

A community announcement

Improving your electricity supply



Powercor Australia owns and operates the largest electricity distribution network in Victoria. We supply electricity to about 700,000 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. As a result, we are confident we can better the reliability targets set for us by the Australian Energy Regulator for 2010, 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	98	118	297
	Planned	16	35	70
Average frequency of unplanned interruptions per year (SAIFI)	Sustained (> 1 minute)	1.63	1.80	3.30
Average frequency of Momentary interruptions per year (MAIFI)	Momentary (< 1 minute)	1.5	3.1	9.0
Average length (in minutes) per unplanned interruption (CAIDI)		60	66	90

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 2010 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	3,000
Customers who experience more than 20 hours of unplanned sustained interruptions per year	4,400
Customers who experience more than 24 momentary interruptions per year	6,100

Powercor is also committed to achieving high levels of customer service, and are confident in our ability to meet the following performance target.

Customer Service	Call Centre Performance
Proportion of Calls to fault line answered within 30 seconds	81%

For more information, contact us on 13 22 06 or visit our website www.powercor.com.au