2.6.2(a)(i)(A) Central Urban Short re 2.4.3 (a), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(i), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(ii), An in 2.4.3(b)(iii), An in 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Short re Short re	tral business district an rt rural tral business district an rt rural rt rural rt rural rt rural rt rural n interruption resulting from a direction by AEMO, a sy	0.068 13.771 39.622 An interruption n/a n/a n/a An interruption resulting to 0.000 0.000 0.000	Dec - 11 otal (including exclusions) 1.547 20.078 59.94 on of a duration of one minumon/a n/a n/a n/a from load shedding due to a 0.000 0.000 0.000	n/a n/a n/a	Jun - 12	5.987 51.066 170.306 n/a n/a	
2.6.2(a)(i)(A) Central Urban Short re 2.4.3 (a), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(i), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(ii), An in 2.4.3(b)(iii), An in 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Short re Short re	tral business district an rt rural rt rural rt rural n interruption resulting from a direction by AEMO, a system to the system of the s	0.068 13.771 39.622 An interruption n/a n/a n/a An interruption resulting to 0.000 0.000 0.000	1.547 20.078 59.94 on of a duration of one mine n/a n/a n/a n/a from load shedding due to a 0.000 0.000	17.158 70.74 ute or less n/a n/a n/a a shortfall in generation 0.000		51.066 170.306 n/a n/a	
Central Urban Short re 2.4.3 (a), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(i), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(ii), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(iii), An in 2.6.2(a)(ii)(C) Central Urban Short re 2.4.3(b)(iii), Short re	tral business district an rt rural tral business district tral business district an rt rural	0.068 13.771 39.622 An interruption n/a n/a An interruption resulting to 0.000 0.000 0.000	1.547 20.078 59.94 on of a duration of one mine n/a n/a n/a n/a from load shedding due to a 0.000 0.000	17.158 70.74 ute or less n/a n/a n/a a shortfall in generation 0.000		51.066 170.306 n/a n/a	
Urban Short resident Short resident Short resident Short resident Urban Short resident Short resident Short resident Urban Urba	tral business district an rt rural tral business district tral business district an rt rural	13.771 39.622 An interruption n/a n/a n/a An interruption resulting to 0.000 0.000 0.000	20.078 59.94 on of a duration of one minutory n/a n/a n/a from load shedding due to a 0.000 0.000	17.158 70.74 ute or less n/a n/a n/a a shortfall in generation 0.000		51.066 170.306 n/a n/a	
2.4.3 (a), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(i), Central Urban Short ri 2.4.3(b)(ii), An ir 2.6.2(a)(i)(C) Central Urban Short ri Central Urban Short ri 2.4.3(b)(iii), Central Urban Short ri 2.4.3(b)(iii), Short ri 2.5.2(a)(i)(C) Central Short ri	tral business district an rt rural tral business district an rt rural rt rural rt rural rt rural rt rural n interruption resulting from a direction by AEMO, a sy	39.622 An interruption n/a n/a n/a An interruption resulting to 0.000 0.000 0.000	59.94 on of a duration of one minutorial n/a n/a n/a from load shedding due to a 0.000 0.000	n/a n/a n/a a shortfall in generation 0.000		170.306 n/a n/a	
2.4.3(a), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(i), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(ii), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(iii), 2.6.2(a)(i)(C) Central Urban Short ri	tral business district an rt rural tral business district an rt rural n interruption resulting from a direction by AEMO, a system tral business district	An interruption n/a n/a n/a An interruption resulting to 0.000 0.000	n/a n/a n/a n/a 0.000	n/a n/a n/a a shortfall in generation 0.000		n/a n/a	
2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(i), Central Urban Short ri 2.4.3(b)(ii), Central Urban 2.4.3(b)(iii), An ir 2.6.2(a)(i)(C) Central Urban Short ri Central Urban Short ri 2.4.3(b)(iii), Short ri 2.6.2(a)(i)(C) Central Urban Short ri Short ri Short ri Short ri Central Urban Short ri Short ri Short ri Short ri Short ri	tral business district an rt rural business district	n/a n/a n/a An interruption resulting to 0.000 0.000 0.000	n/a n/a n/a from load shedding due to a 0.000 0.000	n/a n/a n/a shortfall in generation 0.000		n/a	
Urban Short ri	tral business district an rt rural business district	n/a n/a An interruption resulting to 0.000 0.000 0.000	n/a n/a from load shedding due to a 0.000 0.000	n/a n/a a shortfall in generation 0.000		n/a	
Short re 2.4.3(b)(i), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(ii), Central Urban Short re 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Short re 2.4.3(b)(iii), Short re	tral business district an rt rural n interruption resulting from a direction by AEMO, a sy	n/a An interruption resulting to 0.000	n/a from load shedding due to a 0.000 0.000	n/a a shortfall in generation 0.000			
2.4.3(b)(ii), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(iii), Central Urban Short ri 2.4.3(b)(iii), Central Urban Short ri 2.4.3(b)(iii), Short ri 2.5.2(a)(i)(C) Central Urban Short ri	tral business district an rt rural n interruption resulting from a direction by AEMO, a sy	0.000 0.000 0.000	from load shedding due to a	a shortfall in generation 0.000		n/a	
Central Urban Short re 2.4.3(b)(ii), Central Urban Short re 2.4.3(b)(iii), Central Urban Short re 2.4.3(b)(iii), Central Urban Short re Short re Short re Central	nt rural n interruption resulting from a direction by AEMO, a sy tral business district	0.000 0.000 0.000	0.000	0.000			
Central Urban Short ri 2.4.3(b)(ii), 2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(iii), Central Urban Short ri 2.4.3(b)(iii), Short ri Central Urban Short ri	nt rural n interruption resulting from a direction by AEMO, a sy tral business district	0.000	0.000				4
2.4.3(b)(ii), 2.6.2(a)(i)(c) Central Urban Short ri 2.4.3(b)(iii), 2.6.2(a)(i)(c) Central Urban Short ri Short ri Short ri Short ri Short ri	n interruption resulting from a direction by AEMO, a sy	0.000		0.000	Í	0.000	
2.4.3(b)(ii), 2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(iii), An ii 2.6.2(a)(i)(C) Central Urban Short re Short re Central	n interruption resulting from a direction by AEMO, a sy		0.000	0.000		0.000	
2.6.2(a)(i)(C) Central Urban Short re 2.4.3(b)(iii), 2.6.2(a)(i)(C) Central Urban Short re	tral business district	ystem operator or any othe		0.000		0.000	
2.6.2(a)(i)(C) Central Urban Short ri 2.4.3(b)(iii), 2.6.2(a)(i)(C) Central Urban Short ri	tral business district	,	r body exercising a similar t	function under the Electricit	ty Act, National Electricity R	Cules or National Electricity	
Urban Short ri 2.4.3(b)(iii), 2.6.2(a)(i)(C) Central Urban Short ri			Law		,	2.00	
2.4.3(b)(iii),	an	0.000	0.000	0.000		0.000	
2.4.3(b)(iii), 2.6.2(a)(i)(C) Central Urban Short re		0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C) Central Urban Short ri	rt rural	0.000	0.000	0.000		0.000	
Central Urban Short ri	n interruption resulting from automatic shedding of lo				er system under-frequency	condition described in the	
Urban Short ri	power system security and reliability standards						
Short re	tral business district	0.000	0.000	0.000		0.000	
	an	0.000	0.000	0.000		0.000	
	rt rural	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						
Central	tral business district	0.000	0.000	0.000		0.000	
Urban	an	0.000	0.000	0.000		0.000	
Short re	rt rural	0.000	0.000	0.000		0.000	
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						
Central	tral business district	0.000	0.000	0.000		0.000	
Urban	an	0.000	0.000	0.001		0.001	
Short re	rt rural	0.000	0.000	0.008		0.008	
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						
Central	tral business district	0.000	0.000	0.000		0.000	
Urban	an	0.000	0.000	0.346		0.346	
Short re	rt rural	0.000	0.000	13.761		13.761	
2.4.3(d), 2.6.2(a)(i)(C)	An interru	ption caused by a custome	er's electrical installation or	failure of that electrical ins	tallation		
Central	tral business district	0.000	1.012	0.000		1.012	
Urban	an	0.010	0.001	0.051		0.063	
Short re	rt rural	0.009	0.011	0.017		0.036	
2.6.2(a)(iii)			Total exclusions				
Central	tral business district	0.000	1.012	0.000		1.012	
Urban	an	0.010	0.001	0.399		0.410	
Short re	rt rural	0.009	0.012	13.786		13.805	
2.6.2(a)(i)(B), 2.6.2(a)(iii)		Total Distrib	oution system (excluding ex	(clusions)			
	tral business district	0.068	0.535	4.274		4.975	15
Urban		13.761	20.077	16.759		50.656	102
Short re	ATT	39.613	59.928	56.954		İ	<u> </u>

			Qua	arter		Financial year to date	MSS 2011-12
Section in EIC	Reporting category	Sep - 11	Dec - 11	Mar - 12	Jun - 12		
	System Average Interruption Frequency Index (SAII	FI) - (number)					<u> </u>
	Total (including exclusions)						
2.6.2(a)(i)(A),	Central business district	0.001	0.014	0.010		0.025	
2.6.2(a)(iii)	Urban	0.168	0.220	0.192		0.580	
	Short rural	0.342	0.549	0.554		1.446	
	An interruption of a duration of one minute or less						
2.4.3 (a),	Central business district	n/a	n/a	n/a		n/a	
2.6.2(a)(i)(C)	Urban	n/a	n/a	n/a		n/a	
	Short rural	n/a	n/a	n/a		n/a	
		An interruption resulting t	rom load shedding due to a	shortfall in generation			
2.4.3(b)(i),	Central business district	0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	An interruption resulting from a direction by AEMO, a s	ystem operator or any othe	r body exercising a similar Law	function under the Electrici	ty Act, National Electricity I	Rules or National Electricity	
2.4.3(b)(ii),	Central business district	0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	An interruption resulting from automatic shedding of lo	ad under the control of und	ler-frequency relays followi	ng the occurrence of a pow	er system under-frequency	condition described in the	
	power system security and reliability standards						
2.4.3(b)(iii), 2.6.2(a)(i)(C)	Central business district	0.000	0.000	0.000		0.000	
	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
		An interruption resulting	ng from a failure of the shar	ed transmission grid			
2.4.3(b)(iv),	Central business district	0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	An interruption resulting fro	om a direction by a police of	fficer or another authorised	person exercising powers	in relation to public safety		
2.4.3(b)(v),	Central business district	0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.000	
	Short rural	0.000	0.000	0.000		0.000	
	Any interruption to the	supply of electricity on a d	istribution entity's supply r	network which commences	on a major event day		
2.4.3(c),	Central business district	0.000	0.000	0.000		0.000	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.002		0.002	
	Short rural	0.000	0.000	0.069		0.069	
	An interru	uption caused by a custome	r's electrical installation or	failure of that electrical ins	tallation		
2.4.3(d),	Central business district	0.000	0.008	0.000		0.008	
2.6.2(a)(i)(C)	Urban	0.000	0.000	0.000		0.001	
	Short rural	0.000	0.000	0.000		0.000	
			Total exclusions				
2.6.24-2400	Central business district	0.000	0.008	0.000		0.008	
2.6.2(a)(iii)	Urban	0.000	0.000	0.003		0.003	
	Short rural	0.000	0.000	0.069		0.069	
		Total Distrib	ution System (excluding ex	cclusions)			
2.6.2(a)(i)(B),	Central business district	0.001	0.006	0.010		0.017	0.15
2.6.2(a)(iii)	Urban	0.167	0.220	0.189		0.577	1.22
	Short rural	0.342	0.549	0.485		1.377	2.42

Note: The December 2011 quarterly report included small SAIDI and SAIFI values attributed to "An interruption resulting from a failure of the shared transmission grid". These values were the result of a single interruption, which has since been reviewed and determined to have been an outage on Energex's distribution network. This has been corrected in the March 2012 quarterly report.

Section in		Data
EIC	A description of any major event days	Date
2.6.2(a)(i)(D)	Storms	21/02/2012

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)	NA NA	

17

5

17

\$3,900.00

5

4

10

\$1,300.00

40

11

55

\$8,268.00

47

Energex GSL Reporting

(2.5.3)

Connection not provided by

Note:

2.6.2(a)(ii)(B) No. of customer claims

2.6.2(a)(ii)(C) No. of customer claims

2.6.2(a)(ii)(A) No. of GSL payments given

2.6.2(a)(ii)(A) \$ for GSL payments given

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 2.6.2(a)(ii)(A) No. of GSL payments given 116 83 87 286 (#) \$15,080.00 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$10,790.00 \$11,310.00 \$37,180.00 Wrongful disconnections

18

2

28

\$3,068.00

(#)

(#)

(#)

(\$)

the agreed date (2.5.4) 2.6.2(a)(ii)(B) No. of customer claims (#) 0 1 1 2 2.6.2(a)(ii)(C) No. of customer claims 0 0 (#) 74 2.6.2(a)(ii)(A) No. of GSL payments given (#) 37 35 146 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$4,160.00 \$4,264.00 \$7,228.00 \$15,652.00 Reconnection not provided within the required time 2.6.2(a)(ii)(B) No. of customer claims (#) 3 7 4 14 2.6.2(a)(ii)(C) No. of customer claims 2 3 2 (#) 7 2.6.2(a)(ii)(A) No. of GSL payments given (#) 0 0 0 0 Failure to attend to 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$0.00 \$0.00 \$0.00 \$0.00 customer's premises within the time required concerning loss of hot water 2.6.2(a)(ii)(B) No. of customer claims 0 0 0 0 (#) supply (2.5.6) 2.6.2(a)(ii)(C) No. of customer claims 0 (#) 0 0 0 2.6.2(a)(ii)(A) No. of GSL payments given (#) 338 216 157 711 \$17,576.00 \$36,972.00 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$11,232.00 \$8,164.00 Failure to attend appointments on time (2.5.7) 2.6.2(a)(ii)(B) No. of customer claims 2 (#) 5 1 8 2.6.2(a)(ii)(C) No. of customer claims (#) 2 1 1 4 2.6.2(a)(ii)(A) No. of GSL payments given 1,883 531 950 (#) 3,364 Notice of planned 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$48,958.00 \$13,806.00 \$24,700.00 \$87,464.00 interruption to supply not given - small residential 2.6.2(a)(ii)(B) No. of customer claims (#) 18 20 14 52 customers (2.5.8) 2.6.2(a)(ii)(C) No. of customer claims (#) 10 12 2 24 19 2.6.2(a)(ii)(A) No. of GSL payments given (#) 64 59 142 Notice of planned \$4,160.00 \$1,235.00 \$3,835.00 \$9,230.00 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) interruption to supply not given - small business 2.6.2(a)(ii)(B) No. of customer claims (#) 1 0 1 2 customers (2.5.8) 2.6.2(a)(ii)(C) No. of customer claims (#) 0 0 0 0 2.6.2(a)(ii)(A) No. of GSL payments given (#) 10 9 88 107 \$11,128.00 (\$) \$1,040.00 \$936.00 \$9,152.00 2.6.2(a)(ii)(A) \$ for GSL payments given Interruption duration GSL (2.5.9(a)(i)) 2.6.2(a)(ii)(B) No. of customer claims (#) 2 2 1 5 2.6.2(a)(ii)(C) No. of customer claims (#) 0 0 0 0 2.6.2(a)(ii)(A) No. of GSL payments given (#) 0 0 0 (\$) 2.6.2(a)(ii)(A) \$ for GSL payments given \$0.00 \$0.00 \$0.00 \$0.00 Interruption frequency GSL (2.5.9(a)(ii)) 2.6.2(a)(ii)(B) No. of customer claims (#) 2.6.2(a)(ii)(C) No. of customer claims 0 0 0 0 2.6.2(a)(ii)(A) No. of GSL payments given (#) 2,476 910 1,425 4,811 \$65,689,00 2.6.2(a)(ii)(A) \$ for GSL payments given (\$) \$94,042.00 \$46,163.00 \$205,894.00 Total (#) 2.6.2(a)(ii)(B) No. of customer claims 48 50 27 125

Notes

2.6.2(a)(ii)(C) No. of customer claims

rejected

16

21

10

Notes:

1. GSL claims are processed within 28 days of receipt. Therefore, not all customer claims made within the period will have been approved for payment or rejected within the quarter in which it was received.

^{2.} One (1) Failure to Reconnect GSL approved for payment in the September 2011 Quarter was adjusted from \$364 to \$312 before the payment was finalised due to the customer's claim cap (\$416) being reached. The September 2011 Quarter figures have been amended accordingly.

^{3.} An increase in planned interruption GSLs since December 2011 quarter has been noted. Although there was a significant variation between the two quarters, this is not uncommon due to the nature, volume and timing of the work program undertaken by Energex and the number of planned interruptions necessary for the specific projects. Energex is continuing to review the planned interruptions process to identify opportunities for improvement.

^{4. 88} interruption duration GSLs were paid during the March 2012 quarter. These GSL payments were primarily as a result of two separate outages where access to restore power was restricted by flooding.