

**Energex  
MSS Reporting**

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
<b>System Average Interruption Duration Index (SAIDI) - (minutes)</b>							
2.6.2(a)(i)(A)	<b>Total (including exclusions)</b>						
	Central business district	0.563	0.017			0.579	
	Urban	14.656	27.704			42.333	
	Short rural	34.543	53.580			88.065	
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	
	Urban	n/a	n/a			n/a	
	Short rural	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	
	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)	<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	
	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)	<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	
	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)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	Central business district	0.000	0.000			0.000	
	Urban	0.000	0.000			0.000	
	Short rural	0.025	0.000			0.025	
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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	5.675			5.675	
	Short rural	0.000	7.987			7.987	
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	0.000			0.000	
	Urban	0.000	0.015			0.015	
	Short rural	0.006	0.009			0.015	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Central business district	0.000	0.000			0.000	
	Urban	0.000	5.690			5.690	
	Short rural	0.032	7.996			8.027	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution system (excluding exclusions)</b>						
	Central business district	0.563	0.017			0.579	<b>15</b>
	Urban	14.656	22.014			36.643	<b>102</b>
	Short rural	34.511	45.584			80.038	<b>216</b>

		Quarter				Financial year to date	MSS 2012-13
Section in EIC	Reporting category	Sep - 12	Dec - 12	Mar - 13	Jun - 13		
<b>System Average Interruption Frequency Index (SAIFI) - (number)</b>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	<b>Total (including exclusions)</b>						
	Central business district	0.006	0.000			0.006	
	Urban	0.148	0.305			0.452	
	Short rural	0.364	0.542			0.906	
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	
	Urban	n/a	n/a			n/a	
	Short rural	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	
	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)	<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	
	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)	<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	
	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)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	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)	<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	
	Urban	0.000	0.000			0.000	
	Short rural	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	
	Urban	0.000	0.049			0.049	
	Short rural	0.000	0.056			0.056	
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	0.000			0.000	
	Urban	0.000	0.000			0.000	
	Short rural	0.000	0.000			0.000	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Central business district	0.000	0.000			0.000	
	Urban	0.000	0.050			0.050	
	Short rural	0.000	0.056			0.056	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution System (excluding exclusions)</b>						
	Central business district	0.006	0.000			0.006	<b>0.15</b>
	Urban	0.148	0.255			0.403	<b>1.22</b>
	Short rural	0.364	0.486			0.849	<b>2.42</b>

Section in EIC	<i>A description of any major event days</i>	Date
2.6.2(a)(i)(D)	Storms	17/11/2012

Section in EIC	<i>An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance</i>	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 - 12	Dec - 12	Mar - 13	Jun - 13	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	60	38			98
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,800.00	\$4,940.00			12,740
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	4			9
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0			1
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	7			15
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$468.00			1,248
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0			1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0			1
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	35	34			69
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,756.00	\$2,652.00			5,408
	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 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	(#)	1	0			1
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00			104
	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	(#)	261	218			479
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,572.00	\$11,336.00			24,908
	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	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	(#)	706	246			952
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$18,356.00	\$6,396.00			24,752
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	6			10
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3			4
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	(#)	22	26			48
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,430.00	\$1,690.00			3,120
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0			0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0			1
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13	6			19
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,352.00	\$624.00			1,976
	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
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	2			2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	2			2
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,106	575			1,681
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,150.00	\$28,106.00			74,256
	2.6.2(a)(ii)(B) No. of customer claims	(#)	10	13			23
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	5			9