

A community announcement

Reliability of supply targets for 2012



CitiPower operates the electricity distribution network that supplies approximately 315,000 customers in Melbourne's central business district and inner suburbs.

CitiPower is proud of its supply reliability record and is working with the Australian Energy Regulator (AER) to deliver ongoing improvements to its customers.

The targets set for us by the AER for 2012 are summarised in the following table.

CitiPower's network reliability targets for 2012 are as follows:

Greater CBD*	Average frequency of interruption per year (SAIFI)	Unplanned	0.19
		Momentary	0.03
	Average minutes disconnected per year (SAIDI)	Unplanned	11.3
		Planned ⁽¹⁾	5.90
	Average length of interruption (CAIDI)	Unplanned	61

Urban areas	Average frequency of interruption per year (SAIFI)	Unplanned	0.45
		Planned	0.03
		Momentary	0.18
	Average minutes disconnected per year (SAIDI)	Unplanned	22.4
		Planned ⁽¹⁾	9.90
Average length of interruption (CAIDI)	Unplanned	50	

⁽¹⁾ Planned SAIDI targets not set by AER.

* Includes Melbourne central business district, East Melbourne, Southbank and parts of North Melbourne and South Melbourne.

For 2012 CitiPower estimates that 100 customers will be eligible for supply restoration and low reliability payments as per section 6.3 of the Electricity Distribution Code.

The targets are based on average performance across the network, therefore some customers may receive a level of service above or below average targets.

For more information, contact us on 1300 301 101 or visit our website at www.citipower.com.au