

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2013-14
		Sep - 13	Dec - 13	Mar - 14	Jun - 14		
<b>System Average Interruption Duration Index (SAIDI) - (minutes)</b>							
<b>Total (including exclusions)</b>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Urban	28.28				28.28	
	Short rural	70.18				70.18	
	Long rural	132.91				132.91	
<b>An interruption of a duration of one minute or less</b>							
2.4.3 (a), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
<b>An interruption resulting from load shedding due to a shortfall in generation</b>							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
<b>An interruption resulting from a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Rules or National Electricity Law</b>							
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
<b>An interruption resulting from 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</b>							
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.001				0.001	
	Long rural	0.000				0.000	
<b>An interruption resulting from a failure of the shared transmission grid</b>							
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.152				0.152	
	Long rural	2.061				2.061	
<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>							
2.4.3(b)(v), 2.6.2(a)(i)(C)	Urban	0.000				0.000	
	Short rural	0.092				0.092	
	Long rural	0.000				0.000	

2.4.3(c), 2.6.2(a)(i)(C)	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(d), 2.6.2(a)(i)(C)	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
	Urban	0.368				0.368	
	Short rural	0.581				0.581	
	Long rural	0.884				0.884	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Urban	0.369				0.369	
	Short rural	0.826				0.826	
	Long rural	2.945				2.945	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution system (excluding exclusions)</b>						
	Urban	27.913				27.913	
	Short rural	69.355				69.355	
	Long rural	129.968				129.968	

		Quarter				Financial year to date	MSS 2013-14
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<b>System Average Interruption Frequency Index (SAIFI) - (number)</b>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	<b>Total (including exclusions)</b>						
	Urban	0.340				0.340	
	Short rural	0.641				0.641	
	Long rural	1.271				1.271	
2.4.3 (a), 2.6.2(a)(i)(C)	<b>An interruption of a duration of one minute or less</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(b)(i), 2.6.2(a)(i)(C)	<b>An interruption resulting from load shedding due to a shortfall in generation</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(b)(ii), 2.6.2(a)(i)(C)	<b>An interruption resulting from a direction by AEMO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Rules or National Electricity Law</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(b)(iii), 2.6.2(a)(i)(C)	<b>An interruption resulting from 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</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(b)(iv), 2.6.2(a)(i)(C)	<b>An interruption resulting from a failure of the shared transmission grid</b>						
	Urban	0.000				0.000	
	Short rural	0.001				0.001	
	Long rural	0.015				0.015	
2.4.3(b)(v), 2.6.2(a)(i)(C)	<b>An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety</b>						
	Urban	0.000				0.000	
	Short rural	0.002				0.002	
	Long rural	0.000				0.000	

2.4.3(c), 2.6.2(a)(i)(C)	<b>Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day</b>						
	Urban	0.000				0.000	
	Short rural	0.000				0.000	
	Long rural	0.000				0.000	
2.4.3(d), 2.6.2(a)(i)(C)	<b>An interruption caused by a customer's electrical installation or failure of that electrical installation</b>						
	Urban	0.003				0.003	
	Short rural	0.004				0.004	
	Long rural	0.004				0.004	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Urban	0.003				0.003	
	Short rural	0.007				0.007	
	Long rural	0.019				0.019	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution System (excluding exclusions)</b>						
	Urban	0.337				0.337	
	Short rural	0.634				0.634	
	Long rural	1.252				1.252	

Data Specifications			Quarter				Financial Year to Date
Section in EIC	Reporting Requirements	Unit	Sep - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	47	0	0	0	47
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$0.00	\$0.00	\$0.00	\$6,110.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Connection not provided by the agreed date (2.5.4)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	15	0	0	0	15
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$1,664.00	\$0.00	\$0.00	\$0.00	\$1,664.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	0	0	0	4
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	0	2
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	8	0	0	0	8
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$572.00	\$0.00	\$0.00	\$0.00	\$572.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	0	0	0	6
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1	0	0	0	1
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$52.00	\$0.00	\$0.00	\$0.00	\$52.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	0	0	0	0
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	0	0	0
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	0	0	0	40
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,080.00	\$0.00	\$0.00	\$0.00	\$2,080.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	0	0	0	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	0	0	0	3
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,550	0	0	0	1,550
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$40,300.00	\$0.00	\$0.00	\$0.00	\$40,300.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	0	0	0	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	0	2
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	179	0	0	0	179
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$11,635.00	\$0.00	\$0.00	\$0.00	\$11,635.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	7	0	0	0	7
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	0	0	0	5
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	79	0	0	0	79
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8,216.00	\$0.00	\$0.00	\$0.00	\$8,216.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	0	0	1
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	0	0	0	1
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	46	0	0	0	46
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4,784.00	\$0.00	\$0.00	\$0.00	\$4,784.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0	0	0	2
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	0	0	2
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,965	0	0	0	1,965
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$75,413.00	\$0.00	\$0.00	\$0.00	\$75,413.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	42	0	0	0	42
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	0	0	0	16