

**Ergon Energy  
MSS Reporting**

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>							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	<b>Total (including exclusions)</b>						
	Urban	28.28	43.83			72.19	
	Short rural	70.18	100.70			170.68	
	Long rural	132.91	334.24			468.01	
2.4.3 (a), 2.6.2(a)(i)(C)	<b>An interruption of a duration of one minute or less</b>						
	Urban	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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	0.00	0.00			0.00	
	Short rural	0.00	0.00			0.00	
	Long rural	0.00	0.00			0.00	
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	0.001			0.001	
	Short rural	0.001	0.000			0.002	
	Long rural	0.000	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			0.000	
	Short rural	0.152	0.082			0.233	
	Long rural	2.061	0.026			2.101	
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	0.291			0.291	
	Short rural	0.092	0.282			0.374	
	Long rural	0.000	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	7.337			7.337	
	Short rural	0.000	13.756			13.756	
	Long rural	0.000	9.751			9.751	
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	0.443			0.815	
	Short rural	0.581	1.085			1.624	
	Long rural	0.884	1.255			2.154	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Urban	0.369	8.072			8.444	
	Short rural	0.826	15.205			15.988	
	Long rural	2.945	11.032			14.005	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution system (excluding exclusions)</b>						
	Urban	27.913	35.757			63.748	
	Short rural	69.355	85.498			154.689	
	Long rural	129.968	323.203			454.005	

-9.7%

		Quarter				Financial year to date	MSS 2013-14
Section in EIC	Reporting category	Sep - 13	Dec - 13	Mar - 14	Jun - 14		
<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	0.450			0.791	
	Short rural	0.641	1.019			1.658	
	Long rural	1.271	2.310			3.591	
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			0.000	
	Short rural	0.000	0.000			0.000	
	Long rural	0.000	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			0.000	
	Short rural	0.000	0.000			0.000	
	Long rural	0.000	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			0.000	
	Short rural	0.000	0.000			0.000	
	Long rural	0.000	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			0.000	
	Short rural	0.000	0.000			0.000	
	Long rural	0.000	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			0.000	
	Short rural	0.001	0.007			0.008	
	Long rural	0.015	0.003			0.018	
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	0.004			0.004	
	Short rural	0.002	0.003			0.005	
	Long rural	0.000	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	0.069			0.069	
	Short rural	0.000	0.102			0.102	
	Long rural	0.000	0.096			0.096	
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			0.006	
	Short rural	0.004	0.008			0.012	
	Long rural	0.004	0.006			0.011	
2.6.2(a)(iii)	<b>Total exclusions</b>						
	Urban	0.003	0.076			0.079	
	Short rural	0.007	0.119			0.126	
	Long rural	0.019	0.105			0.125	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	<b>Total Distribution System (excluding exclusions)</b>						
	Urban	0.337	0.374			0.712	
	Short rural	0.634	0.900			1.532	
	Long rural	1.252	2.205			3.466	

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Major Event Day due to intense thunderstorms with damaging winds and large hailstones in southeast Queensland	Sunday, 17 November 2013

Section in EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance	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 - 13	Dec - 13	Mar - 14	Jun - 14	
Wrongful disconnections (2.5.3)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	47	30	0	0	77
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$3,900.00	\$0.00	\$0.00	10,010
	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)(i)(A) No. of GSL payments given	(#)	15	16	0	0	31
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$1,664.00	\$1,612.00	\$0.00	\$0.00	3,276
	2.6.2(a)(ii)(B) No. of customer claims	(#)	4	1	0	0	5
	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)(i)(A) No. of GSL payments given	(#)	8	2	0	0	10
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$572.00	\$208.00	\$0.00	\$0.00	780
	2.6.2(a)(ii)(B) No. of customer claims	(#)	6	5	0	0	11
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	3	0	0	4
Failure to attend to customer's premises within the time required concerning loss of hot water supply (2.5.6)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	1	0	0	0	1
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$52.00	\$0.00	\$0.00	\$0.00	52
	2.6.2(a)(ii)(B) No. of customer claims	(#)	0	1	0	0	1
	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)(i)(A) No. of GSL payments given	(#)	40	30	0	0	70
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$2,080.00	\$1,560.00	\$0.00	\$0.00	3,640
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	13	0	0	24
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	4	0	0	7
Notice of planned interruption to supply not given – small residential customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	1,550	346	0	0	1,896
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$40,300.00	\$8,996.00	\$0.00	\$0.00	49,296
	2.6.2(a)(ii)(B) No. of customer claims	(#)	11	6	0	0	17
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	4	0	0	6
Notice of planned interruption to supply not given – small business customers (2.5.8)	2.6.2(a)(i)(A) No. of GSL payments given	(#)	179	31	0	0	210
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$11,635.00	\$2,015.00	\$0.00	\$0.00	13,650
	2.6.2(a)(ii)(B) No. of customer claims	(#)	7	2	0	0	9
	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)(i)(A) No. of GSL payments given	(#)	79	604	0	0	683
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$8,216.00	\$62,816.00	\$0.00	\$0.00	71,032
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	4	0	0	5
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	4	0	0	5
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(i)(A) No. of GSL payments given	(#)	46	0	0	0	46
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$4,784.00	\$0.00	\$0.00	\$0.00	4,784
	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)(i)(A) No. of GSL payments given	(#)	1,965	1,059	0	0	3,024
	2.6.2(a)(i)(A) \$ for GSL payments given	(\$)	\$75,413.00	\$81,107.00	\$0.00	\$0.00	156,520
	2.6.2(a)(ii)(B) No. of customer claims	(#)	42	32	0	0	74
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	16	15	0	0	31