

**Ergon Energy
MSS Reporting**

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
System Average Interruption Duration Index (SAIDI) - (minutes)							
2.6.2(a)(i)(A)	Total (including exclusions)						
	Urban	23.53	57.74			81.58	
	Short rural	75.24	142.33			217.73	
	Long rural	200.74	452.03			652.87	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid						
	Urban	1.87	9.97			11.81	
	Short rural	2.63	5.21			7.85	
	Long rural	16.18	0.15			16.34	
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						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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						
	Urban	0.00	0.13			0.13	
	Short rural	0.00	10.55			10.55	
	Long rural	0.00	27.52			27.52	
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						
	Urban	0.27	0.56			0.83	
	Short rural	0.53	1.02			1.55	
	Long rural	1.33	2.08			3.42	

2.6.2(a)(iii)	Total exclusions						
	Urban	2.13	10.66			12.78	
	Short rural	3.16	16.78			19.95	
	Long rural	17.51	29.76			47.28	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Urban	21.39	47.08			68.81	148
	Short rural	72.08	125.55			197.78	418
	Long rural	183.23	422.27			605.59	948

		Quarter				Financial year to date	MSS 2011-12
Section in EIC	Reporting category	Sep - 10	Dec - 10	Mar - 12	Jun - 12		
System Average Interruption Frequency Index (SAIFI) - (number)							
	Total (including exclusions)						
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Urban	0.28	0.78			1.06	
	Short rural	0.63	1.51			2.14	
	Long rural	1.65	3.27			4.92	
	An interruption of a duration of one minute or less						
2.4.3 (a), 2.6.2(a)(i)(C)	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
	An interruption resulting from load shedding due to a shortfall in generation						
2.4.3(b)(i), 2.6.2(a)(i)(C)	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
	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)	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
	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)	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
	An interruption resulting from a failure of the shared transmission grid						
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.05	0.25			0.30	
	Short rural	0.05	0.13			0.18	
	Long rural	0.33	0.01			0.33	
	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)	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	

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						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.08			0.08	
	Long rural	0.00	0.19			0.19	
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						
	Urban	0.00	0.00			0.01	
	Short rural	0.00	0.01			0.01	
	Long rural	0.00	0.01			0.01	
2.6.2(a)(iii)	Total exclusions						
	Urban	0.06	0.25			0.31	
	Short rural	0.06	0.22			0.28	
	Long rural	0.33	0.20			0.53	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution System (excluding exclusions)						
	Urban	0.22	0.53			0.75	1.96
	Short rural	0.57	1.29			1.86	3.9
	Long rural	1.32	3.07			4.38	7.30

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Severe thunderstorms and Lightning Stikes across Northern areas of QLD and Bushfires, Storms and hailstorms across Central and Southern areas of QLD.	15th October 2011

Section in EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals	Exceeded MSS
2.6.2(a)(i)(E)	Please see attached October - December 2011 MSS GSL Report	

**Ergon Energy
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	(#)	47	33			80
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$4,290.00			10,400
	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
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	46			92
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,176.00	\$8,424.00			15,600
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	2			7
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	2			5
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	9	11			20
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$1,132.00			1,912
	2.6.2(a)(ii)(B) No. of customer claims	(#)	10	9			19
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	4			9
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	(#)	2	0			2
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00			104
	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	(#)	46	33			79
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,392.00	\$1,716.00			4,108
	2.6.2(a)(ii)(B) No. of customer claims	(#)	16	5			21
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	7	3			10
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	(#)	653	1,391			2,044
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$16,978.00	\$36,166.00			53,144
	2.6.2(a)(ii)(B) No. of customer claims	(#)	27	36			63
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	11	22			33
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	(#)	144	149			293
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$9,360.00	\$9,685.00			19,045
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	6			11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	3			6
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	998			998
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$103,792.00			103,792
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0			2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0			2
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	120			120
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$12,480.00			12,480
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	2			3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	2			3
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	947	2,781			3,728
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$42,900.00	\$177,685.00			220,585
	2.6.2(a)(ii)(B) No. of customer claims	(#)	66	60			126
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	32	36			68