

**ELECTRICITY INDUSTRY CODE
QUARTERLY REPORT
OCTOBER TO DECEMBER 2007**

ENERGEX LIMITED
ABN 40 078 849 055



positive energy

TABLE OF CONTENTS

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

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. The third edition of the Industry Code became effective on the 1 July 2007.

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 October to December 2007 and the financial year to date figures as at the end of December 2007.

2. ADMINISTRATIVE DATA

Measure	Units	Value
<i>Distribution Network Service Provider</i>	name	ENERGEX Limited
<i>First day of reporting period</i>	date	01-10-2007
<i>Last day of reporting period</i>	date	31-12-2007

3. RELIABILITY

3.1 Minimum Service Standard Compliance¹

Measure	December Quarter 2007	Financial year to date	MSS 2007-08
System Average Interruption Duration Index (SAIDI) – (minutes)			
<i>Total Including Exclusions & Major Event Days²</i>	39.710	68.509	n/a
Central business district	2.258	2.334	n/a
Urban	27.054	42.774	n/a
Short rural	69.283	128.850	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</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>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>	0.00120	0.00182	n/a
Central business district	0.000	0.000	n/a
Urban	0.00009	0.00022	n/a
Short rural	0.00377	0.00555	n/a
Long rural	na	na	n/a
<i>Authorised Interruption for Public Safety</i>	0.000	0.01837	n/a
Central business district	0.000	0.000	n/a
Urban	0.000	0.02656	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	December Quarter 2007	Financial year to date	MSS 2007-08
<i>Total exclusions</i>	0.00120	0.02019	n/a
Central business district	0.000	0.000	n/a
Urban	0.00009	0.02678	n/a
Short rural	0.00377	0.00555	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>	39.709	68.489	na
Central business district	2.258	2.334	20
Urban	27.054	42.747	134
Short rural	69.279	128.845	244
Long rural	na	na	na
System Average Interruption Frequency Index (SAIFI) – (number)			
<i>Total Including Exclusions & Major Event Days³</i>	0.426	0.777	n/a
Central business district	0.018	0.026	n/a
Urban	0.306	0.530	n/a
Short rural	0.707	1.356	n/a
Long rural	na	na	n/a
<i>Generation & Transmission</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>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 ENERGEX's network.

Measure	December Quarter 2007	Financial year to date	MSS 2007-08
<i>Total exclusions</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>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>	0.426	0.776	na
Central business district	0.018	0.026	0.33
Urban	0.306	0.530	1.54
Short rural	0.707	1.356	2.63
Long rural	na	na	na

3.2 Additional Reliability Measures

QCA Measures	Units	December 2007 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	4.864	4.864	9.205	9.205
CBD	minutes	0.000	0.000	0.076	0.076
Urban	minutes	3.335	3.335	6.638	6.638
Short Rural	minutes	8.440	8.440	15.236	15.236
Long Rural	minutes	na	na	na	na
<i>Unplanned</i> Distribution system	minutes	34.846	34.845	59.305	59.285
CBD	minutes	2.258	2.258	2.258	2.258
Urban	minutes	23.719	23.719	36.136	36.109
Short Rural	minutes	60.843	60.839	113.614	113.609
Long Rural	minutes	na	na	na	na
<i>System Average Interruption Frequency Index (SAIFI)</i>					
<i>Planned</i> Distribution system	number	0.017	0.017	0.033	0.033
CBD	number	0.000	0.000	0.008	0.008
Urban	number	0.011	0.011	0.023	0.023
Short Rural	number	0.029	0.029	0.057	0.057
Long Rural	number	na	na	na	na
<i>Unplanned</i> Distribution system	number	0.410	0.409	0.744	0.743
CBD	number	0.018	0.018	0.018	0.018
Urban	number	0.295	0.295	0.507	0.507
Short Rural	number	0.678	0.678	1.299	1.299
Long Rural	number	na	na	na	na

4. EXPLANATION FOR EXCEEDING MSS

Explanation	Exceeded MSS
No YTD performance figures have exceeded the MSS for 2007/08.	none

5. DESCRIPTION OF MAJOR EVENT DAYS

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

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)	0	\$0	0	0	\$0	0
Non notification Planned Interruption – Residential (GSL = \$20)	2	\$40	0	3	\$60	0
New Connection – Failure to Complete (GSL = \$40/day late)	96	\$12,120	2	130	\$15,080	2
Wrongful Disconnection (GSL = \$100)	39	\$3,900	0	74	\$7,400	0
Failure to Reconnect (GSL = \$40/day late)	10	\$1,200	4	11	\$1,240	4
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	1	\$40	0
Missed Scheduled Appointment (GSL = \$40)	3	\$120	0	8	\$320	0
Reliability – interruption duration (GSL = \$80)	0	\$0	1	1	\$80	12
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	0	6
Total:	150	\$17,380	7	228	\$24,220	24

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

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)	4	\$1,240	0	12	\$2,360	0
Wrongful Disconnection (GSL = \$100)	55	\$5,500	0	158	\$15,800	1
Failure to Reconnect (GSL = \$40/day late)	8	\$400	0	17	\$1,040	0
Hot Water Complaint – Failure to attend (GSL = \$40/day late)	0	\$0	0	0	\$0	0
Missed Scheduled Appointment (GSL = \$40)	6	\$240	0	9	\$360	0
Reliability – interruption duration (GSL = \$80)	0	\$0	0	0	\$0	0
Reliability – interruption frequency (GSL = \$80)	0	\$0	0	0	\$0	0
Total:	73	\$7,380	0	196	\$19,560	1

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