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APPROVAL OF MINIMUM SERVICE STANDARDS

In accordance with clause 5 of the *Northern Territory Electricity Standards of Service Code* ("the Code"), the Commission hereby approves the initial minimum standards for reliability, quality and customer service ("the Minimum Standards") developed by the Power and Water Corporation in conjunction with the Commission.

The Commission is satisfied that the Minimum Standards give effect to the principles set out in Schedules 1 and 2 of the Code.

The Commission's approval of the Minimum Standards is subject to the following conditions:

- (a) the Minimum Standards are approved for use until 30 June 2009;
- (b) reporting of actual performance against the approved standards is to include the available time series for each indicator back to 1999-00;
- (c) reporting of actual performance against the approved standards is to be undertaken on a disaggregated basis as and when such disaggregated information becomes available to Power and Water;
- (d) Power and Water, in consultation with the Commission, is to review the effectiveness of the Minimum Standards prior to 30 June 2009; and
- (e) the Minimum Standards must be resubmitted for approval following any changes to the Code affecting the Procedures.

The Commission notes that, pursuant to clause 8.1 of the Code, Power and Water must as soon as is practicable after the end of each financial year (and no later than 4 months after that date) report to the Commission as to the actual standards achieved in that year with respect to each of the key service performance indicators nominated in Schedule 1 to the Code.

Alan Tregilgas
Utilities Commissioner
(for the Utilities Commission)
19 July 2006