

Our Ref: C2008/1784
Contact Officer: Simon Bell
Contact Phone: 02 6243 1232

28 April 2009

Catherine O'Neill
Executive Manager – Network Regulation & Pricing
EnergyAustralia
GPO Box 4009
SYDNEY NSW 2001


Dear Ms O'Neill

Transmission service standards compliance review for 2008

I am writing to inform you of the outcome of the Australian Energy Regulator's (AER) review of EnergyAustralia's performance against the service standards incentive scheme for the 2008 calendar year.

In conducting the review, AER staff considered EnergyAustralia's revenue cap decision (27 April 2005), EnergyAustralia's revised service standards report (submitted 5 March 2009) and the AER's *service standards guidelines* (November 2003).

After conducting a review of EnergyAustralia's performance report for 2008, I endorse EnergyAustralia using a service standards factor of 0.724 per cent for the 2008 calendar year resulting in a financial incentive adjustment of \$900 477 to apply to its maximum allowed revenue for the 2009–10 financial year.

I would like to thank EnergyAustralia's staff for their open and active participation, and prompt provision of information, throughout this year's review process. Should you have any further enquiries please contact Simon Bell on (02) 6243 1232.

Yours sincerely


Mike Buckley
General Manager
Network Regulation North Branch