

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

JULY TO SEPTEMBER 2008

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

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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.

Section 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 July to September 2008 and the financial year to date figures as at the end of September 2008.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-07-2008
<i>Last day of reporting period</i>	date	30-09-2008

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	September Quarter 2008	Financial year to date	MSS 2008-09
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	24.169	24.169	
Central business district	0.770	0.770	
Urban	17.955	17.955	
Short rural	40.424	40.424	
Long rural	na	na	
<i>Generation & Transmission</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	

¹ Results effective as at 19 November 2008. 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.

² 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	September 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>	0.005	0.005	
Central business district	0.000	0.000	
Urban	0.005	0.005	
Short rural	0.003	0.003	
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>	0.000	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>Total exclusions</i>	0.005	0.005	
Central business district	0.000	0.000	
Urban	0.005	0.005	
Short rural	0.003	0.003	
Long rural	na	na	

Measure	September Quarter 2008	Financial year to date	MSS 2008-09
<i>Distribution system</i>	24.164	24.164	na
Central business district	0.770	0.770	20
Urban	17.949	17.949	122
Short rural	40.421	40.421	232
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.302	0.302	
Central business district	0.025	0.025	
Urban	0.214	0.214	
Short rural	0.530	0.530	
Long rural	na	na	
<i>Generation & Transmission</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>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	

³ 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	September 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>	0.000	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>Total exclusions</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>Distribution system</i>	0.302	0.302	na
Central business district	0.025	0.025	0.33
Urban	0.214	0.214	1.43
Short rural	0.530	0.530	2.56
Long rural	na	na	na

3.2 Additional Reliability Measures

Measure	Units	September 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	5.577	5.577	5.577	5.577
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	4.506	4.506	4.506	4.506
Short Rural	minutes	8.397	8.397	8.397	8.397
Long Rural	minutes	na	na	na	na
<i>Unplanned</i> Distribution system	minutes	18.592	18.587	18.592	18.587
CBD	minutes	0.770	0.770	0.770	0.770
Urban	minutes	13.448	13.443	13.448	13.443
Short Rural	minutes	32.028	32.024	32.028	32.024
Long Rural	minutes	na	na	na	na

System Average Interruption Frequency Index (SAIFI)

<i>Planned</i>					
Distribution system	number	0.019	0.019	0.019	0.019
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.016	0.016	0.016	0.016
Short Rural	number	0.028	0.028	0.028	0.028
Long Rural	number	na	na	na	na
<i>Unplanned</i>					
Distribution system	number	0.282	0.282	0.282	0.282
CBD	number	0.025	0.025	0.025	0.025
Urban	number	0.199	0.198	0.199	0.198
Short Rural	number	0.501	0.501	0.501	0.501
Long Rural	number	na	na	na	na

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
No recorded events	

5.1 Guaranteed Service Levels - Distribution

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	1	0	0	1
Non notification Planned Interruption – Residential (GSL = \$20)	6	120	1	6	120	1
New Connection – Failure to Complete (GSL = \$40/day late) ⁱ	2,246	464,280	56	2,246	464,280	56
Wrongful Disconnection (GSL = \$100)	30	3,000	1	30	3,000	1
Failure to Reconnect (GSL = \$40/day late)	3	480	0	3	480	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	1	0	0	1
Missed Scheduled Appointment (GSL = \$40)	6	240	0	6	240	0
Reliability – interruption duration (GSL = \$80)	1	80	1	1	80	1
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	2,292	468,200	61	2,292	468,200	61

5.2 Guaranteed Service Levels - Retailⁱⁱⁱ

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)	8	640	0	8	640	0
Wrongful Disconnection (GSL = \$100)	2	200	0	2	200	0
Failure to Reconnect (GSL = \$40/day late)	0	0	0	0	0	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
Total:	10	840	0	10	840	0

6. NOTES TO SERVICE QUALITY REPORT

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- i The key GSL claim area was 'New Connection – Failure to Complete'. A majority of these claims were generated in the previous quarter but were not paid until the September quarter, with delays experienced in obtaining customer information from retailers. As at 30 September, there are 1,051 GSLs which occurred between May and September and have been approved for payment. These will be paid over the upcoming months upon receipt of the customer details (name/address) from the customers' Retailer.
- ii 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.