

Our Ref: E2009/875
Contact Officer: Sonja Tasovac
Contact Phone: 02 6243 4909

30 April 2010

Mr Stuart Dodds
Operations Manager
APA Group
PO Box 6569
UPPER MOUNT GRAVATT QLD 4122

Dear Mr Dodds

Transmission service standards compliance review for 2009

I am writing to inform you of the outcome of the Australian Energy Regulator's (AER) review of Directlink's performance against the service standards incentive scheme for the 2009 calendar year.

In conducting the review, AER staff considered Directlink's revenue cap decision (3 March 2006), Directlink's service standards report (submitted 1 February 2010) and the AER's *Service standards guidelines*.

Following a review of Directlink's performance report for 2009, I endorse Directlink using a service standards factor of -0.978 for the 2009 calendar year, resulting in a financial incentive adjustment of -\$122 128 to apply to its maximum allowed revenue for the 2010-11 financial year.

I would like to thank you for your open and active participation and assistance, notably the prompt provision of information throughout this years review process. Should you have any queries, please Sonja Tasovac on (02) 6243 4909 to discuss further.

Yours sincerely



Mike Buckley
General Manager
Network Regulation North Branch