



# Performance Against Guaranteed Service Levels Pledged in our Customer Charter



## Actual 2008 Compliance Results

Service Provided	Service Standard Commitment	CitiPower	Powercor
<b>Your Electricity Supply</b>			
<b>Reliability of Supply</b>			
* Duration of unplanned sustained interruptions per customer	Not more than 20 hours	99.85%	99.40%
* Number of unplanned sustained interruptions per customer	Not more than 10	100.00%	99.89%
* Number of momentary unplanned interruptions per customer	Not more than 24	100.00%	99.82%
<b>Connecting Your Supply</b>			
* Connect electricity to a premises we have not previously supplied	By agreed date, or within 10 Business Days	100.00%	99.98%
* Connect electricity to a premises we have previously supplied	Within 1 Business Day	99.99%	99.98%
<b>Your Property</b>			
<b>Faulty Streetlight</b>			
* Repair a customer reported faulty street light (adjacent to your premises)	Within 2 Business Days	96.95%	98.36%
<b>What You Can Expect</b>			
<b>Appointments</b>			
* Be prompt in keeping appointments	Within 15 minutes	99.98%	99.99%