



Performance Against Guaranteed Service Levels Pledged in our Customer Charter



Actual 2009 Compliance Results

Service Provided

Service Standard Commitment

CitiPower

Powercor

Your Electricity Supply

Reliability of Supply

* Duration of unplanned sustained interruptions per customer	Not more than 20 hours	100.00%	98.22%
* Number of unplanned sustained interruptions per customer	Not more than 10	100.00%	99.73%
* Number of momentary unplanned interruptions per customer	Not more than 24	100.00%	99.40%

Connecting Your Supply

* Connect electricity to a premises we have not previously supplied	By agreed date, or within 10 Business Days	99.98%	99.99%
* Connect electricity to a premises we have previously supplied	Within 1 Business Day	99.99%	99.99%

Your Property

Faulty Streetlight

* Repair a customer reported faulty street light (adjacent to your premises)	Within 2 Business Days	97.89%	97.28%
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What You Can Expect

Appointments

* Be prompt in keeping appointments	Within 15 minutes	99.98%	99.97%
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