        |             |
|                                  | Central business district  | 0.068    | 0.535    |          |          | 0.603                  | 15          |
|                                  | Urban  | 13.761   | 20.077   |          |          | 33.911                 | 102         |
|                                  | Short rural  | 39.613   | 59.928   |          |          | 99.569                 | 216         |

| Section in EIC   | Reporting category        | Quarter  |          |          |          | Financial year to date | MSS 2011-12 |
|--|---------------------------|----------|----------|----------|----------|------------------------|-------------|
|  |                           | Sep - 11 | Dec - 11 | Mar - 12 | Jun - 12 |                        |             |
| <b>System Average Interruption Frequency Index (SAIFI) - (number)</b>  |                           |          |          |          |          |                        |             |
| <b>Total (including exclusions)</b>  |                           |          |          |          |          |                        |             |
| 2.6.2(a)(i)(A),<br>2.6.2(a)(iii)   | Central business district | 0.001    | 0.014    |          |          | 0.015                  |             |
|  | Urban                     | 0.168    | 0.220    |          |          | 0.389                  |             |
|  | Short rural               | 0.342    | 0.549    |          |          | 0.891                  |             |
| <b>An interruption of a duration of one minute or less</b>   |                           |          |          |          |          |                        |             |
| 2.4.3 (a),<br>2.6.2(a)(i)(C)   | Central business district | n/a      | n/a      |          |          | n/a                    |             |
|  | Urban                     | n/a      | n/a      |          |          | n/a                    |             |
|  | Short rural               | n/a      | n/a      |          |          | n/a                    |             |
| <b>An interruption resulting from load shedding due to a shortfall in generation</b>   |                           |          |          |          |          |                        |             |
| 2.4.3(b)(i),<br>2.6.2(a)(i)(C)   | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 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),<br>2.6.2(a)(i)(C)  | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 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),<br>2.6.2(a)(i)(C)   | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 0.000    | 0.000    |          |          | 0.000                  |             |
| <b>An interruption resulting from a failure of the shared transmission grid</b>  |                           |          |          |          |          |                        |             |
| 2.4.3(b)(iv),<br>2.6.2(a)(i)(C)  | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 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),<br>2.6.2(a)(i)(C)   | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 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),<br>2.6.2(a)(i)(C)  | Central business district | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 0.000    | 0.000    |          |          | 0.000                  |             |
| <b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>   |                           |          |          |          |          |                        |             |
| 2.4.3(d),<br>2.6.2(a)(i)(C)  | Central business district | 0.000    | 0.008    |          |          | 0.008                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 0.000    | 0.000    |          |          | 0.000                  |             |
| <b>Total exclusions</b>  |                           |          |          |          |          |                        |             |
| 2.6.2(a)(iii)  | Central business district | 0.000    | 0.008    |          |          | 0.008                  |             |
|  | Urban                     | 0.000    | 0.000    |          |          | 0.000                  |             |
|  | Short rural               | 0.000    | 0.000    |          |          | 0.000                  |             |
| <b>Total Distribution System (excluding exclusions)</b>  |                           |          |          |          |          |                        |             |
| 2.6.2(a)(i)(B),<br>2.6.2(a)(iii)   | Central business district | 0.001    | 0.006    |          |          | 0.007                  | 0.15        |
|  | Urban                     | 0.167    | 0.220    |          |          | 0.388                  | 1.22        |
|  | Short rural               | 0.342    | 0.549    |          |          | 0.891                  | 2.42        |

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

| 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) | 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 - 11    | Dec - 11    | Mar - 12 | Jun - 12 |                        |
| Wrongful disconnections (2.5.3)   | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 116         | 83          |          |          | 199                    |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$15,080.00 | \$10,790.00 |          |          | \$25,870.00            |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 18          | 17          |          |          | 35                     |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 2           | 5           |          |          | 7                      |
| Connection not provided by the agreed date (2.5.4)  | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 28          | 17          |          |          | 45                     |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$3,068.00  | \$3,900.00  |          |          | \$6,968.00             |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 0           | 1           |          |          | 1                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 0           | 0           |          |          | 0                      |
| Reconnection not provided within the required time (2.5.5)  | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 37          | 35          |          |          | 72                     |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$4,212.00  | \$4,264.00  |          |          | \$8,424.00             |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 3           | 7           |          |          | 10                     |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 2           | 3           |          |          | 5                      |
| 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                      |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$0.00      | \$0.00      |          |          | \$0.00                 |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 0           | 0           |          |          | 0                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 0           | 0           |          |          | 0                      |
| Failure to attend appointments on time (2.5.7)  | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 338         | 216         |          |          | 554                    |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$17,576.00 | \$11,232.00 |          |          | \$28,808.00            |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 5           | 2           |          |          | 7                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 2           | 1           |          |          | 3                      |
| 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       | (#)  | 1,883       | 531         |          |          | 2,414                  |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$48,958.00 | \$13,806.00 |          |          | \$62,764.00            |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 18          | 20          |          |          | 38                     |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 10          | 12          |          |          | 22                     |
| 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       | (#)  | 64          | 19          |          |          | 83                     |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$4,160.00  | \$1,235.00  |          |          | \$5,395.00             |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 1           | 0           |          |          | 1                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 0           | 0           |          |          | 0                      |
| Interruption duration GSL (2.5.9(a)(i))   | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 10          | 9           |          |          | 19                     |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$1,040.00  | \$936.00    |          |          | \$1,976.00             |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 2           | 2           |          |          | 4                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 0           | 0           |          |          | 0                      |
| Interruption frequency GSL (2.5.9(a)(ii))   | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 0           | 0           |          |          | 0                      |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$0.00      | \$0.00      |          |          | \$0.00                 |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 1           | 1           |          |          | 2                      |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 0           | 0           |          |          | 0                      |
| Total   | 2.6.2(a)(ii)(A) No. of GSL payments given       | (#)  | 2,476       | 910         |          |          | 3,386                  |
|   | 2.6.2(a)(ii)(A) \$ for GSL payments given       | (\$) | \$94,094.00 | \$46,163.00 |          |          | \$140,205.00           |
|   | 2.6.2(a)(ii)(B) No. of customer claims          | (#)  | 48          | 50          |          |          | 98                     |
|   | 2.6.2(a)(ii)(C) No. of customer claims rejected | (#)  | 16          | 21          |          |          | 37                     |

**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.  
 2. One (1) Failure to Reconnect GSL approved for payment in the September Quarter was adjusted from \$364 to \$312 before the payment was finalised due to the customer's claim cap (\$416) being reached. Therefore, the year to date figure for Reconnection GSLs will differ from cumulative figures.  
 FYD figures are the sum of Distribution and Retail FYD GSL data provided