PowerWater

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Mr Alan Tregilgas
Utilities Commissioner
Utilities Commission
5th Floor, 38 Cavenagh Street
Darwin NT 0800

Dear Alan

Re: Electricity Standards of Service Code - Annual Reporting for 2006-07

In accordance with clause 8.1 of the Northern Territory Electricity Standards of Service Code (the Code), Power and Water Corporation (Power and Water) is pleased to submit the actual standards achieved in 2006-07 with respect to each of the key service performance indicators nominated in Schedule 1 of the Code (refer Attachment A).

Power and Water has provided historical annual data to allow analysis of trends over time of Network and Generation reliability indicators. Quality and customer service indicators at regional level have not been reported as systems to capture the required information are still being investigated. Wherever possible, Power and Water has provided explanations of material variations from the agreed minimum standard.

Power and Water is committed to providing quality and cost effective electricity services to its customers. In this regard, Power and Water will review the appropriateness of some of the current agreed minimum standards, and will consult with the Commission prior to the next annual report.

Please contact Ms Djuna Pollard, Manager Regulatory Affairs and Business Analysis, on 8985 8431 should you have any further queries in relation to the information provided.

Yours sincerely

Andrew Macrides
Managing Director
31 October 2007

PowerWater

Standards of Service 2006-07

KEY SERVICE PERFORMANCE INDICATORS

OCTOBER 2007

Power and Water Corporation
GPO Box 1921, Darwin NT 0801

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1 INTRODUCTION

In accordance with clause 8.1 of the Northern Territory Electricity Standards of Service Code (the Code), Power and Water Corporation (Power and Water) is pleased to submit the actual standards achieved in the 2006-07 financial year with respect to each of the key service performance indicators nominated in Schedule 1 of the Code.

1.1 Data Segmentation

Power and Water has reported Network and Generation reliability standard indicators for each region. Power and Water is investigating automated reports that will minimise the amount of manual interrogation of information systems that is currently required to collate data necessary to report against quality and customer service standard indicators at regional level.

Key service performance indicators have not been separately reported for customer categories as stipulated by Schedule 1 (4.4). This measure is not relevant to all of the indicators and as all customers are important to Power and Water, service standards must be reached and improved for all customers irrespective of category. Disaggregating into customer categories could imply different standards for different customers.

The reliability standard indicators for Networks and Generation are not able to be disseminated into customer category. Quality standard indicators and customer service indicators are measures for Retail, which does not disaggregate information into customer category.

As stipulated in Schedule 1 (4.5), key service performance indicators have been reported on a quarterly and 12 month rolling average basis where possible. Historical data for 1999-00 to 2005-06 has also been included in this report.

2 RELIABILITY STANDARDS INDICATORS

2.1 Network Reliability

Unadjusted

(a) the average minutes of off-supply per customer ("interruption duration") - SAIDI

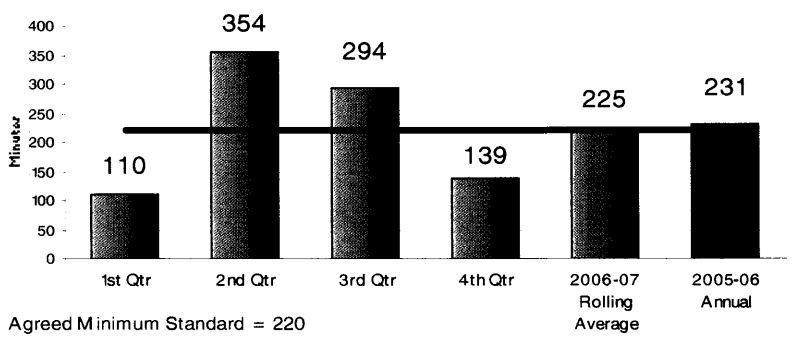
Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	219.9	110	354	294	139	225
Katherine	401.0	104	158	110	45	104
Tennant Creek	411.0	49	41	0	3	31
Alice Springs	108.0	70	151	108	115	111

Power and Water's performance in terms of SAIDI was generally in line with the agreed minimum standard. Customers in the Katherine region experienced fewer minutes of off supply per customer than the agreed minimum standard. Customers in Darwin and Alice Springs experienced off supply slightly above the agreed minimum standard by 5 and 3 minutes respectively.

A reporting system to collect SAIDI for Tennant Creek is still being implemented. Outage information is not currently managed by System Control and as such there is no automated reporting system in place to ensure every outage in the region is accurately accounted for. Presently the data is collected verbally, which is then forwarded infrequently to System Control.

Graphs 1 to 3 show Power and Water's actual performance for the unadjusted SAIDI key service performance indicator for Networks on a quarterly and annual basis.

Graph 1: Darwin Region - SAIDI



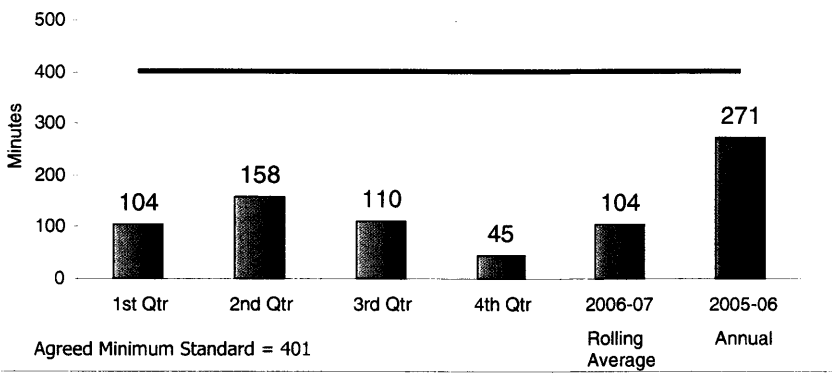
On 13 December 2006 a transmission line was directly hit by lightning causing the line to break. The lightning strike occurred on the 66kv transmission line's insulator at the point where the McMinns and Palmerston transmission lines crossed resulting in the two lines becoming entwined and causing the loss of two Zone Substations for a substantial period of time.

On 17 December 2006 a feeder was manually tripped after a member of the public was electrocuted. Safety and procedural requirements have been reviewed.

On 5 March 2007 severe storm and strong winds resulted in HV tails coming away from cable heads. Trees and branches fell on power lines in various areas, and localised flooding prevented access by work crew vehicles.

If the events that occurred on 13 December 2006 and 5 March 2007 are accepted as major event days (MEDs) and removed from the statistics, performance in the Darwin region for 2006-07 would be about 195 minutes.

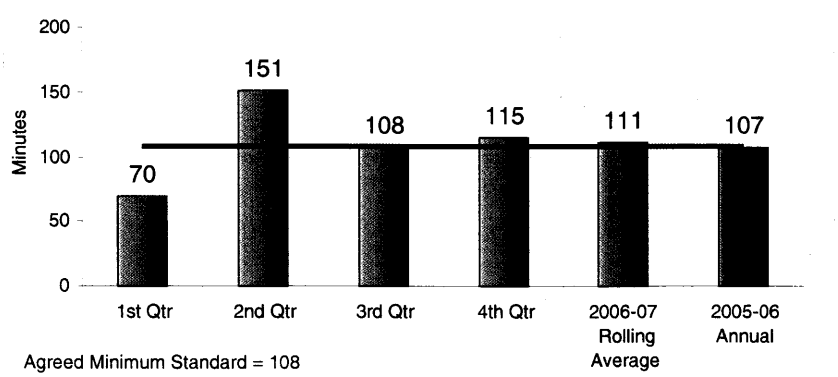
Graph 2: Katherine Region - SAIDI



Network reliability was better than the agreed minimum standard as there was no flooding in the Katherine region in 2006-07.

The second quarter data was the peak of the year at 158 minutes which resulted from trees affecting powerlines and subsequently being sectionalised and vegetation removed.

Graph 3: Alice Springs Region - SAIDI



Alice Springs experienced higher than average rainfall over the December 2006 and January 2007 period resulting in flashovers and unexpected outages.

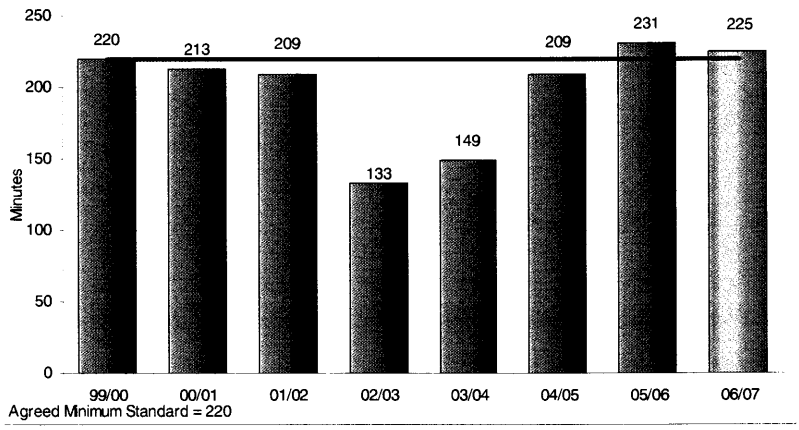
Details of larger network outages in the second quarter include:

- 3 October 2006 – replace pole on Ross Highway;
- 4 October 2006 – repairs to Bradshaw feeder;
- 6 October 2006 – accident - car hit stay wire on Larapinta Drive; and
- 7 December 2006 – replace transformer and all line hardware on Bradshaw feeder after unexpected failure.

In the third quarter there was a cable fault at the Larapinta feeder on 17 January 2007. Alice Springs experienced heavy rainfall for the month of January 2007 resulting in localised flooding.

On the 17 June 2007 the Larapinta feeder developed an intermittent fault which caused outages, and consequently, the feeder was sectionalised and checked by line patrol crew.

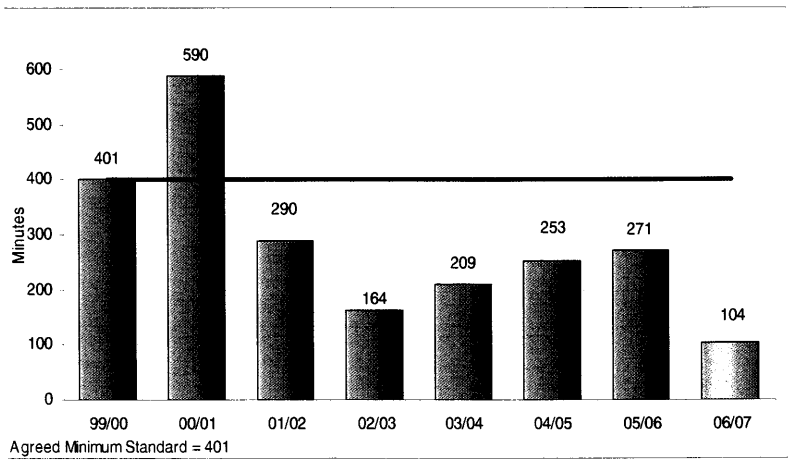
Graph 4: Darwin Region SAIDI - Historical Performance



Power and Water's SAIDI performance in the Darwin region was above the minimum standard by five minutes in 2006-07, an improvement from 2005-06 by six minutes, despite the two exceptional 'natural events' described above.

Improvement initiatives include installing bat guards on poles, installing fibre glass cross arms, installing additional reclosers (in conjunction with vegetation trimming programs), undergrounding power lines, installing overhead earth wires on all transmission lines, and investment in additional power stations to improve the adequacy and quality of power supply, in response to the surge in demand in the wet season. Power and Water work crews have continued to exceed corporate network response times, with 94% restored within 80 minutes.

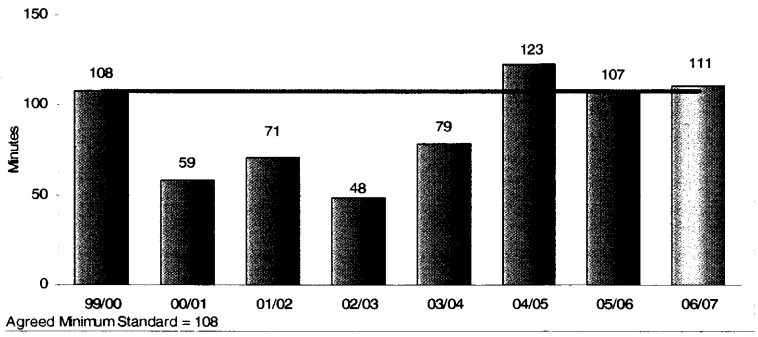
Graph 5: Katherine Region SAIDI - Historical Performance



Katherine's performance has dramatically improved from 2005-06 with a reduction in outages of 167 minutes. In 2006-07 Power and Water performed 297 minutes under the minimum standard of 401 minutes.

The Katherine region network has implemented the same performance improvements as Darwin, particularly upgrades and improvements in the Mataranka and Larrimah area to combat damages caused by the increasing flying fox problem. Katherine also experienced excellent weather conditions for 2006-07 which improved electricity supply reliability dramatically.

Graph 6: Alice Springs Region SAIDI - Historical Performance



Alice Springs SAIDI performance was three minutes above the agreed minimum standard and four minutes above the level achieved in 2005-06. The main cause of the increase in 2006-07 was the intermittent fault with the Larapinta feeder and the unexpected failure of the Bradshaw transformer. Power and Water in Alice Springs has continued to maintain and implement improvements throughout the network. The outages caused by the events above could, by definition, be classified as a 'major event day' and hence distort the data.

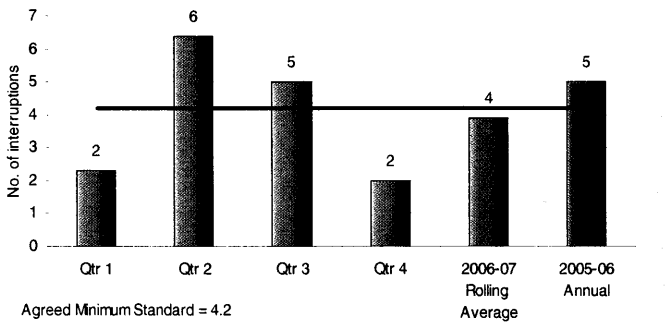
b) the average number of interruptions per customer ("interruption frequency") – SAIFI

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	4.2	2.3	6.4	5.0	2.0	3.9
Katherine	9.6	4.7	4.3	3.5	0.8	3.3
Tennant Creek	9.8	1.9	1.9	0.0	0.1	1.3
Alice Springs	2.9	1.8	3.5	3.2	3.4	3.0

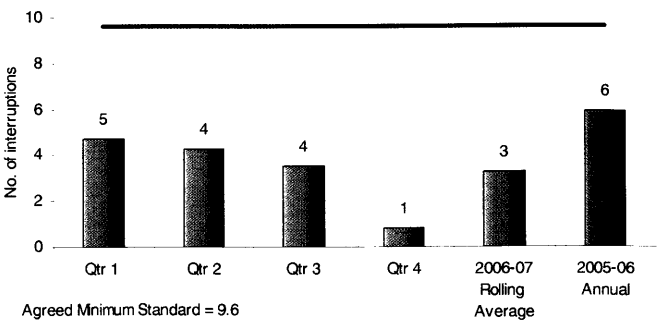
Power and Water's performance in terms of SAIFI was generally better than the minimum standard. Customers in the Darwin, Katherine and Tennant Creek regions experienced fewer interruptions than the agreed minimum standards, while Alice Springs customers experienced interruptions slightly higher than the agreed minimum standard.

Graphs 7 to 12 show Power and Water's actual performance for the unadjusted SAIFI reliability standards indicator for Networks on a quarterly and annual basis.

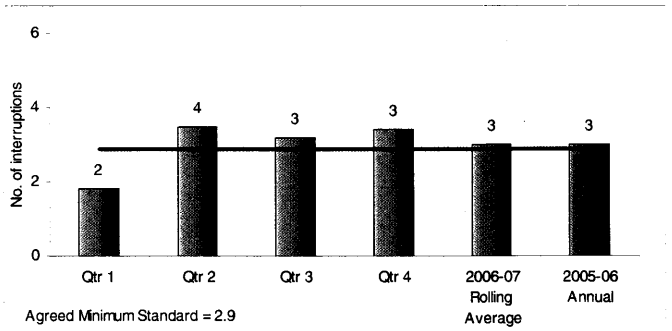
Graph 7: Darwin Region - SAIFI



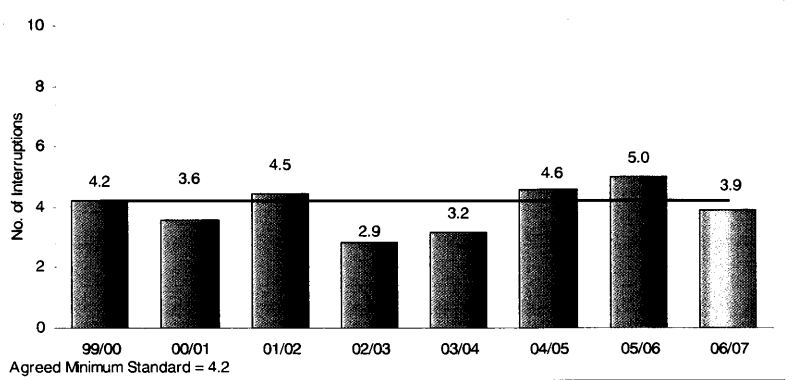
Graph 8: Katherine Region - SAIFI



Graph 9: Alice Springs Region - SAIFI

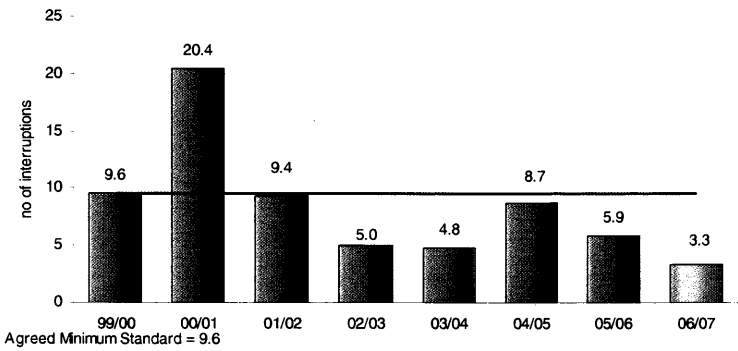


Graph 10: Darwin Region SAIFI - Historical Performance



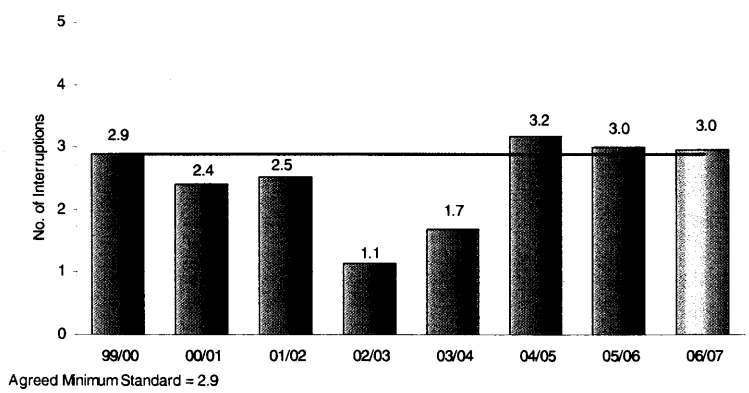
The Darwin region has experienced significant improvement in 2006-07 compared with 2005-06. This is due to the ongoing upgrades and implementation of programs described above. These initiatives have assisted in eliminating some of the smaller interruptions experienced in previous years and will be continued and should result in further improvements.

Graph 11: Katherine Region SAIFI - Historical Performance



The Katherine region continues to perform within the agreed minimum standard and significantly improved from 2005-06. This is the result of continued service improvement and favourable weather conditions.

Graph 12: Alice Springs SAIFI - Historical Performance



Alice Springs experienced unusually bad weather in 2006-07 yet the frequency of interruptions remained close to the agreed minimum standard and the performance levels achieved in the previous two years.

(c) the average interruption duration per customer – CAIDI

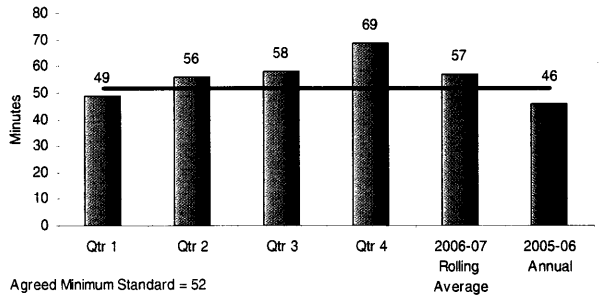
Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	52.0	49	56	58	69	57
Katherine	42.0	22	37	31	60	31
Tennant Creek	41.8	26	22	0	23	24
Alice Springs	37.2	39	43	34	34	37

Power and Water's performance in terms of CAIDI was generally in line with the agreed minimum standard. Customers in the Katherine region experienced fewer interruptions than the agreed minimum standard, while customers in Alice Springs experienced interruptions in line with the agreed minimum standard. CAIDI for customers in the

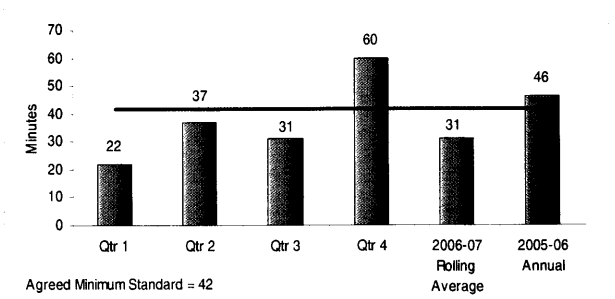
Darwin region exceeded the agreed minimum standard by 5 minutes. Data reliability issues make drawing of conclusions difficult for the Tennant Creek region.

Graphs 13 to 18 show actual performance for the unadjusted CAIDI key service performance indicators for Networks on a quarterly and annual basis.

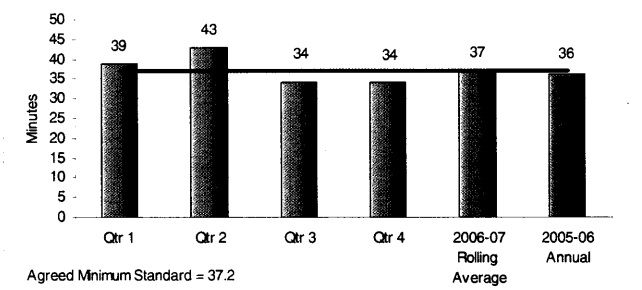
Graph 13: Darwin Region - CAIDI



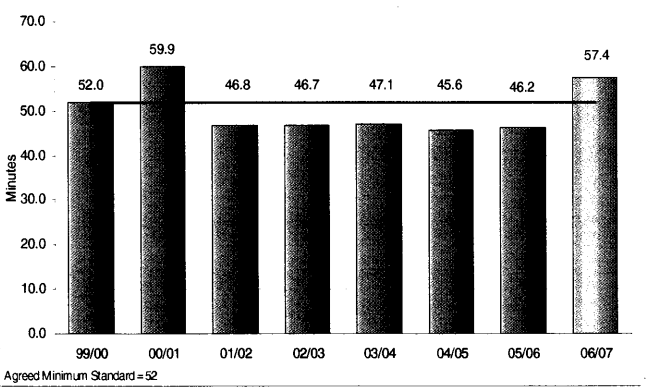
Graph 14: Katherine Region – CAIDI



Graph 15: Alice Springs - CAIDI

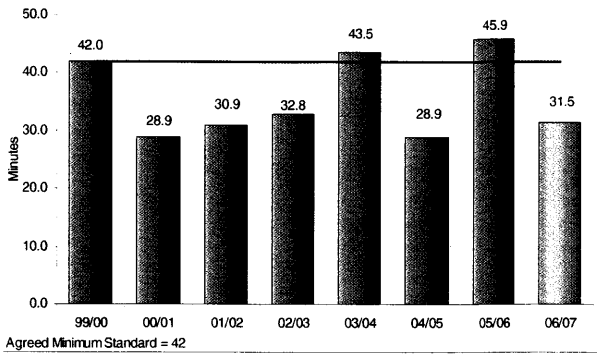


Graph 16: Darwin Region CAIDI - Historical Performance



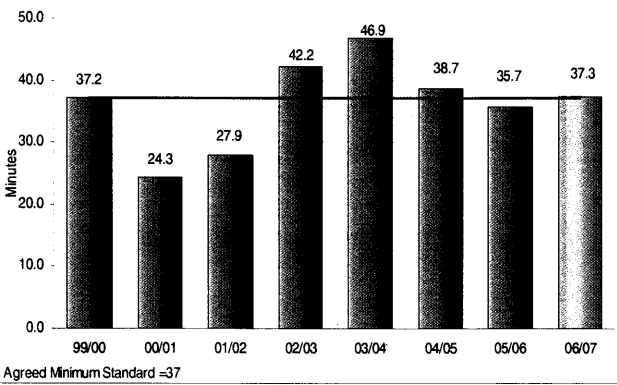
Darwin region average interruption duration per customer in 2006-07 exceeded the agreed minimum standard by 5.4 minutes. This increase can be attributed to Power and Water's improvement on SAIFI (eliminating short outages) being greater than SAIDI, hence producing a detrimental effect on CAIDI. There has been no change in the response times of work crews.

Graph 17: Katherine Region CAIDI - Historical Performance



The Katherine region operated well within the agreed minimum standard and experienced significant improvement in 2006-07 compared with 2005-06 reflecting reductions in both SAIDI and SAIFI for the region.

Graph 18: Alice Springs Region CAIDI - Historical Performance



Alice Springs CAIDI performance in 2006-07 has been relatively consistent with the previous two years.

2.2 Generation Reliability

Unadjusted

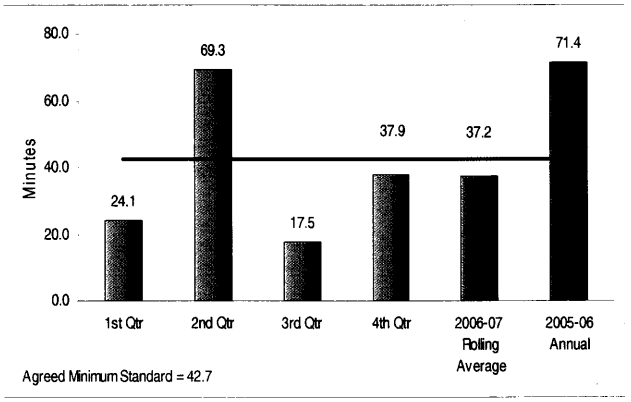
(a) the average minutes of off-supply per customer ("interruption duration") - SAIDI

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	42.7	24.1	69.3	17.5	37.9	37.2
Katherine	25.7	0.0	4.5	15.1	0.0	4.9
Tennant Creek	125.0	123.6	53.5	73.6	0.3	62.7
Alice Springs	122.5	2.1	22.7	29.4	0.0	13.5

Customers in all regions experienced average minutes of off-supply per customer that were below the agreed minimum standards.

Graphs 19 to 26 show Power and Water's actual performance for the unadjusted SAIDI key service performance indicator for Generation on a quarterly and annual basis.

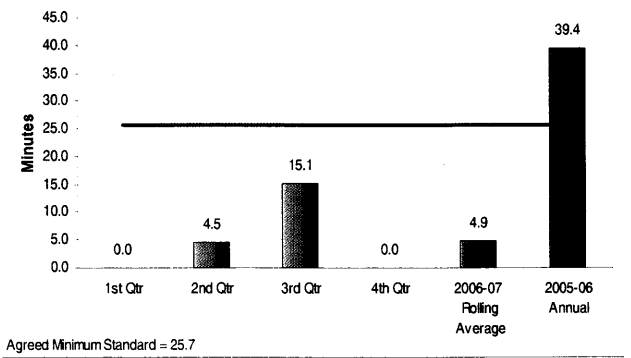
Graph 19: Darwin Region - SAIDI



The second quarter of 2006-07 was impacted by problems associated with Sets 3 and 7 at Channel Island Power Station (CIPS), including:

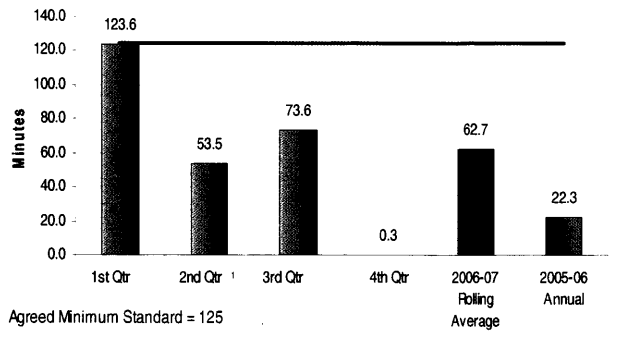
- 16 October2006 – CIPS Set 3 tripped;
- 13 December 2006 – Set 7 tripped, cause unknown; and
- 24 & 30 December 2006 – Set 7 tripped, load shed.

Graph 20: Katherine Region - SAIDI



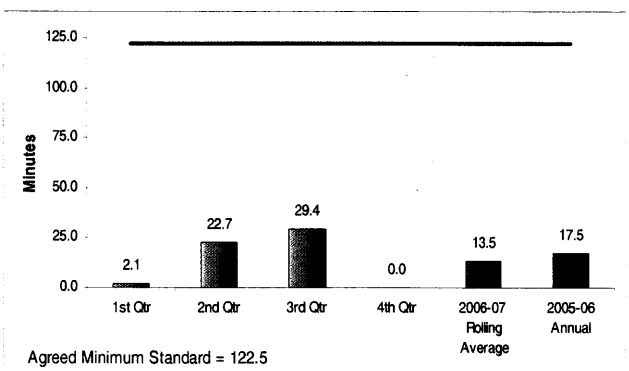
As Katherine is connected through the Darwin to Katherine Transmission Line (DKTL), events occurring in Darwin or on the DKTL impact on the Katherine system. The only significant outage occurred in quarter 3 caused by a lightning strike resulting in a set tripping at CIPS and load shedding.

Graph 21: Tennant Creek Region – SAIDI



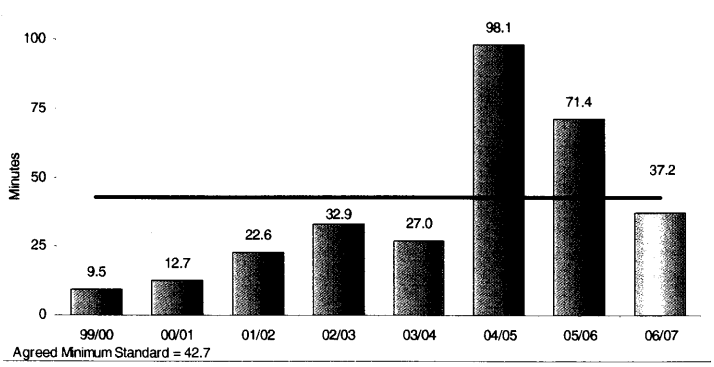
Tennant Creek performed within the agreed minimum standard of 125 minutes. The events reflected on the graph in the 1st, 2nd and 3rd quarters were caused by a recurring vibration problem involving Set 15. Stage 3 load shedding was the result of a vibration detector alarm fault shutting down Set 15.

Graph 22: Alice Springs Region - SAIDI



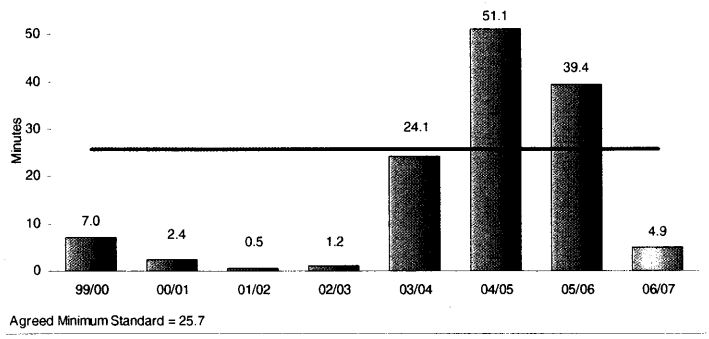
The upgrades to generation plant at Ron Goodin Power Station were completed in 2006, resulting in increased reliability from previous years.

Graph 23: Darwin Region SAIDI - Historical Performance



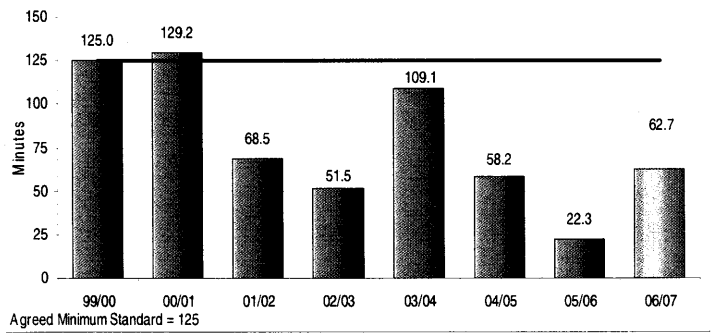
In 2006-07 Darwin region performed within the agreed minimum standard and vastly improved compared with previous years. This is the result of rectifying the vibration problems associated with CIPS Set 7.

Graph 24: Katherine Region SAIDI - Historical Performance



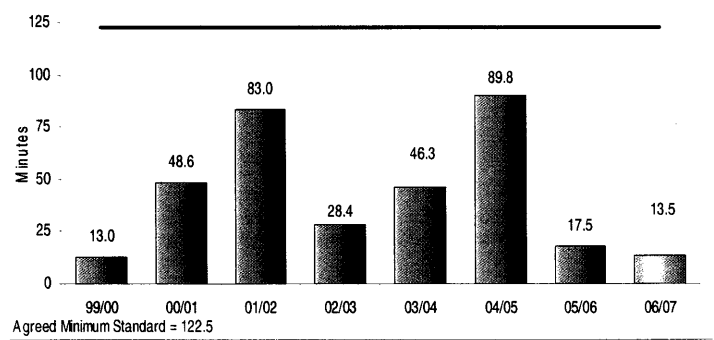
Generation reliability in the Katherine region in 2006-07 was well within the agreed minimum standard and significantly improved compared to 2005-06. Katherine is connected to Darwin through the Darwin Katherine Transmission Line (DKTL) and hence the improvements made in Darwin will directly affect Katherine.

Graph 25: Tennant Creek SAIDI - Historical Performance



Tennant Creek generation reliability was well within the agreed minimum standard, though performed worse than 2005-06 due to recurring vibration problems associated with Set 15, resulting in load shedding.

Graph 26: Alice Springs SAIDI - Historical Performance



Alice Springs has performed consistently within the minimum standard. In 2005-06 and 2006-07 increased reliability has been achieved from the generation upgrade in 2005-06.

(b) the average number of interruptions per customer ("interruption frequency") – SAIFI

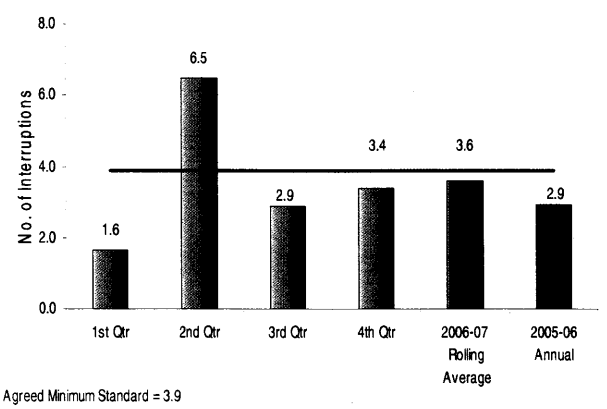
Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	3.9	1.6	6.5	2.9	3.4	3.6
Katherine	1.1	0.0	0.6	2.9	0.0	0.9
Tennant Creek	12.5	4.6	6.9	6.9	0.1	4.6
Alice Springs	3.6	0.7	3.0	6.6	0.0	2.6

All regions' performance for the key indicator of generation SAIFI compared favourably with the agreed minimum standard.

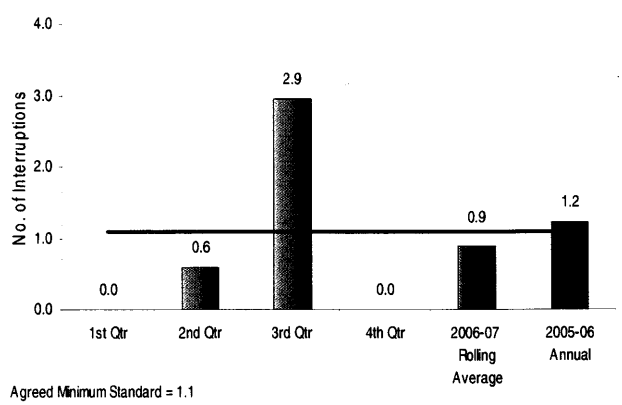
Graphs 27 to 34 show Power and Water's actual Generation SAIFI performance on a quarterly and annual basis.

The peaks that occur in some quarters for respective regions are directly related to the issues associated with SAIDI which have been mentioned above.

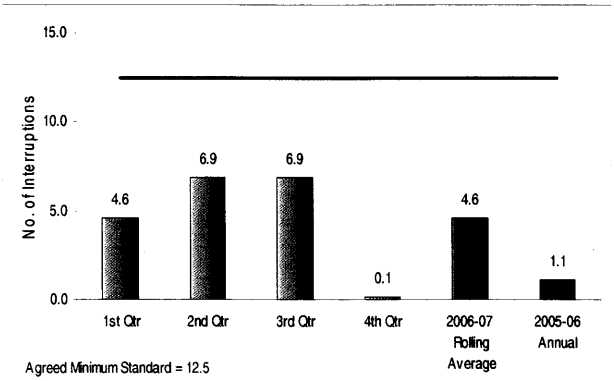
Graph 27: Darwin - SAIFI



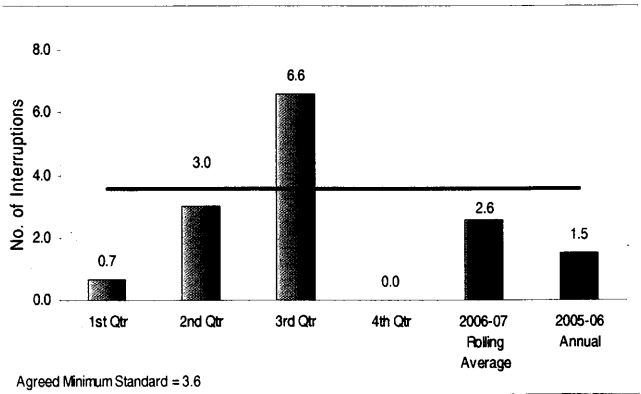
Graph 28: Katherine - SAIFI



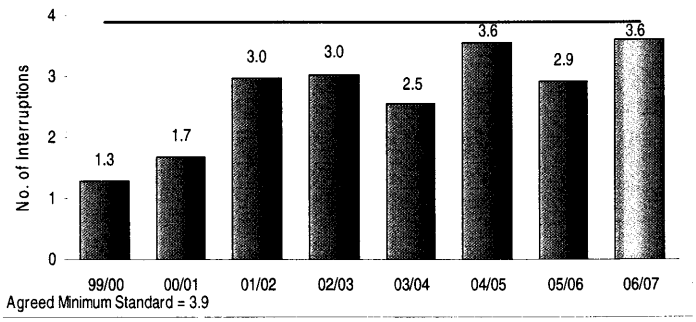
Graph 29: Tennant Creek - SAIFI



Graph 30: Alice Springs - SAIFI

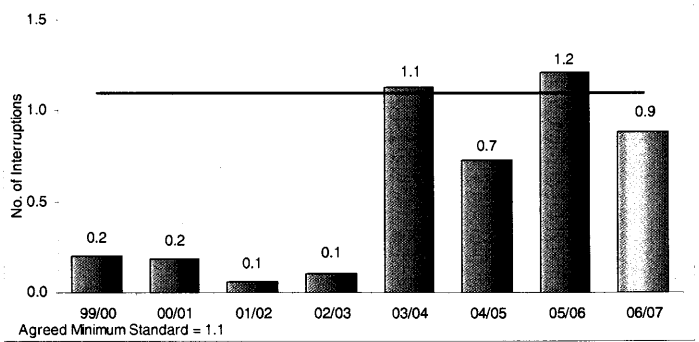


Graph 31: Darwin Region SAIFI - Historical Performance



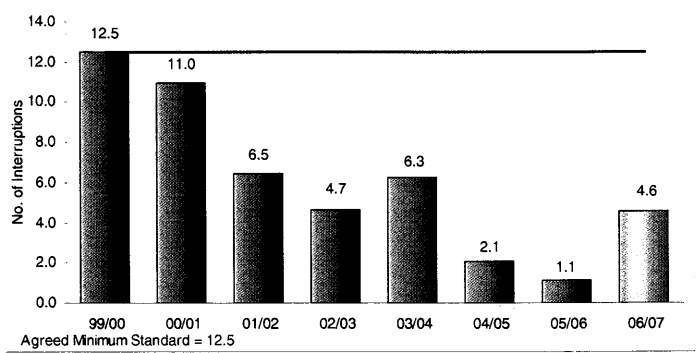
Darwin's SAIFI performance has consistently been within the agreed minimum standard. The slight increase in 2006-07 from 2005-06 is associated with CIPS Sets 3 and 7 tripping.

Graph 32: Katherine Region SAIFI - Historical Performance



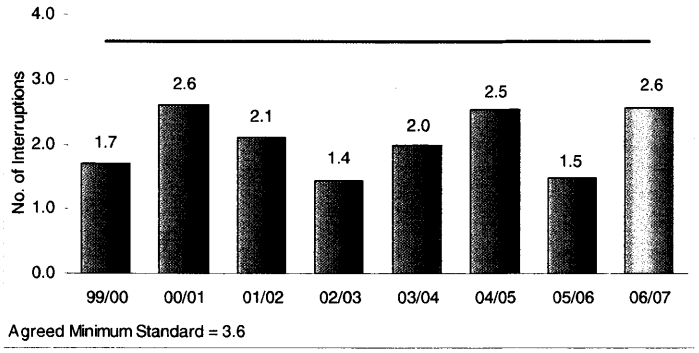
In 2006-07 the Katherine region experienced a reduced number of interruptions compared to 2005-06.

Graph 33: Tennant Creek Region SAIFI - Historical Performance



Despite Tennant Creek performing within the agreed minimum standard, there was a noticeable increase in 2006-07 compared with 2005-06 as a result of on-going load shedding associated with vibration problems on Set 15 at Tennant Creek Power Station.

Graph 34: Alice Springs Region SAIFI - Historical Performance



Similarly to Tennant Creek and Darwin, Alice Springs has consistently performed within the agreed minimum standard. The increase in 2006-07 from the previous year can be attributed to Set 9 at the Ron Goodin Power Station intermittently tripping.

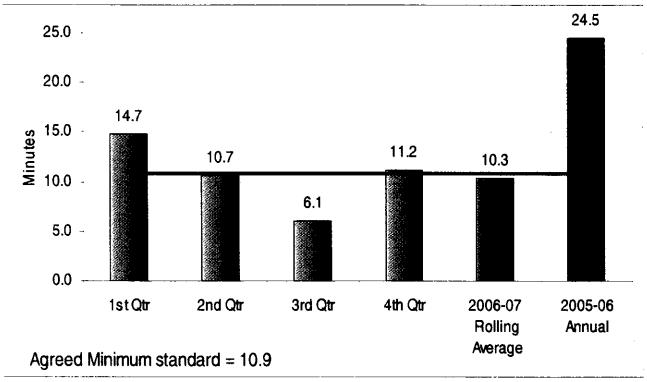
(c) the average interruption duration per customer – CAIDI

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter 3rd '06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin	10.9	14.7	10.7	6.1	11.2	10.3
Katherine	24.5	N/A	7.6	5.1	N/A	5.6
Tennant Creek	10.0	26.8	7.8	10.7	1.9	13.6
Alice Springs	34.2	3.2	7.6	4.5	N/A	5.3

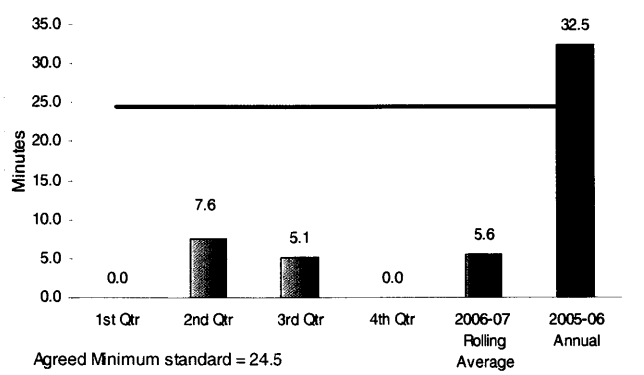
Power and Water's performance for the key indicator of Generation CAIDI compared favourably with the agreed minimum standards, with the exception of the Tennant Creek region failing to meet the agreed minimum standard by 3.6 minutes.

Graphs 35 to 42 show Power and Water's actual performance for the unadjusted CAIDI key service performance indicator for Generation on a quarterly and annual basis.

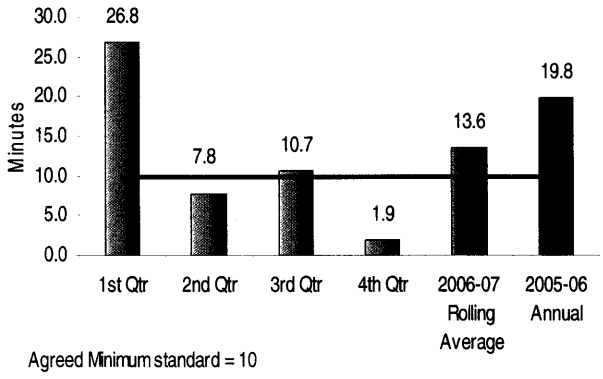
Graph 35: Darwin Region - CAIDI



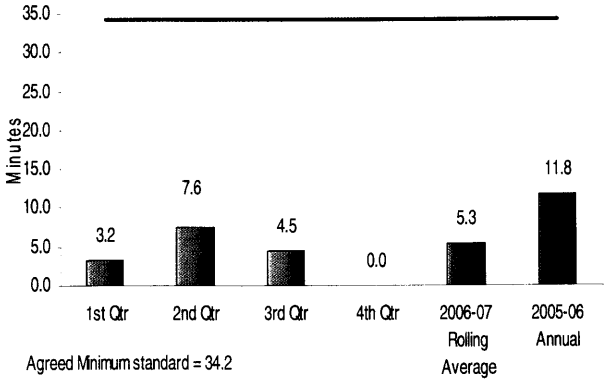
Graph 36: Katherine Region - CAIDI



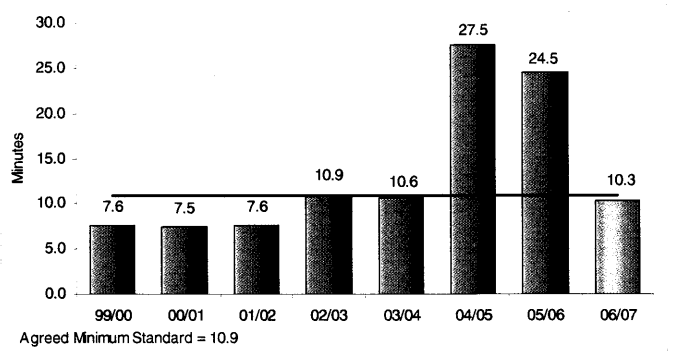
Graph 37: Tennant Creek Region - CAIDI



Graph 38: Alice Springs Region - CAIDI

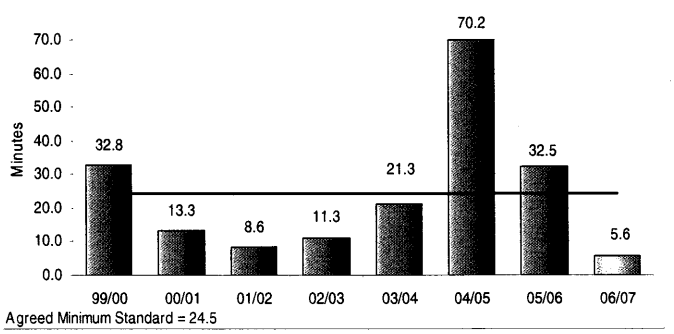


Graph 39: Darwin Region CAIDI - Historical Performance



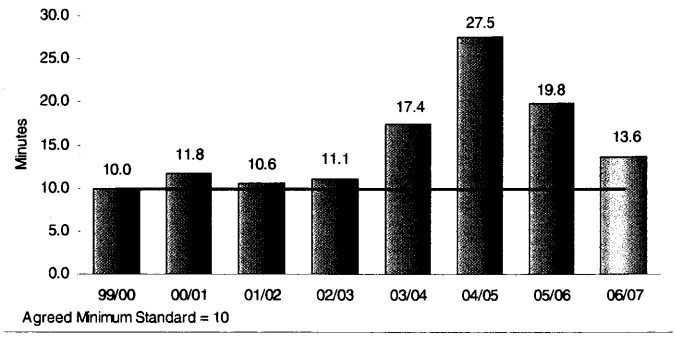
Generation performance in Darwin was better than the minimum standard and improved significantly when compared to previous years. The reduction is the result of an improvement in SAIDI whilst SAIFI remained constant.

Graph 40: Katherine Region CAIDI - Historical Performance



In 2006-07 Katherine experienced significant reductions in both SAIDI and SAIFI which is reflected in the CAIDI performance. The improvement in Darwin's performance and favourable weather conditions explain the significant difference when compared to 2005-06.

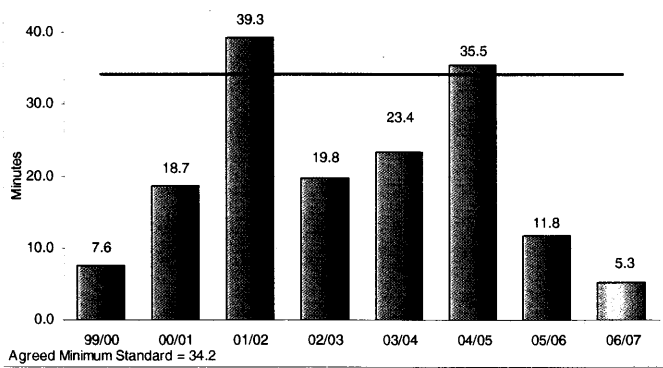
Graph 41: Tennant Creek Region CAIDI - Historical Performance



Tennant Creek, whilst not performing within the minimum standard, has improved its performance compared with previous years.

Data provided on Tennant Creek for SAIDI and SAIFI in previous years has been inconsistent. Power and Water is implementing procedures to achieve reliable performance data for Tennant Creek.

Graph 42: Alice Springs Region CAIDI - Historical Performance



Since the upgrade of Ron Goodin Power Station in 2005-06, CAIDI performance has continued to improve significantly.

2.3 Poorly-performing Feeders

Power and Water has segregated feeders into two categories, interconnected and radial distribution networks. The distinction between the two is that radial networks are predominantly supplied from one source, and there is little opportunity for interconnections with other circuits for security and continuation of supply in the event of planned and unplanned interruptions. Thus the number and duration of interruptions is higher for radial than interconnected distribution networks.

Interconnected Distribution Networks

(a) the number of feeders that experience more than 15 interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Urban	10	0	0	4	2	6
Alice Springs	4	0	0	0	3	3

Power and Water met the agreed minimum standard in both the Darwin–Urban and Alice Springs regions.

(b) the percentage of consumers supplied by feeders that experience more than 15 interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Urban	27%	0%	0%	8%	5%	13%
Alice Springs	10%	0%	0%	0%	13%	13%

Power and Water met the agreed minimum standard in the Darwin-Urban region.

(c) the number of feeders that experience more than 1500 minutes of interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Rural	9	1	1	4	2	8
Katherine	4	0	0	1	1	2

Power and Water met the agreed minimum standard in both the Darwin–Urban and Alice Springs regions.

Radial Distribution Networks

(a) the number of feeders that experience more than 27 interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Rural	8	0	2	1	2	5
Katherine	7	0	0	0	0	0
Tennant Creek	3	0	0	0	0	0

Power and Water met the agreed minimum standard in the Darwin-Rural, Katherine and Tennant Creek regions.

(b) the percentage of consumers supplied by feeders that experience more than 27 interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Rural	50%	0%	24%	9%	19%	52%
Katherine	50%	0%	0%	0%	0%	0%
Tennant Creek	32%	0%	0%	0%	0%	0%

Power and Water met the agreed minimum standard in both the Katherine and Tennant Creek regions. The agreed minimum standard was not met in the Darwin-Rural region for 2% of customers.

(c) the number of feeders that experience more than 2500 minutes of interruptions per year

Region	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
Darwin - Rural	9	0	2	1	2	5
Katherine	6	0	0	1	0	1
Tennant Creek	3	0	0	0	0	0

Power and Water met the agreed minimum standard in all regions.

Feeder Reliability Initiatives

The network reliability issues mentioned in section 2.1 translate into poor performing feeders for both radial and interconnected networks. As with network reliability, trees interfering with power lines during stormy conditions and the continuing problem of fruit bats using the lines and transformers as a perch are major contributing factors. As discussed above, initiatives are under way to alleviate both of these issues. Improvements in network reliability will translate into improvements in feeder reliability.

Power and Water has undertaken a program to install remotely controlled reclosers and switches. This will reduce the impact on customers connected to longer feeders (ie rural customers) by enabling faster isolation of the problem area. Other improvement initiatives include installing bat guards on poles, installing fibreglass cross arms, increased vegetation trimming programs, and maintaining the standard of installing overhead earth wires on all transmission lines. This is in contrast with other States which don't install overhead earth wires for more than 2-3 kms out of zone substations.

3 QUALITY STANDARD INDICATORS

3.1 Quality

(a) the number of complaints received in relation to voltage events such as voltage dips, swells, spikes etc.

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	n/a	181	310	353	185	1,029

Year-on-year comparisons of complaints received in relation to voltage events is not possible as this information was not collected in 2005-06.

4 CUSTOMER SERVICE INDICATORS

4.1 Customer Service

(a) the percentage of new connections not provided within the required time limit

New connections not provided to existing supply properties within 24 hours

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	2%	0%	0%	2%	2%	1%

Power and Water met the agreed minimum standard.

New connections not provided to new subdivisions in urban areas within 5 working days

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	10%	11.2%	17.4%	21.2%	27.3%	19.3%

Power and Water did not achieve the minimum standard for services across the Territory. This has been largely attributable to the significant increase in the number of connections in 2006-07 (1,550) compared to 2005-06 (1,068) and 2004-05 (1,087). There was an increase in total connections from 2005-06 to 2006-07 of 482 across all regions.

New connections not provided to new subdivisions where minor extensions or augmentation is required in urban areas within 10 weeks

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	35%	29%	29%	33%	35%	32%

Power and Water met the agreed minimum standard.

(b) the number and percentage of telephone calls responded to within 20 seconds from when the customer selects to speak to a human operator

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	58,679	25,270	24,288	25,225	21,779	96,562
All Customers	63%	76%	70%	66%	65%	69%

Power and Water met the agreed minimum standard in 2006-07.

As Power and Water noted in the 2005-06 Standards of Service Report, the agreed minimum standard was based on 1999-00 actual performance data that was collected for a national benchmarking study by ESAA of call centre performance. Given changes in technology and the public's choice of communications, a review of the agreed minimum standard may be prudent to better measure service standards.

The above indicator has been presented as NT wide and for all customers. Power and Water's Call Centre system is based on a '1800' number, which does not identify the geographical location of callers, nor is the type of customer (ie residential or commercial/industrial) recorded when a customer elects to speak to a human operator.

(c) the number of customer complaints

NT Wide	Agreed Minimum Standard	Power and Water's Actual Performance				
		1st Quarter Jul 06 to Sept 06	2nd Quarter Oct 06 to Dec 06	3rd Quarter Jan 07 to Mar 07	4th Quarter Apr 07 to Jun 07	Annual 2006-07
All Customers	5,146	505	424	542	446	1,917

Power and Water met the agreed minimum standard.

5 CONCLUSION

This report presents Power and Water's actual performance in 2006-07 with respect to each of the key service performance indicators nominated in Schedule 1 of the Code.

Power and Water has provided historical annual data to allow analysis of trends over time of Network and Generation reliability indicators. Wherever possible, Power and

Water has provided explanations of material variations from the agreed minimum standard.

Power and Water supports the reporting of performance information at regional level where this will assist in improving standards of service over time. Since the 2005-06 Standards of Service Report, Power and Water has commenced investigating systems to capture information that may allow quality and customer service indicators to be reliably reported at regional level.

6 CONTACT DETAILS

For clarification or further details pertaining to the information contained in this report, please contact Ms Djuna Pollard, Manager Regulatory Affairs and Business Analysis, on (08) 8985 8431 or at djuna.pollard@powerwater.com.au.