

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2010-11
		Sep - 10	Dec - 10	Mar - 11	Jun - 11		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	0.524	0.451	598.452	0.001	595.747	
	Urban	18.293	39.433	467.784	15.780	540.509	
	Short rural	45.148	133.393	430.602	39.526	642.749	
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	n/a	
	Urban	n/a	n/a	n/a	n/a	n/a	
	Short rural	n/a	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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0.018	10.552	0	11.945	
	Short rural	0	0.223	1.038	0	1.261	
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	0	0	0	0	
	Urban	0.075	0.007	0	0	0.083	
	Short rural	0	0	0	0	0	
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	0	593.060	0	589.699	
	Urban	0	17.417	434.355	0	448.666	
	Short rural	0	74.727	370.911	0	439.895	
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	0	0	0	0	
	Urban	0.008	0.023	0.003	0.023	0.069	
	Short rural	0.003	0.011	0.003	0	0.017	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0	0	593.060	0	589.699	
	Urban	0.083	17.466	444.909	0.023	460.763	
	Short rural	0.003	74.961	371.952	0	441.173	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	0.524	0.451	5.393	0.001	6.048	15
	Urban	18.21	21.967	22.875	15.757	79.746	106
	Short rural	45.146	58.432	58.650	39.526	201.576	218

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2010-11
		Sep - 10	Dec - 10	Mar - 11	Jun - 11		
System Average Interruption Frequency Index (SAIFI) - (number)							
Total (including exclusions)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.003	0.001	0.269	0	0.273	
	Urban	0.222	0.287	0.541	0.187	1.250	
	Short rural	0.541	0.818	0.927	0.322	2.613	
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	n/a	
	Urban	n/a	n/a	n/a	n/a	n/a	
	Short rural	n/a	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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0	0	0	0	
	Short rural	0	0	0	0	0	
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	0	0	0	0	
	Urban	0	0.001	0.056	0	0.063	
	Short rural	0	0.029	0.005	0	0.034	
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	0	0	0	0	
	Urban	0.001	0.001	0	0	0.002	
	Short rural	0	0	0	0	0	
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	0	0.262	0	0.263	
	Urban	0	0.062	0.203	0	0.264	
	Short rural	0	0.181	0.345	0	0.526	
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	0	0	0	0	
	Urban	0	0	0	0	0.001	
	Short rural	0	0	0	0	0	
Total exclusions							
2.6.2(a)(iii)	Central business district	0.000	0.000	0.262	0.000	0.263	
	Urban	0.001	0.064	0.259	0.000	0.330	
	Short rural	0.000	0.210	0.350	0.000	0.561	
Total Distribution System (excluding exclusions)							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.003	0.001	0.006	0	0.010	0.15
	Urban	0.221	0.223	0.283	0.187	0.920	1.26
	Short rural	0.541	0.609	0.577	0.321	2.052	2.46

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	

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 - 10	Dec - 10	Mar - 11	Jun - 11	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	68	84	33	132	317
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,840.00	\$10,860.00	\$4,290.00	\$17,160.00	\$41,150.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	36	33	27	13	109
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	20	14	5	15	54
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	22	42	59	117	240
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,224.00	\$4,728.00	\$8,060.00	\$15,392.00	\$31,404.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	0	0	2	5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	0	0	1	4
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	59	21	91	183
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$676.00	\$4,680.00	\$2,184.00	\$8,372.00	\$15,860.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	13	26	24	4	67
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	9	14	8	10	41
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	1	0	1
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$208.00	\$0.00	\$208.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	1	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	1	2
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	275	309	136	583	1,303
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$14,300.00	\$16,068.00	\$7,072.00	\$30,316.00	\$67,756.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	8	10	8	3	29
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	8	14	17	44
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	(#)	1,770	1,210	158	1,126	4,264
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,020.00	\$31,460.00	\$4,108.00	\$29,276.00	\$110,864.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	57	85	51	26	219
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	41	43	18	10	112
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	(#)	168	104	14	118	404
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$10,920.00	\$6,760.00	\$910.00	\$7,670.00	\$26,260.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	2	3	1	10
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	1	2	1	8
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	84	27	50	204	365
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,736.00	\$2,808.00	\$5,200.00	\$21,216.00	\$37,960.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	3	30	14	48
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	29	9	42
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	0	0	0	0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	2	7	1	10
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2	2	4	8
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,400	1,835	472	2,371	7,077
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$92,716.00	\$77,364.00	\$32,032.00	\$129,402.00	\$331,462.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	123	161	151	64	499
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	84	85	78	68	315

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.