

# Minimum Service Standards & Guaranteed Service Levels Quarterly Report

October - December 2009

Submitted to QCA by  
**Ergon Energy Corporation Limited**  
in accordance with the Electricity Industry Code



everything in our power



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## Administrative Data

ITEM NO	MEASURE	UNIT	VALUE
1.1	<i>Distribution Network Service Provider</i>	Name	Ergon Energy Corporation Limited
1.2	<i>First day of reporting period</i>	Date	01-10-2009
1.3	<i>Last day of reporting period</i>	Date	31-12-2009

## Network Performance

(Reporting obligations under clause 2.6.2(a)(i) (A), (B), (C), (D) & (E) of the Queensland Electricity Industry Code, Fourth Edition effective 4 August 2008 ('The Code'))

### Reliability Measures – 3 months to December 2009

(Results effective as at 7 January 2010, for the period ending 31 December 2009)

ITEM NO.	MEASURE	UNIT	ACTUAL NETWORK PERFORMANCE	NETWORK PERFORMANCE LESS EXCLUSIONS
	<b>System Average Interruption Duration Index (SAIDI)</b>		<i>(minutes)</i>	
	<i>Distribution system – total</i>			
	Urban	Minutes	64.26	58.71
	Short Rural	Minutes	158.95	153.97
	Long Rural	Minutes	400.87	388.88
	<i>Distribution system – planned</i>			
	Urban	Minutes	20.09	20.09
	Short Rural	Minutes	49.62	49.62
	Long Rural	Minutes	88.14	88.14
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	44.17	38.62
	Short Rural	Minutes	109.33	104.35
	Long Rural	Minutes	312.74	300.75
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<i>(number)</i>	
	<i>Distribution system – total</i>			
	Urban	Number	0.69	0.64
	Short Rural	Number	1.43	1.39
	Long Rural	Number	2.88	2.78
	<i>Distribution system – planned</i>			
	Urban	Number	0.12	0.12
	Short Rural	Number	0.25	0.25
	Long Rural	Number	0.45	0.45
	<i>Distribution system – unplanned</i>			
	Urban	Number	0.57	0.53
	Short Rural	Number	1.18	1.14
	Long Rural	Number	2.43	2.33

## Reliability Measures – Financial Year to Date (1 July 2009 to 31 December 2009)

(Results effective as at 7 January 2010, for the period ending 31 December 2009)

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>ACTUAL NETWORK PERFORMANCE</u>	<u>NETWORK PERFORMANCE LESS EXCLUSIONS</u>
	<b>System Average Interruption Duration Index (SAIDI)</b>		<b>(minutes)</b>	
	<i>Distribution system – total</i>			
	Urban	Minutes	145.77	139.63
	Short Rural	Minutes	299.42	293.50
	Long Rural	Minutes	610.55	597.21
	<i>Distribution system – planned</i>			
	Urban	Minutes	59.37	59.37
	Short Rural	Minutes	128.39	128.39
	Long Rural	Minutes	208.09	208.09
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	86.41	80.26
	Short Rural	Minutes	171.03	165.10
	Long Rural	Minutes	402.46	389.12
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<b>(number)</b>	
	<i>Distribution system – total</i>			
	Urban	Number	1.33	1.28
	Short Rural	Number	2.50	2.44
	Long Rural	Number	4.51	4.40
	<i>Distribution system – planned</i>			
	Urban	Number	0.32	0.32
	Short Rural	Number	0.60	0.60
	Long Rural	Number	1.07	1.07
	<i>Distribution system – unplanned</i>			
	Urban	Number	1.01	0.96
	Short Rural	Number	1.90	1.84
	Long Rural	Number	3.44	3.33

## Details of Interruptions Excluded - 3 Months to December 2009

(Results effective as at 7 January 2010, for the period ending 31 December 2009)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI)</b>			
<i>(minutes)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation; <sup>1</sup>	5.01	3.64	9.52
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.08	0.31	0.56
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.46	1.03	1.91
<b>Total SAIDI for all Exclusion Events</b>	<b>5.55</b>	<b>4.98</b>	<b>11.99</b>
<b>System Average Interruption Frequency Index (SAIFI)</b>			
<i>(number)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.02	0.01	0.04
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.02	0.02	0.06
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.00	0.01	0.01
<b>Total SAIFI for all Exclusion Events</b>	<b>0.04</b>	<b>0.04</b>	<b>0.10</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.

<sup>1</sup> The increase in SAIDI minutes reported against "Load shedding due to Generation Short Fall" can be attributed to the multiple forced outages relating to generation problems at a power station located in Ergon Energy's northern supply region towards the end of November 2009. The sustained outages mostly affected the supply interruption to Ergon Energy's customers in Mt Isa, Cloncurry and Dajarra. A total of 20,614 customers were affected by the forced outages that occurred during four different instances in November.

## Details of Interruptions Excluded for the Financial Year to Date (1 July 2009 to 31 December 2009)

(Results effective as at 7 January 2010, for the period ending 3 December 2009)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI)</b>			
<i>(minutes)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	5.01	3.81	9.52
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.08	0.38	0.56
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	1.06	1.74	3.27
<b>Total SAIDI for all Exclusion Events</b>	<b>6.14</b>	<b>5.93</b>	<b>13.34</b>
<b>System Average Interruption Frequency Index (SAIFI)</b>			
<i>(number)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.02	0.02	0.04
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.02	0.03	0.06
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.01	0.01	0.02
<b>Total SAIFI for all Exclusion Events</b>	<b>0.05</b>	<b>0.06</b>	<b>0.11</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.

### **Description of any major event days**

During the December 2009 quarter, there were no Major Event Days (MED) registered using the 2.5 beta exclusion event method, which classifies a MED to be any day with a daily SAIDI value greater than the 2009-10 MED Threshold (TMED) of 7.49 system minutes.

### **Explanation of reasons for exceeding minimum service standards and proposals to improve performance**

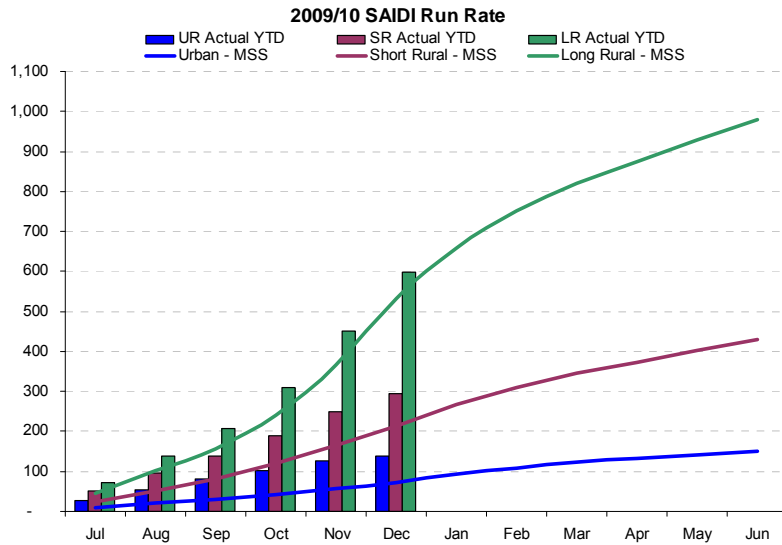
During the December quarter Ergon Energy's planned outage performance improved as a result of the progressive reinstatement of the live line work practice and the completion of staff training by late November 2009. With the ongoing storm season in this quarter, Ergon Energy is ensuring that its best operational measures are in place to address the increased unplanned performance likely to arise due to the adverse weather.

Nevertheless, the overall reliability YTD performance (both SAIDI and SAIFI) for the three feeder categories remain adversely impacted from the large volume of planned outages in the first quarter of 2009/10 resulted from the safety initiated suspension of the Live Line works. This has resulted in the overall YTD SAIDI/SAIFI performance being unfavourable to the internal YTD targets for all three feeder categories presenting a significant challenge to Ergon Energy meeting MSS requirements for the year to 30 June 2010.

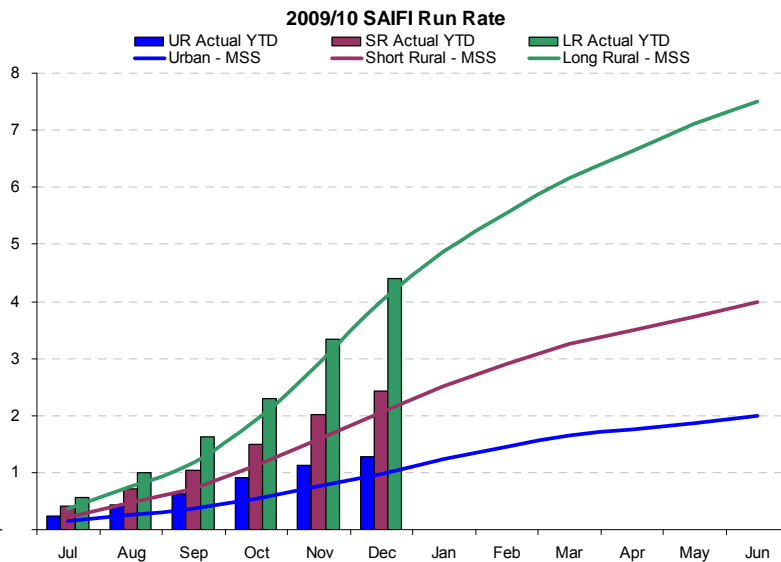
This is most likely to result in Ergon Energy remaining unfavourable to the 2009/10 MSS for Urban SAIDI and SAIFI and Short Rural SAIDI.

## SAIDI and SAIFI Run Rate Graphs for the Financial Year to Date

(Results effective as at 4 January 2010, for the period ending 31 December 2009)



Feeder Type	SAIDI Network Performance less MSS exclusions (Actual)	SAIDI MSS Run Rate Limits
Urban (UR)	140	73
Short Rural (SR)	293	214
Long Rural (LR)	597	531



Feeder Type	SAIFI Network Performance less MSS exclusions (Actual)	SAIFI MSS Run Rate Limits
Urban (UR)	1.28	0.97
Short Rural (SR)	2.44	2.05
Long Rural (LR)	4.40	4.01



## Guaranteed Service Levels (GSLs)

(Reporting obligations under clause 2.6.2(a)(ii) (A), (B) & (C) of The Code)

### GSL Claims Breakdown for the Quarter and Financial Year to Date (1 October 2009 to 31 December 2009)<sup>2</sup>

Type of GSL	October 2009 to December 2009				Financial Year to Date			
	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid
Planned Interruption (Bus)	16	4	12	\$200	27	13	14	\$650
Planned Interruption (Res)	79	41	38	\$820	262	185	77	\$3,700
Connection	36	24	12	\$2,130	58	42	16	\$3,930
Wrongful Disconnection	92	65	27	\$6,500	178	126	52	\$12,600
Reconnection	14	7	7	\$320	18	11	7	\$480
Hot Water Supply	5	0	5	\$0	6	1	5	\$320
Appointments	6	3	3	\$120	20	14	6	\$560
Reliability - Frequency	17	0	17	\$0	20	1	19	\$80
Reliability - Duration	20	6	14	\$480	22	6	16	\$480
<b>Total</b>	<b>285</b>	<b>150</b>	<b>135</b>	<b>\$10,570</b>	<b>611</b>	<b>399</b>	<b>212</b>	<b>\$22,800</b>

During the December quarter there were six reliability GSL claims which were the result of storm activity through the St George area on 23<sup>rd</sup> December, the low level of reliability claims for the financial year to date can be attributed to a relatively benign storm season. The claims for reliability GSL's are low as a customer's eligibility to claim is based on a cumulative number of interruptions exceeding the *Electricity Industry Code* annual threshold by feeder type.

### Explanation for Rejection of GSL Claims - 3 months to December 2009

Ergon Energy rejected 135 GSL claims during the December 2009 quarter. Of these, 101 related to GSL claims made by customers. The remaining 34 GSL claims rejected related to GSL claims automatically identified and raised for investigation by Ergon Energy which were subsequently assessed and rejected. Reasons for rejection of each of these GSL claims are summarised below:

- 6 Customer Connection
  - 1 x Service Order wasn't closed correctly not an actual GSL
  - 2 x Large customer not eligible
  - 3 x Dates entered incorrectly
- 27 Wrongful Disconnection
  - 1 x Main Switch turned off by 3rd party
  - 3 x Customer disconnected for debt - payment arrangements not kept
  - 1 x Should have been Connection GSL but would still be rejected as premise had defects
  - 7 x Customer did not make application on property
  - 2 x Customer was not disconnected (does not meet GSL requirements)
  - 4 x Possible internal fault at customer's premises

#### Definitions / Notes:

<sup>2</sup> Figures reported include both GSL claims made / raised by customers and GSL claims automatically identified and raised for investigation and payment by Ergon Energy (as per clause 2.5.11(a) of the *Electricity Industry Code*).

The Number of Claims Investigated and Not Paid reflect claims raised for investigation, which are subsequently found not to be valid GSL claims as per requirements under the *Electricity Industry Code* (rejected GSLs). Rejected GSLs can arise from both customer initiated GSL claims and corporate initiated GSL claims. Refer to the "Explanation for Rejection of GSL Claims" for further details on rejected GSL claims.

- 1 x Customer connected within time allowances
- 4 x Incorrectly entered into system (another claim raised and paid)
- 1 x Mechanic disconnected correct premises
- 1 x Customer disconnected for debt - payment arrangements not kept
- 1 x Customer provided incorrect dates for Final Reading
- 1 x Initially rejected however investigation revealed valid claim (another claim raised and paid)
- 1 Hot Water Supply
  - 1 x Ergon not notified about council address change
- 38 Planned Interruption (Res)
  - 27 x Customer was advised of outage
  - 1 x Unplanned outage caused by planned outage
  - 3 x Already paid on another claim
  - 2 x Customer's planned outage did not take place
  - 3 x Emergency outage (P1 - GSL Exempt)
  - 1 x Large customer not eligible
  - 1 x Customer did not meet Government regulated time threshold for Duration GSL
- 12 Planned Interruption (Bus)
  - 2 x Customer was advised of outage
  - 2 x Large customer not eligible
  - 3 x Customer was advised of outage
  - 1 x Customer was part of an unplanned outage
  - 2 x Already paid on another claim
  - 1 x Customer advised times only approximate (delay due to weather conditions)
  - 1 x Unable to contact customer to advise of outage (claim denied)
- 7 Reconnection
  - 1 x Customer paid on automatic raised claim
  - 1 x Customer reconnected within code timeframes
  - 2 x Incorrectly entered into system (another claim raised and paid)
  - 1 x Customer did not check safety switch (was turned off)
  - 2 x No specific time entered for reconnection (invalid GSL)
- 6 Connection
  - 1 x GSL rejected to wait for an automatic GSL through FACOM
  - 3 x Customer paid on automatic raised claim
  - 2 x Mistakenly raised as GSL instead of claim
- 17 Reliability of Supply (Freq)
  - 13 x Customer did not meet Government regulated threshold for Frequency GSL
  - 1 x Copy of claim already entered
  - 1 x Incorrectly raised as GSL (was only a general enquiry)
  - 2 x Customer did not make GSL claim within required time frame
- 14 Reliability of Supply (Dur)
  - 6 x Customer did not meet Government regulated time threshold for Duration GSL
  - 1 x Customer did not make GSL claim within required 1 month time frame
  - 3 x Customer in Natural Disaster area (crews unable to reach customer through flood waters)
  - 1 x Customer has claimed previously
  - 1 x Large customer not eligible
  - 1 x Accidentally raised as a GSL (should have been liability claim)
  - 1 x Emergency repairs extended the duration of outage
- 4 Hot Water Supply
  - 4 x Accidentally raised as a GSL (should have been a liability claim)

- 3 Appointment
  - 3 x No appointment existed

Please direct queries or feedback on this report to:

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