

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

JANUARY TO MARCH 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. The third edition of the Industry Code became effective on the 1 July 2007.

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 January to March 2008 and the financial year to date figures as at the end of March 2008.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-01-2008
<i>Last day of reporting period</i>	date	31-03-2008

3. RELIABILITY

3.1 Minimum Service Standard Compliance¹

Measure	March Quarter 2008	Financial year to date	MSS 2007-08
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total Including Exclusions & Major Event Days²</i>	36.880	104.985	n/a
Central business district	1.056	3.390	n/a
Urban	27.634	70.130	n/a
Short rural	58.499	186.650	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</i>	4.053	4.053	n/a
Central business district	0.000	0.000	n/a
Urban	4.360	4.360	n/a
Short rural	3.385	3.385	n/a
Long rural	na	na	n/a
<i>NEMMCO direction</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Automatic load shedding</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Customer Caused Interruptions</i>	0.022	0.023	n/a
Central business district	0.082	0.082	n/a
Urban	0.023	0.023	n/a
Short rural	0.018	0.022	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.002	0.020	n/a
Central business district	0.000	0.000	n/a
Urban	0.002	0.029	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a

¹ The reliability statistics include single loss of supply events as required under the Code's definition of an interruption.

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	March Quarter 2008	Financial year to date	MSS 2007-08
<i>Total exclusions</i>	4.076	4.096	n/a
Central business district	0.082	0.082	n/a
Urban	4.386	4.413	n/a
Short rural	3.404	3.407	n/a
Long rural	na	na	n/a
<i>Major Event Days</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Distribution system (after exclusions)</i>	32.804	100.889	na
Central business district	0.974	3.308	20
Urban	23.248	65.717	134
Short rural	55.096	183.243	244
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number)			
<i>Total Including Exclusions & Major Event Days³</i>	0.477	1.250	n/a
Central business district	0.005	0.031	n/a
Urban	0.378	0.906	n/a
Short rural	0.708	2.060	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</i>	0.062	0.062	n/a
Central business district	0.000	0.000	n/a
Urban	0.066	0.066	n/a
Short rural	0.051	0.051	n/a
Long rural	na	na	n/a
<i>NEMMCO direction</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Automatic load shedding</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Customer Caused Interruptions</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a

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	March Quarter 2008	Financial year to date	MSS 2007-08
<i>Total exclusions</i>	0.062	0.062	n/a
Central business district	0.000	0.000	n/a
Urban	0.067	0.067	n/a
Short rural	0.051	0.051	n/a
Long rural	na	na	n/a
<i>Major Event Days</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Distribution system</i>	0.415	1.188	na
Central business district	0.005	0.031	0.33
Urban	0.312	0.839	1.54
Short rural	0.657	2.008	2.63
Long rural	na	na	na

3.2 Additional Reliability Measures

QCA Measures	Units	March 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	4.923	4.923	14.114	14.114
CBD	minutes	0.000	0.000	0.076	0.076
Urban	minutes	3.436	3.436	10.050	10.050
Short Rural	minutes	8.396	8.396	23.642	23.642
Long Rural	minutes	na	na	na	na
<i>Unplanned</i>					
Distribution system	minutes	31.957	27.881	90.871	86.775
CBD	minutes	1.056	0.974	3.314	3.232
Urban	minutes	24.198	19.812	60.080	55.668
Short Rural	minutes	50.103	46.699	163.009	159.601
Long Rural	minutes	na	na	na	na
<i>System Average Interruption Frequency Index (SAIFI)</i>					
<i>Planned</i>					
Distribution system	number	0.016	0.016	0.049	0.049
CBD	number	0.000	0.000	0.008	0.008
Urban	number	0.011	0.011	0.034	0.034
Short Rural	number	0.028	0.028	0.085	0.085
Long Rural	number	na	na	na	na
<i>Unplanned</i>					
Distribution system	number	0.460	0.399	1.201	1.139
CBD	number	0.005	0.005	0.023	0.023
Urban	number	0.367	0.301	0.872	0.805
Short Rural	number	0.680	0.628	1.974	1.923
Long Rural	number	na	na	na	na

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
No YTD performance figures have exceeded the MSS for 2007/08.	none

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
No recorded events	none

6. 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)	1	\$50	0	1	\$50	0
Non notification Planned Interruption – Residential (GSL = \$20)	5	\$100	1	8	\$160	1
New Connection – Failure to Complete (GSL = \$40/day late)	235	\$28,120	66	365	\$43,200	68
Wrongful Disconnection (GSL = \$100)	40	\$4,000	0	114	\$11,400	0
Failure to Reconnect (GSL = \$40/day late)	12	\$1,200	0	23	\$2,440	4
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	1	\$40	0
Missed Scheduled Appointment (GSL = \$40)	6	\$240	0	14	\$560	0
Reliability – interruption duration (GSL = \$80)	0	\$0	2	1	\$80	14
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	\$0	6
Total:	299	\$33,710	69	527	\$57,930	93

Notes: # Cumulative claims for 2007-08 financial year to date.

7. GUARANTEED SERVICE LEVELS - RETAIL

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	\$1,160	0	20	\$3,520	0
Wrongful Disconnection (GSL = \$100)	53	\$5,300	1	211	\$21,100	2
Failure to Reconnect (GSL = \$40/day late)	3	\$240	0	20	\$1,280	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	0	\$0	0
Missed Scheduled Appointment (GSL = \$40)	2	\$80	0	11	\$440	0
Reliability – interruption duration (GSL = \$80)	0	\$0	0	0	\$0	0
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	\$0	0
Total:	66	\$6,780	1	262	\$26,340	2

Notes: # Cumulative claims for 2007-08 financial year to date;