

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT
JULY TO SEPTEMBER 2007**

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. ADMINISTRATIVE DATA.....	4
3. RELIABILITY	4
3.1 Minimum Service Standard Compliance.....	4
3.2 Additional Reliability Measures	7
4. EXPLANATION FOR EXCEEDING MSS.....	8
5. DESCRIPTION OF MAJOR EVENT DAYS.....	8
6. GUARANTEED SERVICE LEVELS - DISTRIBUTION	8
7. GUARANTEED SERVICE LEVELS - RETAIL.....	9

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 July to September 2007 and the financial year to date figures as at the end of September 2007.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-07-2007
<i>Last day of reporting period</i>	date	30-09-2007

3. RELIABILITY

3.1 Minimum Service Standard Compliance¹

Measure	September Quarter 2007	Financial year to date (12 months)	MSS 2007-08
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total Including Exclusions & Major Event Days²</i>	29.050	29.050	n/a
Central business district	0.076	0.076	n/a
Urban	15.909	15.909	n/a
Short rural	59.959	59.959	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</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>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>	0.00062	0.00062	n/a
Central business district	0.000	0.000	n/a
Urban	0.00013	0.00013	n/a
Short rural	0.00178	0.00178	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.01837	0.01837	n/a
Central business district	0.000	0.000	n/a
Urban	0.02656	0.02656	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	September Quarter 2007	Financial year to date (12 months)	MSS 2007-08
<i>Total exclusions</i>	0.019	0.019	n/a
Central business district	0.000	0.000	n/a
Urban	0.02669	0.02669	n/a
Short rural	0.00178	0.00178	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>	29.031	29.031	na
Central business district	0.076	0.076	20
Urban	15.883	15.883	134
Short rural	59.957	59.957	244
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number)			
<i>Total Including Exclusions & Major Event Days³</i>	0.352	0.352	n/a
Central business district	0.008	0.008	n/a
Urban	0.225	0.225	n/a
Short rural	0.651	0.651	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</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>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 ENERGENX's network.

Measure	September Quarter 2007	Financial year to date (12 months)	MSS 2007-08
<i>Total exclusions</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>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>	0.352	0.352	na
Central business district	0.008	0.008	0.33
Urban	0.225	0.225	1.54
Short rural	0.651	0.651	2.63
Long rural	na	na	na

3.2 Additional Reliability Measures

QCA Measures	Units	September 2007 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	4.355	4.355	4.355	4.355
CBD	minutes	0.076	0.076	0.076	0.076
Urban	minutes	3.325	3.325	3.325	3.325
Short Rural	minutes	6.794	6.794	6.794	6.794
Long Rural	minutes	na	na	na	na
<i>Unplanned</i> Distribution system	minutes	24.695	24.676	24.695	24.676
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	12.584	12.558	12.584	12.558
Short Rural	minutes	53.165	53.163	53.165	53.163
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	0.016	0.016
CBD	number	0.008	0.008	0.008	0.008
Urban	number	0.012	0.012	0.012	0.012
Short Rural	number	0.028	0.028	0.028	0.028
Long Rural	number	na	na	na	na
<i>Unplanned</i> Distribution system	number	0.336	0.335	0.336	0.335
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.214	0.213	0.214	0.213
Short Rural	number	0.623	0.623	0.623	0.623
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
<i>No recorded events</i>	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)	0	\$0	0	0	\$0	0
Non notification Planned Interruption – Residential (GSL = \$20)	1	\$20	0	1	\$20	0
New Connection – Failure to Complete (GSL = \$40/day late)	34	\$2,960	0	34	\$2,960	0
Wrongful Disconnection (GSL = \$100)	35	\$3,500	0	35	\$3,500	0
Failure to Reconnect (GSL = \$40/day late)	1	\$40	0	1	\$40	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	1	\$40	0	1	\$40	0
Missed Scheduled Appointment (GSL = \$40)	5	\$200	0	5	\$200	0
Reliability – interruption duration (GSL = \$80)	1	\$80	11	1	\$80	11
Reliability – interruption frequency (GSL = \$80)	0	0	6	0	0	6
Total:	78	\$6,840	17	78	\$6,840	17

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	\$1,120	0	8	\$1,120	0
Wrongful Disconnection (GSL = \$100)	103	\$10,300	1	103	\$10,300	1
Failure to Reconnect (GSL = \$40/day late)	9	\$640	0	9	\$640	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	0	\$0	0
Missed Scheduled Appointment (GSL = \$40)	3	\$120	0	3	\$120	0
Reliability – interruption duration (GSL = \$80)	0	\$0	0	0	\$	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	123	\$12,180	1	123	\$12,180	1

Notes: # Cumulative claims for 2006-07 financial year to date;