

# Minimum Service Standards & Guaranteed Service Levels Quarterly Report

January - March 2010

Submitted to QCA by  
**Ergon Energy Corporation Limited**  
in accordance with the Electricity Industry Code



everything in our power



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## Administrative Data

ITEM NO	MEASURE	UNIT	VALUE
1.1	<i>Distribution Network Service Provider</i>	Name	Ergon Energy Corporation Limited
1.2	<i>First day of reporting period</i>	Date	01-01-2010
1.3	<i>Last day of reporting period</i>	Date	31-03-2010

## Network Performance

(Reporting obligations under clause 2.6.2(a)(i) (A), (B), (C), (D) & (E) of the Queensland Electricity Industry Code, Fourth Edition effective 4 August 2008 ('The Code'))

### Reliability Measures – 3 months to 31 March 2010

(Results effective as at 14 April 2010, for the period ending 31 March 2010)

ITEM NO.	MEASURE	UNIT	ACTUAL NETWORK PERFORMANCE	NETWORK PERFORMANCE LESS EXCLUSIONS
	<b>System Average Interruption Duration Index (SAIDI)</b>		<i>(minutes)</i>	
	<i>Distribution system – total</i>			
	Urban	Minutes	271.27	55.95
	Short Rural	Minutes	438.62	142.62
	Long Rural	Minutes	380.86	242.61
	<i>Distribution system – planned</i>			
	Urban	Minutes	11.07	9.92
	Short Rural	Minutes	32.10	30.80
	Long Rural	Minutes	59.85	57.96
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	260.20	46.03
	Short Rural	Minutes	406.52	111.81
	Long Rural	Minutes	321.01	184.64
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<i>(number)</i>	
	<i>Distribution system – total</i>			
	Urban	Number	0.94	0.66
	Short Rural	Number	1.56	1.20
	Long Rural	Number	1.92	1.69
	<i>Distribution system – planned</i>			
	Urban	Number	0.06	0.06
	Short Rural	Number	0.17	0.15
	Long Rural	Number	0.31	0.30
	<i>Distribution system – unplanned</i>			
	Urban	Number	0.88	0.60
	Short Rural	Number	1.40	1.04
	Long Rural	Number	1.60	1.38

## Reliability Measures – Financial Year to Date (1 July 2009 to 31 March 2010)

(Results effective as at 14 April 2010, for the period ending 31 March 2010)

<u>ITEM NO.</u>	<u>MEASURE</u>	<u>UNIT</u>	<u>ACTUAL NETWORK PERFORMANCE</u>	<u>NETWORK PERFORMANCE LESS EXCLUSIONS</u>
	<b>System Average Interruption Duration Index (SAIDI)</b>		<b>(minutes)</b>	
	<i>Distribution system – total</i>			
	Urban	Minutes	417.91	194.52
	Short Rural	Minutes	740.68	439.95
	Long Rural	Minutes	1,002.62	851.00
	<i>Distribution system – planned</i>			
	Urban	Minutes	69.10	67.94
	Short Rural	Minutes	161.78	160.48
	Long Rural	Minutes	267.87	265.98
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	348.81	126.58
	Short Rural	Minutes	578.90	279.47
	Long Rural	Minutes	734.75	585.02
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<b>(number)</b>	
	<i>Distribution system – total</i>			
	Urban	Number	2.29	1.94
	Short Rural	Number	4.07	3.64
	Long Rural	Number	6.46	6.12
	<i>Distribution system – planned</i>			
	Urban	Number	0.38	0.37
	Short Rural	Number	0.77	0.76
	Long Rural	Number	1.39	1.38
	<i>Distribution system – unplanned</i>			
	Urban	Number	1.91	1.57
	Short Rural	Number	3.30	2.89
	Long Rural	Number	5.07	4.75

## Details of Interruptions Excluded - 3 Months to 31 March 2010

(Results effective as at 14 April 2010, for the period ending 31 March 2010)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI)</b>			
<i>(minutes)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation; <sup>1</sup>	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	2.40	2.22	3.57
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.61	3.39
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	212.29	291.52	128.69
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.64	1.66	2.61
<b>Total SAIDI for all Exclusion Events</b>	<b>215.33</b>	<b>296.01</b>	<b>138.26</b>
<b>System Average Interruption Frequency Index (SAIFI)</b>			
<i>(number)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.05	0.07	0.06
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.23	0.29	0.16
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.01	0.01	0.01
<b>Total SAIFI for all Exclusion Events</b>	<b>0.28</b>	<b>0.37</b>	<b>0.23</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.

## Details of Interruptions Excluded for the Financial Year to Date (1 July 2009 to 31 March 2010)

(Results effective as at 14 April 2010, for the period ending 31 March 2010)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI)</b>			
<i>(minutes)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	6.95	2.58	9.52
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	2.47	2.60	4.13
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.61	3.39
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	212.29	291.52	128.69
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	1.68	3.41	5.89
<b>Total SAIDI for all Exclusion Events</b>	<b>223.38</b>	<b>300.72</b>	<b>151.62</b>
<b>System Average Interruption Frequency Index (SAIFI)</b>			
<i>(number)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.03	0.02	0.04
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.06	0.10	0.12
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.23	0.29	0.16
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.02	0.02	0.02
<b>Total SAIFI for all Exclusion Events</b>	<b>0.34</b>	<b>0.42</b>	<b>0.34</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.



## Description of any major event days

During the March 2010 quarter heavy rains and serious floods affected a large geographical area of Ergon Energy's service area and Tropical Cyclone Ului caused major damage when it crossed the central Queensland coast as a category three system that brought gale force winds to the Mackay and Whitsundays region in March. A record seven Major Event Days (MED) were registered during the quarter using the 2.5 beta exclusion event method which classifies a MED to be any day with a daily SAIDI value greater than the 2009-10 MED Threshold (TMED) of 7.49 system minutes. The MEDs occurred on 30<sup>th</sup> January and the 2<sup>nd</sup>, 5<sup>th</sup>, 20<sup>th</sup>, 21<sup>st</sup>, 22<sup>nd</sup>, and 23<sup>rd</sup> of March.

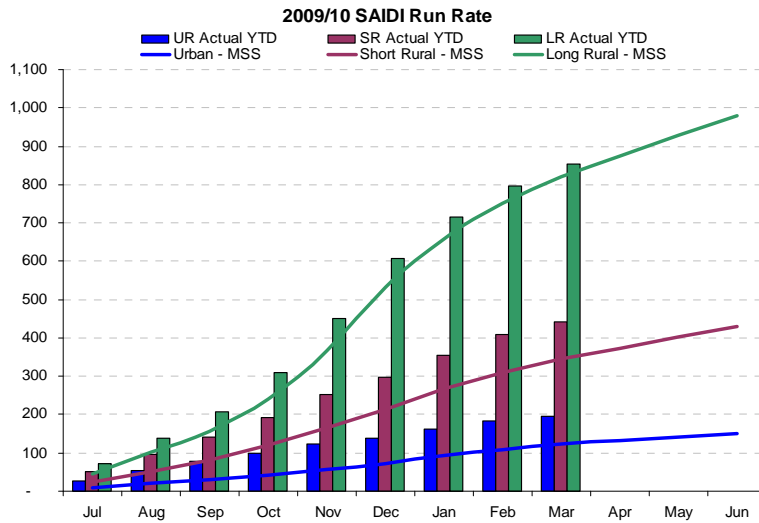
## Explanation of reasons for exceeding minimum service standards and proposals to improve performance

During the March 2010 quarter, the reinstatement of live line work practices including the completion of staff training in November 2009, saw Ergon Energy's planned outage performance continue to improve when compared to the preceding December 2009 quarter. The unplanned performance for the March 2010 quarter for all three feeder categories showed considerable improvement compared to the March 2009 quarter reflecting the improved network resilience and effectiveness of the Summer Preparedness Plan. Some planned works were deferred during the March quarter in response to weather related events.

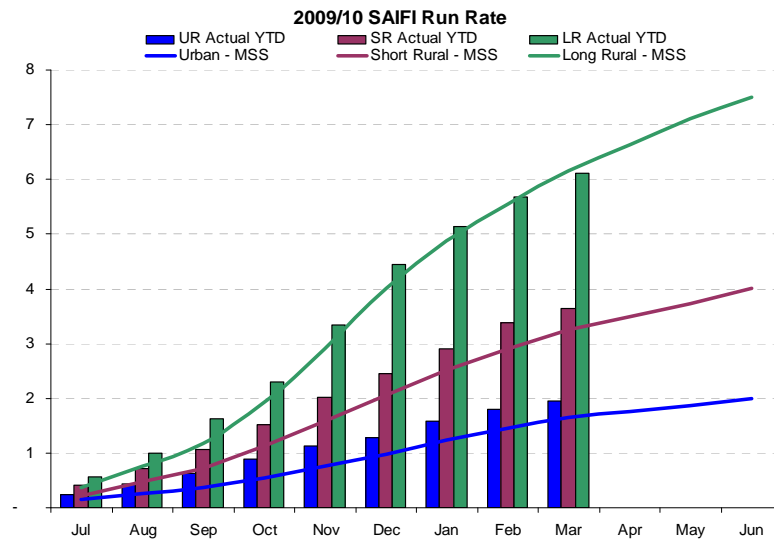
Despite the pleasing improvement on planned and unplanned quarterly performance, the overall reliability YTD performance (both SAIDI and SAIFI) for the three feeder categories remain adversely impacted from the large volume of planned and unplanned outages in the first quarter of 2009/10 which resulted from the safety initiated suspension of the Live Line works and operational limits on Air Break Switches. The YTD results, combined with the expectation that performance for the remaining quarter of the year and beyond will be impacted by a recent ban on substation Air Break Switches and Tropical Cyclone Ului remediation works, pose a significant challenge to Ergon Energy meeting its MSS requirements for the year to 30 June 2010. It is anticipated that Ergon Energy will be unfavourable to at least four of its six MSS limits for the 2009-10 year end, with SAIDI for the Urban and Short Rural feeder categories, and SAIFI for the Urban feeder category already above or nearing their respective year end MSS limits.

## SAIDI and SAIFI Run Rate Graphs for the Financial Year to Date

(Results effective as at 7 April 2010, for the period ending 31 March 2010)



Feeder Type	SAIDI Network Performance less MSS exclusions (Actual)	SAIDI MSS Run Rate Limits
Urban (UR)	195	122
Short Rural (SR)	441	345
Long Rural (LR)	854	821



Feeder Type	SAIFI Network Performance less MSS exclusions (Actual)	SAIFI MSS Run Rate Limits
Urban (UR)	1.94	1.64
Short Rural (SR)	3.64	3.26
Long Rural (LR)	6.12	6.15



## Guaranteed Service Levels (GSLs)

(Reporting obligations under clause 2.6.2(a)(ii) (A), (B) & (C) of The Code)

### GSL Claims Breakdown for the Quarter and Financial Year to Date (1 January 2010 to 31 March 2010)<sup>2</sup>

Type of GSL	January 2010 to March 2010				Financial Year to Date			
	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid
Planned Interruption (Bus)	6	6	0	\$300	33	19	14	\$950
Planned Interruption (Res)	54	52	2	\$1,040	315	237	78	\$4,740
Connection	20	13	7	\$1,480	78	55	23	\$5,410
Wrongful Disconnection	61	52	9	\$5,200	238	178	60	\$17,800
Reconnection	15	9	6	\$440	33	20	13	\$920
Hot Water Supply	1	0	1	\$120	7	1	6	\$320
Appointments	16	14	2	\$560	36	28	8	\$1,120
Reliability - Frequency	6	0	6	\$0	26	1	25	\$80
Reliability - Duration	79	25	54	\$2,000	101	31	70	\$2,480
<b>Total</b>	<b>258</b>	<b>171</b>	<b>87</b>	<b>\$11,140</b>	<b>867</b>	<b>570</b>	<b>297</b>	<b>\$33,820</b>

During the March quarter there were 25 reliability GSL claims which were related to increased storm activity such as Tropical Cyclone Olga and Neville. The claims for reliability GSL's are low as a customer's eligibility to claim is based on a cumulative number of interruptions exceeding the *Electricity Industry Code* annual threshold by feeder type.

### Explanation for Rejection of GSL Claims - 3 months to 31 March 2010

Ergon Energy rejected 87 GSL claims during the March 2010 quarter. Of these, 69 related to GSL claims made by customers. The remaining 18 GSL claims rejected related to GSL claims automatically identified and raised for investigation by Ergon Energy which were subsequently assessed and rejected. Reasons for rejection of each of these GSL claims are summarised below:

- 5 Customer Connection
  - 1 x customer did not provide access
  - 1 x large customer not eligible
  - 1 x incorrectly entered into the system
  - 1 x connected within time allowances
  - 1 x customer contacted to advise of delay - agreed to new time
- 9 Wrongful Disconnection
  - 1 x main switch turned off by third party
  - 2 x customer disconnected for debt - payment arrangements not kept
  - 2 x customer did not make application on property
  - 1 x customer was not disconnected (does not meet GSL requirements)
  - 3 x incorrectly entered into system (another claim raised and paid)

#### Definitions / Notes:

<sup>2</sup> Figures reported include both GSL claims made / raised by customers and GSL claims automatically identified and raised for investigation and payment by Ergon Energy (as per clause 2.5.11(a) of the *Electricity Industry Code*).

The Number of Claims Investigated and Not Paid reflect claims raised for investigation, which are subsequently found not to be valid GSL claims as per requirements under the *Electricity Industry Code* (rejected GSLs). Rejected GSLs can arise from both customer initiated GSL claims and corporate initiated GSL claims. Refer to the "Explanation for Rejection of GSL Claims" for further details on rejected GSL claims.

- 1 Hot Water Supply
  - 1 x customer installation was faulty
- 2 Planned Interruption (Res)
  - 2 x customer was advised of outage
- 6 Reconnection
  - 2 x keying error occurred
  - 1 x invalid claim - completed service order per audit
  - 2 x incorrectly entered into system (another claim raised and paid)
  - 1 x customer did not check safety switch (was turned off)
- 2 Connection
  - 1 x customer paid on automatic raised claim (No need for FACTS GSL)
  - 1 x customer advised and agreed to altered connection date
- 6 Reliability of Supply (Freq)
  - 5 x customer did not meet Government regulated threshold for frequency GSL
  - 1 x large customer - not eligible
- 54 Reliability of Supply (Dur)
  - 33 x customer did not meet Government regulated time threshold for duration GSL
  - 21 x customer in Natural Disaster area (Crews unable to reach customer through flood waters)
- 2 Appointment
  - 1 x no appointment existed
  - 1 x Ergon Energy records show the appointment time was met

Please direct queries or feedback on this report to:

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