

Alcan Gove Pty Ltd (Alcan Gove) holds a [section 87 exemption](#) under the [Electricity Reform Act 2000](#), which allows it to operate in the Territory's electricity supply industry, including the operation of an electricity network in the township of Nhulunbuy. Alcan Gove's exemption was varied by the [Utilities Commission](#) on 4 August 2020 to include, among other changes, [guaranteed service levels](#) under the [Electricity Industry Performance Code](#), which are shown in Table 1.

Guaranteed service levels provide for payments to eligible customers when performance does not meet the defined standard of service. Guaranteed service level payments are not intended to be compensation, but rather recognition for poor service. Guaranteed service levels provide an incentive for a network provider to improve service to its worst served customers.

Alcan Gove is required to report to the [Commission](#) on its [guaranteed service level](#) performance by 31 October each year, for the preceding financial year. Due to the need to implement systems to capture relevant data following the introduction of guaranteed service level obligations, Alcan Gove's current reporting period is from 6 December 2020 to 30 June 2021.

Performance

Alcan Gove reported that it met all of its [guaranteed service levels](#) for the township of Nhulunbuy during the reporting period of 6 December 2020 to 30 June 2021, as shown in Table 1. While the Commission considers Alcan Gove's reported performance positive, it notes the shortened reporting period may have assisted in achieving this level of performance.

Table 1: Alcan Gove guaranteed service level performance in the township of Nhulunbuy, 6 December 2020 to 30 June 2021

Guaranteed service levels	6 December 2020 – 30 June 2021	
	Customers impacted	Total amount of payments (\$)
Duration of a single interruption:		
More than 12 hours and less than 20 hours	0	0
More than 20 hours	0	0
Frequency of interruptions:		
More than 12 interruptions in a financial year	0	0
Cumulative duration of interruptions:		
More than 40 hours of interruptions in a financial year	0	0
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	0	0
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	0	0
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	0	0
Keeping appointments:		
Within 30 minutes of the time agreed with the small customer	0	0