

Our ref: D10/4298



1 February 2010

Chris Pattas
General Manager
Network Regulation South Branch
Australian Energy Regulator

By email: chris.pattas@aer.gov.au

Dear Chris

Transend Service Standards compliance review 2009 (in 2010)

Please find attached Transend's Service Standards Compliance Review templates for 2009.

The following supporting information is also provided but should not be made publicly available:

- Transend's definitions of the terms and measures used in the Service Standard reporting;
- a data file "OMQ data 2009";
- an incident report – Burnie-Smithton and Burnie-Port Latta Transmission Circuit Outages 27 September 2009 – which includes Transend's rationale for seeking a force majeure exclusion for outages associated with this incident.

Should you have any queries in relation to this information please contact me on telephone 03 6274 3909 or email bess.clark@transend.com.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Bess Clark". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Bess Clark
Executive Manager Corporate Strategy & Compliance

Encl.