

A community announcement

Reliability of supply targets for 2010



CitiPower operates the electricity distribution network that supplies approximately 310,000 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 to deliver ongoing improvements to its customers.

The current Distribution Code for the electricity industry requires distribution businesses such as CitiPower to publish their annual targets for supply reliability.

CitiPower's network reliability targets for 2010 are as follows:

Greater CBD*	Average frequency of interruption per year (SAIFI)	Unplanned	0.25
		Planned	0.02
		Momentary	0.03
	Average minutes disconnected per year (SAIDI)	Unplanned	14.0
		Planned	5.90
	Average length of interruption (CAIDI)	Unplanned	56

Urban areas	Average frequency of interruption per year (SAIFI)	Unplanned	0.80
		Planned	0.03
		Momentary	0.30
	Average minutes disconnected per year (SAIDI)	Unplanned	35.0
		Planned	9.90
	Average length of interruption (CAIDI)	Unplanned	44

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

For 2010 CitiPower estimates that no 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