

Energex  
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
<b>System Average Interruption Duration Index (SAIDI) - (minutes)</b>							
2.6.2(a)(i)(A)	<b>Total (including exclusions)</b>						
	Central business district	0.068	1.547	4.274	3.183	9.170	
	Urban	13.771	20.078	17.158	15.14	67.155	
	Short rural	39.622	59.94	70.74	44.758	215.621	
2.4.3 (a), 2.6.2(a)(i)(C)	<b>An interruption of a duration of one minute or less</b>						
	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)	<b>An interruption resulting from load shedding due to a shortfall in generation</b>						
	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)	<b>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</b>						
	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)	<b>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</b>						
	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)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	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)(v), 2.6.2(a)(i)(C)	<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>						
	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.001	0.005	0.097	
	Short rural	0.000	0.000	0.008	0.000	0.009	
2.4.3(c), 2.6.2(a)(i)(C)	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.346	0.000	0.346	
	Short rural	0.000	0.000	13.761	0.000	13.761	
2.4.3(d), 2.6.2(a)(i)(C)	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
	Central business district	0.000	1.012	0.000	0.000	1.012	
	Urban	0.010	0.001	0.051	0.002	0.065	
	Short rural	0.009	0.011	0.017	0.002	0.038	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Central business district	0.000	1.012	0.000	0.000	1.012	
	Urban	0.010	0.001	0.399	0.007	0.509	
	Short rural	0.009	0.012	13.786	0.002	13.807	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution system (excluding exclusions)</b>						
	Central business district	0.068	0.535	4.274	3.183	8.158	15
	Urban	13.761	20.077	16.759	15.133	66.646	102
	Short rural	39.613	59.928	56.954	44.756	201.814	216

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
<b>System Average Interruption Frequency Index (SAIFI) - (number)</b>							
<b>Total (including exclusions)</b>							

2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.001	0.014	0.010	0.019	0.044	
	Urban	0.168	0.220	0.192	0.153	0.739	
	Short rural	0.342	0.549	0.554	0.345	1.799	
2.4.3 (a), 2.6.2(a)(i)(C)	<b>An interruption of a duration of one minute or less</b>						
	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)	<b>An interruption resulting from load shedding due to a shortfall in generation</b>						
	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)	<b>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</b>						
	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)	<b>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</b>						
	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)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	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)(v), 2.6.2(a)(i)(C)	<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>						
	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(c), 2.6.2(a)(i)(C)	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
	Central business district	0.000	0.000	0.000	0.000	0.000	
	Urban	0.000	0.000	0.002	0.000	0.002	
	Short rural	0.000	0.000	0.069	0.000	0.069	
2.4.3(d), 2.6.2(a)(i)(C)	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
	Central business district	0.000	0.008	0.000	0.000	0.008	
	Urban	0.000	0.000	0.000	0.000	0.001	
	Short rural	0.000	0.000	0.000	0.000	0.000	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Central business district	0.000	0.008	0.000	0.000	0.008	
	Urban	0.000	0.000	0.003	0.000	0.003	
	Short rural	0.000	0.000	0.069	0.000	0.069	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution System (excluding exclusions)</b>						
	Central business district	0.001	0.006	0.010	0.019	0.036	<b>0.15</b>
	Urban	0.167	0.220	0.189	0.153	0.736	<b>1.22</b>
	Short rural	0.342	0.549	0.485	0.345	1.730	<b>2.42</b>

Note: The December 2011 quarterly report included small SAIDI and SAIFI values attributed to "An interruption resulting from a failure of the shared transmission grid". These values were the result of a single interruption, which has since been reviewed and determined to have been an outage on Energex's distribution network. This was corrected in the March 2012 quarterly report.

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	21/02/2012

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 - 11	Dec - 11	Mar - 12	Jun - 12	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	116	83	87	72	358
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$15,080.00	\$10,790.00	\$11,310.00	\$9,360.00	\$46,540.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18	17	5	2	42
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	5	4	1	12
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	28	17	10	7	62
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,068.00	\$3,900.00	\$1,300.00	\$1,248.00	\$9,516.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	1	1	3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1	1	2
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	37	35	74	47	193
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00	\$4,264.00	\$7,228.00	\$4,108.00	\$19,760.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	7	4	1	15
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	3	2	3	10
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	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	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	338	216	157	199	910
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$17,576.00	\$11,232.00	\$8,164.00	\$10,348.00	\$47,320.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	2	1	0	8
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	1	1	0	4
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	(#)	1,883	531	950	858	4,222
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$48,958.00	\$13,806.00	\$24,700.00	\$22,308.00	\$109,772.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18	20	14	12	64
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	10	12	2	12	36
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	(#)	64	19	59	89	231
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00	\$1,235.00	\$3,835.00	\$5,785.00	\$15,015.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	1	1	3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	10	9	88	303	410
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00	\$936.00	\$9,152.00	\$31,512.00	\$42,640.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	2	1	0	5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
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	(#)	1	1	0	2	4
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,476	910	1,425	1,575	6,386
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$94,042.00	\$46,163.00	\$65,689.00	\$84,669.00	\$290,563.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	48	50	27	19	144
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	21	10	17	64

**Notes:**

- 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.
- One (1) Failure to Reconnect GSL approved for payment in the September 2011 Quarter was adjusted from \$364 to \$312 before the payment was finalised due to the customer's claim cap (\$416) being reached. The September 2011 Quarter figures have been amended accordingly.
- An increase in planned interruption GSLs since December 2011 quarter has been noted. Although there can be a significant variation between quarters, this is not uncommon due to the nature, volume and timing of the work program undertaken by Energex and the number of planned interruptions necessary for the specific projects. Energex is continuing to review the planned interruptions process to identify opportunities for improvement.
- 88 interruption duration GSLs were paid during the March 2012 quarter. These GSL payments were primarily as a result of two separate outages where access to restore power was restricted by flooding.
- The reliability duration GSLs paid during the June 2012 quarter were as a result of two significant weather events in February and March 2012, when localised flooding restricted Energex's ability to safely undertake necessary repairs. One of these events was subsequently declared a natural disaster under the Natural Disaster Relief and Recovery Arrangements (NDRRA). However, as the NDRRA notification was not issued until after the 30 day period within which distribution entities must use best endeavours to process GSL payments had expired, Energex was unable to apply an exemption provided for under cl. 2.5.9(b)(vi) of the Electricity Industry Code.