

27 November 2009



Mr E J Hall
Chief Executive
Queensland Competition Authority
GPO Box 2257
Brisbane QLD 4001

**Office of the
Chief Executive Officer**

Dear Mr ^{John} Hall

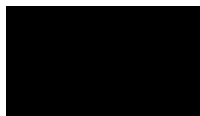
**ENERGEX'S SEPTEMBER 2009 QUARTER ELECTRICITY INDUSTRY
CODE SERVICE QUALITY REPORT**

Section 2.6.2 of the Electricity Industry Code (Code) requires Queensland's distribution entities to submit a report to the Queensland Competition Authority within two months of the end of each quarter detailing performance against Minimum Service Standards and Guaranteed Service Levels.

To this end, please find attached ENERGEX's report for the period July to September 2009.

Should you have any enquiries regarding this report please contact Rachel Leaver – Network Regulation Manager on (07) 3405 2924.

Yours sincerely



Terry Effeney
Chief Executive Officer



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ENERGEX Limited
ABN 40 078 849 055

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

JULY TO SEPTEMBER 2009

November 2009

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. ADMINISTRATIVE DATA.....	4
3. NETWORK RELIABILITY	4
3.1 Minimum Service Standard Compliance.....	4
3.2 Additional Reliability Measures.....	8
4. EXPLANATION FOR EXCEEDING MSS.....	9
5. DESCRIPTION OF MAJOR EVENT DAYS.....	9
6. GUARANTEED SERVICE LEVELS - DISTRIBUTION	10
7. GUARANTEED SERVICE LEVELS - RETAIL.....	11

1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Somerville Report) inquiry, the Queensland Government introduced the Queensland Electricity Industry Code (Industry Code) under the *Electricity Act 1994* in January 2005.

Clause 2.6.2 of the Industry Code requires Queensland's distribution entities to submit to the Queensland Competition Authority (QCA) a report within two months of the end of each quarter detailing the following:

- i. compliance with minimum service standards outlined in clause 2.4 of the Industry Code, including:
 - (a) performance against the SAIDI and SAIFI limits, by feeder type, including those interruptions listed in clause 2.4.3 of the Industry Code;
 - (b) performance against the SAIDI and SAIFI limits, by feeder type, excluding those interruptions listed in clause 2.4.3 of the Industry Code;
 - (c) details of the interruptions excluded under clause 2.4.3, including the number of minutes and interruptions excluded by feeder type and category of exclusion;
 - (d) description of any major event days; and
 - (e) the explanation of reasons for the distribution entity exceeding (where applicable) those minimum service standards and proposals to improve performance;
- ii. compliance with the guaranteed service levels (GSLs), including:
 - (a) the number of GSL payments given by category and the amount of such rebates;
 - (b) the number of GSL payment claims by category; and
 - (c) the number of rejected GSL payment claims by category; and
- iii. any other matter reasonably notified by the QCA.

The reported information is for the period July to September 2009 and the financial year to date figures as at the end of September 2009.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-07-2009
<i>Last day of reporting period</i>	date	30-09-2009

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	September Quarter 2009	Financial year to date	MSS 2009-10
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	26.320	26.320	
Central business district	0.159	0.159	
Urban	19.918	19.918	
Short rural	45.109	45.109	
Long rural	Na	na	
<i>Generation & Transmission</i>	0.275	0.275	
Central business district	0.000	0.000	
Urban	0.204	0.204	
Short rural	0.483	0.483	
Long rural	Na	na	

¹ Results effective as at 13 October 2009. The reliability statistics include single loss of supply events as required under the Code's definition of an interruption. Calculated reliability measures have been rounded.

² This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	September Quarter 2009	Financial year to date	MSS 2009-10
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.012	0.012	
Central business district	0.000	0.000	
Urban	0.014	0.014	
Short rural	0.004	0.004	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.129	0.129	
Central business district	0.000	0.000	
Urban	0.175	0.175	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Total exclusions</i>	0.416	0.416	
Central business district	0.000	0.000	
Urban	0.393	0.393	
Short rural	0.487	0.487	
Long rural	na	na	

Measure	September Quarter 2009	Financial year to date	MSS 2009-10
<i>Distribution system</i>	25.904	25.904	
Central business district	0.159	0.159	20
Urban	19.525	19.525	110
Short rural	44.621	44.621	220
Long rural	na	na	
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.339	0.339	
Central business district	0.013	0.013	
Urban	0.276	0.276	
Short rural	0.526	0.526	
Long rural	na	na	
<i>Generation & Transmission</i>	0.014	0.014	
Central business district	0.000	0.000	
Urban	0.011	0.011	
Short rural	0.021	0.021	
Long rural	na	na	
<i>NEMMCO direction</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Automatic load shedding</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Customer Caused Interruptions</i>	0.000	0.000	

³ This reliability statistic is an overall network number i.e. is a weighted summation of the reliability results for CBD, Urban and Short Rural components of ENERGEX's network.

Measure	September Quarter 2009	Financial year to date	MSS 2009-10
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.003	0.003	
Central business district	0.000	0.000	
Urban	0.004	0.004	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	0.000	0.000	
Central business district	0.000	0.000	
Urban	0.000	0.000	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Total exclusions</i>	0.017	0.017	
Central business district	0.000	0.000	
Urban	0.015	0.015	
Short rural	0.021	0.021	
Long rural	na	na	
<i>Distribution system</i>	0.323	0.323	
Central business district	0.013	0.013	0.33
Urban	0.261	0.261	1.32
Short rural	0.506	0.506	2.50
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	September 2009 Quarter		Year to Date	
		Value (before removal of excluded events)	Value (after removal of excluded events)	Value (before removal of excluded events)	Value (after removal of excluded events)
System Average Interruption Duration Index (SAIDI)					
<i>Planned</i> Distribution system	minutes	9.452	9.452	9.452	9.452
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	6.714	6.714	6.714	6.714
Short Rural	minutes	17.462	17.462	17.462	17.462
<i>Unplanned</i> Distribution system	minutes	16.868	16.452	16.868	16.452
CBD	minutes	0.159	0.159	0.159	0.159
Urban	minutes	13.203	12.811	13.203	12.811
Short Rural	minutes	27.647	27.159	27.647	27.159
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.034	0.034	0.034	0.034
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.024	0.024	0.024	0.024
Short Rural	number	0.063	0.063	0.063	0.063
<i>Unplanned</i> Distribution system	number	0.305	0.289	0.305	0.289
CBD	number	0.013	0.013	0.013	0.013
Urban	number	0.252	0.236	0.252	0.236
Short Rural	number	0.463	0.443	0.463	0.443

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Nil.	

6. GUARANTEED SERVICE LEVELS - DISTRIBUTION

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	1	50	0	1	50	0
Non notification Planned Interruption – Residential (GSL = \$20)	15	300	13	15	300	13
New Connection – Failure to Complete (GSL = \$40/day late)	42	9,120	0	42	9,120	0
Wrongful Disconnection (GSL = \$100)	24	2,400	0	24	2,400	0
Failure to Reconnect (GSL = \$40/day late)	68	4,680	0	68	4,680	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	2	80	0	2	80	0
Reliability – interruption duration (GSL = \$80)	0	0	4	0	0	4
Reliability – interruption frequency (GSL = \$80)	0	0	2	0	0	2
Total:	152	16,630	19	152	16,630	19

7. GUARANTEED SERVICE LEVELS - RETAIL

GSL Description	No. of Claims Paid for Period	Total \$'s Paid for Period	No of Claims Rejected for Period	Cumulative No. of Claims for financial YTD	Cumulative \$'s Paid for financial YTD	Cumulative No of Claims Rejected for financial YTD
Non notification Planned Interruption – Business (GSL = \$50)	0	0	0	0	0	0
Non notification Planned Interruption – Residential (GSL = \$20)	0	0	0	0	0	0
New Connection – Failure to Complete (GSL = \$40/day late)	0	0	0	0	0	0
Wrongful Disconnection (GSL = \$100)	12	1,200	0	12	1,200	0
Failure to Reconnect (GSL = \$40/day late)	21	1,640	0	21	1,640	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	0
Missed Scheduled Appointment (GSL = \$40)	0	0	0	0	0	0
Reliability – interruption duration (GSL = \$80)	0	0	0	0	0	0
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	0
Total:	33	2,840	0	33	2,840	0