

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	0.563	0.017	4.185	0.032	4.584	
	Urban	14.656	27.704	346.110	15.498	403.901	
	Short rural	34.543	53.580	912.558	32.261	1033.095	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.025	0.000	0.000	0.000	0.025	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.007	0.007	
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	0.000	0.000	3.172	0.000	3.172	
	Urban	0.000	5.675	326.100	0.000	331.941	
	Short rural	0.000	7.987	868.096	0.000	876.096	
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	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.015	0.025	0.000	0.039	
	Short rural	0.006	0.009	0.004	0.008	0.028	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0.000	0.000	3.172	0.000	3.172	
	Urban	0.000	5.690	326.125	0.000	331.980	
	Short rural	0.032	7.996	868.100	0.015	876.156	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	0.563	0.017	1.013	0.032	1.412	15.000
	Urban	14.656	22.014	19.985	15.498	71.921	102.000
	Short rural	34.511	45.584	44.458	32.246	156.939	216.000

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
System Average Interruption Frequency Index (SAIFI) - (number)							
<i>Total (including exclusions)</i>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.006	0.000	0.008	0.001	0.014	
	Urban	0.148	0.305	0.582	0.159	1.192	
	Short rural	0.364	0.542	1.136	0.269	2.313	
<i>An interruption of a duration of one minute or less</i>							
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	
<i>An interruption resulting from load shedding due to a shortfall in generation</i>							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>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</i>							
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>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</i>							
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>An interruption resulting from a failure of the shared transmission grid</i>							
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</i>							
2.4.3(b)(v), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</i>							
2.4.3(c), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.001	0.000	0.001	
	Urban	0.000	0.049	0.350	0.000	0.399	
	Short rural	0.000	0.056	0.724	0.000	0.781	
<i>An interruption caused by a customer's electrical installation or failure of that electrical installation</i>							
2.4.3(d), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.000	0.000	0.001	
	Short rural	0.000	0.000	0.000	0.000	0.000	
<i>Total exclusions</i>							
2.6.2(a)(iii)	Central business district	0.000	0.000	0.001	0.000	0.001	
	Urban	0.000	0.050	0.350	0.000	0.400	
	Short rural	0.000	0.056	0.724	0.000	0.781	
<i>Total Distribution System (excluding exclusions)</i>							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.006	0.000	0.007	0.001	0.012	0.150
	Urban	0.148	0.255	0.232	0.159	0.792	1.220
	Short rural	0.364	0.486	0.412	0.269	1.532	2.420

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	17/11/2012
	Storms and Flooding	26/01/2013
	Storms and Flooding	27/01/2013
	Storms and Flooding	28/01/2013
	Storms and Flooding	29/01/2013
	Storms and Flooding	30/01/2013
	Storms	24/03/2013

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	

**Energex
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 - 12	Dec - 12	Mar - 13	Jun - 13	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	60	38	38	65	201
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,800.00	\$4,940.00	\$4,940.00	\$8,450.00	\$26,130.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	0	3	4	12
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	7	0	6	21
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$468.00	\$0.00	\$832.00	\$2,080.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	0	0	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	35	34	49	59	177
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,756.00	\$2,652.00	\$4,316.00	\$6,500.00	\$16,224.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	4	2	5	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	2	4	6
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	(#)	1	0	1	0	2
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00	\$208.00	\$0.00	\$312.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	1	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	1	1
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	261	218	133	193	805
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,572.00	\$11,336.00	\$6,916.00	\$10,036.00	\$41,860.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	1	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1	0	1
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	(#)	706	246	274	935	2,161
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$18,356.00	\$6,396.00	\$7,124.00	\$24,310.00	\$56,186.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6	2	4	16
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	1	0	5
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	(#)	22	26	16	100	164
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,430.00	\$1,690.00	\$1,040.00	\$6,500.00	\$10,660.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	6	97	2,794	2,910
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,352.00	\$624.00	\$10,088.00	\$290,576.00	\$302,640.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	3	96	99
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1	96	97
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	0	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2	0	0	2
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,106	575	608	4,152	6,441
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,150.00	\$28,106.00	\$34,632.00	\$347,204.00	\$456,092.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	10	13	11	110	144
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	5	5	101	115

Note 1: The number of customer claims reported for wrongful disconnections and reconnections in the December 2012 quarter have been amended.

Note 2: 97 reliability GSL payments were made during the March 2013 quarter, with the majority relating to the severe weather event which occurred on 17 November 2012 in the Gatton area.

Note 3: Missed scheduled appointment GSLs decreased in the March 2013 quarter in line with an overall reduction in the volume of service order requests requiring an appointment received during the quarter.

Note 4: Clause 2.5.9 of the Electricity Industry Code exempts distributors from reliability GSL payments during periods for which the Natural Disaster Relief and Recovery Arrangements (NDRRA) have been notified.

Consequently, in line with advice received from the Queensland Competition Authority in correspondence dated 24 April 2013, Energex excluded all reliability GSL payments (approximately 2,900) where an outage commenced during the NDRRA period (21-29 January 2013), including any of those outages that continued beyond the NDRRA period.

Note 5: 2,764 reliability GSLs were incurred as a result of the significant damage to Energex assets caused by the severe weather event on 24 March 2013. As an NDRRA was not activated for this event, these GSLs were processed and paid during April 2013 and reported in the June 2013 quarterly report.

Note 6: Planned Interruption GSLs increased in the June 2013 quarter. This increase can largely be attributed to six outage events which resulted in approximately 60% of the GSLs paid.