

Ergon Energy
MSS Reporting

Section in EIC	Reporting category	Quarter				Financial year to date	MSS 2011-12
		Sep - 11	Dec - 11	Mar - 12	Jun - 12		
System Average Interruption Duration Index (SAIDI) - (minutes)							
2.6.2(a)(i)(A)	Total (including exclusions)						
	Urban	23.53	57.74	81.14	21.72	189.15	
	Short rural	75.24	142.33	148.07	65.98	439.61	
	Long rural	200.74	452.03	332.96	134.95	1130.14	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	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	
2.4.3(b)(i), 2.6.2(a)(i)(C)	An interruption resulting from load shedding due to a shortfall in generation						
	Urban	0.00	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	0.001	0.00	0.001	
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	0.00	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	
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	0.00	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	
2.4.3(b)(iv), 2.6.2(a)(i)(C)	An interruption resulting from a failure of the shared transmission grid						
	Urban	1.87	9.97	0.20	0.00	11.36	
	Short rural	2.63	5.21	0.28	0.07	8.43	
	Long rural	16.18	0.15	1.10	0.00	17.44	
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	0.00	0.00	1.19	0.00	1.66	
	Short rural	0.00	0.00	8.45	0.20	8.54	
	Long rural	0.00	0.00	2.56	0.00	11.88	
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	0.13	35.98	0.00	37.64	
	Short rural	0.00	10.55	16.24	0.00	27.12	
	Long rural	0.00	27.52	21.68	0.00	50.56	
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	0.27	0.56	1.06	0.28	2.21	
	Short rural	0.53	1.02	1.27	0.74	3.56	
	Long rural	1.33	2.08	2.41	1.45	8.67	
2.6.2(a)(iii)	Total exclusions						
	Urban	2.13	10.66	38.43	0.28	52.88	
	Short rural	3.16	16.78	26.24	1.00	47.66	
	Long rural	17.51	29.76	27.76	1.45	88.56	
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Total Distribution system (excluding exclusions)						
	Urban	21.39	47.08	42.71	21.44	136.28	148
	Short rural	72.08	125.55	121.83	64.97	391.95	418
	Long rural	183.23	422.27	305.20	133.50	1041.58	948
System Average Interruption Frequency Index (SAIFI) - (number)							
2.6.2(a)(i)(A), 2.6.2(a)(iii)	Total (including exclusions)						
	Urban	0.28	0.78	0.49	0.24	1.78	
	Short rural	0.63	1.51	1.13	0.56	3.93	
	Long rural	1.65	3.27	1.86	0.96	7.75	
2.4.3 (a), 2.6.2(a)(i)(C)	An interruption of a duration of one minute or less						
	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	0.05	0.25	0.01	0.00	0.30	
	Short rural	0.05	0.13	0.02	0.01	0.21	
	Long rural	0.33	0.01	0.08	0.00	0.41	
		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	0.00	0.00	0.00	0.00	
	Short rural	0.00	0.00	0.00	0.00	0.01	
	Long rural	0.00	0.00	0.00	0.00	0.00	
		Any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day					
2.4.3(c), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.04	0.00	0.04	
	Short rural	0.00	0.08	0.05	0.00	0.14	
	Long rural	0.00	0.19	0.10	0.00	0.29	
		An interruption caused by a customer's electrical installation or failure of that electrical installation					
2.4.3(d), 2.6.2(a)(i)(C)	Urban	0.00	0.00	0.01	0.00	0.02	
	Short rural	0.00	0.01	0.01	0.00	0.02	
	Long rural	0.00	0.01	0.01	0.00	0.03	
		Total exclusions					
2.6.2(a)(iii)	Urban	0.06	0.25	0.06	0.00	0.36	
	Short rural	0.06	0.22	0.08	0.01	0.38	
	Long rural	0.33	0.20	0.19	0.00	0.73	
		Total Distribution System (excluding exclusions)					
2.6.2(a)(i)(B), 2.6.2(a)(iii)	Urban	0.22	0.53	0.43	0.24	1.41	1.96
	Short rural	0.57	1.29	1.05	0.55	3.55	3.90
	Long rural	1.32	3.07	1.67	0.95	7.02	7.30

Section in EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Severe thunderstorms and Lightning Strikes across Northern areas of QLD and Bushfires, Storms and hailstorms across Central and Southern areas of QLD.	Saturday, 15 October 2011
	Heavy rain, damaging winds and flash flooding to the following regions - Fraser, Wide Bay Burnett, Sunshine Coasts and adjacent inland areas of QLD.	Monday, 5 March 2012
	Heavy rainfall and a Tornado that devastated the Townsville area	Tuesday, 20 March 2012

Section in EIC	An explanation of reasons for a distribution entity exceeding (where applicable) those minimum service	Exceeded MSS
2.6.2(a)(i)(E)	Long Rural SAIDI remained unfavourable to the end of year MSS Limit due to Severe thunderstorms and Lightning Strikes across Northern areas of QLD and Bushfires, Storms and hailstorms across Central and Southern areas of QLD in October 2011 and Heavy rains and a Tornado in Townsville, severe thunderstorms and Lightning Strikes across Northern areas of QLD and Bushfires, Storms and hailstorms across Central and Southern areas of QLD in March 2012. Due to these extreme weather conditions performance of Long Rural feeders were adversely impacted in Ergon Energy.	LR SAIDI

**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 - 11	Dec - 11	Mar - 12	Jun - 12	
Wrongful disconnections (2.5.3)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	47	33	26	32	138
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$6,110.00	\$4,290.00	\$3,380.00	\$4,160.00	17,940
	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	(#)	46	46	38	74	204
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$7,176.00	\$8,424.00	\$6,292.00	\$14,612.00	36,504
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	2	3	2	12
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	2	1	0	6
Reconnection not provided within the required time (2.5.5)	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	9	11	7	13	40
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$780.00	\$1,132.00	\$728.00	\$728.00	3,368
	2.6.2(a)(ii)(B) No. of customer claims	(#)	10	9	8	10	37
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	5	4	5	2	16
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	(#)	2	0	3	3	8
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$104.00	\$0.00	\$156.00	\$624.00	884
	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	(#)	46	33	43	26	148
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$2,392.00	\$1,716.00	\$2,236.00	\$1,352.00	7,696
	2.6.2(a)(ii)(B) No. of customer claims	(#)	16	5	9	7	37
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	7	3	6	3	19
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	(#)	653	1,394	1,610	2,175	5,832
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$16,978.00	\$36,244.00	\$41,860.00	\$56,550.00	151,632
	2.6.2(a)(ii)(B) No. of customer claims	(#)	27	36	32	16	111
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	11	22	14	10	57
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	(#)	144	150	181	328	803
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$9,360.00	\$9,750.00	\$11,765.00	\$21,320.00	52,195
	2.6.2(a)(ii)(B) No. of customer claims	(#)	5	6	2	0	13
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	3	3	2	0	8
Interruption duration GSL (2.5.9(a)(i))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	1,018	669	734	2,421
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$105,872.00	\$69,576.00	\$76,284.00	251,732
	2.6.2(a)(ii)(B) No. of customer claims	(#)	2	0	19	5	26
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	2	0	13	1	16
Interruption frequency GSL (2.5.9(a)(ii))	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	0	120	273	128	521
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$0.00	\$12,480.00	\$28,392.00	\$13,312.00	54,184
	2.6.2(a)(ii)(B) No. of customer claims	(#)	1	2	3	2	8
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	1	2	3	2	8
Total	2.6.2(a)(ii)(A) No. of GSL payments given	(#)	947	2,805	2,850	3,513	10,115
	2.6.2(a)(ii)(A) \$ for GSL payments given	(\$)	\$42,900.00	\$179,908.00	\$164,385.00	\$188,942.00	576,135
	2.6.2(a)(ii)(B) No. of customer claims	(#)	66	60	76	42	244
	2.6.2(a)(ii)(C) No. of customer claims rejected	(#)	32	36	44	18	130

Note: YTD financial results have been updated in June Qtr 2012 report to reflect the net impact of an understatement in prior quarters of \$2,873 in amount paid and 38 in number of claims.