

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		Sep - 13	Dec - 13	Mar - 14	Jun - 14		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	1.323	0.325			1.648	
	Urban	14.776	25.276			40.052	
	Short rural	30.556	69.429			99.946	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	Central business district	na	na			na	
	Urban	na	na			na	
	Short rural	na	na			na	
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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.020			0.020	
	Short rural	0.000	0.000			0.000	
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	
	Urban	0.000	4.259			4.259	
	Short rural	0.000	18.348			18.348	
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	
	Urban	0.013	0.026			0.039	
	Short rural	0.104	0.001			0.104	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0.000	0.000			0.000	
	Urban	0.013	4.305			4.318	
	Short rural	0.104	18.349			18.452	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	1.323	0.325			1.648	15.000
	Urban	14.763	20.971			35.734	102.000
	Short rural	30.452	51.080			81.494	216.000

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		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	0.002			0.009	
	Urban	0.143	0.257			0.400	
	Short rural	0.333	0.561			0.894	
<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	na	na			na	
	Urban	na	na			na	
	Short rural	na	na			na	
<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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.038			0.038	
	Short rural	0.000	0.113			0.113	
<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	
	Urban	0.000	0.000			0.000	
	Short rural	0.002	0.000			0.002	
<i>Total exclusions</i>							
2.6.2(a)(iii)	Central business district	0.000	0.000			0.000	
	Urban	0.000	0.038			0.038	
	Short rural	0.002	0.113			0.115	
<i>Total Distribution System (excluding exclusions)</i>							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.006	0.002			0.009	0.150
	Urban	0.143	0.219			0.362	1.220
	Short rural	0.331	0.448			0.779	2.420

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	10/11/2013
	Storms	29/12/2013

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 - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	54			94
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,200.00	\$7,020.00			\$12,220.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1			3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	1			2
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	5			13
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$832.00			\$1,612.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	66	91			157
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,460.00	\$10,400.00			\$15,860.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	1			3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0			1
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
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00			\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	147	138			285
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,644.00	\$7,176.00			\$14,820.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0			1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
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	(#)	366	188			554
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$9,516.00	\$4,888.00			\$14,404.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6			10
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	1			3
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	(#)	16	8			24
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00	\$520.00			\$1,560.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0			0
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	12	3			15
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,248.00	\$312.00			\$1,560.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	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
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00			\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1			1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	1			1
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	655	487			1,142
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$30,888.00	\$31,148.00			\$62,036.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	9	9			18
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	3			7

Note 1: 900 reliability duration GSLs were validated in the December 2013 quarter following severe weather events on 10 and 23 November 2013 which caused extensive damage to Energex's network. These GSLs will be processed, paid and reported in the January - March 2014 quarter.