

# Minimum Service Standards & Guaranteed Service Levels Quarterly Report

January – March 2009

Submitted to QCA by  
**Ergon Energy Corporation Limited**  
in accordance with the Electricity Industry Code



everything in our power



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## Administrative Data

ITEM NO	MEASURE	UNIT	VALUE
1.1	<i>Distribution Network Service Provider</i>	Name	Ergon Energy Corporation Limited
1.2	<i>First day of reporting period</i>	Date	01-01-2009
1.3	<i>Last day of reporting period</i>	Date	31-03-2009

## Network Performance

(Reporting obligations under clause 2.6.2(a)(i) (A), (B), (C), (D) & (E) of the Queensland Electricity Industry Code, Fourth Edition effective 4 August 2008 ('The Code'))

### Reliability Measures – 3 months to March 2009

(Results effective as at 27 April 2009, for the period ending 31 March 2009)

ITEM NO.	MEASURE	UNIT	ACTUAL NETWORK PERFORMANCE	NETWORK PERFORMANCE LESS EXCLUSIONS
	<b>System Average Interruption Duration Index (SAIDI)</b>		<i>(minutes)</i>	
	<i>Distribution system – total</i>			
	Urban	Minutes	89.27	73.40
	Short Rural	Minutes	194.42	181.26
	Long Rural	Minutes	332.80	323.98
	<i>Distribution system – planned</i>			
	Urban	Minutes	14.65	14.65
	Short Rural	Minutes	40.95	40.95
	Long Rural	Minutes	70.80	70.80
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	74.63	58.76
	Short Rural	Minutes	153.47	140.30
	Long Rural	Minutes	262.00	253.18
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<i>(number)</i>	
	<i>Distribution system – total</i>			
	Urban	Number	1.04	0.71
	Short Rural	Number	1.57	1.38
	Long Rural	Number	2.17	2.09
	<i>Distribution system – planned</i>			
	Urban	Number	0.08	0.08
	Short Rural	Number	0.27	0.27
	Long Rural	Number	0.37	0.37
	<i>Distribution system – unplanned</i>			
	Urban	Number	0.96	0.63
	Short Rural	Number	1.30	1.11
	Long Rural	Number	1.80	1.73

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## Reliability Measures – Financial Year to Date (1 July 2008 to 31 March 2009)

(Results effective as at 27 April 2009, for the period ending 31 March 2009)

<b>ITEM NO.</b>	<b>MEASURE</b>	<b>UNIT</b>	<b>ACTUAL NETWORK PERFORMANCE</b>	<b>NETWORK PERFORMANCE LESS EXCLUSIONS</b>
	<b>System Average Interruption Duration Index (SAIDI)</b>		<b>(minutes)</b>	
	<i>Distribution system – total</i>			
	Urban	Minutes	221.48	162.54
	Short Rural	Minutes	492.94	442.31
	Long Rural	Minutes	1017.61	886.16
	<i>Distribution system – planned</i>			
	Urban	Minutes	32.28	31.97
	Short Rural	Minutes	109.01	107.79
	Long Rural	Minutes	198.67	196.36
	<i>Distribution system – unplanned</i>			
	Urban	Minutes	189.20	130.57
	Short Rural	Minutes	383.94	334.53
	Long Rural	Minutes	818.94	689.81
	<b>System Average Interruption Frequency Index (SAIFI)</b>		<b>(number)</b>	
	<i>Distribution system – total</i>			
	Urban	Number	2.34	1.61
	Short Rural	Number	4.03	3.47
	Long Rural	Number	6.21	5.61
	<i>Distribution system – planned</i>			
	Urban	Number	0.17	0.17
	Short Rural	Number	0.57	0.57
	Long Rural	Number	0.94	0.92
	<i>Distribution system – unplanned</i>			
	Urban	Number	2.17	1.44
	Short Rural	Number	3.45	2.91
	Long Rural	Number	5.27	4.69

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## Details of Interruptions Excluded - 3 Months to March 2009

(Results effective as at 27 April 2009, for the period ending 31 March 2009)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI)</b>			
<i>(minutes)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid <sup>1</sup> ; or	15.31	12.06	6.56
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.56	1.10	2.26
<b>Total SAIDI for all Exclusion Events</b>	<b>15.87</b>	<b>13.16</b>	<b>8.82</b>
<b>System Average Interruption Frequency Index (SAIFI)</b>			
<i>(number)</i>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.33	0.18	0.07
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.00	0.00	0.00
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.01	0.01	0.01
<b>Total SAIFI for all Exclusion Events</b>	<b>0.33</b>	<b>0.19</b>	<b>0.07</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.

<sup>1</sup> Ergon Energy experienced several transmission outages throughout the March quarter. The most significant impact was 22 January where all of North and Far North lost supply due to a Powerlink Outage with other non-Ergon transmission events also experienced on 23 January, 3 February, and 8 March. This is noticeable in the exclusions

## Details of Interruptions Excluded for the Financial Year to Date (1 July 2008 to 31 March 2009)

(Results effective as at 27 April 2009, for the period ending 31 March 2009)

	Urban	SR	LR
<b>System Average Interruption Duration Index (SAIDI) (minutes)</b>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	20.44	14.41	6.57
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	36.77	33.01	118.53
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	1.74	3.21	6.34
<b>Total SAIDI for all Exclusion Events</b>	<b>58.94</b>	<b>50.63</b>	<b>131.44</b>
<b>System Average Interruption Frequency Index (SAIFI) (number)</b>			
(a) an interruption of a duration of one minute or less;	0.00	0.00	0.00
(b) an interruption resulting from:			
(i) load shedding due to a shortfall in generation;	0.00	0.00	0.00
(ii) a direction by NEMMCO, a system operator or any other body exercising a similar function under the Electricity Act, National Electricity Code or National Electricity Law;	0.00	0.00	0.00
(iii) 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; or	0.00	0.00	0.00
(iv) a failure of the shared transmission grid; or	0.51	0.25	0.07
(v) a direction by a police officer or another authorised person exercising powers in relation to public safety;	0.00	0.00	0.00
(c) any interruption to the supply of electricity on a distribution entity's supply network which commences on a major event day; and	0.20	0.28	0.51
(d) an interruption caused by a customer's electrical installation or failure of that electrical installation.	0.02	0.02	0.02
<b>Total SAIFI for all Exclusion Events</b>	<b>0.73</b>	<b>0.55</b>	<b>0.60</b>

Note: Ergon Energy does not currently record momentary (<1 minute) outages.

## Description of any major event days

During the March 2009 quarter, reliability performance was adversely influenced by severe and widespread storm activity, which caused widespread damage and affected large volumes of Ergon Energy customers across the state. Despite the sustained storm activity and flooding in the supply area during the March quarter, Ergon Energy registered no Major Event Days (MED) for the period using the 2.5 beta exclusion event method, which classifies a MED to be any day with a daily SAIDI value greater than the 2008-09 MED Threshold (TMED) of 8.94 system minutes.

## Explanation of reasons for exceeding minimum service standards and proposals to improve performance

Severe storms and cyclones Charlotte and Ellie caused flooding across 62% of Queensland during January and February 2009 respectively. Cyclone Hamish followed during March 2009 menacing the eastern coast for more than a week. Such severe storm activity has had an adverse impact on network reliability experienced in Ergon Energy's supply area with a number of severe storm related interruptions not significant enough to qualify as a major event day.

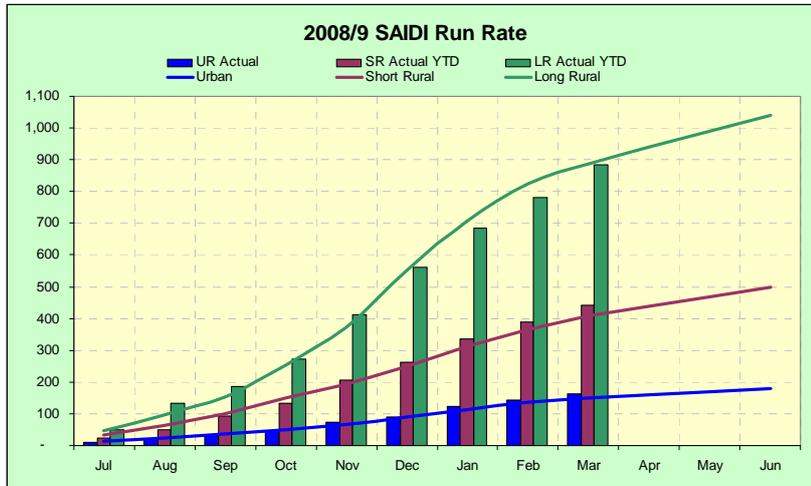
Increased outage durations observed to date resulted largely from precautionary action taken to safely manage the operation of the high voltage network during extended flooding periods. During the third quarter Ergon Energy authorised a number of forced outages to ensure sections of the high voltage overhead network in elevated floodwater were safely managed. The auto-reclosing functionality on distribution feeders that traversed areas under flood were also disabled to minimise the risk to the public associated with grounded high voltage conductors. Floodwater also impeded access routes for field staff to carryout investigations and effect repairs on faulted sections of the network, delaying restoration of supply following faults.

On the 19th February Ergon Energy suspended all live-line work to address an increase in live-line related safety incidents. Since the suspension of the live-line work there has been a notable increase in planned network outages on the overall reliability performance for all three feeder categories. There are also bans on operations of a particular type of Air Break Switch (ABS) associated with torsional failures (used to break the distribution of power between two sets of lines for maintenance works to be conducted), which is contributing to longer planned outage durations.

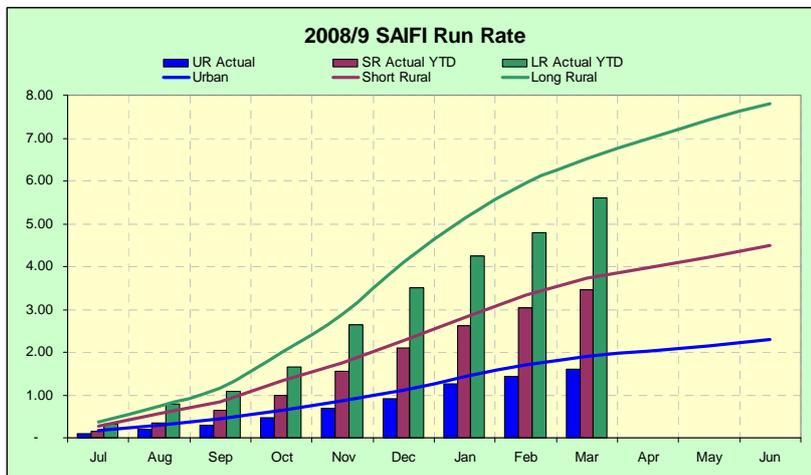
It is expected that the impact of the live-line suspension combined with the sustained storm activity during the year, will result in Ergon Energy reporting unfavorable SAIDI figures for all three feeder categories and unfavorable SAIFI figures for the Short Rural Feeder against the 2008-09 end of year (EOY) MSS targets. Ergon Energy anticipates the Urban and Long Rural feeder categories will remain favorable against the 2008-09 EOY SAIFI targets. The March results for the planned outages imply that the suspension of Live Line work is going to strictly limit the opportunities for further improvement before June 09. The bans on live-line are expected to be in place until the end September 2009 and will therefore influence MSS results for 2009-10.

## SAIDI and SAIFI Run Rate Graphs for the Financial Year to Date

(Results effective as at 27 April 2009, for the period ending 31 March 2009)



Feeder Type	SAIDI Network Performance less MSS exclusions (Actual)	SAIDI MSS Run Rate Target
Urban (UR)	163	150
Short Rural (SR)	442	409
Long Rural (LR)	886	888



Feeder Type	SAIFI Network Performance less MSS exclusions (Actual)	SAIFI MSS Run Rate Target
Urban (UR)	1.61	1.90
Short Rural (SR)	3.47	3.72
Long Rural (LR)	5.61	6.51

## Guaranteed Service Levels (GSLs)

(Reporting obligations under clause 2.6.2(a)(ii) (A), (B) & (C) of The Code)

### GSL Claims Breakdown for the Quarter and Financial Year to Date (1 July 2008 to 31 March 2009)<sup>1</sup>

Type of GSL	January 2009 to March 2009				Financial Year to Date			
	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid	No. of Claims Raised	No. of Claims Accepted and Paid	No. of Claims Investigated and Not Paid	Amount Paid
Planned Interruption (Bus)	4	2	2	\$100	23	17	6	\$850
Planned Interruption (Res)	48	40	8	\$800	251	225	26	\$4,590
Connection	15	14	1	\$1,040	58	51	7	\$4,600
Wrongful Disconnection	53	46	7	\$4,600	161	141	20	\$14,100
Reconnection	8	5	3	\$520	17	13	4	\$880
Hot Water Supply	3	2	1	\$80	7	5	2	\$200
Appointments	16	14	2	\$560	33	29	4	\$1,160
Reliability - Frequency	173	159	14	\$12,720	225	198	27	\$15,840
Reliability - Duration	258	210	48	\$16,800	410	361	49	\$28,880
<b>Total</b>	<b>578</b>	<b>492</b>	<b>86</b>	<b>\$37,220</b>	<b>1,185</b>	<b>1,040</b>	<b>145</b>	<b>\$71,100</b>

The large number of GSL claims during the March 2009 quarter is largely attributed to the extraordinarily high number of reliability GSL claims paid during the quarter (159 reliability – frequency claims and 210 reliability-duration claims). On removal of these claims, the total number of valid GSLs for the March quarter reduces to 123 claims and \$7,700 in payments. The majority of the reliability frequency and duration GSLs were associated with severe weather activity, and flora and fauna issues in St Lawrence, Ogmore and Clarview.

### Explanation for Rejection of GSL Claims - 3 months to March 2009

Ergon Energy rejected 86 GSL claims during the March 2009 quarter. Of these, 78 related to GSL claims made by customers. The remaining 8 GSL claims rejected related to GSL claims automatically identified and raised for investigation by Ergon Energy which were subsequently assessed and rejected. Reason for rejection of each of these GSL claims is summarised below:

- 2 Planned Interruption (Bus)
  - 1 x Customer notified of Outage
  - 1 x Customer's planned outage did not take place
- 8 Planned Interruption (Res)
  - 4 x Customer notified of Outage
  - 2 x Forced Outage
  - 1 x Pole fire resulting in Unplanned/Emergency Outage
  - 1 x During Live Line work, unforeseen circumstances took place which required customers power to be disconnected for a short period whilst situation was rectified

#### Definitions / Notes:

<sup>1</sup> Figures reported include both GSL claims made / raised by customers and GSL claims automatically identified and raised for investigation and payment by Ergon Energy (as per clause 2.5.11(a) of the Electricity Industry Code).

The Number of Claims Investigated and Not Paid reflect claims raised for investigation, which are subsequently found not to be valid GSL claims as per requirements under the Electricity Industry Code (rejected GSLs). Rejected GSLs can arise from both customer initiated GSL claims and corporate initiated GSL claims. Refer to the "Explanation for Rejection of GSL Claims" for further details on rejected GSL claims.

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- 1 Connection
  - 1 x Mistakenly raised as GSL instead of claim
- 7 Wrongful Disconnection
  - 1 x Denied due to meter not being clearly labelled, main switch turned back on
  - 1 x Customer did not make application on property
  - 1 x Customer did not supply meter number as requested, lead to disc vacant
  - 3 x Initially rejected, paid after further investigation
  - 1 x Does not meet GSL requirements
- 3 Reconnection
  - 1 x Circumstances did not fall under a Missed Appointment or Reconnection GSL
  - 1 x Customer did not check main switch (was turned off)
  - 1 x Initially rejected, paid after further investigation
- 1 Hot Water Supply
  - 1 x Accidentally raised as a GSL (should have been liability claim)
- 2 Appointments -
  - 2 x Ergon Energy's records show Appointment times met successfully
- 14 Reliability - Frequency
  - 14 x Customer did not meet Government regulated threshold for Frequency GSL
- 48 Reliability - Duration
  - 1 x Customer has claimed previously
  - 29 x Customer did not meet Government regulated threshold for Duration GSL
  - 7 x Customer did not claim within one month of event
  - 9 x Customer in Natural Disaster area (Crews unable to reach customer - flood waters)
  - 1 x Account finalised
  - 1 x Erroneously raised as a GSL (should have been liability claim)

Please direct queries or feedback on this report to:

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