

# *Information Disclosure by Aurora Energy Limited*

## *As at 31 March 2006*

Pursuant to the  
*COMMERCE ACT (ELECTRICITY DISTRIBUTION THRESHOLDS) NOTICE 2004*

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Date: 22 May 2006

***Information Disclosure Disclaimer***

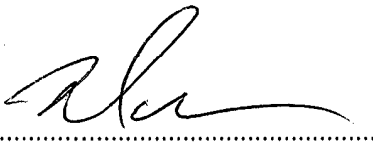
*Information disclosed in this document has been prepared solely for the purposes of the Commerce Act (Electricity Distribution Thresholds) Notice 2004.*

*The information should not be used for any other purpose than that intended under the Notice.*

*The information disclosed is for the lines business as described in the Notice. There are other activities of the Company that are not required to be reported under the Notice.*

**A CERTIFICATION OF THRESHOLD COMPLIANCE STATEMENT**

We, Raymond Stuart Polson and Ross Douglas Liddell being Directors of Aurora Energy Limited, certify that, having made all reasonable enquiry, to the best of our knowledge and belief, the attached threshold compliance statement of Aurora Energy Limited, and related information, prepared for the purposes of the Commerce Act (Electricity Distribution Thresholds) Notice 2004 complies with the requirements of that Notice.



Raymond Stuart Polson



Ross Douglas Liddell

22 May 2006

Aurora Energy Limited complies with all the requirements for each threshold at 31 March 2006 as specified in the Commerce Act (Electricity Distribution Thresholds) Notice 2004.

## B PRICE PATH THRESHOLD

Compliance with two thresholds under the price path is required and Aurora complies with both thresholds.

**Clause 5 (1) (a)** The notional revenue of a distribution business at each assessment date (calculated in accordance with the numerator of the left-hand side of the following expression) is not to exceed the allowable notional revenue of the distribution business under the CPI-X price path at that assessment date (calculated in accordance with the denominator of the left-hand side of the following expression):

<b>Test:</b>	$\frac{NR_{2006}}{R_{2006}}$	$\leq 1$
<b>Result:</b>	0.9774	$\leq 1$
<b>Result:</b>	Threshold is not breached	

Supporting evidence is presented in Appendices A, C, D and E.

**Clause 5 (1) (b)** The notional revenue of a distribution business at any time during an assessment period is not to exceed the greater of the notional revenue of the distribution business at the assessment date on which that assessment period ends and the notional revenue of the distribution business at the previous assessment date under this clause (or, if the previous assessment date is the reference date, under clause 5 of the initial Notice).

<b>Test:</b>	$\frac{NR_{Max}}{Max(NR_{2005}, NR_{2006})}$	$\leq 1$
<b>Result:</b>	\$36,241,838 / \$36,241,838	= 1
<b>Result:</b>	1.000	= 1
<b>Result:</b>	NR is equal. Threshold is not breached.	

Supporting evidence is presented in Appendices A, C, D and E.

Detailed calculations of the  $\Sigma P_{i,2006} Q_i$  at 1 March 2006 are attached, being:

⇒ the maximum  $\Sigma P_{i,2006} Q_i$  during the period 1 April 2005 to 31 March 2006

*Appendix C* → This sheet shows  $\Sigma P_{i,2006} Q_i$  for the prices at 1 October 2004, 1 May 2005, 1 October 2005 and 1 March 2006 and summarises revenues from appendices D and E.

*Appendix D* → Supporting calculations for the summary sheet ex Gentrack invoicing.

*Appendix E* → Supporting calculations for the summary sheet for variable charges ex retailers' sales reports.

## Excluded Services

The following are excluded services for the calculation of Notional Revenue:

- (a) Connection, disconnection, or reconnection services. Aurora obtains no revenue from the provision of such services since these are carried out by other parties. The contractors charge electricity retailers or consumers as appropriate.
- (b) "Non conveyance" goods and services. Aurora does not provide services such as energy use monitoring services, consulting services or the provision of information not directly related to the provision of electricity distribution. Aurora does own some buildings, for which a market-based rental is charged to the tenants.
- (c) "Other" goods and services. Aurora does earn income in the form of capital contributions where assets are vested with Aurora by consumers or developers. In all such cases, the capital contribution paid by the consumer is the residual cost of the network extension (after a contribution by Aurora to the total cost of the network extension). In addition, the consumer selects the "design and build" contractor for the network extension and, thus, would normally select the contractor tendering the lowest total cost of the network extension.
- (d) The provision of services associated with the embedded network for Heritage Estate Te Anau. This small 180-lot network was won in open competition in 2005 after the developer requested tenders for the design, build and operation of the electricity network in the subdivision.

## Transmission Charges

For the purposes of the calculations, transmission charges are the sum of the:

- (a) Transpower Connection, Interconnection, EVA credits and New Investment charges.
- (b) Avoided transmission charges paid to embedded generators.

Loss and Constraint Rentals for off take grid exit points are excluded as these are passed through to retailers each month on the basis of their share of monthly transmission charges. HVDC charges and Loss and Constraint Rentals associated with input grid exit points are excluded as these are recovered / passed through to embedded generators.

## C QUALITY THRESHOLD

Compliance with two thresholds under the quality test is required and Aurora complies with both thresholds.

### Clause 6 (1) (a) Interruption Duration (Class B&C)

Test:	$SAIDI_{2006} \leq \left( \frac{SAIDI_{1999} + SAIDI_{2000} + SAIDI_{2001} + SAIDI_{2002} + SAIDI_{2003}}{5} \right)$		
Result:	82.51	<	106.20
Result:	SAIDI does not breach threshold		

SAIDI is the sum of the planned and unplanned interruption minutes per network connection for events occurring within the Aurora network. The SAIDI for the year ended 31 March 2006 was 82.51 minutes which is less than the average SAIDI of 106.20 minutes for the five years ended 31 March 2003.

Aurora, therefore, complies with the interruption duration threshold.

Supporting evidence is presented in Appendix B.

### Clause 6 (1) (b) Interruption Frequency (Class B&C)

Test:	$SAIFI_{2006} \leq \left( \frac{SAIFI_{1999} + SAIFI_{2000} + SAIFI_{2001} + SAIFI_{2002} + SAIFI_{2003}}{5} \right)$		
Result:	1.49	<	1.62
Result:	SAIFI does not breach the threshold		

SAIFI is the sum of the planned and unplanned frequency of interruptions per network connection for events occurring within the Aurora network. The SAIFI for the year ended 31 March 2006 was 1.49 which is less than the average SAIFI of 1.62 interruptions per annum for the 5 year period ended 31 March 2003.

Aurora, therefore, complies with the interruption frequency threshold.

Supporting evidence is presented in Appendix B

## D QUALITY POLICIES AND PROCEDURES

The quality records for all outages (planned and unplanned) on the Aurora Energy Ltd network are maintained by *DELTA* Utility Services Limited (*DELTA*) under the asset services contract between the two parties for the operation and maintenance of the network. *DELTA* has management policies and procedures that are certified to ISO 9001. The quality procedures pertinent to the recording of outage information are set out in document QP2109 "Network Outage Reporting". A flow diagram from that document is set out below.

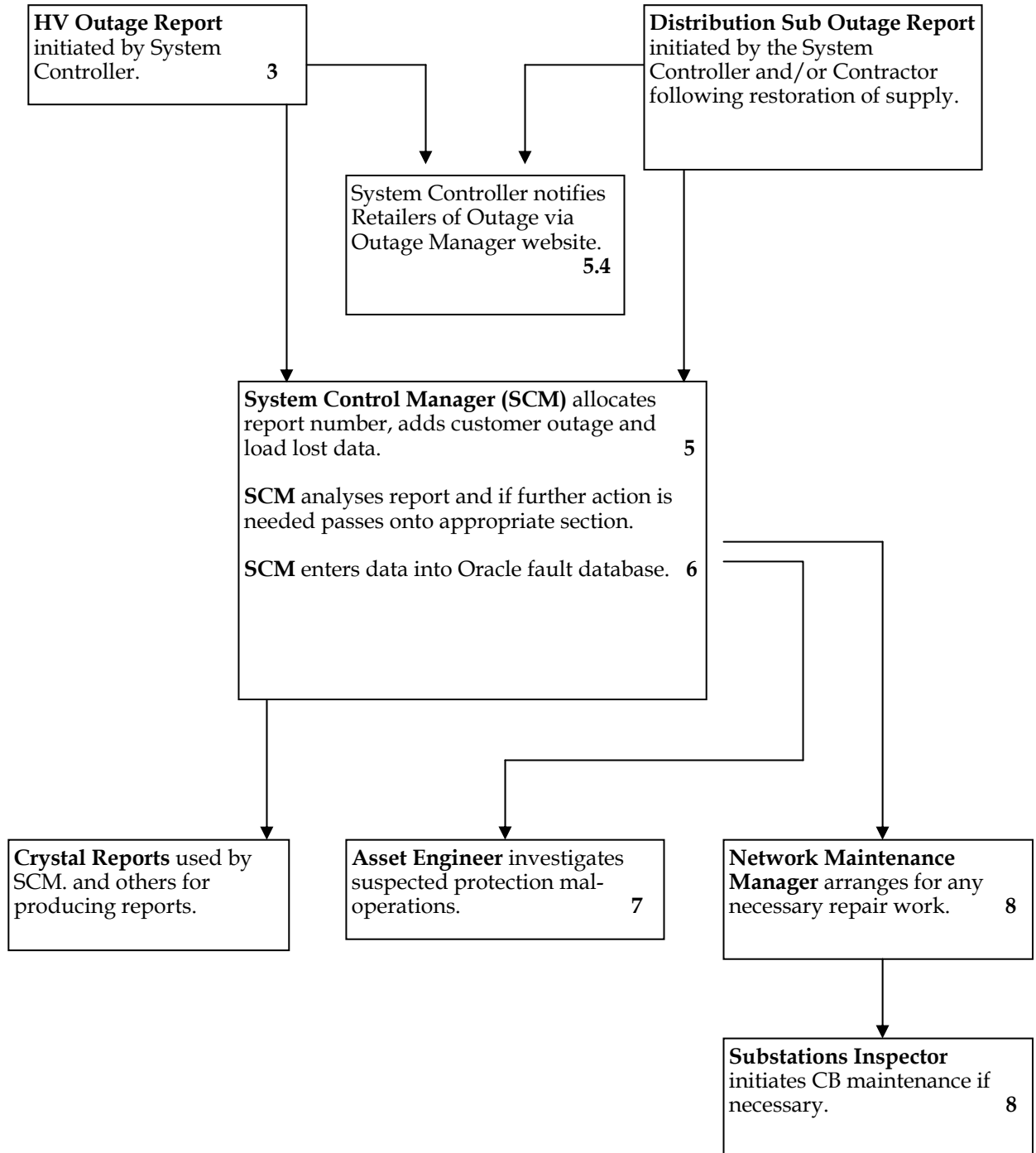


Figure 1 - Flow Diagram for Processing Outage Reports

The duty System Controller is responsible for initiating a fault report as soon as the fault occurs and, when completed, attaching the relevant information such as switching instructions, SCADA print-outs, etc. The System Control Manager also peruses the daily report from the after hours telephone answering service to ensure that reports for outages involving single HV fuses or LV fuses supplying multiple consumers are captured. All details on the fault reports are subsequently checked by the System Control Manager. He is also responsible for entering data from the report into the *DELTA* outage database. This database is used to collect data on all outages where equipment is removed from service. It therefore includes all planned interruptions and unplanned interruptions as well as those involving all HV fuses and where LV fuses supply multiple ICPs. Momentary interruptions due to circuit reclosers at zone substations less than one minute are also included. Momentary interruptions due to reclosers in the HV network that are not connected to SCADA are recorded in the database if recorded by multiple UTL devices. The outage database holds the customer-minutes interrupted for each outage along with date, time, cause, voltage of faulted circuit, load lost and number of customers affected.

Customer numbers are derived from the geographic information system (GIS) for that part of the circuit affected by the planned or unplanned outage. Each month the ICPs in the GIS are reconciled with the ICPs in the network connection database used for line charge billing to retailers. The network connection database is updated daily from the national registry and a full reconciliation with the national registry is carried out at the end of each month. The customer number used in the annual outage report is the average of the start period customer number billed to retailers and the end period customer number billed to retailers. This average number is divided into the sum of all customer-minutes interrupted to derive the SAIDI minutes.

Each month a summary of outages (including details of the major outages) is reported to the directors of Aurora Energy Ltd. This report is checked by the Operations Manager and the Network Services Manager. A separate report on outage performance is also included in the Quarterly Asset Performance Report to the directors of Aurora Energy Ltd. At the end of March each year an extract of all outages is imported into MS Excel where further analysis is carried out prior to the production of the reports for publication for the Information Disclosure Requirements. These reports are scrutinised by the Network Services Manager for consistency of coding and to ensure that all interruptions less than 1 minute or involving LV circuits are not included in the Class B or C interruptions.

## E CUSTOMER COMMUNICATIONS

The lines business, during the two year period ending 31 March 2006 is to report on various methods used to ensure that its customers are properly advised about price-quality trade offs available to them.

Aurora believes that quality consists of many components including: reliability, security of supply, voltage stability, capacity for peak demand and prompt and courteous response to enquiries. Aurora has 5 key business processes which contribute to its understanding of customer preferences in regard to price-quality trade offs and believes that the combination of these processes fully meets the criteria detailed in the Notice.

Customer engagement is an inherent business process and there are many opportunities for customers to engage with Aurora on price-quality trade offs. The processes are:

- The Asset Management Plan
- The Customer Survey
- The Demand Management Programme
- Service Failure Payments
- Connection Information

Taking each process in turn:

### 1 THE ASSET MANAGEMENT PLAN

#### (i) Advice

Aurora's Asset Management Plan details a number of issues around price-quality trade offs, so that customers are able to form a view on them, as follows:

Section 4 identifies Service Levels and Performance Targets and extracts appear in Appendix F.

Operating strategies and design choices affect network performance and are available both throughout the network and externally (transmission, embedded generation and interruptible load options). To assist the pricing of non-network options Aurora has adopted a "lost-load" approach to reliability planning, by assigning a dollar value to supply interruptions, presently as follows:

Type of Interruption	Value of kWh Unserved <sup>1</sup>
Unplanned - Residential	\$ 4
Unplanned - Other	\$40
Planned - Residential	\$ 2
Planned - Other	\$20

These values are used in assessing the cost of interruptions that result from asset operating and investment choices. Aurora has proposed these value assumptions until asset users can agree a better basis. In view of the apparent preference by consumers for cost reduction over quality improvement (see below), Aurora expects that the above values will be reduced over time, automatically rationing both operating expenditure and capital investment and thus delivering lower costs. This has now happened by default - the above rates have not been increased since they were introduced in 1999, whereas inflation and rising energy prices would otherwise imply an increase.

<sup>1</sup> Reliability of Electricity Supply, Canterbury University Centre for Advanced Engineering, 1993, page 111.



Asset management policies also specify the process by which approved maintenance and construction contractors will determine which work will be undertaken by live-working techniques. Effectively contractors must purchase network interruptions, paying a price that reflects cost of non-supply to the customers who are interrupted.

Finally, the Asset Management Plan details the Cost-of-Losses that Aurora will use in comparing investment choices between lossy and less-lossy asset configurations or designs. While this is not directly related to reliability of supply, it is a matter of choice for Aurora and does impact on the “quality” of the electricity delivery solution customers pay for.

**(ii) Consultation**

The draft Asset Management Plan is published on Aurora’s website ([www.electricity.co.nz/AMP.htm](http://www.electricity.co.nz/AMP.htm)) in April each year and comment and feedback is invited. Copies are also sent to the electricity retailers that trade across the network.

Each year, Aurora’s Asset Management Plan requests that retailers (as proxy for customers) or customers provide feedback on the value assumptions that have been made – e.g. overall reliability level, cost of non-supply for operating and investment strategies and cost of losses.

**(iii) Consider views**

To demonstrate an open consultation process, Aurora posts all submissions and comments about the draft or final Asset Management Plans on its website along with the Aurora response. One submission was received in the last two years, being the report on Aurora's AMP 2004-2014 undertaken for the Commerce Commission by PB Associates, as part of the Commission's review of the AMPs of all electricity distributors. It found that Aurora's AMP generally complied with the Commerce Commission's requirements, but made a wide range of suggestions for improvement. Aurora does not agree with all of the suggestions and has responded to the Commission at length.

A copy of the response is available at  
<http://www.electricity.co.nz/download/CCresponse062005.pdf>

**(iv) Take views into consideration**

Any submissions received on the draft Asset Management Plan is taken into account in the final Asset Management Plan published by 30 June each year. Any submissions received subsequently on the final plan are held over for the next draft plan unless they are of immediate significance.

## **2 THE CUSTOMER SURVEY**

**(i) Advice**

Since 1999, Aurora has conducted a continuous survey of mass market customers, with approximately 400 randomly selected customers being surveyed each month via a return paid card delivered to mail boxes. In addition during February 2006 a telephone survey of 400 mass market customers was carried out using external consultants.

**(ii) Consultation**

The continuous survey requests customers to indicate whether they are least satisfied with the price or the reliability of their electricity supply. The results and annual trends have been reported in the annual Asset Management Plan and are repeated here.

<b>Aurora's Price Versus Quality Survey</b>						
<b>Results to 31 March</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006<sup>2</sup></b>
Consumers Surveyed	4,123	4,220	4,327	4,554	4,641	4,221
Response Rate	20%	20%	20%	18%	18%	18%
Responses:						
Prefer higher quality	8.4%	9.3%	9.3%	7.4%	6.7%	5.3%
Prefer lower price	91.6%	90.7%	90.7%	92.6%	93.3%	94.7%

By surveying continuously, rather than at discrete intervals, the survey is unbiased by such things as specific supply interruptions or price increases, and allows an evolving assessment of customer preferences.

Additionally, those customers who have indicated dissatisfaction with the quality of their supply rather than the cost are resurveyed later to specifically explore the nature of their dissatisfaction with quality. The results of this are attached as Appendix G. It has been found that their concern has abated at the resurvey, suggesting that it related to a specific interruption rather than the general quality of supply.

The telephone survey involved 200 customers in the Dunedin area and 200 in the Central Otago area selected at random and questions covered a range of price – quality and service related issues. The main results of the survey are set out below:

<b>Aurora Customer Survey February 2006</b>				
<b>No</b>	<b>Question</b>	<b>Dunedin</b>	<b>Central</b>	<b>Total</b>
1	Price more important than quality	68% Yes 15% Unsure	86% Yes 2% Unsure	77% Yes 8% Unsure
2	Single most important issue relating to quality	No of inter- ruptions 70%	No of inter- ruptions 71%	No of inter- ruptions 71%
3	Accept 10% increase in line charges for 10% improvement in quality	68% No 12% Unsure	75% No 4% Unsure	71% No 9% Unsure
4	Acceptance of rebate should increased supply not be achieved	68% Yes 12% Unsure	88% Yes 4% Unsure	76% Yes 9% Unsure
5	Accept 10% decrease in line charges for say 10% more interruptions	44% No 16% Unsure	80% No 4% Unsure	64% No 9% Unsure
6	Acceptable time frame for restoration of supply (weighted avg)	2.8 hours	1.6 hours	2.2 hours

<sup>2</sup> Provisional results based upon survey forms received to date

**(iii) Consider views**

While the continuous survey results strongly imply that quality can be reduced, providing a price decrease results; the fact is that quality cannot be altered rapidly, so that both quality changes and consequent price changes will be marginal and, thus, relatively invisible to customers. In addition, the results from the telephone survey confirmed that price is more important than quality and few customers wished to pay higher line charges for higher quality. Conversely lower line charges for lower quality were also not desired by a majority. Customers in Central Otago had an expectation for faster restoration times compared to Dunedin and this is most likely due to the fact that a higher % of customers in Central Otago would have experienced unplanned interruptions in the last year.

As supply quality moves nearer to that required by the majority of customers there is risk that a minority will receive lesser quality than they wish. Options to provide higher quality for specific needs will be available (and involve additional charges) but will be limited by network topography. However, demand-side options (eg interruptible load, load storage, on-site generation) will also be available to the customer at their own investment. Conversely, there is no case for the majority of customers paying for higher quality than they require.

**(iv) Take views into consideration**

Aurora has always taken the results of the surveys into account when setting targets for network performance. Prior to 1999 then-urban Aurora deliberately targeted lower reliability than the SAIDI of 20 minutes that existed. Since acquisition of the rural Central Otago network in 1999 it has targeted reliability at a constant SAIDI of 90 minutes. Within this target Aurora monitors feeder performance to ensure that whilst overall quality may be acceptable, pockets of the network due not suffer unduly. Appendix H indicates that this target is considerably better than achieved by equivalent New Zealand distribution businesses. Aurora is now prevented by the quality threshold from lowering reliability even if that is the wish of its customers in order to achieve lower costs.

### **3 THE DEMAND MANAGEMENT PROGRAMME**

**(i) Advice**

From 2002, Aurora has conducted a Demand Management programme which is primarily aimed at education of large consumers on how to understand and reduce their line charges, and includes daily forecasts of when network congestion is expected to occur. During the winter period (May-August) monthly feedback is provided to customers on changes to their congestion period demand kW in response to actions by the customer. Twenty four major consumers participated in 2004 plus twenty four in 2005, with approximately 50% being new participants and 50% requiring follow up work. In 2004, the programme was extended to the Frankton region in Central Otago for the first time.

**(ii) Consultation**

During the education process and preliminary discussions, the opportunity is taken to by Aurora to also talk through with customers their capacity requirements and whether any reliability changes are needed. More information is provided on the Demand Management web page ([www.electricity.co.nz/site/dms\\_congestion.asp](http://www.electricity.co.nz/site/dms_congestion.asp)).

**(iii) Consider views**

Results from the Demand Management programme revealed that many customers were not aware that Aurora's line charge consists of several component charges and that they are able to significantly influence the level of the components, especially the congestion period demand. Most consumers on the programme have since taken steps to monitor when peak load periods occur, by listening to the ripple signal broadcast or checking the forecast congestion periods published on Aurora's website, and deferring load for part or all of the peak load period - thus significantly reducing their overall line charges. This reduction in cost with little impact on the energy delivered has enabled many customers to improve their overall quality of supply.

**(iv) Take views into consideration**

The results already achieved from the programme have encouraged Aurora to continue with it and to extend it to more large customers in 2006 with increased focus on the Central Otago area. The information gained is useful to Aurora when ripple control management is being reviewed and also enables Aurora to understand customers' use of electricity, their sensitivity to congestion period demand prices, their ability to curtail load, the impact on them when faults occur, and the influence on their behaviour of various line charge components. This knowledge is used when forecasting network demands to estimate revenue and plan capital expenditure, to schedule necessary interruptions for repair or essential maintenance and in reviewing the Use of System pricing methodology.

## **4 SERVICE FAILURE PAYMENTS**

**(i) Advice**

Service failure payments were "unilaterally" introduced by Aurora's predecessor company Dunedin Electricity in 1992, and both the existence and level of the payments led the industry for many years ([www.electricity.co.nz/97news.htm#RECEIVE](http://www.electricity.co.nz/97news.htm#RECEIVE)). These payments are fully detailed in the Use of System agreements with retailers and we understand they are at a level where they lead the industry in many respects especially in regard to the proactive role played by Aurora in making the payments. The schedules of compensation payments in the Use-of-System agreement are attached as Appendix I. Aurora understands that the retailers properly inform their customers.

**(ii) Consultation**

These payments apply to the standard Use-of-System agreement with retailers and other arrangements can be negotiated. No party has sought any alternative compensation arrangement.

The actual spend on service failure payments (effectively a line charge reduction for reduced service) over recent years is as follows:

<b>Year to 30 June</b>	<b>Events</b>	<b>Consumers Affected</b>	<b>Total Paid</b>	<b>Percent of Line Revenue</b>
2001	18	653	\$37,542	0.077%
2002	12	480	\$26,770	0.052%
2003	11	1148	\$63,336	0.119%
2004	16	415	\$25,410	0.048%
2005	24	896	\$51,553	0.091%

As a result of the modest level of such payments and the excellent delivery service provided, the quantum of compensation paid is insufficient to materially affect network design, and applies only modest pressure to operational decisions. Of far greater significance in changing behaviour are the cost-of-interruption charges Aurora applies to approved construction and maintenance contractors.

The fact that such payments cannot be offset against revenue in terms of the price Threshold is a disincentive to increasing the quantum of the payments.

**(iii) Consider views**

Views from users are considered at the time of negotiation of use-of-system agreements. Where faults involving large service failure payments occur then detailed investigations are carried out and any specific comments by retailers or their customers are actively sought.

**(iv) Take views into consideration**

Views by retailers and their customers about the conditions and size of service failure payments would be taken into consideration in negotiating Use-of-System agreements. During 2005 Aurora adopted a revised standard Use of System agreement which includes increased levels of payments for Central Otago areas to match those paid in the Dunedin area. In addition views by retailers and their customers are also taken into consideration in the annual review of the Asset Management Plan - in section 4.1 on service levels and in determining where the asset maintenance spend occurs; eg should more be spent on inspections or on capital such as more circuit reclosers?

## **5 CONNECTION INFORMATION**

**(i) Advice**

Aurora has published the following documents for customers who wish to connect to the network or who desire increased capacity from their existing connection, and they are available via its website ([www.electricity.co.nz/connection.htm](http://www.electricity.co.nz/connection.htm)).

- a) "Basic Requirements for Connection" is suitable for generally simple connections where new assets are required to be built to facilitate the connection. Options for enhanced supply are also set out in this document.
- b) "Technical Requirements for Connection" provides more information for large commercial or industrial connections where more detailed technical information is provided.
- c) "Distributed Generation less than 10kW" also provides information and requirements to facilitate early approval of requests for the connection of small generation equipment. Ensuring safety of personnel and no adverse impact on reliability are key features of the need for information and standards.
- d) "Design Notes for Designers, Consultants and Electrical Contractors" provides advice on how to ensure that ongoing line charges are minimised in relation to the capacity requested for each connection.

Aurora has authorised a number of design/build contractors who are familiar with the network connection standards and are incentivised by competitive forces to ensure that connection choices are made available to customers. These contractors advise customers on the costs of new connections and the ongoing line charges for:

- capacity options and
- enhanced reliability options and
- controlled load options such as day/night, controlled water heating, under floor heating or connecting any load onto one of the reduced service hours options.

**(ii) Consultation**

Aurora's Asset Manager meets regularly with the design/build contractors to update them where any changes in requirements occur, changes to line charges and to receive feedback on issues of concern from customers. The design/build contractors also take part in the regular review processes associated with Connection documents. Drafts of revised documents are issued to interested parties prior to final issue.

**(iii) Consider views**

All the above connections documents form part of Aurora's quality management system and are reviewed every one or two years. The feedback expressed by all design / build contractors and electricians (as proxy for customers) is taken into account during each review process.

**(iv) Take views into consideration**

All views are taken into account prior to final reissue of the documents. As the design / build contractors interact extensively with customers especially when premises are being first built then it is important that they are aware of both the initial capital cost and the ongoing line charge cost so that the customers can make appropriate tradeoffs matching their capacity and reliability options against their initial costs and the ongoing operational costs.

## **CONCLUSION**

Each of the above key processes contribute to the information available to customers so that they are able (or with appropriate assistance from electricians, designers, consultants or electricity retailers) to make appropriate price-quality trade offs. In addition Aurora has shown that there is advice, consultation, consideration of views and action via these processes and that they link back to the Asset Management Plan and assist Aurora in making its asset management decisions.

On the basis of the above initiatives and processes, Aurora believes that it complies in all respects with the customer communication threshold for price-quality trade offs.

## **AUDITORS' REPORT ON THRESHOLD COMPLIANCE STATEMENT**

To the readers of the threshold compliance statement of Aurora Energy Limited for the assessment period ended on 31 March 2006

We have examined the attached statement, which is a threshold compliance statement in respect of the price path threshold and the quality threshold prepared by Aurora Energy Limited for assessment as at 31 March 2006 and dated 22 May 2006 for the purposes of information requirements set out in clause 7 of the Commerce Act (Electricity Lines Thresholds) Notice 2004 ("the Notice"). In this report the attached statement is called "the threshold compliance statement".

### **Directors' Responsibilities**

Directors of Aurora Energy Limited are responsible for the certification, confirming the compliance or otherwise, of the threshold compliance statement in accordance with the Notice.

### **Auditors' Responsibilities**

It is our responsibility to express an independent opinion (in the form prescribed in the Notice) on the threshold compliance statement and report our opinion to you.

We conducted our audit in accordance with the Auditing Standards issued by the Institute of Chartered Accountants of New Zealand.

### **Basis of Opinion - Price Path Threshold; Quality Threshold: SAIDI and SAIFI Statistics for the Assessment Period ended 31 March 2006; and Quality Threshold: Customer Communication**

Our audit included examination, on a test basis, of evidence relevant to the amounts and disclosures contained on pages 2 to 13 and Appendices A to I of the threshold compliance statement and which relate to:

- the price path threshold set out in clause 5 of the Notice;
- the SAIDI and SAIFI statistics for the assessment period ended on 31 March 2006 which are relevant to those parts of the quality threshold that are set out in clauses 6(1)(a) and 6(1)(b) of the Notice, and
- the customer communication part of the quality threshold set out in clause 6(1)(c) of the Notice.

It also included an assessment of the significant estimates and judgements, if any, made by Aurora Energy Limited in the preparation of the threshold compliance statement and an assessment of whether the basis of preparation has been adequately disclosed.

We planned and performed our audit of the threshold compliance statement so as to obtain all the information and explanation which we considered necessary, including for the purpose of obtaining sufficient evidence to give reasonable assurance that the threshold compliance statement is free from material misstatements (whether caused by fraud or error), except that our work was limited in respect of the quality threshold: SAIDI and SAIFI statistics as explained below. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the threshold compliance statement.

## **AUDITORS' REPORT ON THRESHOLD COMPLIANCE STATEMENT**

Aurora Energy Limited

### **Basis of Opinion - Quality Threshold: SAIDI and SAIFI Statistics for the Years Ended 31 March 1999, 2000, 2001, 2002 and 2003.**

In relation to the SAIDI and SAIFI statistics for the years ended 31 March 1999, 2000, 2001, 2002 and 2003 which are relevant to those parts of the quality threshold that are set out in clauses 6(1)(a) and 6(1)(b) of the Notice. We have undertaken procedures to provide reasonable assurance that:

- the amounts and disclosures in the threshold compliance statement relating to those statistics have been correctly taken from the information disclosed by Aurora Energy Limited in accordance with the Electricity (Information Disclosure) Regulations 1999; and
- those statistics have been calculated based on the source data provided to us. We have not performed audit procedures on the source data.

### **Relationship and Interests**

We have no relationship with or interests in Aurora Energy Limited other than in our capacities as auditors of the threshold compliance statements and in the provision of other professional advisory services. We are not aware of any relationships between our firm and Aurora Energy Limited that, in our professional judgment, may reasonably be thought to impair our independence.

## **Opinions**

### **Unqualified Opinion**

We have obtained all the information and explanations we have required.

### ***Price Path Threshold***

In our opinion, having made all reasonable enquiry, to the best of our knowledge the amounts or details set out in the threshold compliance statement relating to the price path threshold set out in clause 5 of the Notice and related information have been prepared in accordance with the Notice, and give a true and fair view of the performance of Aurora Energy Limited against that threshold for the assessment period ended on 31 March 2006.

### ***Quality Threshold: SAIDI and SAIFI statistics***

In our opinion, having made all reasonable enquiry, to the best of our knowledge:

- a) the SAIDI and SAIFI statistics for the assessment period ended on 31 March 2006 which are relevant to those parts of the quality threshold that are set out in clauses 6(1)(a) and 6(1)(b) of the Notice and related information have been calculated or prepared in accordance with Aurora Energy Limited's policies and procedures for recording SAIDI and SAIFI statistics as disclosed in the threshold compliance statement, and fairly represent the performance of Aurora Energy Limited for the assessment period ended on 31 March 2006;
- b) the SAIDI and SAIFI statistics for the years ended 31 March 1999, 2000, 2001, 2002 and 2003, which are relevant to those parts of the quality threshold that are set out in clauses 6(1)(a) and 6(1)(b) of the Notice, have been correctly taken from the information disclosed by Aurora Energy Limited in accordance with the Electricity (Information Disclosure) Regulations 1999. Those statistics have been properly calculated based on the unaudited source data provided to us by Aurora Energy Limited.



**AUDITORS' REPORT ON THRESHOLD COMPLIANCE STATEMENT**

Aurora Energy Limited

***Quality Threshold: Customer Communication***

In our opinion, having made all reasonable enquiry, to the best of our knowledge the information set out in the threshold compliance statement relating to that part of the quality threshold that is set out in clause 6(1)(c) of the Notice has been prepared in accordance with the Notice, and gives a true and fair view of the performance of Aurora Energy Limited against that part of the quality threshold for the assessment period ended on 31 March 2006.

**Qualified Opinion**

Our opinion is qualified as follows:

***Quality Threshold: SAIDI and SAIFI statistics***

The scope of our audit was subject to the following limitations:

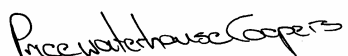
- There is no independent evidence available for the period to support the completeness and accuracy of recorded faults; and
- Control over the completeness and accuracy of ICP data included in the SAIDI and SAIFI calculations is limited throughout the period.

Because of these limitations, there are no practical audit procedures that we could adopt to confirm independently that all outage and ICP data was properly recorded for the purposes of inclusion in the amounts or details set out in the quality threshold: SAIDI and SAIFI statistics.

In these respects alone we have not obtained all the information and explanations that we have required.

Because of the potential effect of the limitations in the evidence available to us, we are unable to form an opinion as to whether the amounts or details set out in the quality threshold: SAIDI and SAIFI statistics for the assessment period ended on 31 March 2006, together with the SAIDI and SAIFI statistics for the years ended 31 March 1999, 2000, 2001, 2002 and 2003, give a true and fair view of the performance of Aurora Energy Limited against those parts of the quality threshold that are set out in clauses 6(1)(a) and 6(1)(b) of the Notice for the assessment period ended on 31 March 2006.

Our audit was completed on 22 May 2006 and our qualified and unqualified opinions are expressed as at that date.



PricewaterhouseCoopers  
Auckland  
22 May 2006

## APPENDIX A

### Clause 5 (1) (a)

$NR_{2006}$

Notional Revenue for the year ending 31 March 2006		
Term	Description	(\$)
$SP_{i,2006}Q_i$	Prices at 31 March 2006 multiplied by 31 March 2003 Base Quantities	52,862,989
$K_{2006}$	Transmission Charges for year ending 31 March 2006	16,050,668
	Rates for year ending 31 March 2006	426,311
	Electricity Commission Levies for year ending 31 March 2006	144,172
$NR_{2006} = SP_{i,2006}Q_i - K_{2006}$	Notional Revenue for the year ending 31 March 2006	36,241,838
$NR_{2005}$		
Notional Revenue for the year ending 31 March 2005 as disclosed in the 31 March 2005 Threshold Statement		
Term	Description	(\$)
$SP_{i,2005}Q_i$	Prices at 31 March 2005 multiplied by 31 March 2003 Base Quantities	51,826,523
$K_{2005}$	Transmission Charges for year ending 31 March 2005	16,021,770
	Rates for year ending 31 March 2005	237,566
	Electricity Commission Levies for year ending 31 March 2005	129,338
$NR_{2005} = SP_{i,2005}Q_i - K_{2005}$	Notional Revenue for the year ending 31 March 2005	35,437,849

**R<sub>2004</sub>**

Maximum Notional Revenue at the reference date which would not have caused the distribution business to breach the price path under the Initial Notice		
Term	Description	(\$)
$SP_{i,0} \times Q_{i,0}$	Prices at 6 September 2003 multiplied by 31 March 2003 Base Quantities	51,093,709
$C_{T2003}$	Budget Transmission Charges for year ending 31 March 2004	14,890,000
$C_{R2003}$	Budget Rates for year ending 31 March 2004	309,000
$R_{2004}$	Maximum Revenue at 31 March 2004 that would not have caused a breach under the Initial Notice	35,894,709

**Test for 5 (1) (a) - ( $NR_{2006} / R_{2006} \leq 1$ )**

Allowable Notional Revenue under CPI -X price path		
Term	Description	(\$)
$X$	X Factor	1%
$R_{2004}$	Maximum Revenue at 31 March 2004 that would not have caused a breach under the Initial Notice	35,894,709
$(1+DCPI_{2005})$	Average change in Consumer Price Index over 2004	1.0229
$(1-X)$	1-X Factor	0.99
$R_{2005}$	Allowable Notional Revenue under the CPI-X Price Path for the year ended 31 March 2005	36,349,619
$(1+DCPI_{2006})$	Average change in Consumer Price Index over 2005	1.0304
$(1-X)$	1-X Factor	0.99
$R_{2006}$	Allowable Notional Revenue under the CPI-X Price Path for the year ended 31 March 2006	37,079,029
$NR_{2006} / R_{2006}$	Expression must be less than or equal to 1 to avoid breaching 5(1)(a)	0.9774
$R_{2006} - NR_{2006}$	Value of Compliance or (Breach)	837,191

For presentation purposes, the CPI Index has been presented to four decimal places, however, for the calculation of  $R_{2006}$ , the full index (with no rounding) has been applied.

<i>DCPI<sub>2005</sub></i>			
Numerator		Denominator	
<i>CPI<sub>Q1,2004</sub></i>	1115	<i>CPI<sub>Q1,2003</sub></i>	1098
<i>CPI<sub>Q2,2004</sub></i>	1124	<i>CPI<sub>Q2,2003</sub></i>	1098
<i>CPI<sub>Q3,2004</sub></i>	1131	<i>CPI<sub>Q3,2003</sub></i>	1103
<i>CPI<sub>Q4,2004</sub></i>	1141	<i>CPI<sub>Q4,2003</sub></i>	1111
Total	4511	Total	4410
<i>DCPI<sub>2005</sub></i>	2.29%		

Source: Statistics New Zealand All Groups SE9A Index

<i>DCPI<sub>2006</sub></i>			
Numerator		Denominator	
<i>CPI<sub>Q1,2005</sub></i>	1146	<i>CPI<sub>Q1,2004</sub></i>	1115
<i>CPI<sub>Q2,2005</sub></i>	1156	<i>CPI<sub>Q2,2004</sub></i>	1124
<i>CPI<sub>Q3,2005</sub></i>	1169	<i>CPI<sub>Q3,2004</sub></i>	1131
<i>CPI<sub>Q4,2005</sub></i>	1177	<i>CPI<sub>Q4,2004</sub></i>	1141
Total	4648	Total	4511
<i>DCPI<sub>2006</sub></i>	3.04%		

Source: Statistics New Zealand All Groups SE9A Index

**Clause 5 (1) (b)**

$NR_{Max}$

Maximum Notional Revenue for the period 1 April 2005 to 31 March 2006. Enter $P \times Q$ using 31 March 2006 Prices and 31 March 2003 Base Quantities if there has been no change in prices over this period, otherwise use prices which generate the maximum notional revenue over the period when using 31 March 2003 quantities		
Term	Description	(\$)
$SP_{Max} Q_i$	Maximum Price Between 1 April 2005 and 31 March 2006 multiplied by 31 March 2003 Base Quantities	52,862,989
$K_{2006}$	Transmission Charges for year ending 31 March 2006	16,050,668
	Rates Charges for year ending 31 March 2006	426,311
	Electricity Commission Levies for year ending 31 March 2006	144,172
$NR_{Max}$	Maximum Notional Revenue for 1 April 2005 to 31 March 2006	36,241,838

**Test for 5 (1) (b) -  $(NR_{Max} / \text{Max}(NR_{2005}, NR_{2006})) \leq 1$**

Notional Revenue during the period is not to exceed the maximum of the Notional Revenue at the end of the assessment period and the Notional Revenue at the end of the previous assessment period		
Term	Description	(\$)
$NR_{Max}$	Maximum Notional Revenue for 1 April 2005 to 31 March 2006	36,241,838
$NR_{2005}$	Notional Revenue at 31 March 2005	35,437,849
$NR_{2006}$	Notional Revenue at 31 March 2006	36,241,838
$\text{Max}(NR_{2005}, NR_{2006})$	Maximum of the Notional Revenue at 31 March 2005 and the Notional Revenue at 31 March 2006	36,241,838
$NR_{Max} / \text{Max}(NR_{2005}, NR_{2006})$	If expression is greater than 1, Clause 5 (1) (b) is breached	1.0000
$\text{Max}(NR_{2005}, NR_{2006}) - NR_{Max}$	Value of Compliance or (Breach)	-

## APPENDIX B

### SAIDI and SAIFI data for 5 years ended 31 March 2003 and for year ended 31 March 2006

Year	SAIDI (Interruption Duration)			SAIFI (Interruption Frequency)		
	Class B	Class C	Total	Class B	Class C	Total
<b>1999</b>	7.90	85.00	92.90	0.06	1.95	2.01
<b>2000</b>	18.90	175.70	194.60	0.12	1.62	1.74
<b>2001</b>	16.70	62.40	79.10	0.11	1.19	1.30
<b>2002</b>	13.80	61.50	75.30	0.17	1.39 <sup>3</sup>	1.56
<b>2003</b>	20.50	68.60	89.10	0.15	1.36	1.51
	<b>Five Year Average SAIDI</b>		<b>106.20</b>	<b>Five Year Average SAIFI</b>		<b>1.62</b>
<b>2006</b>	11.72	70.80	82.51	0.09	1.40	1.49

<sup>3</sup> A coding error in the disclosed SAIFI (unplanned network interruption frequency) for the year ended 31 March 2002 was discovered during preparation of the compliance statement in 2004. The correct figure is 1.39 which replaces the previous disclosed figure of 1.46.

## APPENDIX C

Area	Description		\$ 1 Oct 04		\$ 1 May 05		\$ 1 Oct 05		\$ 1 Mar 06		Source Data	Ref
<b>HalfwayBush&amp;SouthDunedin</b>	Std Domestic variable		18,212,184		18,663,527		18,663,527		18,663,527		Retailers	1
	Std Domestic fixed		1,986,836		2,037,960		2,037,960		2,037,960		Gentrack	A
	Capacity fixed		12,578,478		12,895,791		12,895,791		12,895,791		Gentrack	B
	Street Lighting		258,012		266,372		266,372		266,372		Gentrack	C
			<b>33,035,510</b>		<b>33,863,649</b>		<b>33,863,649</b>		<b>33,863,649</b>			
<b>Frankton</b>	Std Domestic variable		3,577,347		3,614,755		3,614,755		3,614,755		Retailers	3
	Std Domestic fixed		334,100		348,003		348,003		348,003		Gentrack	G
	Capacity fixed		349,553		355,062		355,062		355,062		Gentrack	H
	General 400V fixed		-		-		-		-		Gentrack	I
	Demand Metered HHR		-		-		-		-		Retailers	13
	General 400V variable profile		-		-		-		-		Retailers	5
	General 400V variable HHR		-		-		-		-		Retailers	11
	Transition 1 capacity L3-L5		1,619,901		1,932,979		1,932,979		1,932,979		Retailers	15
	Transition 1 capacity L2		1,347,373		1,664,344		1,664,344		1,664,344		Retailers	17
	Transition 1 variable profile		537,717		-		-		-		Retailers	7
	Transition 1 variable HHR		350,147		-		-		-		Retailers	19
	General 400V fixed L1		-		-		-		-		Retailers	21
	General 400V variable profile L1		-		-		-		-		Retailers	9
	Transition 2 capacity & variable L1		585,286		585,286		588,667		588,667		Retailers	25
	QLDC St Ltg		42,933		44,060		44,060		44,060		Retailers	23
			<b>8,744,357</b>		<b>8,544,489</b>		<b>8,547,870</b>		<b>8,547,870</b>			
<b>Clyde&amp;Cromwell</b>	Std Domestic variable		5,262,727		5,535,166		5,535,166		5,535,166		Retailers	2
	Std Domestic fixed		539,333		539,333		539,333		539,333		Gentrack	D
	Capacity fixed		383,960		402,151		402,151		403,291		Gentrack	E
	General 400V fixed		-		-		-		-		Gentrack	F
	Demand Metered HHR		-		-		-		-		Retailers	12
	General 400V variable profile		-		-		-		-		Retailers	4
	General 400V variable HHR		-		-		-		-		Retailers	10
	Transition 1 capacity L3-L5		870,484		1,125,431		1,125,431		1,142,904		Retailers	14
	Transition 1 capacity L2		1,511,501		1,986,852		1,986,852		1,986,852		Retailers	16
	Transition 1 variable profile		464,263		-		-		-		Retailers	6
	Transition 1 variable HHR		152,025		-		-		-		Retailers	18
	General 400V fixed L1		-		-		-		-		Retailers	20
	General 400V variable profile L1		-		-		-		-		Retailers	8
	Transition 2 capacity & variable L1		817,200		817,200		797,586		797,586		Retailers	24
	CODC St Lighting		45,164		46,337		46,337		46,337		Retailers	22
			<b>10,046,656</b>		<b>10,452,471</b>		<b>10,432,857</b>		<b>10,451,470</b>			
<b>Grand Total</b>			<b>51,826,523</b>		<b>52,860,609</b>		<b>52,844,376</b>		<b>52,862,989</b>			

## APPENDIX D

Area	Load Group		Base Quantity as at 31 March 2003	Price \$/1000k		Network \$		Transmission \$		Network Rev \$		Price \$/1000k		Network \$		Transmission \$		Network Rev \$		Price \$/1000k		Network \$		Transmission \$		Network Rev \$	
				1/10/2004	1/10/2004	1/10/2004	1/10/2004	1/10/2004	1/05/2005	1/05/2005	1/05/2005	1/10/2005	1/10/2005	1/10/2005	1/10/2005	1/10/2005	1/10/2005	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006	1/03/2006
Dunedin	Standard Domestic 15	Number	44,014	45.08	-	1,984,159	-	1,984,159	46.24	-	2,035,215	-	2,035,215	46.24	-	2,035,215	-	2,035,215	46.24	-	2,035,215	-	2,035,215	-	2,035,215		
Dunedin		Total Capacity KVA	880,225	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Dunedin	Standard Domestic 8	Number	440	5.98	-	2,670	-	2,670	6.13	-	2,745	-	2,745	6.13	-	2,745	-	2,745	6.13	-	2,745	-	2,745	-	2,745		
Dunedin		Total Capacity KVA	3,582	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		A				1,986,836	-	1,986,836			2,037,960	-	2,037,960			2,037,960	-	2,037,960			2,037,960	-	2,037,960		2,037,960		
Dunedin	L0	Number	66	93.23	43.35	6,301	2,930	9,231	97.47	42.96	6,587	2,903	9,491	97.47	42.96	6,587	2,903	9,491	97.47	42.96	6,587	2,903	9,491				
Dunedin		Total Capacity KVA	88	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Dunedin	LOA	Number	50	193.54	93.75	11,209	5,430	16,639	202.35	92.91	11,719	5,301	17,100	202.35	92.91	11,719	5,301	17,100	202.35	92.91	11,719	5,301	17,100				
Dunedin		Total Capacity KVA	116	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Dunedin	Load Group 1	Number	3,623	9.07	-	32,860	-	32,860	9.48	-	34,345	-	34,345	9.48	-	34,345	-	34,345	9.48	-	34,345	-	34,345				
Dunedin		Total Capacity KVA	54,344	8.52	1.50	463,009	81,516	544,524	8.91	1.49	484,203	80,972	565,175	8.91	1.49	484,203	80,972	565,175	8.91	1.49	484,203	80,972	565,175				
Dunedin		Total CPD kW	8,305	80.50	52.10	673,308	435,820	1,109,200	83.66	52.13	699,821	436,071	1,135,892	83.66	52.13	699,821	436,071	1,135,892	83.66	52.13	699,821	436,071	1,135,892				
Dunedin	Load Group 1A	Number	216	9.07	-	1,948	-	1,948	9.48	-	2,036	-	2,036	9.48	-	2,036	-	2,036	9.48	-	2,036	-	2,036				
Dunedin		Total Capacity KVA	1,719	9.86	2.35	16,939	4,037	20,977	10.31	2.33	17,713	4,003	21,716	10.31	2.33	17,713	4,003	21,716	10.31	2.33	17,713	4,003	21,716				
Dunedin		Total CPD kW	211	80.50	52.10	16,977	10,907	27,884	83.66	52.13	17,643	10,994	28,637	83.66	52.13	17,643	10,994	28,637	83.66	52.13	17,643	10,994	28,637				
Dunedin	Load Group 2	Number	2,447	15.12	-	36,997	-	36,997	15.01	-	38,686	-	38,686	15.01	-	38,686	-	38,686	15.01	-	38,686	-	38,686				
Dunedin		Total Capacity KVA	125,896	14.71	2.09	1,851,341	263,039	2,114,379	15.33	2.07	1,929,371	260,522	2,189,893	15.33	2.07	1,929,371	260,522	2,189,893	15.33	2.07	1,929,371	260,522	2,189,893				
Dunedin		Total CPD kW	22,589	56.25	51.22	1,270,654	1,157,029	2,427,683	55.31	52.76	1,249,420	1,191,817	2,441,236	55.31	52.76	1,249,420	1,191,817	2,441,236	55.31	52.76	1,249,420	1,191,817	2,441,236				
Dunedin		Other Charge	(659)	-	-	(659)	-	(659)	-	-	(659)	-	(659)	-	-	(659)	-	(659)	-	-	(659)	-	(659)				
Dunedin	Load Group 3	Number	101	349.10	-	35,201	-	35,201	364.98	-	36,802	-	36,802	364.98	-	36,802	-	36,802	364.98	-	36,802	-	36,802				
Dunedin		Total Capacity KVA	19,811	21.36	4.10	423,165	81,225	504,390	22.33	4.06	442,381	80,433	522,814	22.33	4.06	442,381	80,433	522,814	22.33	4.06	442,381	80,433	522,814				
Dunedin		Total KVA-KM	1,320	0.17	-	224	-	224	0.18	-	238	-	238	0.18	-	238	-	238	0.18	-	238	-	238				
Dunedin		Total CPD kW	5,769	48.80	50.12	281,563	288,568	570,151	49.12	51.67	282,830	297,513	580,343	49.12	51.67	282,830	297,513	580,343	49.12	51.67	282,830	297,513	580,343				
Dunedin		Other Charge	(4,039)	-	-	(4,039)	-	(4,039)	-	-	(4,039)	-	(4,039)	-	-	(4,039)	-	(4,039)	-	-	(4,039)	-	(4,039)				
Dunedin	Load Group 3A	Number	88	349.10	-	30,837	-	30,837	364.98	-	32,240	-	32,240	364.98	-	32,240	-	32,240	364.98	-	32,240	-	32,240				
Dunedin		Total Capacity KVA	26,654	19.80	4.10	567,356	117,483	684,839	20.70	4.06	593,145	116,337	709,481	20.70	4.06	593,145	116,337	709,481	20.70	4.06	593,145	116,337	709,481				
Dunedin		Total KVA-KM	2,712	0.17	-	376	-	376	0.18	-	398	-	398	0.18	-	398	-	398	0.18	-	398	-	398				
Dunedin		Total CPD kW	9,591	48.90	50.12	460,511	480,200	940,711	49.12	51.67	470,619	495,050	965,669	49.12	51.67	470,619	495,050	965,669	49.12	51.67	470,619	495,050	965,669				
Dunedin		Other Charge	(1,742)	-	-	(1,742)	-	(1,742)	-	-	(1,742)	-	(1,742)	-	-	(1,742)	-	(1,742)	-	-	(1,742)	-	(1,742)				
Dunedin	Load Group 4	Number	66	932.00	-	51,027	-	51,027	974.41	-	53,349	-	53,349	974.41	-	53,349	-	53,349	974.41	-	53,349	-	53,349				
Dunedin		Total Capacity KVA	30,752	11.60	4.10	38,752	11,600	50,352	12.43	4.06	41,687	12,433	53,116	12.43	4.06	41,687	12,433	53,116	12.43	4.06	41,687	12,433	53,116				
Dunedin		Total KVA-KM	2,663	0.17	-	451	-	451	0.18	-	477	-	477	0.18	-	477	-	477	0.18	-	477	-	477				
Dunedin		Total CPD kW	12,181	37.20	50.12	453,143	610,524	1,063,667	37.39	51.67	455,457	629,405	1,084,862	37.39	51.67	455,457	629,405	1,084,862	37.39	51.67	455,457	629,405	1,084,862				
Dunedin		Other Charge	185,371	-	-	185,371	-	185,371	-	-	185,371	-	185,371	-	-	185,371	-	185,371	-	-	185,371	-	185,371				
Dunedin	Load Group 5	Number	9	932.00	-	8,621	-	8,621	974.41	-	9,013	-	9,013	974.41	-	9,013	-	9,013	974.41	-	9,013	-	9,013				
Dunedin		Total Capacity KVA	36,375	7.96	4.10	289,546	149,138	438,683	8.32	4.06	302,640	147,883	450,523	8.32	4.06	302,640	147,883	450,523	8.32	4.06	302,640	147,883	450,523				
Dunedin		Total KVA-KM	4,113	0.17	-	659	-	659	0.18	-	740	-	740	0.18	-	740	-	740	0.18	-	740	-	740				
Dunedin		Total CPD kW	14,129	21.97	50.12	310,409	708,133	1,018,542	22.97	51.67	324,537	730,033	1,064,570	22.97	51.67	324,537	730,033	1,064,570	22.97	51.67	324,537	730,033	1,064,570				
Dunedin		Other Charge	92,310	-	-	92,310	-	92,310	-	-	92,310	-	92,310	-	-	92,310	-	92,310	-	-	92,310	-	92,310				
		B				8,023,516	4,554,962	12,578,478			8,249,342	4,646,449	12,895,791			8,249,342	4,646,449	12,895,791			8,249,342	4,646,449	12,895,791				
Dunedin	Street Lighting	Fixed	1	196,000	62,012	196,000	62,012	258,012	204,918	61,454	204,918	61,454	266,372	204,918	61,454	204,918	61,454	266,372	204,918	61,454	204,918	61,454	266,372				
		C																									
CYD/CML	Standard Domestic 15	Number	9,953	0.15	-	539,255	-	539,255	54.73	-	539,255	-	539,255	54.73	-	539,255	-	539,255	54.73	-	539,255	-	539,255				
CYD/CML		Total Capacity KVA	147,795	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
CYD/CML	Standard Domestic 8	Number	5	14.90	-	78	-	78																			



Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2006

Area	Load Group		Base Quantity as at 31 March 2003	Price \$ 1/10/04		Network \$ Transmission \$ Notional Rev \$			Price \$ 1/5/05		Network \$ Transmission \$ Notional Rev \$			Price \$ 1/10/05		Network \$ Transmission \$ Notional Rev \$			Price \$ 1/3/06		Network \$ Transmission \$ Notional Rev \$		
				Network	Transmission	1/10/2004	1/10/2004	1/10/2004	Network	Transmission	1/05/2005	1/05/2005	1/05/2005	Network	Transmission	1/10/2005	1/10/2005	1/10/2005	Network	Transmission	1/03/2006	1/03/2006	1/03/2006
FKN	Standard Domestic 15	Number	6,348	52.54		333,502	-	333,502	54.73		347,403	-	347,403	54.73		347,403	-	347,403	54.73		347,403	-	347,403
FKN		Total Capacity KVA	95,214			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN		Adjustment Total	554			554	-	554			554	-	554			554	-	554			554	-	554
FKN	Standard Domestic 8	Number	3	14.34		44	-	44	15.00		46	-	46	15.00		46	-	46	15.00		46	-	46
FKN		Total Capacity KVA	25			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
			0			334,100	-	334,100			348,003	-	348,003			348,003	-	348,003			348,003	-	348,003
FKN	Load Group 0	Number	44	96.53	50.04	4,344	2,206	6,549	102.67	48.09	4,526	2,120	6,646	102.67	48.09	4,526	2,120	6,646	102.67	48.09	4,526	2,120	6,646
FKN		Total Capacity KVA	139			25,989	14,620	40,609	195.18	101.26	27,081	14,050	41,131	195.18	101.26	27,081	14,050	41,131	195.18	101.26	27,081	14,050	41,131
FKN	Load Group 0A	Total Capacity KVA	278			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN	Load Group 1	Number	73	8.78		644	-	644	9.15		671	-	671	9.15		671	-	671	9.15		671	-	671
FKN		Total Capacity KVA	1,100	13.61	3.95	14,971	4,345	19,316	14.18	3.80	15,598	4,100	19,778	14.18	3.80	15,598	4,100	19,778	14.18	3.80	15,598	4,100	19,778
FKN		Total CPD kW	154	84.86	54.76	13,095	8,444	21,528	88.42	52.62	13,634	8,114	21,747	88.42	52.62	13,634	8,114	21,747	88.42	52.62	13,634	8,114	21,747
FKN	Load Group 1A	Number	14	0.70		127	-	127	9.15		132	-	132	9.15		132	-	132	9.15		132	-	132
FKN		Total Capacity KVA	105	14.80	4.77	1,590	499	2,089	15.53	4.58	1,625	479	2,105	15.53	4.58	1,625	479	2,105	15.53	4.58	1,625	479	2,105
FKN		Total CPD kW	16	84.86	54.76	1,398	902	2,300	88.42	52.62	1,457	867	2,324	88.42	52.62	1,457	867	2,324	88.42	52.62	1,457	867	2,324
FKN	Load Group 2	Number	110	14.64		1,613	-	1,613	15.25		1,680	-	1,680	15.25		1,680	-	1,680	15.25		1,680	-	1,680
FKN		Total Capacity KVA	4,934	20.01	4.39	98,734	21,661	120,396	20.85	3.87	102,879	19,096	121,975	20.85	3.87	102,879	19,096	121,975	20.85	3.87	102,879	19,096	121,975
FKN		Total CPD kW	715	64.19	51.91	45,872	37,087	82,969	66.89	51.89	47,802	37,082	84,884	66.89	51.89	47,802	37,082	84,884	66.89	51.89	47,802	37,082	84,884
FKN	Load Group 3	Other Charge	(71)	1		(71)	-	(71)	(71)		(71)	-	(71)	(71)		(71)	-	(71)	(71)		(71)	-	(71)
FKN		Number	2	341.70		863	-	863	356.00		712	-	712	356.00		712	-	712	356.00		712	-	712
FKN		Total KVA/KM	65	0.17		11	-	11	0.18		12	-	12	0.18		12	-	12	0.18		12	-	12
FKN		Total Capacity KVA	380	25.56	9.42	9,713	3,580	13,292	26.63	8.37	10,119	3,181	13,300	26.63	8.37	10,119	3,181	13,300	26.63	8.37	10,119	3,181	13,300
FKN		Total CPD kW	90	57.56	51.70	5,152	4,627	9,779	59.98	51.73	5,368	4,630	9,998	59.98	51.73	5,368	4,630	9,998	59.98	51.73	5,368	4,630	9,998
FKN		Other Charge	-	1		-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN	Load Group 3A	Number	1	341.70		370	-	370	356.00		386	-	386	356.00		386	-	386	356.00		386	-	386
FKN		Total KVA/KM	82	0.17		14	-	14	0.18		15	-	15	0.18		15	-	15	0.18		15	-	15
FKN		Total Capacity KVA	425	23.56	9.42	10,013	4,004	14,017	24.55	8.37	10,434	3,557	13,991	24.55	8.37	10,434	3,557	13,991	24.55	8.37	10,434	3,557	13,991
FKN		Total CPD kW	122	57.56	51.70	7,032	6,316	13,348	59.98	51.73	7,328	6,320	13,647	59.98	51.73	7,328	6,320	13,647	59.98	51.73	7,328	6,320	13,647
FKN		Other Charge	-	1		-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN	Load Group 4	Number	-	903.00		-	-	-	941.00		-	-	-	941.00		-	-	-	941.00		-	-	-
FKN		Total Capacity KVA	-	16.10	9.42	-	-	-	16.78	8.37	-	-	-	16.78	8.37	-	-	-	16.78	8.37	-	-	-
FKN		Total KVA/KM	-	0.17		-	-	-	0.18		-	-	-	0.18		-	-	-	0.18		-	-	-
FKN		Total CPD kW	-	57.56	51.70	-	-	-	59.98	51.73	-	-	-	59.98	51.73	-	-	-	59.98	51.73	-	-	-
FKN		Other Charge	-	1		-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN	Load Group 5	Number	-	903.00		-	-	-	941.00		-	-	-	941.00		-	-	-	941.00		-	-	-
FKN		Total Capacity KVA	-	13.56	9.42	-	-	-	14.13	8.37	-	-	-	14.13	8.37	-	-	-	14.13	8.37	-	-	-
FKN		Total KVA/KM	-	0.17		-	-	-	0.18		-	-	-	0.18		-	-	-	0.18		-	-	-
FKN		Total CPD kW	-	52.89	51.70	-	-	-	55.11	51.73	-	-	-	55.11	51.73	-	-	-	55.11	51.73	-	-	-
FKN		Other Charge	-	1		-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
			H			241,253	108,300	349,553			251,387	103,675	355,062			251,387	103,675	355,062			251,387	103,675	355,062
FKN	GLV	Number	1,809			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN		Total Capacity KVA	65,233			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN		Total CPD kW	10,212			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-
FKN		Other Charge	2,167			-	-	-	-		-	-	-	-		-	-	-	-		-	-	-

## APPENDIX E

GXP	Description	Tariff	Base Quantity as at 31 March 2003	Price c/kWh 1 Oct 04		Transmission \$		Price c/kWh 1 May 05		Transmission \$		Price c/kWh 1 Oct 05		Transmission \$		Price c/kWh 1 Mar 06		Transmission \$	
				Network	Trans.	1/10/2004	1/10/2004	\$ 1 Oct 04	1/05/2005	1/05/2005	\$ 1 May 05	Network	Trans.	1/10/2005	1/10/2005	\$ 1 Oct 05	Network	Trans.	1/03/2006
Durand	Standard Domestic DN	General Purpose (Summer)	SH010S	5,591,136	3.99	0.71	222,687	39,626	262,313	4.46	0.70	248,919	39,068	287,987	4.46	0.70	248,919	39,068	287,987
Durand	Standard Domestic DN	General Purpose (Winter)	SH010W	6,020,414	4.12	2.96	231,561	166,364	397,925	4.60	2.93	258,539	164,678	423,217	4.60	2.93	258,539	164,678	423,217
Durand	Standard Domestic DN	Seasonal Day (Summer)	SH011S	936,660	4.01	0.84	37,521	7,860	45,381	4.26	0.83	39,860	7,766	47,626	4.26	0.83	39,860	7,766	47,626
Durand	Standard Domestic DN	Seasonal Day (Winter)	SH011W	1,142,532	4.50	3.43	51,414	39,189	90,603	4.77	3.40	54,499	38,846	93,345	4.77	3.40	54,499	38,846	93,345
Durand	Standard Domestic DN	Seasonal Night (Summer)	SH012S	143,006	1.47	0.05	2,114	72	2,186	1.53	0.05	2,200	72	2,272	1.53	0.05	2,200	72	2,272
Durand	Standard Domestic DN	Seasonal Night (Winter)	SH012W	136,896	1.47	0.05	2,012	68	2,081	1.53	0.05	2,094	68	2,163	1.53	0.05	2,094	68	2,163
Durand	Standard Domestic DN	General Purpose & 16 hour Water Heat	SH017S	194,025,009	2.57	1.02	4,906,463	1,979,053	6,865,527	2.66	1.01	5,161,087	1,969,661	7,120,747	2.66	1.01	5,161,087	1,969,661	7,120,747
Durand	Standard Domestic DN	General Purpose & 16 hour Water Heat	SH017W	186,867,965	3.76	1.60	7,026,236	2,869,887	10,016,123	3.89	1.59	7,269,164	2,971,201	10,240,364	3.89	1.59	7,269,164	2,971,201	10,240,364
Durand	Standard Domestic DN	Night + 3 hour other load	SH024	8,719,442	1.99	0.39	173,517	34,006	207,523	2.07	0.39	180,492	34,006	214,498	2.07	0.39	180,492	34,006	214,498
Durand	Standard Domestic DN	Night Rate	SH028	14,639,683	1.47	0.05	265,203	7,320	272,523	1.53	0.05	222,897	7,320	230,307	1.53	0.05	222,897	7,320	230,307
				<b>417,813,351</b>	<b>1</b>		<b>12,348,728</b>	<b>5,263,456</b>	<b>18,612,184</b>	<b>11,440,841</b>	<b>5,222,696</b>	<b>11,440,841</b>	<b>5,222,696</b>	<b>16,663,527</b>	<b>11,440,841</b>	<b>5,222,696</b>	<b>16,663,527</b>		
Central	Standard Domestic CYDCML	General Purpose (Summer)	CC101S	23,817,618	5.35	1.22	1,274,237	290,574	1,564,811	5.89	1.18	1,402,852	281,047	1,683,899	5.89	1.18	1,402,852	281,047	1,683,899
Central	Standard Domestic CYDCML	General Purpose (Winter)	CC101W	24,563,901	6.24	3.68	1,532,787	879,388	2,412,175	6.86	3.48	1,688,084	854,624	2,539,907	6.86	3.48	1,688,084	854,624	2,539,907
Central	Standard Domestic CYDCML	Night + 5 hour other load	CC103	1,574,589	3.01	1.60	47,366	23,819	71,014	3.26	1.46	51,332	22,988	74,321	3.26	1.46	51,332	22,988	74,321
Central	Standard Domestic CYDCML	Night + 3 hour other load	CC104	4,054,650	2.67	0.79	108,259	32,032	140,291	2.89	0.77	117,179	31,221	148,400	2.89	0.77	117,179	31,221	148,400
Central	Standard Domestic CYDCML	Std Water Heating 16 hour	CC106	2,190,264	3.41	1.08	756,961	239,741	996,703	3.48	1.05	772,500	233,082	1,005,582	3.48	1.05	772,500	233,082	1,005,582
Central	Standard Domestic CYDCML	Night rate	CC108	2,057,378	2.34	0.05	48,143	1,029	49,171	2.63	0.05	52,062	1,029	53,090	2.63	0.05	52,062	1,029	53,090
Central	Standard Domestic CYDCML	Peak Water Heating 20 hour	CC109	524,075	3.87	1.58	20,281	8,200	28,561	4.19	1.53	21,958	8,018	29,976	4.19	1.53	21,958	8,018	29,976
				<b>78,790,387</b>	<b>2</b>		<b>3,788,064</b>	<b>1,474,662</b>	<b>5,262,727</b>	<b>4,802,957</b>	<b>1,432,289</b>	<b>4,802,957</b>	<b>1,432,289</b>	<b>5,535,866</b>	<b>4,802,957</b>	<b>1,432,289</b>	<b>5,535,866</b>		
Central	Standard Domestic FKN	General Purpose (Summer)	FN020S	17,032,543	4.58	1.05	779,716	179,527	957,243	4.82	1.01	819,523	171,726	991,248	4.82	1.01	819,523	171,726	991,248
Central	Standard Domestic FKN	General Purpose (Winter)	FN020W	19,905,961	5.31	3.11	1,087,066	619,053	1,696,981	5.67	2.89	1,198,762	596,188	1,703,950	5.67	2.89	1,198,762	596,188	1,703,950
Central	Standard Domestic FKN	Night + 5 hour other load	FN023	1,680,492	2.66	1.26	43,021	21,174	64,196	2.84	1.21	44,365	20,334	64,699	2.84	1.21	44,365	20,334	64,699
Central	Standard Domestic FKN	Night + 3 hour other load	FN024	2,332,439	2.26	0.67	52,713	15,627	68,340	2.33	0.64	54,346	14,928	69,273	2.33	0.64	54,346	14,928	69,273
Central	Standard Domestic FKN	Std Water Heating 16 hour	FN026	1,493,090	2.91	0.94	666,061	193,009	859,070	2.81	0.90	547,081	175,222	722,303	2.81	0.90	547,081	175,222	722,303
Central	Standard Domestic FKN	Night rate	FN028	1,813,455	1.90	0.05	36,906	907	37,813	2.04	0.05	36,994	907	37,901	2.04	0.05	36,994	907	37,901
Central	Standard Domestic FKN	Peak Water Heating 20 hour	FN029	532,089	3.35	1.37	17,826	7,200	25,116	3.45	1.32	18,367	7,024	25,381	3.45	1.32	18,367	7,024	25,381
				<b>62,736,061</b>	<b>3</b>		<b>2,551,738</b>	<b>1,829,689</b>	<b>3,527,347</b>	<b>2,625,438</b>	<b>885,327</b>	<b>2,625,438</b>	<b>885,327</b>	<b>3,614,755</b>	<b>2,625,438</b>	<b>885,327</b>	<b>3,614,755</b>		
Central	Non Standard Domestic CYDCML	General Purpose	CC110	29,775,456	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	GP Seasonal Day (Summer)	CC111	6,196,309	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	GP Seasonal Day (Winter)	CC111	5,278,304	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	GP Seasonal Night (Summer)	CC112	3,127,893	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	GP Seasonal Night (Winter)	CC112	2,142,854	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	General Purpose + Water Heat	CC116	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Night + 5 hour other load	CC123	1,262,745	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Night + 3 hour other load	CC124	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Std Water Heating 16 hour	CC126	5,554,732	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Night + 3 hour Water Heating	CC127	514,644	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Night rate	CC128	369,761	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic CYDCML	Peak Water Heating 20 hour	CC129	2,364,524	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
				<b>56,386,222</b>	<b>4</b>		-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	General Purpose	FN0210	33,391,114	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	GP Seasonal Day (Summer)	FN0211	5,665,924	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	GP Seasonal Day (Winter)	FN0211	5,193,929	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	GP Seasonal Night (Summer)	FN0212	2,073,324	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	GP Seasonal Night (Winter)	FN0212	2,551,725	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	General Purpose + Water Heat	FN0216	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Night + 5 hour other load	FN0223	1,840,051	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Night + 3 hour other load	FN0224	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Std Water Heating 16 hour	FN0226	2,606,880	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Night + 3 hour Water Heating	FN0227	787,901	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Night rate	FN0228	354,467	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central	Non Standard Domestic FKN	Peak Water Heating 20 hour	FN0229	2,348,631	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
				<b>57,113,086</b>	<b>5</b>		-	-	-	-	-	-	-	-	-	-	-	-	-
Transition 1																			
New Standard Domestic Central ICs Profile kWh by load group post 1 May 03				Load Group															
Central	Transition 1 Profile > 16 kVA CYDCML	L2	36,781,931	0.83	0.25	305,290	91,965	397,245	-	-	-	-	-	-	-	-	-	-	-
Central	Transition 1 Profile > 16 kVA CYDCML	L3	6,482,227	0.59	0.32	36,245	20,743	56,988	-	-	-	-	-	-	-	-	-	-	-
Central	Transition 1 Profile > 16 kVA CYDCML	L3A	689,414	0.53	0.26	3,648	1,205	5,858	-	-	-	-	-	-	-	-	-	-	-
Central	Transition 1 Profile > 16 kVA CYDCML	L4	246,180	0.57	0.43	1,803	1,059	2,862	-	-	-	-	-	-	-	-	-	-	-
Central	Transition 1 Profile > 16 kVA CYDCML	L5	-	0.96</															



Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2006

Area	GXP	Description	Tariff	Base Quantity as at 31 March 2003	Price c/kWh 1 Oct 04	Network \$	Transmission \$	Price c/kWh 1 May 05	Network \$	Transmission \$	Price c/kWh 1 Oct 05	Network \$	Transmission \$	Price c/kWh 1 Mar 06	Network \$	Transmission \$		
					Network	Trans.	1/10/2004	1/10/2004	\$ 1 Oct 04	1/05/2005	1/05/2005	\$ 1 May 05	1/10/2005	1/10/2005	\$ 1 Oct 05	1/03/2006	1/03/2006	\$ 1 Mar 06
GLV Totals from Consumption Sheet HHR data pre 1 May 03																		
Central	Summer Day CYD/CML kWh			1,201,351	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Winter Day CYD/CML kWh			711,247	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Summer Night CYD/CML kWh			442,186	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Winter Night CYD/CML kWh			228,504	-	-	-	-	-	-	-	-	-	-	-	-	-	
				2,583,288	10													
Central	Summer Day FKN kWh			2,004,151	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Winter Day FKN kWh			1,535,742	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Summer Night FKN kWh			640,739	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	Winter Night FKN kWh			636,032	-	-	-	-	-	-	-	-	-	-	-	-	-	
				4,816,663	11													
Demand Metered Totals HHR data pre 1 May 03																		
Central	Demand Metered CYD/CML	Fixed Charge	LV	2														
Central	Demand Metered CYD/CML	Fixed Charge	BLV	14														
Central	Demand Metered CYD/CML	Fixed Charge	HV	2														
Central	Demand Metered CYD/CML	Day kWh	LV	496,694														
Central	Demand Metered CYD/CML	Day kWh	BLV	8,399,677														
Central	Demand Metered CYD/CML	Day kWh	HV	1,134,958														
Central	Demand Metered CYD/CML	Night kWh	LV	253,409														
Central	Demand Metered CYD/CML	Night kWh	BLV	3,483,379														
Central	Demand Metered CYD/CML	Night kWh	HV	368,776														
Central	Demand Metered CYD/CML	Network Demand kW	LV	180														
Central	Demand Metered CYD/CML	Network Demand kW	BLV	2,814														
Central	Demand Metered CYD/CML	Network Demand kW	HV	503														
Central	Demand Metered CYD/CML	Transmission Demand kW	LV	186														
Central	Demand Metered CYD/CML	Transmission Demand kW	BLV	2,740														
Central	Demand Metered CYD/CML	Transmission Demand kW	HV	1,022														
					12													
Central	Demand Metered FKN	Fixed Charge	LV	1														
Central	Demand Metered FKN	Fixed Charge	BLV	29														
Central	Demand Metered FKN	Fixed Charge	HV	2														
Central	Demand Metered FKN	Day kWh	LV	199,420														
Central	Demand Metered FKN	Day kWh	BLV	25,125,791														
Central	Demand Metered FKN	Day kWh	HV	2,548,546														
Central	Demand Metered FKN	Night kWh	LV	91,467														
Central	Demand Metered FKN	Night kWh	BLV	9,609,897														
Central	Demand Metered FKN	Night kWh	HV	1,034,253														
Central	Demand Metered FKN	Network Demand kW	LV	59														
Central	Demand Metered FKN	Network Demand kW	BLV	7,590														
Central	Demand Metered FKN	Network Demand kW	HV	1,136														
Central	Demand Metered FKN	Transmission Demand kW	LV	71														
Central	Demand Metered FKN	Transmission Demand kW	BLV	8,676														
Central	Demand Metered FKN	Transmission Demand kW	HV	2,523														
					13													
Transition 1 ICPs post 1 May 03																		
> 150 KVA Modeling Sheet ICPs & 3 L2 ICPs from Consumption Sheet Post 1 May (Load Group																		
Central	CYD/CML	Count May 03	L2	1	16.90	17	-	17	18.17	18	-	18	18.17	18	-	18	18.17	
Central	CYD/CML	Count May 03	L3	38	394.36	14,985	-	14,985	423.93	16,109	-	16,109	423.93	16,109	-	16,496	16,496	
Central	CYD/CML	Count May 03	L3A	14	394.36	5,521	-	5,521	423.93	5,935	-	5,935	423.93	5,935	-	6,077	6,077	
Central	CYD/CML	Count May 03	L4	8	1042.00	8,396	-	8,396	1,120.00	8,960	-	8,960	1,120.00	8,960	-	9,176	9,176	
Central	CYD/CML	Count May 03	L5	-	1042.00	-	-	-	1,120.00	-	-	-	-	1,120.00	-	-	-	
Central	CYD/CML	Capacity kVA May 03	L2	69	15.09	2.11	1,041	166	1,187	24.34	3.07	1,679	212	1,891	24.34	3.07	1,679	
Central	CYD/CML	Capacity kVA May 03	L3	8,880	19.68	3.92	135,388	26,970	162,369	31.73	5.72	218,302	39,354	257,656	31.73	5.72	223,531	
Central	CYD/CML	Capacity kVA May 03	L3A	4,156	18.14	3.92	75,590	16,292	91,681	29.25	5.72	121,563	23,772	145,336	29.96	5.72	124,472	
Central	CYD/CML	Capacity kVA May 03	L4	6,750	12.39	3.92	71,243	22,540	93,783	19.98	5.72	114,885	32,890	147,775	20.46	5.72	117,645	
Central	CYD/CML	Capacity kVA May 03	L5	-	10.44	3.92	-	-	16.83	5.72	-	-	-	16.83	5.72	-	-	
Central	CYD/CML	KVA/KM May 03	L2	11	0.00	-	-	-	0.00	-	-	-	-	-	-	-	-	
Central	CYD/CML	KVA/KM May 03	L3	231,262	0.11	-	25,438	-	25,438	0.18	-	41,625	-	41,625	0.18	-	41,625	
Central	CYD/CML	KVA/KM May 03	L3A	122,164	0.11	-	13,438	-	13,438	0.18	-	21,969	-	21,969	0.18	-	21,969	
Central	CYD/CML	KVA/KM May 03	L4	188,645	0.11	-	20,751	-	20,751	0.18	-	33,956	-	33,956	0.18	-	33,956	
Central	CYD/CML	KVA/KM May 03	L5	-	0.11	-	-	-	0.18	-	-	-	-	0.18	-	-	-	
Central	CYD/CML	CPD kW May 03	L2	39	74.14	59.94	2,891	2,338	5,229	79.70	58.20	3,108	2,270	5,378	79.70	58.20	3,108	
Central	CYD/CML	CPD kW May 03	L3	1,100	66.47	59.71	73,117	65,681	138,798	71.46	57.98	70,606	63,778	142,384	73.18	57.98	80,488	
Central	CYD/CML	CPD kW May 03	L3A	1,232	66.47	59.71	81,891	73,583	155,454	71.46	57.98	88,039	71,431	159,470	73.18	57.98	90,158	
Central	CYD/CML	CPD kW May 03	L4	1,059	66.47	59.71	70,225	63,173	133,498	71.46	57.98	75,605	61,343	136,548	73.18	57.98	77,424	
Central	CYD/CML	CPD kW May 03	L5	-	61.06	59.71	-	-	133,498	66.64	57.98	-	-	136,548	67.22	57.98	-	
				14			595,782	270,761	870,484			830,381	295,059	1,125,431		847,855	295,059	1,142,964
Central	FKN	Count May 03	L2	2	14.64	29	-	29	16.25	31	-	31	16.25	31	-	31	16.25	
Central	FKN	Count May 03	L3	27	341.70	9,226	-	9,226	356.00	9,612	-	9,612	356.00	9,612	-	9,612	356.00	
Central	FKN	Count May 03	L3A	24	341.70	8,201	-	8,201	356.00	8,544	-	8,544	356.00	8,544	-	8,544	356.00	
Central	FKN	Count May 03	L4	15	903.00	13,545	-	13,545	941.00	14,115	-	14,115	941.00	14,115	-	14,115	941.00	
Central	FKN	Count May 03	L5	1	903.00	903	-	903	941.00	941	-	941	941.00	941	-	941	941.00	
Central	FKN	Capacity kVA May 03	L2	278	13.33	2.94	3,706	817	4,523	20.85	3.87	5,796	1,076	6,872	20.85	3.87	5,796	
Central	FKN	Capacity kVA May 03	L3	5,106	17.04	6.38	87,006	32,066	119,072	26.63	8.37	136,973	42,737	178,710	26.63	8.37	136,973	
Central	FKN	Capacity kVA May 03	L3A	7,859	15.71	6.38	123,449	49,348	172,797	24.56	8.37	192,914	65,771	258,686	24.56	8.37	192,914	
Central	FKN	Capacity kVA May 03	L4	11,750	10.73	6.38	126,078	73,790	199,868	16.78	8.37	197,165	98,348	296,513	16.78	8.37	197,165	
Central	FKN	Capacity kVA May 03	L5	3,000	9.04	6.38	27,120	18,840	45,960	14.13	8.37	42,390	25,110	67,500	14.13	8.37	42,390	
Central	FKN	KVA/KM May 03	L2	25	0.00	-	-	-	0.00	-	-	-	-	-	-	-	-	
Central	FKN	KVA/KM May 03	L3	68,097	0.11	-	7,491	-	7,491	0.18	-	12,257	-	12,257	0.18	-	12,257	
Central	FKN	KVA/KM May 03	L3A	73,561	0.11	-	6,094	-	6,094	0.18	-	13,245	-	13,245	0.18	-	13,245	
Central	FKN	KVA/KM May 03	L4	166,028	0.11	-	18,263	-	18,263	0.18	-	29,885	-	29,885	0.18	-	29,885	
Central	FKN	KVA/KM May 03	L5	37,480	0.11	-	4,118	-	4,118	0.18	-	6,739	-	6,739	0.18	-	6,739	
Central	FKN	CPD kW May 03	L2	100	64.19	51.91	6,419	5,191	11,610	66.89	51.09	6,689	5,189	11,878	66.89	51.09	6,689	

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2006

Area	GXP	Description	Tariff	Base Quantity as at 31 March 2003			Price c/kWh 1 Oct 04	Network \$	Transmission \$		Price c/kWh 1 May 05	Network \$	Transmission \$		Price c/kWh 1 Oct 05	Network \$	Transmission \$		Price c/kWh 1 Mar 06	Network \$	Transmission \$	
							Network	Trans.	\$ 1 Oct 04		Network	Trans.	\$ 1 May 05		Network	Trans.	\$ 1 Oct 05		Network	Trans.	\$ 1 Mar 06	
<b>16 - 150 KVA GLV from CSV Files &amp; Profile Data - Transition 1 ICs</b>																						
Central	CYD/CML	Count May 03	L2	717			16.90		12,117		18.17		13,028		18.17		13,028		18.17		13,028	
Central	CYD/CML	Capacity KVA May 03	L2	44,416			15.09	2.11	670,237	99,718	24.34	3.07	1,081,085	136,357	24.34	3.07	1,081,085	136,357	24.34	3.07	1,081,085	136,357
Central	CYD/CML	KVA-KM May 03	L2	19,908																		
Central	CYD/CML	CPD KW May 03	L2	5,495			74.14	59.94	406,558	328,771	79.70	58.20	437,155	319,227	79.70	58.20	437,155	319,227	79.70	58.20	437,155	319,227
Central	CYD/CML	KWH	L2	-																		
				16					1,089,813	422,489			1,531,268	455,584			1,531,268	455,584			1,531,268	455,584
Central	FKN	Count May 03	L2	860			14.64		9,662		15.25		10,065		15.25		10,065		15.25		10,065	
Central	FKN	Capacity KVA May 03	L2	25,382			13.33	2.94	471,642	104,023	20.85	3.87	737,715	136,508	20.85	3.87	737,715	136,508	20.85	3.87	737,715	136,508
Central	FKN	KVA-KM May 03	L2	6,969																		
Central	FKN	CPD KW May 03	L2	6,564			64.19	51.91	421,324	340,722	66.89	51.89	439,046	340,590	66.89	51.89	439,046	340,590	66.89	51.89	439,046	340,590
Central	FKN	KWH	L2	-																		
				17					902,678	444,745			1,186,826	477,519			1,186,826	477,519			1,186,826	477,519
<b>Transition 1 kWh Consumption Sheet HHR data by load group</b>																						
Central	CYD/CML	kWh	L2	1,322,020			0.83	0.26	10,973	3,305	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	CYD/CML	kWh	L3	1,092,417			0.59	0.32	6,445	3,496	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	CYD/CML	kWh	L3A	7,907,377			0.53	0.38	41,909	22,141	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	CYD/CML	kWh	L4	6,375,650			0.57	0.43	36,341	27,415	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	CYD/CML	kWh	L5	-			0.96	0.69	-	-	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
				16,697,464					95,668	56,357			-	-			-	-			-	-
Central	FKN	kWh	L2	1,797,768			0.98	0.23	17,618	4,135	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	FKN	kWh	L3	2,272,681			0.56	0.46	12,727	10,454	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	FKN	kWh	L3A	12,963,607			0.51	0.37	66,114	47,965	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	FKN	kWh	L4	24,020,798			0.31	0.34	74,464	81,671	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
Central	FKN	kWh	L5	2,272,607			0.92	0.62	29,928	14,090	0.00	0.00	-	-	0.00	0.00	-	-	0.00	0.00	-	-
				43,327,439					191,832	158,315			-	-			-	-			-	-
<b>Count of General 400 V connections post 1 May 2003</b>																						
Central	CYD/CML	Number	L1	1,938					-	-			-	-			-	-			-	-
Central	FKN	Number	L1	973					-	-			-	-			-	-			-	-
<b>Street Lighting</b>																						
Central	CODC	No	CYD/CML	1,577			0.92		1,451		0.97		1,530		0.97		1,530		0.97		1,530	
Central	CODC	kWh	CYD/CML	947,249			2.56	1.45	24,250	13,735	2.70	1.41	25,576	13,366	2.70	1.41	25,576	13,366	2.70	1.41	25,576	13,366
Central	Transit	No	FKN	74			0.92		68		0.97		71		0.97		71		0.97		71	
Central	Transit	kWh	FKN	67,596			2.56	1.45	1,730	980	2.70	1.41	1,825	953	2.70	1.41	1,825	953	2.70	1.41	1,825	953
Central	Transit	No	CYD/CML	78			0.92		72		0.97		76		0.97		76		0.97		76	
Central	Transit	kWh	CYD/CML	71,778			2.56	1.45	1,838	1,041	2.70	1.41	1,938	1,012	2.70	1.41	1,938	1,012	2.70	1.41	1,938	1,012
				1,886,622					25,408	15,756			31,016	15,321			31,016	15,321			31,016	15,321
Central	QLDC	No	FKN	1,312			0.92		1,207		0.97		1,273		0.97		1,273		0.97		1,273	
Central	QLDC	kWh	FKN	646,544			2.56	1.45	16,552	9,375	2.70	1.41	17,457	9,116	2.70	1.41	17,457	9,116	2.70	1.41	17,457	9,116
Central	QLDC	No	CYD/CML	754			0.92		703		0.97		741		0.97		741		0.97		741	
Central	QLDC	kWh	CYD/CML	376,489			2.56	1.45	9,638	5,459	2.70	1.41	10,165	5,308	2.70	1.41	10,165	5,308	2.70	1.41	10,165	5,308
				1,823,812					28,099	14,834			29,636	14,424			29,636	14,424			29,636	14,424
<b>15 KVA GLV from CSV Files &amp; Profile Data - Transition 2 ICs</b>																						
Central	CYD/CML	Count May 03	L1A	8			10.13		81		10.130		81		10.89		87		10.89		87	
Central	CYD/CML	Capacity KVA May 03	L1A	64			11.47	2.04	734	131	11.470	2.040	734	131	10.60	2.04	1,164	131	10.60	2.04	1,164	131
Central	CYD/CML	KVA-KM May 03	L1A																			
Central	CYD/CML	CPD KW May 03	L1A	11.3			94.53	66.71	1,088	754	94.53	66.71	1,088	754	104.84	61.86	1,195	699	104.84	61.86	1,195	699
Central	CYD/CML	Count May 03	L1	1,929			10.13		19,541		10.13		19,541		10.89		21,007		10.89		21,007	
Central	CYD/CML	Capacity KVA May 03	L1	13,299			10.48	1.52	139,374	20,214	10.48	1.52	139,374	20,214	16.89	2.21	224,620	29,391	16.89	2.21	224,620	29,391
Central	CYD/CML	KVA-KM May 03	L1																			
Central	CYD/CML	CPD KW May 03	L1	3,106.9			94.53	66.71	293,896	207,261	94.53	66.71	293,896	207,261	104.84	61.86	325,727	192,193	104.84	61.86	325,727	192,193
Central	CYD/CML	Count May 03	L2	1			16.90		17		16.90		17		18.17		18		18.17		18	
Central	CYD/CML	Capacity KVA May 03	L2	41.0			15.09	2.11	619	87	15.09	2.11	619	87	24.34	3.07	998	126	24.34	3.07	998	126
Central	CYD/CML	KVA-KM May 03	L2																			
Central	CYD/CML	CPD KW May 03	L2	1.8			74.14	59.94	119	96	74.14	59.94	119	96	79.70	58.20	128	93	79.70	58.20	128	93
Central	CYD/CML	KWH	L1	12,352,820			0.78	0.30	96,352	37,058	0.78	0.30	96,352	37,058								
				24					551,599	265,681			551,599	265,681			574,954	222,632			574,954	222,632
Central	FKN	Count May 03	L1A	5			8.78		44		8.78		44		9.15		46		9.15		46	
Central	FKN	Capacity KVA May 03	L1A	40			9.93	3.25	397	130	9.93	3.25	397	130	15.53	4.58	621	183	15.53	4.58	621	183
Central	FKN	KVA-KM May 03	L1A																			
Central	FKN	CPD KW May 03	L1A	5.0			81.06	58.18	409	296	81.06	58.18	409	296	88.42	52.62	442	263	88.42	52.62	442	263
Central	FKN	Count May 03	L1	968			8.78		8,499		8.78		8,499		9.15		8,857		9.15		8,857	
Central	FKN	Capacity KVA May 03	L1	14,520			9.07	2.70	131,896	39,204	9.07	2.70	131,896	39,204	14.18	3.80	205,894	55,176	14.18	3.80	205,894	55,176
Central	FKN	KVA-KM May 03	L1																			
Central	FKN	CPD KW May 03	L1	2,248.9			81.86	59.18	184,095	133,090	81.86	59.18	184,095	133,090	88.42	52.62	198,848	118,337	88.42	52.62	198,848	118,337
Central	FKN	KWH	L1	11,503,363			0.66	0.10	75,922	11,503	0.66	0.10	75,922	11,503								
				25					401,063	184,223			401,063	184,223			414,708	173,359			414,708	173,359

## APPENDIX F

### 4 SERVICE LEVELS - CONSUMER ORIENTED RELIABILITY, SECURITY AND AVAILABILITY PERFORMANCE TARGETS

#### 4.1 Network Performance

Ultimately, Aurora Energy's network performance should be determined by consumers' expectations about and willingness to pay for quality. In the interim the drivers outlined below are the parameters by which network performance is presently measured and targeted.

Network performance requirements can be met by different asset management and operational responses. These may include

- maintenance to improve the condition of the asset;
- development to install assets in a new configuration;
- enhancements to the existing system or changes to the way in which the assets are operated; and
- improved response times for faults.

Network performance varies significantly from year to year due to the random occurrence of major weather events. Historic performance in terms of minutes without supply per consumer per year is shown in Table 4.1, split into underlying and significant event components for the last five years. Significant events are those over 300,000 consumer minutes.

**Table 4.1: Network Performance History**

Period End 31 March	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
<b>Unplanned</b>						
Underlying	57.7	61.5	55.7	56.6	67.8	70.8
Significant Events	4.7	0.0	12.9	23.4	5.4	0.0
Transpower	3.3	13.4	12.1	1.0	0.0	13.9
<b>Total Unplanned</b>	<b>65.7</b>	<b>74.9</b>	<b>80.7</b>	<b>81.0</b>	<b>73.2</b>	<b>84.7</b>
<b>Planned</b>						
Underlying	16.7	13.8	20.5	16.3	7.3	11.7
<b>Total</b>						
Underlying	74.4	75.3	76.2	72.9	75.1	82.5
Significant Events	4.7	0.0	12.9	23.4	5.4	0.0
Transpower	3.3	13.4	12.1	1.0	0.0	13.9
<b>Disclosure Total</b>	<b>82.4</b>	<b>88.7</b>	<b>101.2</b>	<b>97.3</b>	<b>80.5</b>	<b>96.4</b>
Other (LV etc)	0.5	0.7	0.8	0.1	0.9	0.5
<b>Overall Total</b>	<b>82.9</b>	<b>89.4</b>	<b>101.8</b>	<b>97.4</b>	<b>81.4</b>	<b>96.9</b>

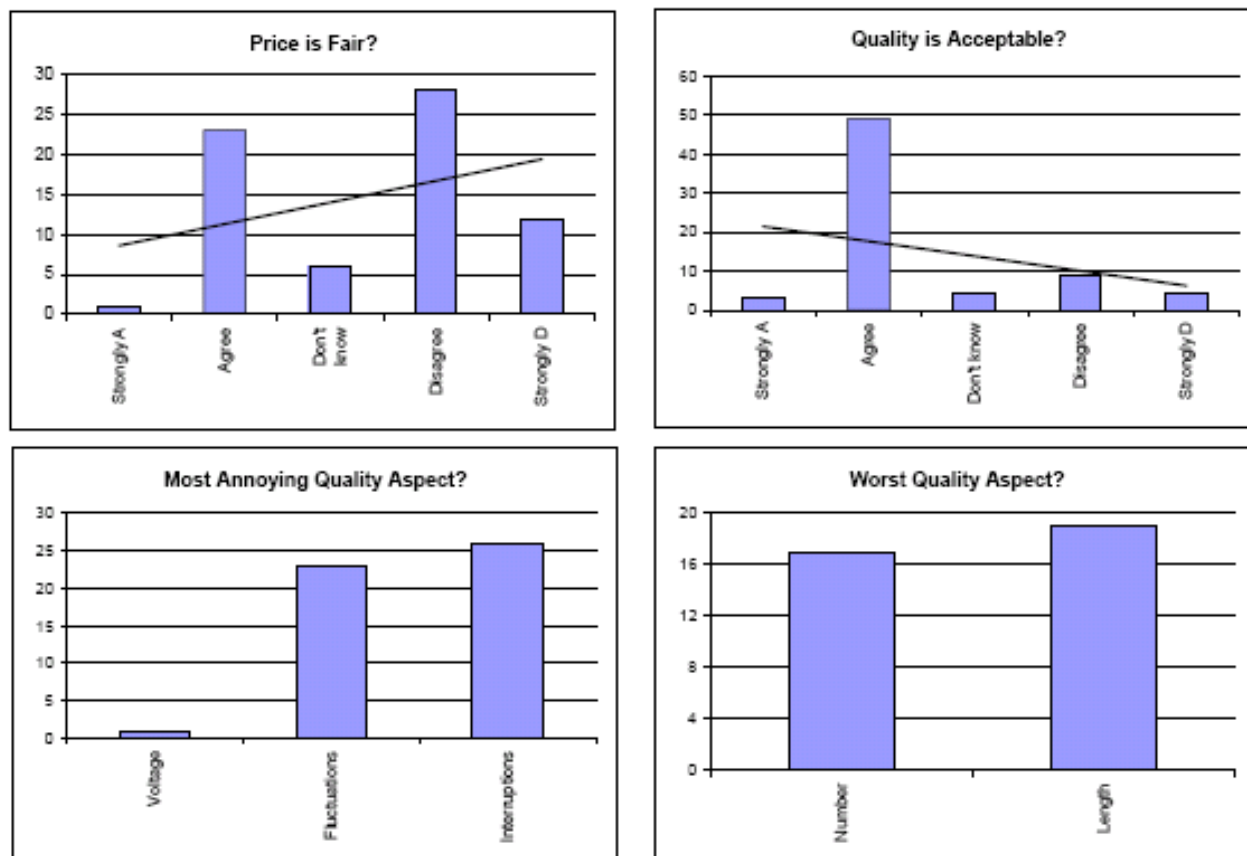
Expected future performance of the network is shown in Table 4.2. Analysis of the reliability data for other distribution networks in New Zealand reveals a present average figure of approximately 140 minutes without supply per consumer per year.

**Table 4.2: Network Performance Target**

	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16
Unplanned	75	75	75	75	75	75	75	75	75	75
Planned	15	15	15	15	15	15	15	15	15	15
Total	90	90	90	90	90	90	90	90	90	90

## APPENDIX G

### Detailed Customer perceptions re Aurora's Reliability of Supply



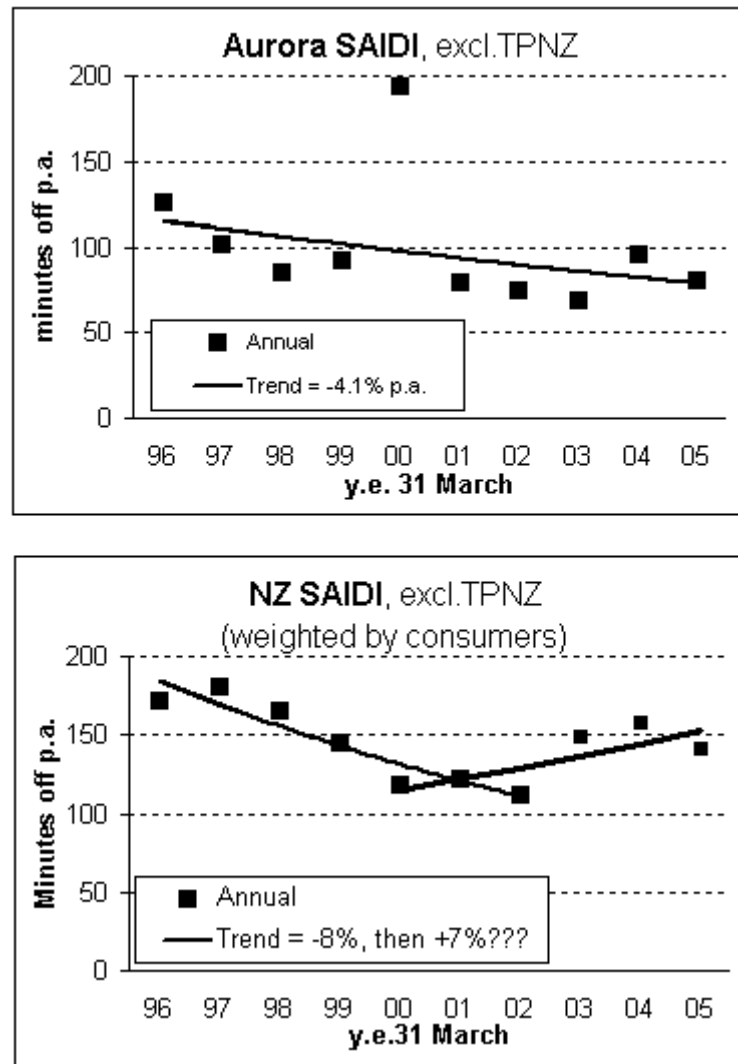
Results from a survey of 157 consumers, selected from 1781 (mostly residential) consumers who had responded to the general quality survey by identifying quality as the major problem.

#### CONCLUSIONS

- 1 Only consumers who had previously identified quality as the major problem were surveyed.
- 2 Most are now far happier with quality than they were when first surveyed. This suggests that they were previously surveyed shortly after they were significantly affected by a quality problem.
- 3 Consumers are roughly evenly divided in regard to "fluctuations" (however they interpret this word) and interruptions.
- 4 Consumers are roughly evenly divided in regard to frequency and duration.

## APPENDIX H

### Aurora's Relative Supply Performance



Aurora's Connection density is very close to the national average, indicating that comparison with national average network performance is fair.

Aurora's SAIDI performance is 50 minutes (35%) better than the national average of 140 minutes.



## **APPENDIX I**

### **Non Performance Payments Schedule (GST inclusive)**

#### **Introduction**

In accordance with clause 2 the Distributor and the Retailer undertake to meet the Service Standards outlined in this schedule.

Each party will provide the other with information demonstrating a breach of Service Standards, or the reasonable grounds for suspecting that there has been a breach of Service Standards.

Where either party has breached a Service Level that is subject to a Service Guarantee it will proactively notify the other party, at the earliest possible occasion within 10 Working Days, of the breach and the notification will include:

- the identity of the ICPs affected; and
- the Service Guarantee amount that the other party should invoice.

Where the Distributor makes payment for Service Guarantees in respect of an ICP, the Retailer will make an equal payment to the Consumer.

The Service Guarantee amounts are stated as GST inclusive.

Service Measure	Service Level	Policy	Service Guarantee \$ GST inclusive	Service Performance Reporting Measure	Frequency of Reporting
<b>RELIABILITY</b>  Restoration of supply: Unplanned Service Interruptions.	The Distributor will:  <u>Urban</u> - restore supply within 4 hours of notification of an Urban Unplanned Service Interruption.  <u>Rural</u> - restore supply within 6 hours of notification of a Rural Unplanned Service Interruption; and	<u>Service area:</u>  <u>Urban</u> – all Dunedin plus Queenstown, Wanaka, Cromwell and Alexandra generally within the 50 kph speed zones.  <u>Rural</u> – all areas other than Urban.	\$50 in respect of each ICP on Standard Domestic pricing directly affected by the Unplanned Service Interruption to the extent the Service Level is not met, subject to the general limit of liability.  One months line charges in respect of each ICP not on Standard Domestic pricing directly affected by the Unplanned Service Interruption to the extent the Service Level is not met, subject to the general limit of liability.  In the following situations or conditions the Distributor will be exempted from paying the Service Guarantee being: <ul style="list-style-type: none"> <li>• substantial third-party damage to the Network (e.g. affecting 3 or more poles on a line);</li> <li>• an Unplanned Service Interruption caused by the Transmission Provider, unless the Distributor has obtained an appropriate Service Guarantee from the Transmission Provider;</li> </ul>	The number of ICPs by service area where the Service Level has not been met.	Included in the Annual Performance Report which may be presented as part of the Asset Management Plan.

Service Measure	Service Level	Policy	Service Guarantee \$ GST inclusive	Service Performance Reporting Measure	Frequency of Reporting
			<ul style="list-style-type: none"> <li>a natural disaster (such as but not limited to snow storms, high winds, lightning, floods and earthquakes);</li> <li>prevented from making repairs (e.g. by police at accident scene).</li> </ul>		
Frequency of Service Interruptions and short interruptions at ICPs.	<p>Urban: No more than 4 per annum recorded by the Distributor or reported by the Consumer.</p> <p>Rural: No more than 10 per annum recorded by the Distributor or reported by the Consumer.</p> <p>Remote Rural: No more than 20 per annum recorded by the Distributor or reported by the Consumer.</p>	<p>Includes cessation of supply to a Consumer of less than 1 minute to the extent advised by that Consumer, but excludes subsequent interruptions that relate to an intermittent system fault.</p> <p>Includes Transmission Interruptions.</p>	Will investigate where the Service Level has not been met and put appropriate measures in place to mitigate the problem, and advise the Retailer and Consumer (where appropriate).	Report to the Retailer the number of ICPs that have exceeded the Service Level annually.	Include in the Annual Performance Report which may be presented as part of the Asset Management Plan.
<b>INVESTIGATIONS OF POWER QUALITY AND SERVICE INTERRUPTIONS</b>					
Power quality or Service Interruption investigations.	The Distributor will, within 7 Working Days of receiving notification from the Retailer of a problem on the Network, investigate the complaint and respond to the Retailer detailing the nature of the problem. If the investigation cannot be completed within 7 Working Days, the Distributor will provide within 7 Working	Power quality investigations include, but are not limited to momentary voltage fluctuations, flicker, harmonics, voltage imbalance and sags.	\$50 for exceeding the time-frame.		

Service Measure	Service Level	Policy	Service Guarantee \$ GST inclusive	Service Performance Reporting Measure	Frequency of Reporting
	Days an estimate of the time it will take to complete such an investigation. The Distributor will remedy any problems under its control in a timely manner, in accordance with Good Industry Practice.				
<b>COMMUNICATION</b>  Unplanned Service Interruption communication.	As defined in schedule 6.	For the purposes of this Service Standard an Unplanned Service Interruption applies to 20 or more Consumers.	\$200 per missed communication	.	Nil
Notification of Planned Service Interruption.	As defined in schedule 6.		\$20 per ICP per missed communication.		Nil
Information Requests.	The Distributor or Retailer will consider all reasonable requests for information from the other party (where they are noted that they are requests under schedule 1 of this agreement) and within 5 Working Days meet that request. If the request cannot be met within 5 Working Days, within 5 Working Days the requested party must provide an explanation and/or a new timeframe.		\$50 for exceeding the timeframe.		