

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		599.427	
	Urban	18.293	39.433	467.784		525.960	
	Short rural	45.148	133.393	430.602		609.593	
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	0	0		0	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0.018	10.552		10.570	
	Short rural	0	0.223	1.038		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	
	Urban	0.075	0.007	0		0.083	
	Short rural	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		593.060	
	Urban	0	17.417	434.355		451.772	
	Short rural	0	74.727	370.911		445.903	
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	
	Urban	0.008	0.023	0.003		0.046	
	Short rural	0.003	0.011	0.003		0.017	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0	0	593.060		593.060	
	Urban	0.083	17.466	444.909		462.470	
	Short rural	0.003	74.961	371.952		447.181	
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		6.368	15
	Urban	18.21	21.967	22.875		63.489	106
	Short rural	45.146	58.432	58.650		162.412	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		0.273	
	Urban	0.222	0.287	0.541		1.053	
	Short rural	0.541	0.818	0.927		2.288	
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	0	0		0	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0	0		0	
	Short rural	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	
	Urban	0	0.001	0.056		0.056	
	Short rural	0	0.029	0.005		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	
	Urban	0.001	0.001	0		0.002	
	Short rural	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		0.262	
	Urban	0	0.062	0.203		0.265	
	Short rural	0	0.181	0.345		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	
	Urban	0	0	0		0	
	Short rural	0	0	0		0	
Total exclusions							
2.6.2(a)(iii)	Central business district	0.000	0.000	0.262		0.262	
	Urban	0.001	0.064	0.259		0.324	
	Short rural	0.000	0.210	0.350		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		0.011	0.15
	Urban	0.221	0.223	0.283		0.730	1.26
	Short rural	0.541	0.609	0.577		1.727	2.46

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Severe Storms	15/12/2010
	Severe Storms	16/12/2010
	Major flooding of Brisbane and Bremer Rivers	9/01/2011
	Major flooding of Brisbane and Bremer Rivers	10/01/2011
	Major flooding of Brisbane and Bremer Rivers	11/01/2011
	Major flooding of Brisbane and Bremer Rivers	12/01/2011
	Severe Storms	18/01/2011
	Severe Storms	21/02/2011

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)		

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		185
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,840.00	\$10,860.00	\$4,290.00		\$23,990.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	36	33	27		96
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	20	14	5		39
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	22	42	59		123
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,224.00	\$4,728.00	\$8,060.00		\$16,012.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	0	0		3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	0	0		3
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	59	21		93
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$676.00	\$4,680.00	\$2,184.00		\$7,540.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	13	26	24		63
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	9	14	8		31
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		1
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$208.00		\$208.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	1		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0		1
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	275	309	136		720
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$14,300.00	\$16,068.00	\$7,072.00		\$37,440.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	8	10	8		26
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	8	14		27
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		3,138
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,020.00	\$31,460.00	\$4,108.00		\$81,588.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	57	85	51		193
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	41	43	18		102
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		286
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$10,920.00	\$6,760.00	\$910.00		\$18,590.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	2	3		9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	1	2		7
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	84	27	50		161
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,736.00	\$2,808.00	\$5,200.00		\$16,744.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	3	30		34
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	29		33
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	7		9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2	2		4
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,400	1,835	472		4,707
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$92,716.00	\$77,364.00	\$32,032.00		\$202,112.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	123	161	151		435
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	84	85	78		247

- Notes:**
- The following amendments have been made to the September quarter's GSL figures: 1 wrongful disconnection and 3 reconnection GSLs were reclassified as retailer GSLs. Due to a clerical error, these GSLs had previously been reported as distribution GSLs.
 - The following amendments have been made to the December quarter's GSL figures: 27 wrongful disconnection and 2 reconnection GSLs were reclassified as retailer GSLs. Due to a clerical error, these GSLs had previously been incorrectly reported as distribution GSLs. In addition, 1 retailer reconnection GSL was reclassified as a retailer new connection GSL as it had been incorrectly reported in the December quarterly report.
 - 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.
 - A number of Reliability GSL payments were withheld in the December 2010 and March 2011 quarters pending clarification of the application of natural disaster exclusion dates for the disaster event activated during the period (NDRRA Disaster Event – Queensland Flooding and Tropical Cyclone Tasha, November 2010 – January 2011). Final advice was received from the QCA on 21 April 2011. All valid GSL payments will therefore be processed during the June 2011 quarter.