

26 May 2010



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Office of the
Chief Executive Officer

John
Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

Dear Mr Hall

**ENERGEX'S MARCH 2010 QUARTER ELECTRICITY INDUSTRY CODE
SERVICE QUALITY REPORT**

Section 2.6.2 of the Electricity Industry Code (Code) requires Queensland's distribution entities to submit a report to the Queensland Competition Authority within two months of the end of each quarter detailing performance against Minimum Service Standards and Guaranteed Service Levels.

To this end, please find attached ENERGEX's report for the period January to March 2010.

Should you have any enquiries regarding this report please contact Rachel Leaver – Network Regulation Manager on (07) 3223 1785.

Yours sincerely



Terry Effenev
Chief Executive Officer



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ENERGEX Limited
ABN 40 078 849 055

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

JANUARY TO MARCH 2010

May 2010

ENERGEX LIMITED
ABN 40 078 849 055



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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 January to March 2010 and the financial year to date figures as at the end of March 2010.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-01-2010
<i>Last day of reporting period</i>	date	31-03-2010

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	March Quarter 2010	Financial year to date	MSS 2009-10
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	37.501	121.298	
Central business district	0.149	1.147	
Urban	26.045	82.588	
Short rural	71.849	235.642	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	0.988	
Central business district	0.000	0.000	
Urban	0.000	0.604	
Short rural	0.000	2.112	
Long rural	na	na	

¹ Results effective as at 29 April 2010. 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.

² 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.

Measure	March Quarter 2010	Financial year to date	MSS 2009-10
<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>	0.089	0.164	
Central business district	0.000	0.000	
Urban	0.012	0.111	
Short rural	0.320	0.325	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	1.170	
Central business district	0.000	0.000	
Urban	0.000	0.175	
Short rural	0.000	4.090	
Long rural	na	na	
<i>Major Event Days</i>	0.000	20.131	
Central business district	0.000	0.000	
Urban	0.000	8.799	
Short rural	0.000	53.215	
Long rural	na	na	
<i>Total exclusions</i>	0.089	22.453	
Central business district	0.000	0.000	
Urban	0.012	9.688	
Short rural	0.320	59.742	
Long rural	na	na	

Measure	March Quarter 2010	Financial year to date	MSS 2009-10
<i>Distribution system</i>	37.411	98.846	
Central business district	0.149	1.147	20
Urban	26.033	72.900	110
Short rural	71.529	175.899	220
Long rural	na	na	
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.481	1.435	
Central business district	0.001	0.082	
Urban	0.366	1.102	
Short rural	0.827	2.422	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	0.052	
Central business district	0.000	0.000	
Urban	0.000	0.038	
Short rural	0.000	0.095	
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	

³ 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.

Measure	March Quarter 2010	Financial year to date	MSS 2009-10
<i>Customer Caused Interruptions</i>	0.000	0.002	
Central business district	0.000	0.000	
Urban	0.000	0.002	
Short rural	0.001	0.002	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	0.006	
Central business district	0.000	0.000	
Urban	0.000	0.004	
Short rural	0.000	0.012	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.106	
Central business district	0.000	0.000	
Urban	0.000	0.055	
Short rural	0.000	0.256	
Long rural	na	na	
<i>Total exclusions</i>	0.000	0.166	
Central business district	0.000	0.000	
Urban	0.000	0.098	
Short rural	0.001	0.364	
Long rural	na	na	
<i>Distribution system</i>	0.481	1.269	
Central business district	0.001	0.082	0.33
Urban	0.366	1.004	1.32
Short rural	0.825	2.059	2.50
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	March 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)
<i>System Average Interruption Duration Index (SAIDI)</i>					
<i>Planned</i> Distribution system	minutes	7.861	7.861	25.131	24.837
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	5.637	5.637	17.799	17.548
Short Rural	minutes	14.542	14.542	46.794	46.370
<i>Unplanned</i> Distribution system	minutes	29.640	29.550	96.167	74.009
CBD	minutes	0.149	0.149	1.147	1.147
Urban	minutes	20.409	20.397	64.789	55.352
Short Rural	minutes	57.308	56.988	188.847	129.530
<i>System Average Interruption Frequency Index (SAIFI)</i>					
<i>Planned</i> Distribution system	number	0.028	0.028	0.092	0.091
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.022	0.022	0.067	0.066
Short Rural	number	0.048	0.048	0.166	0.164
<i>Unplanned</i> Distribution system	number	0.453	0.453	1.342	1.178
CBD	number	0.001	0.001	0.082	0.082
Urban	number	0.345	0.345	1.035	0.937
Short Rural	number	0.779	0.777	2.257	1.894

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Severe Storms Struck ENERGEX	13 October 2009
Severe Storms Struck ENERGEX	29 November 2009
Severe Storms Struck ENERGEX	22 December 2009

6. GUARANTEED SERVICE LEVELS – DISTRIBUTION

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	1	50	1	2	100	2
Non notification Planned Interruption – Residential (GSL = \$20)	6	120	2	23	460	18
New Connection – Failure to Complete (GSL = \$40/day late)	30	4,240	0	93	16,120	0
Wrongful Disconnection (GSL = \$100)	39	3,900	2	120	12,000	3
Failure to Reconnect (GSL = \$40/day late)	69	5,800	0	203	15,520	1
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	7	280	0	12	480	0
Reliability – interruption duration (GSL = \$80)	0	0	1	2	160	6
Reliability – interruption frequency (GSL = \$80)	0	0	1	0	0	3
Total:	152	14,390	7	455	44,840	33

7. GUARANTEED SERVICE LEVELS – RETAIL

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$20)	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$40/day late)	0	0	0	0	0	0
Wrongful Disconnection (GSL = \$100)	45	4,500	0	77	7,700	0
Failure to Reconnect (GSL = \$40/day late)	69	6,040	0	115	9,920	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$80)	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	114	10,540	0	192	17,620	0