

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT**

APRIL TO JUNE 2008

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.

Section 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 2008 and the financial year to date figures as at the end of June 2008.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-04-2008
<i>Last day of reporting period</i>	date	30-06-2008

3. RELIABILITY

3.1 Minimum Service Standard Compliance¹

Measure	June Quarter 2008	Financial year to date	MSS 2007-08
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total Including Exclusions & Major Event Days²</i>	30.942	135.839	n/a
Central business district	0.836	4.051	n/a
Urban	19.137	89.081	n/a
Short rural	58.885	245.511	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</i>	0.000	4.054	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	4.361	n/a
Short rural	0.000	3.387	n/a
Long rural	na	na	n/a
<i>NEMMCO direction</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Automatic load shedding</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Customer Caused Interruptions</i>	0.000	0.024	n/a
Central business district	0.000	0.082	n/a
Urban	0.000	0.024	n/a
Short rural	0.001	0.023	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.002	0.022	n/a
Central business district	0.000	0.000	n/a
Urban	0.002	0.031	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a

¹ The reliability statistics include single loss of supply events as required under the Code's definition of an interruption.

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 2007-08
<i>Total exclusions</i>	0.002	4.099	n/a
Central business district	0.000	0.082	n/a
Urban	0.003	4.416	n/a
Short rural	0.001	3.409	n/a
Long rural	na	na	n/a
<i>Major Event Days</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Distribution system (after exclusions)</i>	30.940	131.740	na
Central business district	0.836	3.969	20
Urban	19.134	84.665	134
Short rural	58.884	242.101	244
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number)			
<i>Total Including Exclusions & Major Event Days³</i>	0.368	1.607	n/a
Central business district	0.006	0.035	n/a
Urban	0.227	1.118	n/a
Short rural	0.703	2.758	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</i>	0.000	0.062	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.066	n/a
Short rural	0.000	0.051	n/a
Long rural	na	na	n/a
<i>NEMMCO direction</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Automatic load shedding</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Customer Caused Interruptions</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a

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 ENERGENX's network.

Measure	June Quarter 2008	Financial year to date	MSS 2007-08
<i>Total exclusions</i>	0.000	0.062	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.067	n/a
Short rural	0.000	0.052	n/a
Long rural	na	na	n/a
<i>Major Event Days</i>	0.000	0.000	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.000	n/a
Short rural	0.000	0.000	n/a
Long rural	na	na	n/a
<i>Distribution system</i>	0.368	1.545	na
Central business district	0.006	0.035	0.33
Urban	0.227	1.051	1.54
Short rural	0.703	2.706	2.63
Long rural	na	na	na

3.2 Additional Reliability Measures

Measure	Units	June 2008 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)
<i>System Average Interruption Duration Index (SAIDI)</i>					
<i>Planned</i> Distribution system	minutes	6.888	6.888	21.281	21.281
CBD	minutes	0.000	0.000	0.073	0.073
Urban	minutes	4.161	4.161	14.548	14.548
Short Rural	minutes	13.341	13.341	37.127	37.127
Long Rural	minutes	na	na	na	na
<i>Unplanned</i> Distribution system	minutes	24.054	24.052	114.558	110.459
CBD	minutes	0.836	0.836	3.978	3.896
Urban	minutes	14.975	14.972	74.534	70.117
Short Rural	minutes	45.544	45.544	208.384	204.974
Long Rural	minutes	na	na	na	na
<i>System Average Interruption Frequency Index (SAIFI)</i>					
<i>Planned</i> Distribution system	number	0.023	0.023	0.073	0.073
CBD	number	0.000	0.000	0.007	0.007
Urban	number	0.014	0.014	0.049	0.049
Short Rural	number	0.044	0.044	0.129	0.129
Long Rural	number	na	na	na	na
<i>Unplanned</i> Distribution system	number	0.345	0.345	1.534	1.472
CBD	number	0.006	0.006	0.028	0.027
Urban	number	0.213	0.212	1.068	1.001
Short Rural	number	0.660	0.660	2.628	2.577
Long Rural	number	na	na	na	na

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
<p>The rural reliability figures for 2007/08 were affected by a greater number of severe weather events. In particular, a low depression system in August 2007 caused network outages and also caused localised flooding, which extended restoration times. Severe storms and lightning damage over consecutive days in October 2007 resulted in a higher number of rural customers losing supply. And finally, strong winds in May 2008 caused a high number of vegetation-related events in the rural network.</p>	<p>Short Rural - SAIFI</p>

5. DESCRIPTION OF MAJOR EVENT DAYS

Description of Events	Date
<p><i>No recorded events</i></p>	<p>none</p>

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)	2	\$100	0	3	\$150	0
Non notification Planned Interruption – Residential (GSL = \$20)	4	\$80	1	12	\$240	2
New Connection – Failure to Complete (GSL = \$40/day late)	124	\$20,320	6	489	\$63,520	74
Wrongful Disconnection (GSL = \$100)	44	\$4,400	0	158	\$15,800	0
Failure to Reconnect (GSL = \$40/day late)	0	\$0	0	23	\$2,440	4
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	1	\$40	0
Missed Scheduled Appointment (GSL = \$40)	1	\$40	0	15	\$600	0
Reliability – interruption duration (GSL = \$80)	0	\$0	1	1	\$80	15
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	\$0	6
Total:	175	\$24,940	8	702	\$82,870	101

Notes: # A number of 'Failure to Complete New Connection' GSL claims made during May and June 2008 are still being investigated and as such have not been included in this quarter's results. There are 2,785 such claims still being investigated as of 1 August 2008 and any subsequent payments made will be reflected in the September 2008 quarter.

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)	3	\$240	0	23	\$3,760	0
Wrongful Disconnection (GSL = \$100)	4	\$400	0	215	\$21,500	2
Failure to Reconnect (GSL = \$40/day late)	0	\$0	0	20	\$1,280	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	11	\$440	0
Reliability – interruption duration (GSL = \$80)	0	\$0	0	0	\$0	0
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	\$0	0
Total:	7	\$640	0	269	\$26,980	2

Notes: # Cumulative claims for 2007-08 financial year to date;