

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

OCTOBER TO DECEMBER 2010

February 2011
(amended 31 May 2011)

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. ADMINISTRATIVE DATA.....	4
3. NETWORK RELIABILITY	4
3.1 Minimum Service Standard Compliance.....	4
3.2 Additional Reliability Measures.....	8
4. EXPLANATION FOR EXCEEDING MSS.....	9
5. DESCRIPTION OF MAJOR EVENT DAYS.....	9
6. GUARANTEED SERVICE LEVELS – DISTRIBUTION	10
7. GUARANTEED SERVICE LEVELS – RETAIL	11

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 October to December 2010 and the financial year to date figures as at the end of December 2010.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-10-2010
<i>Last day of reporting period</i>	date	31-12-2010

3. NETWORK RELIABILITYⁱ

3.1 Minimum Service Standard Compliance

Measure	December Quarter 2010	Financial year to date	MSS 2010-11
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Daysⁱⁱ)</i>	63.229	88.244	
Central business district	0.451	0.975	
Urban	39.433	57.772	
Short rural	133.393	178.549	
Long rural	na	na	
<i>Generation & Transmission</i>	0.070	0.070	
Central business district	0.000	0.000	
Urban	0.018	0.018	
Short rural	0.223	0.223	
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	December 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>	0.020	0.027	
Central business district	0.000	0.000	
Urban	0.023	0.031	
Short rural	0.011	0.014	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.005	0.062	
Central business district	0.000	0.000	
Urban	0.007	0.083	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	31.847	31.847	
Central business district	0.000	0.000	
Urban	17.417	17.417	
Short rural	74.727	74.727	
Long rural	na	na	
<i>Total exclusions</i>	31.942	32.005	
Central business district	0.000	0.000	
Urban	17.466	17.549	
Short rural	74.961	74.964	
Long rural	na	na	
<i>Distribution system</i>	31.287	56.239	
Central business district	0.451	0.975	15
Urban	21.967	40.223	106
Short rural	58.432	103.585	218
Long rural	na	na	

Measure	December 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>	0.422	0.725	
Central business district	0.001	0.005	
Urban	0.287	0.510	
Short rural	0.818	1.359	
Long rural	na	na	
<i>Generation & Transmission</i>	0.008	0.008	
Central business district	0.000	0.000	
Urban	0.001	0.001	
Short rural	0.029	0.029	
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	
<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	

Measure	December Quarter 2010	Financial year to date	MSS 2010-11
<i>Authorised Interruption for Public Safety</i>	0.001	0.001	
Central business district	0.000	0.000	
Urban	0.001	0.002	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.092	0.092	
Central business district	0.000	0.000	
Urban	0.062	0.062	
Short rural	0.181	0.181	
Long rural	na	na	
<i>Total exclusions</i>	0.101	0.101	
Central business district	0.000	0.000	
Urban	0.064	0.065	
Short rural	0.210	0.210	
Long rural	na	na	
<i>Distribution system</i>	0.322	0.623	
Central business district	0.001	0.005	0.15
Urban	0.223	0.445	1.26
Short rural	0.609	1.150	2.46
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	December 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	7.301	7.009	16.692	16.400
CBD	minutes	0.000	0.000	0.074	0.074
Urban	minutes	5.614	5.529	12.419	12.334
Short Rural	minutes	12.214	11.309	29.407	28.502
<i>Unplanned</i> Distribution system	minutes	55.928	24.278	71.552	39.839
CBD	minutes	0.451	0.451	0.901	0.901
Urban	minutes	33.819	16.438	45.353	27.889
Short Rural	minutes	121.179	47.123	149.142	75.082
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.025	0.024	0.057	0.056
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.020	0.019	0.043	0.043
Short Rural	number	0.042	0.040	0.097	0.095
<i>Unplanned</i> Distribution system	number	0.397	0.297	0.668	0.568
CBD	number	0.001	0.001	0.004	0.004
Urban	number	0.267	0.204	0.467	0.403
Short Rural	number	0.776	0.569	1.262	1.055

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Severe Storms	15/12/2010
Severe Storms	16/12/2010

6. GUARANTEED SERVICE LEVELS – DISTRIBUTION^{iv}

GSL Description	December 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)	104	6,760	2	1	272	17,680	6	5
Non notification Planned Interruption – Residential (GSL = \$26)	1,210	31,460	85	43	2,980	77,480	142	84
New Connection – Failure to Complete (GSL = \$52/day late)	42	4,728	0	0	64	7,952	3	3
Wrongful Disconnection (GSL = \$130)	46	5,980	28	14	106	13,780	64	34
Failure to Reconnect (GSL = \$52/day late)	50	4,004	25	14	60	4,368	38	23
Hot Water Complaint – Failure to attend (GSL = \$52/day late)	0	0	0	0	0	0	1	1
Missed Scheduled Appointment (GSL = \$52)	309	16,068	10	8	584	30,368	18	13
Reliability – interruption duration^v (GSL = \$104)	27	2,808	3	3	111	11,544	4	4
Reliability – interruption frequency (GSL = \$104)	0	0	2	2	0	0	2	2
Total:	1,788	71,808	155	85	4,177	163,172	278	169

7. GUARANTEED SERVICE LEVELS – RETAIL

GSL Description	December 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)	38	4,880	5	0	46	5,920	5	0
Failure to Reconnect (GSL = \$52/day late)	9	676	1	0	12	988	1	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:	47	5,556	6	0	58	6,908	6	0

-
- i Results effective as at 24 January 2011. 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 first half of 2010/11. ENERGEX is currently reviewing its processes to identify improvement opportunities that will reduce the number of automatic GSL payments.
 - v A number of Reliability GSL payments have been withheld this quarter pending clarification of the application of natural disaster exclusion dates for the disaster event activated during the period (NDRRA Disaster Event – Queensland Flooding and Tropical Cyclone Tasha, November 2010 – January 2011).