Section in EIC	Reporting category		Quarter				MSS 2012-13		
LIC		Sep - 12	Dec - 12	Mar - 13	Jun - 13				
	System Average Interruption Duration Index (SAIDI)	- (minutes)							
2.6.2(a)(i)(A)		Т	otal (including exclusions)						
	Central business district	0.563				0.563			
	Urban	14.656				14.656			
	Short rural	34.543				34.543			
2.4.3 (a), 2.6.2(a)(i)(C)		An interrupti	ion of a duration of one min	ute or less					
	Central business district	n/a				n/a			
	Urban	n/a				n/a			
	Short rural	n/a				n/a			
2.4.3(b)(i), 2.6.2(a)(i)(C)		An interruption resulting	from load shedding due to a	a shortfall in generation					
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.000				0.000			
2.4.3(b)(ii), 2.6.2(a)(i)(C)	An interruption resulting from a direction by AEMO, a s	ystem operator or any othe	r body exercising a similar Law	function under the Electric	ity Act, National Electricity				
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.000				0.000			
2.4.3(b)(iii), 2.6.2(a)(i)(C)	An interruption resulting from automatic shedding of lo		der-frequency relays followi em security and reliability s		ver system under-frequency	/ condition described in the			
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.000				0.000			
2.4.3(b)(iv), 2.6.2(a)(i)(C)		An interruption resulting	ng from a failure of the shar	red transmission grid					
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.025				0.025			
2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting fro	om a direction by a police o	fficer or another authorised	person exercising powers	in relation to public safety				
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.000				0.000			
2.4.3(c), 2.6.2(a)(i)(C)	Any interruption to the	supply of electricity on a c	listribution entity's supply r	network which commences	on a major event day				
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.000				0.000			
2.4.3(d), 2.6.2(a)(i)(C)	An interru	ption caused by a custome	er's electrical installation or	failure of that electrical ins	tallation				
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.006				0.006			
2.6.2(a)(iii)			Total exclusions						
	Central business district	0.000				0.000			
	Urban	0.000				0.000			
	Short rural	0.032				0.032			
2.6.2(a)(i)(B), 2.6.2(a)(iii)		Total Distrib	oution system (excluding ex	clusions)					

2.6.2(a)(i)(B), 2.6.2(a)(iii)

2.6.2(a)(iii)			 · ·		
	Central business district	0.563		0.563	15
	Urban	14.656		14.656	102
	Short rural	34.511		34.511	216

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			Quarter				MSS 2012-1	
Section in EIC	Reporting category	Sep - 12	Dec - 12	Mar - 13	Jun - 13			
	System Average Interruption Frequency Index (SAI	FI) - (number)						
		т	otal (including exclusions)					
2.6.2(a)(i)(A),	Central business district	0.006				0.006		
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Urban	0.148				0.148 0.364 n/a n/a n/a 0.000		
	Short rural	0.364				0.364		
		An interrupti	ion of a duration of one min	ute or less		dateImage: Image:		
2.4.3 (a),	Central business district	n/a				n/a		
2.6.2(a)(i)(C)	Urban	n/a				dateII0.0060.0060.01480.036411111111110.000<		
	Short rural	n/a						
		An interruption resulting	from load shedding due to a	a shortfall in generation				
2.4.3(b)(i),	Central business district	0.000				0.000		
2.6.2(a)(i)(C)	Urban	0.000			dateJun - 13Jun - 14Jun - 14Jun - 14Jun - 13Jun - 13Jun - 14Jun -			
	Short rural	0.000				datedatedatedatedatedatedate0.0000.1480.364n/an/an/a0.000		
	An interruption resulting from a direction by AEMO, a s	ystem operator or any othe		function under the Electric	ity Act, National Electricit	Idate		
2.4.3(b)(ii),	Central business district	0.000				0.000		
2.6.2(a)(i)(C)	Urban	0.000 Image: constraint of the shared transmission grid 0.000 <td< td=""><td></td><td></td></td<>						
	Short rural					dateIII0.0060.01480.364I1110.0364I10.0364I0.0364I0.0000.000I0.0000.000I0.0000.0000.000I0.0000.000I0.000 <t< td=""><td></td></t<>		
						date </td <td></td>		
	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							
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Central business district	0.000				0.000		
2.0.2(a)(i)(C)	Urban	0.000				0.000		
	Short rural	0.000				0.000 requency condition described in the 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000		
		An interruption resulti	ng from a failure of the shar	ed transmission grid				
2.4.3(b)(iv).	Central business district	0.000				0.000		
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.000				datemImage: Image: Im		
	Short rural	0.000						
	An interruption resulting fro	om a direction by a police o	fficer or another authorised	person exercising powers	in relation to public safet	y		
2.4.3(b)(v),	Central business district	0.000				0.000		
2.6.2(a)(i)(C)	Urban	0.000			IdatedateJun - 13Jun - 13			
	Short rural	0.000				0.000		
	Any interruption to the	supply of electricity on a c	listribution entity's supply r	network which commences	on a major event day			
2.4.2(a)	Central business district	0.000				0.000		
2.4.3(c), 2.6.2(a)(i)(C)	Urban	uption Frequency Index (SAIF) - (number) Total (including exclusions) 0.006 0.014 0.146 0.006 0.364 0.000 An interruption of a duration of one minute or less 0.000 n/a 0.000 n/a 0.000 An interruption resulting from load shedding due to a shortfall in generation 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 gfrom a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Ele Law gfrom a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Ele Law gfrom a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Ele Law gfrom automatic shedding of load under the control of under-frequency relays following the occurrence of a power system underfuncto power system security and reliability standards gfrom automatic shedding of load under the control of under-frequency relays fol		0.000				
	Short rural	0.000				dateII0.0060.01480.3640.364I1110.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000I0.000II0.000II0.000III <td></td>		
	An intern	uption caused by a custom	er's electrical installation or	failure of that electrical ins	tallation	MMSSImage: Image: Image		
2.4.3(d),	Central business district	0.000				0.000		
2.4.3(d), 2.6.2(a)(i)(C)	Urban	0.000				0.000		
	Short rural	0.000				0.000		
		I	Total exclusions	I	·	I		
	Central business district	0.000				0.000		
2.6.2(a)(iii)	Urban	0.000				0.000		
	Short rural	0.000				0.000		
		Total Distrib	oution System (excluding ex	clusions)	J			
	Central business district	0.006				0.006	0.15	
2.6.2(a)(i)(B), 2.6.2(a)(iii)		0.000				0.000		

	Short rural	0.364		0.364	2.42
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Urban	0.148		0.148	1.22
2.6.2(a)(I)(B),					

Section	in l	Data
EIC	A description of any major event days	Date
2.6.2(a)((D) Nil.	

Section in		Exceeded MSS
EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance	Exceeded WISS
2.6.2(a)(i)(E)	NA	

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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)

D		Quarter					
Section in EIC	Reporting Requirements	Unit	Sep - 12	Dec - 12	Mar - 13	Jun - 13	 Financial Year to Date
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	60				
Wrongful disconnections	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,800.00				
(2.5.3)	2.6.2(a)(ii)(B) No. of customer claims	(#)	5				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8				
Connection not provided by	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00				
the agreed date (2.5.4)	2.6.2(a)(ii)(B) No. of customer claims	(#)	1				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	35				
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,756.00				
within the required time (2.5.5)	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1				
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00				
the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	261				
Failure to attend	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$13,572.00				
appointments on time (2.5.7)	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	706				
Notice of <i>planned</i> interruption to supply not	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$18,356.00				
given – small residential	2.6.2(a)(ii)(B) No. of customer claims	(#)	4				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	22				
Notice of <i>planned</i> interruption to supply not	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,430.00				
given – small business	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	13				
Interruption duration GSL	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,352.00				
(2.5.9(a)(i))	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				
Interruption frequency GSL	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				
(2.5.9(a)(ii))	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				
	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,106				
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$46,150.00				
Total	2.6.2(a)(ii)(B) No. of customer claims	(#)	10				
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4				

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