

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

APRIL TO JUNE 2009

August 2009

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

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1. INTRODUCTION

In response to the recommendations from the Electricity Distribution Service Delivery (EDSD – also referred to as the Sommerville 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 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 (GSL), 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 April to June 2009 and the financial year to date figures as at the end of June 2009.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-04-2009
<i>Last day of reporting period</i>	date	30-06-2009

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	June Quarter 2008	Financial year to date	MSS 2008-09
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	38.878	245.103	
Central business district	1.249	3.147	
Urban	27.747	181.472	
Short rural	69.353	415.190	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	1.417	
Central business district	0.000	0.000	
Urban	0.000	0.706	
Short rural	0.001	3.294	
Long rural	na	na	

¹ Results effective as at 27 July 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	June Quarter 2008	Financial year to date	MSS 2008-09
<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>	0.008	0.103	
Central business district	0.000	0.000	
Urban	0.007	0.050	
Short rural	0.010	0.242	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</i>	0.002	0.002	
Central business district	0.000	0.000	
Urban	0.003	0.003	
Short rural	0.000	0.000	
Long rural	na	na	
<i>Major Event Days</i>	14.011	115.203	
Central business district	0.000	0.000	
Urban	10.462	89.477	
Short rural	23.749	183.892	
Long rural	na	na	
<i>Total exclusions</i>	14.021	116.725	
Central business district	0.000	0.000	
Urban	10.472	90.235	
Short rural	23.760	187.429	
Long rural	na	na	

Measure	June Quarter 2008	Financial year to date	MSS 2008-09
<i>Distribution system</i>	24.857	128.378	
Central business district	1.249	3.147	20.000
Urban	17.275	91.237	122.000
Short rural	45.593	227.761	232.000
Long rural	na	na	
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.309	1.771	
Central business district	0.017	0.055	
Urban	0.204	1.290	
Short rural	0.595	3.059	
Long rural	na	na	
<i>Generation & Transmission</i>	0.000	0.039	
Central business district	0.000	0.000	
Urban	0.000	0.028	
Short rural	0.000	0.068	
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	

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	June Quarter 2008	Financial year to date	MSS 2008-09
<i>Customer Caused Interruptions</i>	0.000	0.001	
Central business district	0.000	0.000	
Urban	0.000	0.001	
Short rural	0.000	0.001	
Long rural	na	na	
<i>Authorised Interruption for Public Safety</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>Major Event Days</i>	0.045	0.275	
Central business district	0.000	0.000	
Urban	0.027	0.215	
Short rural	0.093	0.434	
Long rural	na	na	
<i>Total exclusions</i>	0.045	0.314	
Central business district	0.000	0.000	
Urban	0.028	0.244	
Short rural	0.093	0.503	
Long rural	na	na	
<i>Distribution system</i>	0.264	1.457	
Central business district	0.017	0.055	0.330
Urban	0.177	1.046	1.430
Short rural	0.502	2.557	2.560
Long rural	na	na	

3.2 Additional Reliability Measures

Measure	Units	June 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	7.754	7.754	27.173	27.173
CBD	minutes	0.147	0.147	0.147	0.147
Urban	minutes	5.754	5.754	20.515	20.515
Short Rural	minutes	13.234	13.234	45.092	45.092
<i>Unplanned</i> Distribution system	minutes	31.124	17.103	217.930	101.205
CBD	minutes	1.102	1.102	3.000	3.000
Urban	minutes	21.993	11.521	160.957	70.722
Short Rural	minutes	56.120	32.360	370.097	182.668
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.028	0.028	0.096	0.096
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.020	0.020	0.073	0.073
Short Rural	number	0.047	0.047	0.158	0.158
<i>Unplanned</i> Distribution system	number	0.282	0.236	1.675	1.360
CBD	number	0.017	0.017	0.055	0.055
Urban	number	0.184	0.156	1.217	0.973
Short Rural		0.548	0.454	2.901	2.399

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
Not applicable	

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
Severe Wet Weather – Natural Disaster	20 May 2009

6. GUARANTEED SERVICE LEVELS - DISTRIBUTION⁴

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	2	100	3
Non notification Planned Interruption – Residential (GSL = \$20)	4	80	2	21	420	7
New Connection – Failure to Complete (GSL = \$40/day late)	51	11,640	1	3,415	681,640	59
Wrongful Disconnection (GSL = \$100)	36	3,600	2	139	13,900	3
Failure to Reconnect (GSL = \$40/day late)	81	6,840	1	148	12,360	1
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	1	0	0	2
Missed Scheduled Appointment (GSL = \$40)	2	80	0	19	760	2
Reliability – interruption duration (GSL = \$80)	0	0	3	1	80	35
Reliability – interruption frequency (GSL = \$80)	0	0	0	0	0	2
Total:	174	22,240	10	3,745	709,260	114

⁴ The cumulative number of claims and dollars paid for financial YTD does not reflect the sum of the previous quarters due to the cancellation of a new connection GSL as a result of a duplication error as well as the reallocation of responsibility for some GSLs between Distribution and Retail (for New Connection, Wrongful Disconnection and Failure to Reconnect GSLs).

7. GUARANTEED SERVICE LEVELS - RETAIL⁵

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	30	2,640	0
Wrongful Disconnection (GSL = \$100)	18	1,800	0	42	4,200	0
Failure to Reconnect (GSL = \$40/day late)	21	1,960	0	26	2,320	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:	39	3,760	0	98	9,160	0

⁵ See footnote 4. above.