

Our ref: D12/2632



31 January 2012

Chris Pattas
General Manager
Network Operations and Development
Australian Energy Regulator

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

Dear Chris

Transend Service Standards compliance review 2011 (in 2012)

Please find attached Transend's Service Standards Compliance Review template for 2011.

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 2011".

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

Bess Clark
Executive Manager Corporate Strategy & Compliance

Encl.