

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

JANUARY TO MARCH 2009

May 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 January to March 2009 and the financial year to date figures as at the end of March 2009.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-01-2009
<i>Last day of reporting period</i>	date	31-03-2009

3. NETWORK RELIABILITY¹

3.1 Minimum Service Standard Compliance

Measure	March Quarter 2008	Financial year to date	MSS 2008-09
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total (Including Exclusions & Major Event Days²)</i>	38.366	204.829	
Central business district	0.475	1.876	
Urban	29.547	152.790	
Short rural	62.337	343.221	
Long rural	na	na	
<i>Generation & Transmission</i>			
Central business district	0.444	1.414	
Urban	0.000	0.000	
Short rural	0.366	0.703	
Long rural	0.657	3.292	
	na	na	

¹ Results effective as at 17 April 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	March 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>	0.004	0.095	
Central business district	0.000	0.000	
Urban	0.000	0.043	
Short rural	0.015	0.233	
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>	4.876	102.065	
Central business district	0.000	0.000	
Urban	5.141	79.368	
Short rural	4.221	162.378	
Long rural	na	na	
<i>Total exclusions</i>	5.324	103.574	
Central business district	0.000	0.000	
Urban	5.508	80.114	
Short rural	4.893	165.903	
Long rural	na	na	

Measure	March Quarter 2008	Financial year to date	MSS 2008-09
<i>Distribution system</i>	33.041	101.255	na
Central business district	0.475	1.876	20
Urban	24.040	72.676	122
Short rural	57.445	177.318	232
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number of interruptions)			
<i>Total (Including Exclusions & Major Event Days³)</i>	0.463	1.463	
Central business district	0.011	0.038	
Urban	0.354	1.088	
Short rural	0.758	2.463	
Long rural	na	na	
<i>Generation & Transmission</i>	0.008	0.039	
Central business district	0.000	0.000	
Urban	0.006	0.028	
Short rural	0.011	0.067	
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	March Quarter 2008	Financial year to date	MSS 2008-09
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>	0.000	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>	0.051	0.249	
Central business district	0.000	0.000	
Urban	0.051	0.191	
Short rural	0.051	0.403	
Long rural	na	na	
<i>Total exclusions</i>	0.058	0.288	
Central business district	0.000	0.000	
Urban	0.057	0.219	
Short rural	0.062	0.471	
Long rural	na	na	
<i>Distribution system</i>	0.404	1.175	na
Central business district	0.011	0.038	0.33
Urban	0.297	0.868	1.43
Short rural	0.696	1.992	2.56
Long rural	na	na	na



3.2 Additional Reliability Measures

Measure	Units	March 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	7.336	7.336	19.256	19.256
CBD	minutes	0.000	0.000	0.000	0.000
Urban	minutes	5.664	5.664	14.605	14.605
Short Rural	minutes	11.892	11.892	31.676	31.676
<i>Unplanned</i> Distribution system	minutes	31.030	25.705	185.573	81.999
CBD	minutes	0.475	0.475	1.876	1.876
Urban	minutes	23.883	18.375	138.185	58.071
Short Rural	minutes	50.446	45.553	311.545	145.642
System Average Interruption Frequency Index (SAIFI)					
<i>Planned</i> Distribution system	number	0.026	0.026	0.068	0.068
CBD	number	0.000	0.000	0.000	0.000
Urban	number	0.020	0.020	0.052	0.052
Short Rural	number	0.041	0.041	0.110	0.110
<i>Unplanned</i> Distribution system	number	0.437	0.379	1.395	1.107
CBD	number	0.011	0.011	0.038	0.038
Urban	number	0.334	0.277	1.035	0.816



4. EXPLANATION FOR EXCEEDING MSS

Explanation

Not applicable

Exceeded MSS

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events

Severe Storms

16 November 2008

Severe Storms

20 November 2008

Loss of Bulk Supply Substation at Hays Inlet⁴

10 February 2009

⁴ Supply to the Hays Inlet substation was interrupted due to a fault arising from a tree branch contacting one of the feeders supplying the substation, whilst the alternate feeder was out of service for planned maintenance.

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	2	2	100	3
Non notification Planned Interruption – Residential (GSL = \$20)	2	40	4	17	340	5
New Connection – Failure to Complete (GSL = \$40/day late)	624	123,800	1	3,365	670,040	58
Wrongful Disconnection (GSL = \$100)	40	4,000	0	105	10,500	1
Failure to Reconnect (GSL = \$40/day late)	61	5,000	0	68	5,720	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	0	0	0	0	1
Missed Scheduled Appointment (GSL = \$40)	3	120	0	17	680	2
Reliability – interruption duration (GSL = \$80)	0	0	2	1	80	32
Reliability – interruption frequency (GSL = \$80)	0	0	1	0	0	2
Total:	731	\$133,010	10	3,575	\$687,460	104

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)	9	920	0	29	2,600	0
Wrongful Disconnection (GSL = \$100)	10	1,000	0	22	2,200	0
Failure to Reconnect (GSL = \$40/day late)	2	80	0	4	160	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:	21	\$2,000	0	55	\$4,960	0

