

**Ergon Energy
MSS Reporting**

Section in EIC	Reporting category	Quarter				Financial year to date
		Sep - 10	Dec - 10	Mar - 11	Jun - 11	2010-11
System Average Interruption Duration Index (SAIDI) - (minutes)						
2.6.2(a)(i)(A)	Total (including exclusions)					
	Urban	34.56	58.51	1350.13	29.01	1477.05
	Short rural	98.83	163.11	2329.40	81.85	2679.42
	Long rural	139.57	421.84	1031.42	153.71	1737.53
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
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					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
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					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid					
	Urban	2.46	1.14	0.21	0.00	3.82
	Short rural	1.68	1.39	0.83	0.00	3.89

	Long rural	0.00	0.25	0.20	0.58	1.03
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					
	Urban	0.00	4.82	18.16	0.02	23.31
	Short rural	0.00	8.03	8.10	0.96	24.95
	Long rural	0.00	45.43	14.90	1.38	70.04
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					
	Urban	0.00	4.45	1289.17	0.00	1297.38
	Short rural	0.00	16.99	2194.62	0.00	2215.49
	Long rural	0.00	82.92	744.63	0.00	820.45
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					
	Urban	0.29	0.66	2.47	0.74	3.67
	Short rural	0.58	1.78	3.88	3.43	9.34
	Long rural	0.96	2.81	3.70	11.89	18.66
2.6.2(a)(iii)	Total exclusions					
	Urban	2.76	11.07	1310.01	0.75	1328.18
	Short rural	2.26	28.19	2207.43	4.38	2253.68
	Long rural	0.96	131.42	763.44	13.85	910.18
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)					
	Urban	31.80	47.44	40.13	28.25	148.88
	Short rural	96.57	134.92	121.97	77.46	425.74
	Long rural	138.61	290.43	267.98	139.86	827.35

		Quarter				Financial year to date
Section in EIC	Reporting category	Sep - 10	Dec - 10	Mar - 11	Jun - 11	2010-11
System Average Interruption Frequency Index (SAIFI) - (number)						
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Total (including exclusions)					
	Urban	0.42	0.60	0.93	0.39	2.32
	Short rural	0.86	1.26	1.73	0.70	4.54
	Long rural	1.13	1.75	2.13	1.20	6.09
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
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					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
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					
	Urban	0.00	0.00	0.00	0.00	0.00
	Short rural	0.00	0.00	0.00	0.00	0.00
	Long rural	0.00	0.00	0.00	0.00	0.00
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid					
	Urban	0.04	0.05	0.01	0.00	0.11
	Short rural	0.03	0.06	0.08	0.00	0.17
	Long rural	0.00	0.01	0.02	0.01	0.04

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					
	Urban	0.00	0.00	0.00	0.00	0.01
	Short rural	0.00	0.01	0.02	0.00	0.03
	Long rural	0.00	0.01	0.01	0.00	0.05
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					
	Urban	0.00	0.04	0.52	0.00	0.56
	Short rural	0.00	0.06	0.64	0.00	0.70
	Long rural	0.00	0.07	0.52	0.00	0.58
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					
	Urban	0.003	0.01	0.01	0.01	0.02
	Short rural	0.004	0.06	0.01	0.03	0.10
	Long rural	0.00	0.05	0.01	0.09	0.15
2.6.2(a)(iii)	Total exclusions					
	Urban	0.05	0.10	0.54	0.01	0.70
	Short rural	0.04	0.19	0.74	0.03	1.01
	Long rural	0.00	0.15	0.56	0.10	0.82
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution System (excluding exclusions)					
	Urban	0.37	0.50	0.39	0.38	1.63
	Short rural	0.83	1.06	0.99	0.67	3.53
	Long rural	1.13	1.60	1.57	1.11	5.27

Section in EIC	<i>A description of any major event days</i>
2.6.2(a)(i)(D)	Significant flooding experienced in Central and Southern Queensland
	Significant flooding experienced in Central and Southern Queensland
	declared a 10/11 Major Event Day due to Mackay CB Failure
	declared a 10/11 Major Event Day due to Flooding in Murgon Area
	declared a 10/11 Major Event Day caused by Cyclone Anthony
	declared a 10/11 Major Event Day due to Cyclone Yasi
	declared a 10/11 Major Event Day due to Cyclone Yasi
	declared a 10/11 Major Event Day due to Southern Storms

Section in EIC	<i>An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service</i>
2.6.2(a)(i)(E)	Refer to p7, MSS & GSL Quarterly Report, July-September 2010
	Refer to p7, MSS & GSL Quarterly Report, October-December 2010
	Refer to p7, MSS & GSL Quarterly Report, January-March 2011
	Refer to p7, MSS & GSL Quarterly Report, April-June 2011

**Ergon Energy
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 - 10	Dec - 10	Mar - 11	Jun - 11	
Wrongful disconnections (2.5.3)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	52	49	37	53	191
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$6,640.00	\$6,370.00	\$4,810.00	\$6,890.00	\$24,710.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	20	20	17	66	123
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$3,006.00	\$2,132.00	\$2,184.00	\$15,964.00	\$23,286.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	2	0	8	1	11
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	0	2	1	3
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	18	3	8	18	45
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$1,016.00	\$156.00	\$266.00	\$1,300.00	\$3,408.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	14	4	8	21	47
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	5	2	1	8	16
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	1	2	2	1	6
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$52.00	\$208.00	\$104.00	\$156.00	\$520.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	38	26	28	27	129
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$2,016.00	\$1,352.00	\$1,456.00	\$1,404.00	\$6,228.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	9	8	9	7	33
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	1	3	2	1	7
Notice of planned interruption to supply not given - small residential customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	580	358	484	1,187	2,609
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$15,074.00	\$9,308.00	\$12,584.00	\$30,862.00	\$67,828.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	66	20	27	19	132
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	42	6	7	6	61
Notice of planned interruption to supply not given - small business customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	175	70	28	334	607
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$11,375.00	\$4,550.00	\$1,820.00	\$21,710.00	\$39,455.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	13	33	4	3	53
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	11	2	2	2	17
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(i)(A) No. of GSL payments given	(#)	34	320	378	231	963
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$3,536.00	\$33,280.00	\$39,312.00	\$24,024.00	\$100,152.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	35	5	10	5	55
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	2	5	9	5	21
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(i)(A) No. of GSL payments given	(#)	0	0	36	92	128
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$0.00	\$0.00	\$3,744.00	\$9,568.00	\$13,312.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	3	0	0	0	3
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	3	0	0	0	3
Total	2.6.2(a)(i)(A) No. of GSL payments given	(#)	917	848	1,018	2,009	4,792
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$42,715.00	\$57,356.00	\$66,950.00	\$111,878.00	\$278,899.00
	2.6.2(a)(i)(B) No. of customer claims	(#)	142	70	66	56	334
	2.6.2(a)(i)(C) No. of customer claims rejected	(#)	64	18	23	23	128