

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

28 April 2009

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

Dear Mr Dodds

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 Directlink's performance against the service standards incentive scheme for the 2008 calendar year.

In conducting the review, AER staff considered Directlink's revenue cap decision (3 March 2006), Directlink's service standards report (2 February 2009) and the AER's *Service standards guidelines* (November 2003).

After conducting a review of Directlink's performance report for 2008, I endorse Directlink using a service standards factor of -1 per cent for the 2008 calendar year resulting in a financial incentive adjustment of -\$122,462 to apply to its maximum allowed revenue for the 2009-10 financial year.

I would like to thank you for your 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