

**Ergon Energy
MSS Reporting**

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2012-13
		Sep - 12	Dec - 12	Mar - 13	Jun - 13		
System Average Interruption Duration Index (SAIDI) - (minutes)							
Total (including exclusions)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Urban	25.23	41.43	169.39	36.90	274.85	
	Short rural	66.44	107.90	400.72	62.11	697.07	
	Long rural	160.83	404.62	631.36	174.87	1566.54	
An interruption of a duration of one minute or less							
2.4.3 (a), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00	0.00	0.00	
	Short rural	0.00	0.00	0.00	0.00	0.00	
	Long rural	0.00	0.00	0.00	0.00	0.00	
An interruption resulting from load shedding due to a shortfall in generation							
2.4.3(b)(i), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00	0.00	0.00	
	Short rural	0.00	0.00	0.00	0.00	0.00	
	Long rural	0.00	0.00	0.00	0.00	0.00	
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							
2.4.3(b)(ii), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00	0.00	0.00	
	Short rural	0.00	0.00	0.00	0.00	0.00	
	Long rural	0.00	0.00	0.00	0.00	0.00	
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							
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.00	0.00	0.00	
	Short rural	0.00	0.00	0.00	0.00	0.00	
	Long rural	0.00	0.00	0.00	0.00	0.00	
An interruption resulting from a failure of the shared transmission grid							
2.4.3(b)(iv), 2.6.2(a)(i)(C)	Urban	0.54	0.00	0.00	0.09	0.63	
	Short rural	2.00	0.19	0.25	0.39	2.82	
	Long rural	9.19	0.32	0.00	0.25	9.72	
An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety							
2.4.3(b)(v), 2.6.2(a)(i)(C)	Urban	0.00	0.71	6.20	0.01	6.96	
	Short rural	0.00	0.09	0.63	0.02	1.65	
	Long rural	0.00	0.00	0.41	0.07	9.82	

2.4.3(c), 2.6.2(a)(i)(C)	Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day						
	Urban	0.00	1.55	120.01	0.00	125.75	
	Short rural	0.00	6.95	275.64	0.00	343.19	
	Long rural	0.00	44.81	318.24	0.00	573.61	
2.4.3(d), 2.6.2(a)(i)(C)	An interruption caused by a customer's electrical installation or failure of that electrical installation						
	Urban	0.23	0.48	6.59	0.27	6.39	
	Short rural	0.49	0.80	6.82	0.41	7.98	
	Long rural	2.75	1.65	15.58	0.93	21.87	
2.6.2(a)(iii)	Total exclusions						
	Urban	0.77	2.74	132.80	0.37	139.73	
	Short rural	2.49	8.03	283.34	0.81	355.64	
	Long rural	11.94	46.78	334.23	1.25	615.01	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Urban	24.47	38.69	36.59	36.53	135.12	
	Short rural	63.95	99.87	117.37	61.29	341.44	
	Long rural	148.89	357.84	297.13	173.62	951.53	

		Quarter				Financial year to date	MSS 2012-13
Section in EIC	Reporting category	Sep - 12	Dec - 12	Mar - 13	Jun - 13		
System Average Interruption Frequency Index (SAIFI) - (number)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Total (including exclusions)						
	Urban	0.278	0.440	0.587	0.456	1.780	
	Short rural	0.626	1.052	1.263	0.698	3.631	
	Long rural	1.222	2.609	2.099	1.238	7.155	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
	Long rural	0.000	0.000	0.000	0.000	0.000	
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation						
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
	Long rural	0.000	0.000	0.000	0.000	0.000	
2.4.3(b)(ii), 2.6.2(a)(i)(C)	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						
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
	Long rural	0.000	0.000	0.000	0.000	0.000	
2.4.3(b)(iii), 2.6.2(a)(i)(C)	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						
	Urban	0.000	0.000	0.000	0.000	0.000	
	Short rural	0.000	0.000	0.000	0.000	0.000	
	Long rural	0.000	0.000	0.000	0.000	0.000	
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid						
	Urban	0.009	0.005	0.000	0.034	0.047	
	Short rural	0.040	0.026	0.031	0.135	0.232	
	Long rural	0.175	0.096	0.000	0.097	0.367	
2.4.3(b)(v), 2.6.2(a)(i)(C)	An interruption resulting from a direction by a police officer or another authorised person exercising powers in relation to public safety						
	Urban	0.000	0.000	0.004	0.000	0.004	
	Short rural	0.000	0.001	0.000	0.000	0.003	
	Long rural	0.000	0.000	0.000	0.001	0.002	
2.4.3(c), 2.6.2(a)(i)(C)	Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day						
	Urban	0.000	0.011	0.191	0.000	0.220	
	Short rural	0.000	0.058	0.330	0.000	0.395	

	Long rural	0.000	0.160	0.333	0.000	0.515	
2.4.3(d), 2.6.2(a)(i)(C)	An interruption caused by a customer's electrical installation or failure of that electrical installation						
	Urban	0.003	0.004	0.006	0.002	0.015	
	Short rural	0.004	0.006	0.010	0.004	0.023	
	Long rural	0.005	0.007	0.008	0.006	0.026	
2.6.2(a)(iii)	Total exclusions						
	Urban	0.012	0.020	0.201	0.036	0.287	
	Short rural	0.044	0.091	0.371	0.139	0.653	
	Long rural	0.180	0.263	0.341	0.104	0.910	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution System (excluding exclusions)						
	Urban	0.267	0.420	0.386	0.420	1.493	
	Short rural	0.582	0.961	0.891	0.559	2.977	
	Long rural	1.042	2.346	1.757	1.134	6.246	

Section in EIC	<i>A description of any major event days</i>	Date
2.6.2(a)(i)(D)	Severe Storms that pummelled parts of South East Queensland.	Saturday, 17 November 2012
	Tropical Cyclone Oswald that devastated and Flooded Queensland.	Thursday, 24 January 2013
	Tropical Cyclone Oswald that devastated and Flooded Queensland.	Friday, 25 January 2013
	Tornados devastated Bundaberg	Saturday, 26 January 2013
	Tropical Cyclone Oswald that devastated and Flooded Queensland.	Sunday, 27 January 2013
	Tropical Cyclone Oswald that devastated and Flooded Queensland.	Monday, 28 January 2013

Section in EIC	<i>An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance</i>	Exceeded MSS
2.6.2(a)(i)(E)		

**Ergon Energy
GSL Reporting**

Note:

No. of GSL payments given includes both automatically identified GSLs and customer-initiated claims that have been made.

No. of customer claims is the total number of customer claims received (the sum of *customer claims made and paid* and *customer claims rejected*)

Data Specifications			Quarter				Financial Year to Date
Section in EIC	Reporting Requirements	Unit	Sep - 12	Dec - 12	Mar - 13	Jun - 13	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	34	25	26	25	110
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$4 420.00	\$3 250.00	\$3 380.00	\$3 250.00	\$14 300.00
	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	(#)	52	38	35	38	163
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$8 736.00	\$7 072.00	\$7 124.00	\$8 320.00	\$31 252.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	2	2	5	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	2	1	3	8
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	3	9	2	8	22
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$156.00	\$1 196.00	\$624.00	\$884.00	\$2 860.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	8	3	10	27
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	4	3	1	5	13
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	(#)	3	2	1	3	9
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$416.00	\$208.00	\$52.00	\$728.00	\$1,404.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	0	1	1	3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	0	1	0	1
Failure to attend appointments on time (2.5.7)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	40	40	26	24	130
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,080.00	\$2,080.00	\$1,352.00	\$1,248.00	\$6,760.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	18	16	7	9	50
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	5	3	4	17
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	(#)	1,124	817	723	649	3,313
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$29,224.00	\$21,242.00	\$18,798.00	\$16,874.00	\$86,138.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	14	25	274	12	325
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	8	4	2	17
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	(#)	79	76	85	41	281
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$5,135.00	\$4,940.00	\$5,525.00	\$2,665.00	\$18,265.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	4	8	2	14
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	0	3	1	2	6
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	217	673	1,888	799	3,577
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$22,568.00	\$69,992.00	\$196,352.00	\$83,096.00	\$372,008.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	4	19	1	30
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	4	14	0	23
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	26	0	6	319	351
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,704.00	\$0.00	\$624.00	\$33,176.00	\$36,504.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	1	1	0	3
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	1	1	0	3
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	1,578	1,680	2,792	1,906	7,956
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$75,439.00	\$109,980.00	\$233,831.00	\$150,241.00	\$569,491.00
	2.6.2(a)(ii)(B) No. of customer claims	(#)	48	60	315	40	463
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	20	26	26	16	88