

Reliability of supply targets for 2012



Powercor Australia owns and operates the largest electricity distribution network in Victoria. We supply electricity to about 730,000 customers in central and western Victoria and Melbourne's western suburbs.

Powercor is determined to continually improve supply reliability, and has developed a range of strategies and programs in addition to the normal maintenance and growth of our network. The reliability targets set for us by the Australian Energy Regulator for 2012, which are summarised in the following table.

Reliability Measure	Outage Type	Urban Lines	Rural Short Lines	Rural Long Lines
Average minutes off supply per year (SAIDI)	Unplanned	82.5	114.8	233.8
	Planned*	16	35	70
Average frequency of unplanned interruptions per year (SAIFI)	Sustained (> 1 minute)	1.26	1.57	2.54
Average frequency of Momentary interruptions per year (MAIFI)	Momentary (< 1 minute)	1.4	2.8	6.5
Average length (in minutes) per unplanned interruption (CAIDI)		65	73	92

* Planned SAIDI target not set by Australian Energy Regulator.

Although Powercor strives to deliver a high level of reliability to customers, sometimes we are unable to meet your expectations. Powercor is required by the Australian Energy Regulator to pay specified compensation to our customers if we fail to meet certain specified service levels. In 2012 Powercor anticipates making the following number of payments to our customers.

Guaranteed Service Level	Estimated Number of Payments to Customers
Customers who experience more than 10 unplanned sustained interruptions per year	2,300
Customers who experience more than 20 hours of unplanned sustained interruptions per year	24,900
Customers who experience more than 24 momentary interruptions per year	2,900