

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	0.068	1.547	4.274		5.987	
	Urban	13.771	20.078	17.158		51.066	
	Short rural	39.622	59.94	70.74		170.306	
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	0.000	0.000	0.000		0.000	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
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	
	Urban	0.000	0.000	0.001		0.001	
	Short rural	0.000	0.000	0.008		0.008	
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	0.000		0.000	
	Urban	0.000	0.000	0.346		0.346	
	Short rural	0.000	0.000	13.761		13.761	
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	1.012	0.000		1.012	
	Urban	0.010	0.001	0.051		0.063	
	Short rural	0.009	0.011	0.017		0.036	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0.000	1.012	0.000		1.012	
	Urban	0.010	0.001	0.399		0.410	
	Short rural	0.009	0.012	13.786		13.805	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	0.068	0.535	4.274		4.975	15
	Urban	13.761	20.077	16.759		50.656	102
	Short rural	39.613	59.928	56.954		156.501	216

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
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	0.001	0.014	0.010		0.025	
	Urban	0.168	0.220	0.192		0.580	
	Short rural	0.342	0.549	0.554		1.446	
<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	
	Urban	n/a	n/a	n/a		n/a	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	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	0.000		0.000	
	Urban	0.000	0.000	0.002		0.002	
	Short rural	0.000	0.000	0.069		0.069	
<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	0.008	0.000		0.008	
	Urban	0.000	0.000	0.000		0.001	
	Short rural	0.000	0.000	0.000		0.000	
<i>Total exclusions</i>							
2.6.2(a)(iii)	Central business district	0.000	0.008	0.000		0.008	
	Urban	0.000	0.000	0.003		0.003	
	Short rural	0.000	0.000	0.069		0.069	
<i>Total Distribution System (excluding exclusions)</i>							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.001	0.006	0.010		0.017	0.15
	Urban	0.167	0.220	0.189		0.577	1.22
	Short rural	0.342	0.549	0.485		1.377	2.42

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 has been 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		286
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$15,080.00	\$10,790.00	\$11,310.00		\$37,180.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18	17	5		40
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	5	4		11
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	28	17	10		55
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,068.00	\$3,900.00	\$1,300.00		\$8,268.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	1		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1		1
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	37	35	74		146
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00	\$4,264.00	\$7,228.00		\$15,652.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3	7	4		14
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	3	2		7
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
	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	0	0		0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	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		711
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$17,576.00	\$11,232.00	\$8,164.00		\$36,972.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	2	1		8
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	1	1		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		3,364
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$48,958.00	\$13,806.00	\$24,700.00		\$87,464.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18	20	14		52
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	10	12	2		24
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		142
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00	\$1,235.00	\$3,835.00		\$9,230.00
	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	(#)	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		107
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00	\$936.00	\$9,152.00		\$11,128.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	2	1		5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	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
	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	(#)	1	1	0		2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0		0
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,476	910	1,425		4,811
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$94,042.00	\$46,163.00	\$65,689.00		\$205,894.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	48	50	27		125
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	21	10		47

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 was a significant variation between the two 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.