

Energex
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
	System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)						
	Central business district	0.068				0 068	
	Urban	13.771				13.771	
	Short rural	39.622				39.622	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute 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 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 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	
	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 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	
	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 from a failure of the shared transmission grid						
	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	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	
	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 distribution entity's supply 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 interruption caused by a customer's electrical installation or failure of that electrical installation						
	Central business district	0.000				0 000	
	Urban	0.010				0 010	
	Short rural	0.009				0 009	
2.6.2(a)(iii)	Total exclusions						
	Central business district	0.000				0 000	
	Urban	0.010				0 010	
	Short rural	0.009				0 009	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Central business district	0.068				0 068	15
	Urban	13.761				13.761	102
	Short rural	39.613				39.613	216

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
System Average Interruption Frequency Index (SAIFI) - (number)							
Total (including exclusions)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Central business district	0.001				0 001	
	Urban	0.168				0.168	
	Short rural	0.342				0 342	
An interruption of a duration of one minute or less							
2.4.3 (a), 2.6.2(a)(i)(C)	Central business district	n/a				n/a	
	Urban	n/a				n/a	
	Short rural	n/a				n/a	
An interruption resulting from load shedding due to a shortfall in generation							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
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							
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
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	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
An interruption resulting from a failure of the shared transmission grid							
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety							
2.4.3(b)(v), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day							
2.4.3(c), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
An interruption caused by a customer's electrical installation or failure of that electrical installation							
2.4.3(d), 2.6.2(a)(i)(C)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
Total exclusions							
2.6.2(a)(iii)	Central business district	0.000				0 000	
	Urban	0.000				0 000	
	Short rural	0.000				0 000	
Total Distribution System (excluding exclusions)							
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Central business district	0.001				0 001	0.15
	Urban	0.167				0.167	1.22
	Short rural	0.342				0 342	2.42

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

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	

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 - 11	Dec - 11	Mar - 12	Jun - 12	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	116				116
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$15,080.00				\$15,080.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18				18
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	28				28
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$3,068.00				\$3,068.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	37				37
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,212.00				\$4,212.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	3				3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2
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
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0				0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	338				338
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$17,576.00				\$17,576.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5				5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2				2
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	(#)	1,883				1,883
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$48,958.00				\$48,958.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18				18
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	10				10
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	(#)	64				64
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,160.00				\$4,160.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1				1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	10				10
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,040.00				\$1,040.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2				2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0				0
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00				\$0.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1				1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0				0
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	2,476				2,476
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$94,094.00				\$94,094.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	48				48
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16				16

Notes

1. GSL claims are processed within 28 days of receipt. Therefore, not all customer claims made within the period will have been approved for payment or rejected within the quarter in which it was received.

2. An initiative was introduced during the September quarter to decrease the number of non-notification of planned interruption GSL payments. A positive result has since been noted and it is anticipated that there will be a reduction in the number of GSL payments made in the December 2011 quarter.