

ELECTRICITY INDUSTRY CODE QUARTERLY REPORT

JULY TO SEPTEMBER 2010

November 2010
(amended 31 May 2011)

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

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1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Somerville Report) inquiry, the Queensland Government introduced the Queensland Electricity Industry Code (Industry Code) under the *Electricity Act 1994* in January 2005.

Clause 2.6.2 of the Industry Code requires Queensland's distribution entities to submit to the Queensland Competition Authority (QCA) a report within two months of the end of each quarter detailing the following:

- i. compliance with minimum service standards outlined in clause 2.4 of the Industry Code, including:
 - (a) performance against the SAIDI and SAIFI limits, by feeder type, including those interruptions listed in clause 2.4.3 of the Industry Code;
 - (b) performance against the SAIDI and SAIFI limits, by feeder type, excluding those interruptions listed in clause 2.4.3 of the Industry Code;
 - (c) details of the interruptions excluded under clause 2.4.3, including the number of minutes and interruptions excluded by feeder type and category of exclusion;
 - (d) description of any major event days; and
 - (e) the explanation of reasons for the distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance;
- ii. compliance with the guaranteed service levels (GSLs), including:
 - (a) the number of GSL payments given by category and the amount of such rebates;
 - (b) the number of GSL payment claims by category; and
 - (c) the number of rejected GSL payment claims by category; and
- iii. any other matter reasonably notified by the QCA.

The reported information is for the period July to September 2010 and the financial year to date figures as at the end of September 2010.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-07-2010
<i>Last day of reporting period</i>	date	30-09-2010

3. NETWORK RELIABILITYⁱ

3.1 Minimum Service Standard Compliance

Measure	September Quarter 2010	Financial year to date	MSS 2010-11
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Daysⁱⁱ)</i>	24.829	24.829	
Central business district	0.524	0.524	
Urban	18.293	18.293	
Short rural	45.148	45.148	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	

Measure	September Quarter 2010	Financial year to date	MSS 2010-11
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.006	0.006	
Central business district	0.000	0.000	
Urban	0.008	0.008	
Short rural	0.003	0.003	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.056	0.056	
Central business district	0.000	0.000	
Urban	0.075	0.075	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Total exclusions</i>	0.063	0.063	
Central business district	0.000	0.000	
Urban	0.083	0.083	
Short rural	0.003	0.003	
Long rural	na	na	
<i>Distribution system</i>	24.767	24.767	
Central business district	0.524	0.524	15.000
Urban	18.210	18.210	106.000
Short rural	45.146	45.146	218.000
Long rural	na	na	

Measure	September Quarter 2010	Financial year to date	MSS 2010-11
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Daysⁱⁱⁱ)</i>	0.300	0.300	
Central business district	0.003	0.003	
Urban	0.222	0.222	
Short rural	0.541	0.541	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	

Measure	September Quarter 2010	Financial year to date	MSS 2010-11
<i>Customer Caused Interruptions</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.001	0.001	
Central business district	0.000	0.000	
Urban	0.001	0.001	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Total exclusions</i>	0.001	0.001	
Central business district	0.000	0.000	
Urban	0.001	0.001	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Distribution system</i>	0.300	0.300	
Central business district	0.003	0.003	0.150
Urban	0.221	0.221	1.260
Short rural	0.541	0.541	2.460
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	September 2010 Quarter		Year to Date	
		Value (before removal of excluded events)	Value (after removal of excluded events)	Value (before removal of excluded events)	Value (after removal of excluded events)
System Average Interruption Duration Index (SAIDI)					
<i>Planned</i> Distribution system	minutes	9.393	9.393	9.393	9.393
CBD	minutes	0.074	0.074	0.074	0.074
Urban	minutes	6.805	6.805	6.805	6.805
Short Rural	minutes	17.201	17.201	17.201	17.201
<i>Unplanned</i> Distribution system	minutes	15.436	15.374	15.436	15.374
CBD	minutes	0.449	0.449	0.449	0.449
Urban	minutes	11.488	11.405	11.488	11.405
Short Rural	minutes	27.947	27.944	27.947	27.944
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.031	0.031	0.031	0.031
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.024	0.024	0.024	0.024
Short Rural	number	0.055	0.055	0.055	0.055
<i>Unplanned</i> Distribution system	number	0.269	0.268	0.269	0.268
CBD	number	0.003	0.003	0.003	0.003
Urban	number	0.198	0.197	0.198	0.197
Short Rural	number	0.486	0.486	0.486	0.486

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Nil	

6. GUARANTEED SERVICE LEVELS – DISTRIBUTION^{iv}

GSL Description	September Quarter 2010				Financial Year to Date			
	No. of GSL payments given	Total \$'s for GSL payments given	No. of customer claims	No. of customer claims rejected	No. of GSL payments given	Total \$'s for GSL payments given	No. of customer claims	No. of customer claims rejected
Non notification Planned Interruption – Business (GSL = \$65)	168	10,920	4	4	168	10,920	4	4
Non notification Planned Interruption – Residential (GSL = \$26)	1,770	46,020	57	41	1,770	46,020	57	41
New Connection – Failure to Complete (GSL = \$52/day late)	22	3,224	3	3	22	3,224	3	3
Wrongful Disconnection (GSL = \$130)	60	7,800	36	20	60	7,800	36	20
Failure to Reconnect (GSL = \$52/day late)	10	364	13	9	10	364	13	9
Hot Water Complaint – Failure to attend (GSL = \$52/day late)	0	0	1	1	0	0	1	1
Missed Scheduled Appointment (GSL = \$52)	275	14,300	8	5	275	14,300	8	5
Reliability – interruption duration (GSL = \$104)	84	8,736	1	1	84	8,736	1	1
Reliability – interruption frequency (GSL = \$104)	0	0	0	0	0	0	0	0
Total:	2,389	91,364	123	84	2,389	91,364	123	84

7. GUARANTEED SERVICE LEVELS – RETAIL

GSL Description	September Quarter 2010				Financial Year to Date			
	No. of GSL payments given	Total \$'s for GSL payments given	No. of customer claims	No. of customer claims rejected	No. of GSL payments given	Total \$'s for GSL payments given	No. of customer claims	No. of customer claims rejected
Non notification Planned Interruption – Business (GSL = \$65)	0	0	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$26)	0	0	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$52/day late)	0	0	0	0	0	0	0	0
Wrongful Disconnection (GSL = \$130)	8	1,040	0	0	8	1,040	0	0
Failure to Reconnect (GSL = \$52/day late)	3	312	0	0	3	312	0	0
Hot Water Complaint – Failure to attend (GSL = \$52/day late)	0	0	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$52)	0	0	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$104)	0	0	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$104)	0	0	0	0	0	0	0	0
Total:	11	1,352	0	0	11	1,352	0	0

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- i Results effective as at 27 October 2010. The reliability statistics include single loss of supply events as required under the Code's definition of an interruption. Calculated reliability measures have been rounded.
 - ii This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.
 - iii This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.
 - iv As a result of amendments to the Electricity Industry Code which became effective on 1 July 2010, distribution entities are now required to identify and automatically pay appointment, planned interruption and reliability GSLs to eligible customers. This has resulted in a significant increase in GSL payments given during the September 2010 quarter. ENERGEX is currently reviewing its processes to identify improvement opportunities that will reduce the number of automatic GSL payments.