

Alcan Gove Pty Ltd - Approved Guaranteed Service Levels – 25 September 2020

Performance Indicators		Financial year			
		2020-21	2021-22	2022-23	2023-24
Duration of a single interruption :					
More than 12 hours and less than 20 hours	per event	\$46.25	\$61.43	\$77.60	\$99.50
More than 20 hours		\$72.25	\$96.20	\$121.20	\$155.50
Frequency of interruptions :					
More than 12 interruptions in a financial year	per financial year	\$46.25	\$61.43	\$77.60	\$99.50
Cumulative duration of interruptions :					
More than 40 hours of interruptions in a financial year	per financial year	\$72.25	\$96.20	\$121.20	\$155.50
Time for establishing a connection :					
Re-connection of an existing premises – within 24 hours of receipt by the network entity of a valid request for re-connection from the small customer	per day late, up to a maximum of \$300.00	\$28.75	\$38.35	\$48.40	\$62.00
New connection of a customer's premises (excluding connections requiring network extension or augmentation) – within 5 business days of receipt by the network entity of a valid electrical certificate of compliance from the small customer , or as otherwise agreed with the customer	per day late, up to a maximum of \$300.00	\$28.75	\$38.35	\$48.40	\$62.00
Time for giving notice of planned interruptions :					
At least 2 business days' notice prior to the commencement of the day upon which the planned interruption will occur		\$28.75	\$38.35	\$48.40	\$62.00
Keeping appointments:					
Within 30 minutes of the time agreed with the small customer		\$11.55	\$15.41	\$19.44	\$24.90