

QUEENSLAND COMPETITION AUTHORITY

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Office of the  
Chief Executive Officer

Mr E J Hall  
Chief Executive  
Queensland Competition Authority  
GPO Box 2257  
Brisbane QLD 4001


Dear Mr <sup>John</sup> Hall,

### ENERGEX'S DECEMBER 2008 QUARTER ELECTRICITY INDUSTRY CODE SERVICE QUALITY REPORT

Section 2.6.2 of the Electricity Industry Code (Code) requires Queensland's distribution entities to submit a report to the Queensland Competition Authority within two months of the end of each quarter detailing performance against Minimum Service Standards and Guaranteed Service Levels.

To this end, please find attached ENERGEX's report for the period October to December 2008. Should you have any enquiries regarding this report please contact Rachel Leaver – Network Regulation Manager on (07) 3405 2924.

Yours sincerely,

  
Terry Effeney  
Chief Executive Officer



CERTIFIED QUALITY  
MANAGEMENT SYSTEM  
— ISO 9001 —

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**ENERGEX Limited**  
ABN 40 078 849 055

**ELECTRICITY INDUSTRY CODE  
QUARTERLY REPORT**

**OCTOBER TO DECEMBER 2008**

February 2009

ENERGEX LIMITED  
ABN 40 078 849 055



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## 1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Sommerville Report) inquiry, the Queensland Government introduced the Queensland Electricity Industry Code (“Industry Code”) under the *Electricity Act 1994* in January 2005.

Clause 2.6.2 of the Industry Code requires Queensland’s distribution entities to submit to the QCA a report within two months of the end of each quarter detailing the following:

- i. compliance with minimum service standards outlined in clause 2.4 of the Industry Code, including:
  - (a) performance against the SAIDI and SAIFI limits, by feeder type, including those interruptions listed in clause 2.4.3 of the Industry Code;
  - (b) performance against the SAIDI and SAIFI limits, by feeder type, excluding those interruptions listed in clause 2.4.3 of the Industry Code;
  - (c) details of the interruptions excluded under clause 2.4.3, including the number of minutes and interruptions excluded by feeder type and category of exclusion;
  - (d) description of any major event days; and
  - (e) the explanation of reasons for the distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance;
- ii. compliance with the guaranteed service levels (GSL), including:
  - (a) the number of GSL payments given by category and the amount of such rebates;
  - (b) the number of GSL payment claims by category; and
  - (c) the number of rejected GSL payment claims by category; and
- iii. any other matter reasonably notified by the QCA.

The reported information is for the period October to December 2008 and the financial year to date figures as at the end of December 2008.

## 2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-10-2008
<i>Last day of reporting period</i>	date	31-12-2008

## 3. NETWORK RELIABILITY<sup>1</sup>

### 3.1 Minimum Service Standard Compliance

Measure	December Quarter 2008	Financial year to date	MSS 2008-09
<b>System Average Interruption Duration Index (SAIDI) – (minutes)</b>			
<i>Total (Including Exclusions &amp; Major Event Days<sup>2</sup>)</i>	142.085	166.455	
Central business district	0.631	1.401	
Urban	105.111	123.243	
Short rural	240.182	280.852	
Long rural	na	na	
<i>Generation &amp; Transmission</i>	0.970	0.970	
Central business district	0.000	0.000	
Urban	0.336	0.336	
Short rural	2.636	2.636	
Long rural	na	na	

<sup>1</sup> Results effective as at 15 January 2009. The reliability statistics include single loss of supply events as required under the Code's definition of an interruption. Calculated reliability measures have been rounded.

<sup>2</sup> This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	December Quarter 2008	Financial year to date	MSS 2008-09
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.086	0.091	
Central business district	0.000	0.000	
Urban	0.037	0.043	
Short rural	0.214	0.218	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	97.189	97.189	
Central business district	0.000	0.000	
Urban	74.227	74.227	
Short rural	158.157	158.157	
Long rural	na	na	
<i>Total exclusions</i>	98.245	98.250	
Central business district	0.000	0.000	
Urban	74.601	74.606	
Short rural	161.007	161.010	
Long rural	na	na	

Measure	December Quarter 2008	Financial year to date	MSS 2008-09
<i>Distribution system</i>	43.840	68.205	na
Central business district	0.631	1.401	20
Urban	30.510	48.636	122
Short rural	79.176	119.842	232
Long rural	na	na	na
<b>System Average Interruption Frequency Index (SAIFI) – (number of interruptions)</b>			
<i>Total (Including Exclusions &amp; Major Event Days<sup>3</sup>)</i>	0.699	1.001	
Central business district	0.003	0.028	
Urban	0.520	0.734	
Short rural	1.174	1.704	
Long rural	na	na	
<i>Generation &amp; Transmission</i>	0.031	0.031	
Central business district	0.000	0.000	
Urban	0.022	0.022	
Short rural	0.056	0.056	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.000	0.000	

<sup>3</sup> This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	December Quarter 2008	Financial year to date	MSS 2008-09
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.198	0.198	
Central business district	0.000	0.000	
Urban	0.140	0.140	
Short rural	0.352	0.352	
Long rural	na	na	
<i>Total exclusions</i>	0.230	0.230	
Central business district	0.000	0.000	
Urban	0.162	0.162	
Short rural	0.408	0.408	
Long rural	na	na	
<i>Distribution system</i>	0.469	0.771	na
Central business district	0.003	0.028	0.33
Urban	0.358	0.572	1.43
Short rural	0.766	1.296	2.56
Long rural	na	na	na



### 3.2 Additional Reliability Measures

Measure	Units	December 2008 Quarter		Year to Date	
		Value (before removal of excluded events)	Value (after removal of excluded events)	Value (before removal of excluded events)	Value (after removal of excluded events)
<i>System Average Interruption Duration Index (SAIDI)</i>					
<i>Planned</i>					
Distribution system	minutes	6.340	6.340	11.919	11.919
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	4.420	4.420	8.941	8.941
Short Rural	minutes	11.415	11.415	19.780	19.780
Long Rural	minutes	na	na	na	na
<i>Unplanned</i>					
Distribution system	minutes	135.745	37.500	154.536	56.286
CBD	minutes	0.631	0.631	1.401	1.401
Urban	minutes	100.691	26.091	114.302	39.696
Short Rural	minutes	228.767	67.760	261.072	100.062
Long Rural	minutes	na	na	na	na

*System Average Interruption Frequency Index (SAIFI)*

<i>Planned</i>					
Distribution system	number	0.023	0.023	0.042	0.042
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.016	0.016	0.032	0.032
Short Rural	number	0.041	0.041	0.069	0.069
Long Rural	number	na	na	na	na
<i>Unplanned</i>					
Distribution system	number	0.676	0.446	0.958	0.728
CBD	number	0.003	0.003	0.028	0.028
Urban	number	0.504	0.342	0.702	0.539
Short Rural	number	1.133	0.725	1.635	1.226
Long Rural	number	na	na	na	na

**4. EXPLANATION FOR EXCEEDING MSS**

<b>Explanation</b>	<b>Exceeded MSS</b>
Not applicable	

**5. DESCRIPTION OF MAJOR EVENT DAYS**

<b>Description of Events</b>	<b>Date</b>
Severe Storms	16 November 2008
Severe Storms	20 November 2008



**6. GUARANTEED SERVICE LEVELS - DISTRIBUTION**

<b>GSL Description</b>	<b>No. of Claims Paid for Period</b>	<b>Total \$'s Paid for Period</b>	<b>No of Claims Rejected for Period</b>	<b>Cumulative No. of Claims for financial YTD</b>	<b>Cumulative \$'s Paid for financial YTD</b>	<b>Cumulative No of Claims Rejected for financial YTD</b>
Non notification Planned Interruption – Business (GSL = \$50)	1	50	0	1	50	1
Non notification Planned Interruption – Residential (GSL = \$20)	9	180	0	15	300	1
New Connection – Failure to Complete (GSL = \$40/day late)	491	81,120	1	2,736	545,120	57
Wrongful Disconnection (GSL = \$100)	35	3,500	0	65	6,500	1
Failure to Reconnect (GSL = \$40/day late)	4	240	0	7	720	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	1
Missed Scheduled Appointment (GSL = \$40)	8	320	2	14	560	2
Reliability – interruption duration (GSL = \$80)	0	0	29	1	80	30
Reliability – interruption frequency (GSL = \$80)	0	0	1	0	0	1
<b>Total:</b>	<b>548</b>	<b>\$85,410</b>	<b>33</b>	<b>2,839</b>	<b>\$553,330</b>	<b>94</b>

## 7. GUARANTEED SERVICE LEVELS - RETAIL<sup>4</sup>

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$20)	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$40/day late)	17	2,160	0	25	2,800	0
Wrongful Disconnection (GSL = \$100)	10	1,000	0	12	1,200	0
Failure to Reconnect (GSL = \$40/day late)	2	80	0	2	80	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$80)	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
<b>Total:</b>	<b>29</b>	<b>\$3,240</b>	<b>0</b>	<b>39</b>	<b>\$4,080</b>	<b>0</b>

<sup>4</sup> Under the Electricity Industry Code, a small customer who becomes eligible for a Guaranteed Service Level (GSL) payment must make a claim from the distribution entity. However, under the Standard Coordination Agreement, retailers agree to reimburse the distribution entity for the portion of a payment made to the customer, which is attributable to the retailer's delay, failure or wrongful action.