

Information Disclosure by Aurora Energy Limited

as at 31 March 2008

Pursuant to the
COMMERCE ACT (ELECTRICITY DISTRIBUTION THRESHOLDS) NOTICE 2004
and the AMENDMENT NOTICE 2006

INDEX

	Page
A CERTIFICATION OF THRESHOLD COMPLIANCE STATEMENT	1
B PRICE PATH THRESHOLD	2
C QUALITY THRESHOLD	4
D QUALITY POLICIES AND PROCEDURES	7
E CUSTOMER COMMUNICATIONS	9
F AUDITOR'S REPORT ON THRESHOLD COMPLIANCE STATEMENT	17
APPENDIX A Detail of Price Path Threshold calculations for year ended 31 March 2008	
APPENDIX B Summary of Notional Revenue to 31 March 2008	
APPENDIX C Details of Fixed Notional Revenue to 31 March 2008	
APPENDIX D Details of Variable Notional Revenue to 31 March 2008	
APPENDIX E Quality Data for 5 years to 31 March 2003 and year ended 31 March 2008	
APPENDIX F Asset Management Plan Service Levels	
APPENDIX G Detailed Customer Perceptions re Aurora Reliability	
APPENDIX H Aurora Relative Supply Performance	
APPENDIX I Schedule Of Compensation Payments	

Information Disclosure Disclaimer

Information disclosed in this document has been prepared solely for the purposes of the Commerce Act (Electricity Distribution Thresholds) Notice 2004 and the Amendment Notice 2006.

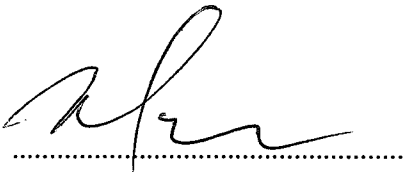
The information should not be used for any other purpose than that intended under the Notice.

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.

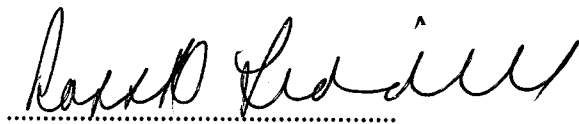
A CERTIFICATION OF THRESHOLD COMPLIANCE STATEMENT

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 except in the following respect:

Clause 6(1)(a) : Aurora Energy Limited has, for the year ending 31 March 2008 breached its five year SAIDI threshold. An explanation for the breach is provided on page 4 of this statement.



Raymond Stuart Polson



Ross Douglas Liddell

Date ...14 May 2008.....

Aurora Energy Limited complies with all the requirements for the price path thresholds and the SAIFI reliability threshold at 31 March 2008 as specified in the Commerce Act (Electricity Distribution Thresholds) Notice 2004 and the Amendment Notice 2006. The SAIDI reliability threshold was breached by 23.08 minutes (21%).

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):

Test:	$\frac{NR_{2008}}{R_{2008}}$	≤ 1
Result:	\$37,613,290 / \$38,456,762	< 1
Result:	0.9781	< 1
Result:	Threshold is not breached	

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

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 Allowable Notional Revenue of the distribution business at the assessment date on which that assessment period ends and the Allowable 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).

Test:	$\frac{NR_{Max}}{Max(R_{2007}, R_{2008})}$	≤ 1
Result:	\$37,613,290 / \$38,456,762	< 1
Result:	0.9781	< 1
Result:	Threshold is not breached.	

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

Detailed calculations of the $\Sigma P_{i,2008} Q_i$ at 1 March 2008 are attached, being:

⇒ the maximum $\Sigma P_{i,2008} Q_i$ during the period 1 April 2007 to 31 March 2008

Appendix B → This sheet shows $\Sigma P_{i,2008} Q_i$ for the prices at 1 April 2006 and 1 April 2007 and summarises revenues from appendices C and D.

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

Appendix D → 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 the SAIFI threshold; however, the SAIDI threshold has been breached.

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

Test:	$SAIDI_{2008} \leq \left(\frac{SAIDI_{1999} + SAIDI_{2000} + SAIDI_{2001} + SAIDI_{2002} + SAIDI_{2003}}{5} \right)$		
Result:	129.28	>	106.20
Result:	SAIDI breaches the threshold by 23.08 minutes		

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 2008 was 129.28 minutes which is greater than the average SAIDI of 106.20 minutes for the five years ended 31 March 2003.

Aurora, therefore, does not comply with the interruption duration threshold.

Supporting evidence is presented in Appendix E.

Analysis of the unplanned faults reveals a single large event has had a major impact and resulted in SAIDI being breached.

A significant wind storm from 10.18 am on 10 August 2007 to 6.15 pm on 11 August affected supply in all areas however Central Otago suffered the most. Whilst there were a total of 34 high voltage incidents which contributed 7.4 SAIDI minutes, the main impact was the loss of both 66kV circuits (each 54 km long) between Cromwell and Wanaka from 2.29 am on 11 August which affected 6,167 customers for approximately 10 hours and resulted in a total of 45.3 SAIDI minutes. Despite line patrols being utilised during the hours of darkness, it was not until a patrol by helicopter at daylight found the faults on both 66kV lines and repairs could begin. The cumulative faults for the storm contributed 52.7 minutes (40.7%) to overall SAIDI minutes, affected 12,637 customers and contributed 0.16 (11%) to the SAIFI measure.

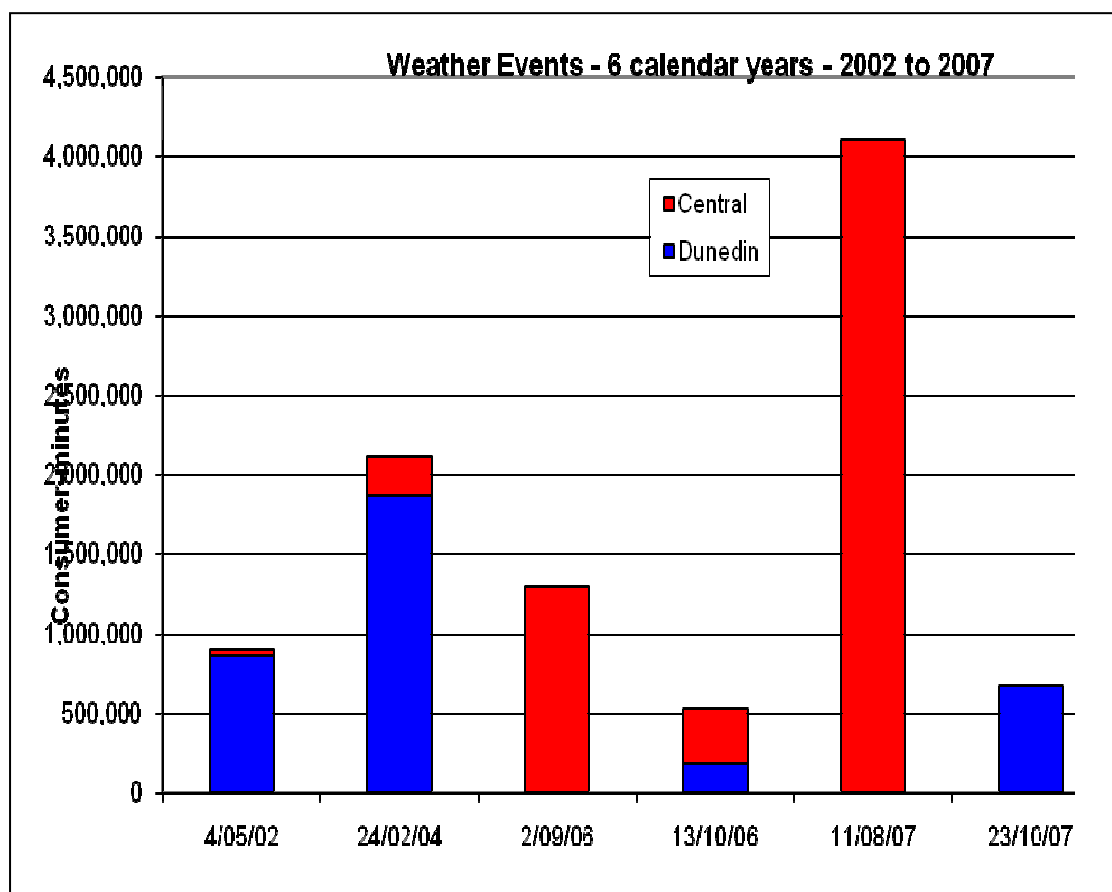
By deducting the above large event, the SAIDI measure reduces from 129.28 minutes to 76.54 which is far less than the SAIDI threshold of 106.20 minutes of interruption per customer per year.

A special incident report was produced for Aurora by DELTA Utility Services Limited (DELTA) and sent to the Commerce Commission¹ which made six major recommendations with the intention of minimising the occurrence or impact of a future event. Three recommendations have been completed, another is 99% complete, one has been temporarily delayed by a third party and the remaining one is targeted for completion in August 2008.

¹ Letter dated 18 October 2007 to Commerce Commission enclosing 14 page report.

Since the thresholds regime began, Aurora has not breached on SAIDI measure until now. The SAIDI measure for 2004 was 96.25, for 2005 was 80.51, for 2006 was 82.51, for 2007 was 96.69 and for 2008 is 129.28. The average value for these 5 years is 97.05 which is less than the threshold value of 106.2 minutes being the average of the five years 1999 to 2003. Refer to Appendix E

The number of large weather events for the last six years has also been studied and the results are depicted below. For this study a weather event was defined as involving more than 10 faults and the cumulative faults also totalled more than 300,000 customer minutes (approximately more than 3.8 SAIDI minutes). Storm events with multiple outages tend to stretch resources more, extending restoration times and therefore SAIDI.



From the graph it can be seen that the storm event on 10-11 August 2007 which is detailed above is the largest weather event to have occurred during the last 6 years. The somewhat random nature of the events is apparent as is the area affected by an event. One event only occurs in the Dunedin area and two only occur in the Central area with 3 events affecting both Dunedin and Central Otago. The 10/11 August 07 event also satisfies the 2.5 beta criteria as proposed by PBA in March 2007 for the definition of an extreme event. The above data supports the case for discounting the storm event from the SAIDI measure and confirms that the SAIDI breach has been caused by unusual events.

In addition when compared against its peers for the March 2007 disclosure year Aurora has performed creditably in the SAIDI and SAIFI area. This relatively minor breach by Aurora for the 2008 year still leaves it performing well when compared to its peer group below. Lines businesses with ICPs per HV km of line and cable is selected as the peer group because the density of customer connections per HV km of line equalises for length of lines exposed for major faults and allows comparison with others of a similar rural/urban mix.

The overall SAIDI performance for 2008 of 129.28 minutes also compares very well with the industry weighted average SAIDI disclosed for 2007 of 176 minutes.

	ICPs per km (HV line and cable)	SAIFI (2007) Distributor Planned and Unplanned	SAIDI (2007) Distributor Planned and Unplanned	SAIDI (2008) Distributor Planned and Unplanned
WEL Network	28.2	1.9	98.4	
Unison	21.6	2.2	138.0	
Aurora	21.3	1.7	96.7	129.3
Counties	20.5	3.1	109.5	
PowerCo	17.4	2.4	181.7	

Overall the breach is within the bounds of results due to the randomness associated with major weather events and there is no concern that a deteriorating trend has been established.

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

Test:	$SAIFI_{2008} \leq \left(\frac{SAIFI_{1999} + SAIFI_{2000} + SAIFI_{2001} + SAIFI_{2002} + SAIFI_{2003}}{5} \right)$		
Result:	1.47	<	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 2008 was 1.47 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 E.

D QUALITY POLICIES AND PROCEDURES

The quality records for all outages (planned and unplanned) on the Aurora Energy Ltd network are maintained by *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.

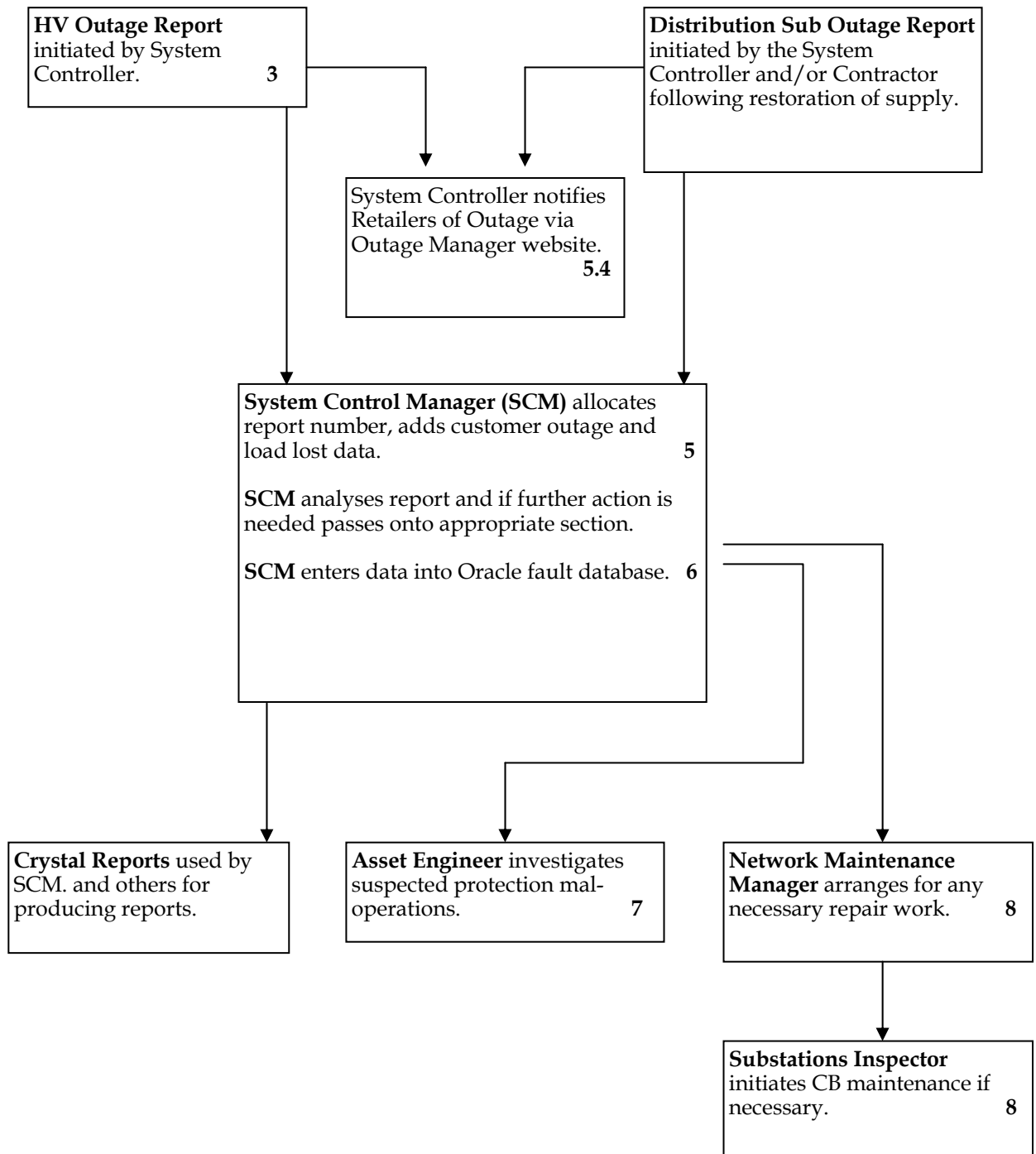


Figure 1 - Flow Diagram for Processing Outage Reports

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 annual 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 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 2008 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 Surveys
- The Demand Management Programme
- Service Payments
- Failure 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 ²
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.

² 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) in May 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. No submissions were received from customers or retailers on the AMP.

Two reports were received in the last two years, being the reports on Aurora's 2006-2016 AMP and 2007-2107 AMP 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 several suggestions for improvement. It was unfortunate that the comments on the 2006-2106 AMP were not received in time for changes to be made to the 2007-2107 AMP.

(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 31 August 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 2008 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.

Aurora's Price Versus Quality Survey								
Results to 31 March	2001	2002	2003	2004	2005	2006	2007	2008³
Consumers Surveyed	4,123	4,220	4,327	4,554	4,641	4,603	4,752	4,000
Response Rate	20%	20%	20%	18%	18%	18%	16%	18%
Responses:								
Prefer higher quality	8.4%	9.3%	9.3%	7.4%	6.7%	5.3%	5.9%	4.8%
Prefer lower price	91.6%	90.7%	90.7%	92.6%	93.3%	94.7%	94.1%	95.2%

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:

Aurora Customer Survey 2008 & 2006							
No	Question	Dunedin		Central		Total	
		2006	2008	2006	2008	2006	2008
1	Price more important than quality	Yes 68%	65%	Yes 86%	59%	Yes 77%	62%
		Unsure 15%	11%	Unsure 2%	16%	Unsure 8%	14%
		No 17%	24%	No 12%	25%	No 15%	24%
2	Single most important issue relating to quality ⁴	No of interruptions 70%	40%	No of interruptions 71%	46%	No of interruptions 71%	43%

³ Provisional results to date

⁴ Slight change in questionnaire for 2008 means comparison with 2006 not totally similar but reasonable approximation.

Aurora Customer Survey 2008 & 2006							
No	Question	Dunedin		Central		Total	
		2006	2008	2006	2008	2006	2008
3	Accept 10% increase in line charges for 10% improvement in quality ⁴	No 68% Unsure 12%	100% 0%	No 75% Unsure 4%	46% 0%	No 71% Unsure 9%	70% 0%
4	Acceptance of rebate should increased supply not be achieved	Yes 68% Unsure 12%	60% 10%	Yes 88% Unsure 4%	92% 0%	Yes 76% Unsure 9%	78% 5%
5	Accept 10% decrease in line charges for say 10% more interruptions ⁴	No 44% Unsure 16%	81% 4%	No 80% Unsure 4%	77% 7%	No 64% Unsure 9%	79% 6%
6	Acceptable timeframe for restoration of supply (weighted avg)	2.8 hrs	2.2 hrs	1.6 hrs	2.6 hrs	2.2 hrs	2.4 hrs

(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. The expected restoration time by customers in Central Otago had increased and is now just above that for Dunedin. Perhaps fewer of the surveyed customers in Central Otago would have experienced unplanned interruptions in the last year. A continuing trend in both areas is that the number of interruptions remains the highest issue relating to reliability.

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. As a result of an increasing trend in overhead faults per 100 km and continuing customer concerns regarding the number of interruptions Aurora will in the coming year provide additional funds for vegetation management near overhead lines.

Appendix H indicates that the SAIDI 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. In 2004, the programme was extended to the Frankton region in Central Otago for the first time. Forty nine major consumers participated in 2006 plus sixty three in 2007 which was more than double the numbers in the previous two years.

(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).

(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 2008 with increased focus on the Central Otago area. The information gained is useful to Aurora when load 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). 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:

Year to 30 June	Events	Consumers Affected	Total Paid	Percent of Line Revenue
2003	11	1148	\$63,336	0.119%
2004	16	415	\$25,410	0.048%
2005	24	896	\$51,553	0.091%
2006	14	324	\$21,435	0.036%
2007	15	246	\$13,210	0.021%

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).

- 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 Requirements” also provides information and requirements to facilitate early approval of requests for the connection of 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 contributes 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 2008

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 2008 and dated 15 May 2008 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 and Quality Threshold: SAIDI and SAIFI Statistics for the Assessment Period ended 31 March 2008; 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 15 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; and
- the SAIDI and SAIFI statistics for the assessment period ended on 31 March 2008 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.
- 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 2008.

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 2008 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 2008;
- 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 2008.

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:

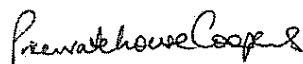
- There is no independent evidence available for the period to support the completeness and accuracy of recorded faults; and
- Control over the completeness and accuracy of ICP data included in the SAIDI and SAIFI calculations is limited throughout the period.

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 2008, 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 2008.

Our audit was completed on 15 May 2008 and our qualified and unqualified opinions are expressed as at that date.



PricewaterhouseCoopers
Auckland

15 May 2008

APPENDIX A

Clause 5 (1) (a) NR2008

Notional Revenue for the year ending 31 March 2008		
Term	Description	(\$)
$\sum P_{i,2008} Q_i$	Prices at 31 March 2008 multiplied by 31 March 2003 Base Quantities	56,413,171
K_{2008}	Transmission Charges for year ending 31 March 2008	18,133,342
	Rates for year ending 31 March 2008	508,229
	Electricity Commission Levies for year ending 31 March 2008	158,310
$NR_{2008} = \sum P_{i,2008} Q_i - K_{2008}$	Notional Revenue for the year ending 31 March 2008	37,613,290

R₂₀₀₄

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	(\$)
$\sum P_{i,0} \times Q_{i,0}$	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

Note: All notation in the table above except R₂₀₀₄ comes from the Initial Notice.

Test for 5 (1) (a) - ($NR_{2008} / R_{2008} \leq 1$)

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
$(1 + \Delta CPI_{2005})$	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
$(1 + \Delta CPI_{2006})$	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
$(1 + \Delta CPI_{2007})$	Average change in Consumer Price Index over 2006	1.0337
$(1-X)$	1-X Factor	0.99
R_{2007}	Allowable Notional Revenue under the CPI-X Price Path for the year ended 31 March 2007	37,943,620
$(1 + \Delta CPI_{2008})$	Average change in Consumer Price Index over 2007	1.0238
$(1-X)$	1-X Factor	0.99
R_{2008}	Allowable Notional Revenue under the CPI-X Price Path for the year ended 31 March 2008	38,456,762
NR_{2008} / R_{2008}	Expression must be less than or equal to 1 to avoid breaching 5(1)(a)	0.9781
$R_{2008} - NR_{2008}$	Value of Compliance or (Breach)	843,472

For presentation purposes, the CPI Index has been presented to four decimal places, however, for the calculation of R_{2008} , the full index (with no rounding) has been applied.

ΔCPI_{2005}			
Numerator		Denominator	
$CPI_{Q1,2004}$	928	$CPI_{Q1,2003}$	913
$CPI_{Q2,2004}$	935	$CPI_{Q2,2003}$	913
$CPI_{Q3,2004}$	941	$CPI_{Q3,2003}$	918
$CPI_{Q4,2004}$	949	$CPI_{Q4,2003}$	924
Total	3753	Total	3669
ΔCPI_{2005}	2.29%		

Source: Statistics New Zealand All Groups SE9A Index (Note this index was rebased to June 2006 - Consumers Price Index Review information paper published on 28 September 2006. The 2006 September quarter CPI was the first index published using the new base)

ΔCPI_{2006}			
Numerator		Denominator	
$CPI_{Q1,2005}$	953	$CPI_{Q1,2004}$	928
$CPI_{Q2,2005}$	962	$CPI_{Q2,2004}$	935
$CPI_{Q3,2005}$	973	$CPI_{Q3,2004}$	941
$CPI_{Q4,2005}$	979	$CPI_{Q4,2004}$	949
Total	3867	Total	3753
ΔCPI_{2006}	3.04%		

Source: Statistics New Zealand All Groups SE9A Index (Note this index was rebased to June 2006 - Consumers Price Index Review information paper published on 28 September 2006. The 2006 September quarter CPI was the first index published using the new base)

ΔCPI_{2007}			
Numerator		Denominator	
$CPI_{Q1,2006}$	985	$CPI_{Q1,2005}$	953
$CPI_{Q2,2006}$	1000	$CPI_{Q2,2005}$	962
$CPI_{Q3,2006}$	1007	$CPI_{Q3,2005}$	973
$CPI_{Q4,2006}$	1005	$CPI_{Q4,2005}$	979
Total	3997	Total	3867
ΔCPI_{2007}	3.37%		

Source: Statistics New Zealand All Groups SE9A Index (Note this index was rebased to June 2006 - Consumers Price Index Review information paper published on 28 September 2006. The 2006 September quarter CPI was the first index published using the new base)

ΔCPI_{2008}			
Numerator		Denominator	
$CPI_{Q1,2007}$	1010	$CPI_{Q1,2006}$	985
$CPI_{Q2,2007}$	1020	$CPI_{Q2,2006}$	1000
$CPI_{Q3,2007}$	1025	$CPI_{Q3,2006}$	1007
$CPI_{Q4,2007}$	1037	$CPI_{Q4,2006}$	1005
Total	4092	Total	3997
ΔCPI_{2008}	2.38%		

Clause 5 (1) (b)

NR_{Max}

Maximum Notional Revenue for the period 1 April 2007 to 31 March 2008. P x Q using 31 March 2008 Prices and 31 March 2003 Base Quantities if there has been no change in prices over this period, otherwise the prices which generate the maximum notional revenue over the period when using 31 March 2003 quantities		
Term	Description	(\$)
$\sum P_{Max} Q_i$	Maximum Price Between 1 April 2007 and 31 March 2008 multiplied by 31 March 2003 Base Quantities	56,413,171
K_{2008}	Transmission Charges for year ending 31 March 2008	18,133,342
	Rates Charges for year ending 31 March 2008	508,229
	Electricity Commission Levies for year ending 31 March 2008	158,310
NR_{Max}	Maximum Notional Revenue for 1 April 2007 to 31 March 2008	37,613,290

Test for 5 (1) (b) - $(NR_{Max} / \text{Max}(R_{2007}, R_{2008})) \leq 1$

Notional Revenue during the period is not to exceed the maximum of the Allowable Notional Revenue at the end of the assessment period and the Allowable Notional Revenue at the end of the previous assessment period		
Term	Description	(\$)
NR_{Max}	Maximum Notional Revenue for 1 April 2007 to 31 March 2008	37,613,290
R_{2007}	Allowable Notional Revenue at 31 March 2007	37,943,620
R_{2008}	Allowable Notional Revenue at 31 March 2008	38,456,762
$\text{Max}(R_{2007}, R_{2008})$	Maximum of the Allowable Notional Revenue at 31 March 2007 and the Allowable Notional Revenue at 31 March 2008	38,456,762
$NR_{Max} / \text{Max}(R_{2007}, R_{2008})$	If expression is greater than 1, Clause 5 (1) (b) is breached	0.9781
$\text{Max}(R_{2007}, R_{2008}) - NR_{Max}$	Value of Compliance or (Breach)	843,472

APPENDIX B

Area	Description		\$ 1 Apr 06	\$ 1 Apr 07	Source Data	Ref
HalfwayBush&SouthDunedin	Std Domestic variable		19,620,550	19,290,298	Retailers	1
	Std Domestic fixed		2,415,612	2,415,612	Gentrack	A
	Capacity fixed		14,021,602	14,095,631	Gentrack	B
	Street Lighting		278,736	276,913	Gentrack	C
			36,336,500	36,078,454		
Frankton	Std Domestic variable		3,818,639	3,619,692	Retailers	3
	Std Domestic fixed		348,003	348,003	Gentrack	G
	Capacity fixed		371,142	377,517	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		2,034,735	2,055,501	Retailers	15
	Transition 1 capacity L2		1,738,367	1,798,445	Retailers	17
	Transition 1 variable profile		-	-	Retailers	7
	Transition 1 variable HHR		-	-	Retailers	19
	General 400V fixed L1		-	-	Retailers	21
	General 400V variable profile L1		-	-	Retailers	9
	Transition 2 capacity & variable L1		615,682	610,602	Retailers	25
	QLDC St Ltg		66,193	66,439	Retailers	23
			8,992,761	8,876,199		
Clyde&Cromwell	Std Domestic variable		6,109,154	6,182,448	Retailers	2
	Std Domestic fixed		539,333	539,333	Gentrack	D
	Capacity fixed		440,116	432,093	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		1,242,373	1,228,753	Retailers	14
	Transition 1 capacity L2		2,165,735	2,132,381	Retailers	16
	Transition 1 variable profile		-	-	Retailers	6
	Transition 1 variable HHR		-	-	Retailers	18
	General 400V fixed L1		-	-	Retailers	20
	General 400V variable profile L1		-	-	Retailers	8
	Transition 2 capacity & variable L1		873,269	875,318	Retailers	24
	CODC St Lighting		67,916	68,192	Retailers	22
			11,437,897	11,458,518		
Grand Total			56,767,158	56,413,171		

APPENDIX C

Area	Load Group		Base Quantity as at 31 March 2003	Price \$ 1/4/06		Network \$		Transmission \$		Notional Rev \$		Price \$ 1/4/07		Network \$		Transmission \$		Notional Rev \$	
				Network	Transmission	1/04/2006	1/04/2006	1/04/2006	1/04/2006	1/04/2006	1/04/2006	Network	Transmission	1/04/2007	1/04/2007	1/04/2007	1/04/2007	1/04/2007	1/04/2007
Dunedin	Standard Domestic 15	Number	44,014	54.73		2,408,895	-	2,408,895	54.73		2,408,895	2,408,895	-	2,408,895	-	2,408,895	-	2,408,895	-
Dunedin		Total Capacity kVA	660,225			-	-	-	-		-	-	-	-	-	-	-	-	-
Dunedin	Standard Domestic 8	Number	448	15.00		6,716	-	6,716	15.00		6,716	6,716	-	6,716	-	6,716	-	6,716	-
Dunedin		Total Capacity kVA	3,582			-	-	-	-		-	-	-	-	-	-	-	-	-
				A		2,415,612	-	2,415,612			2,415,612	-	-	2,415,612	-	2,415,612	-	2,415,612	-
Dunedin	LD	Number	68	99.42	50.22	6,719	3,394	10,113	103.60	46.00	7,002	3,109	10,110						
Dunedin		Total Capacity kVA	68			-	-	-	-		-	-	-	-	-	-	-	-	-
Dunedin	LOA	Number	58	206.40	108.61	11,954	6,290	18,244	215.07	99.49	12,456	5,762	18,218						
Dunedin		Total Capacity kVA	116			-	-	-	-		-	-	-	-	-	-	-	-	-
Dunedin	Load Group 1	Number	3,623	9.67		35,034	-	35,034	10.08		36,519	-	36,519						
Dunedin		Total Capacity kVA	54,344	9.09	1.94	493,985	105,427	599,412	9.47	1.78	514,635	96,732	611,367						
Dunedin		Total CPD kW	8,365	85.33	61.94	713,791	518,132	1,231,923	87.91	56.74	735,373	474,634	1,210,007						
Dunedin	Load Group 1A	Number	215	9.67		2,077	-	2,077	10.08		2,165	-	2,165						
Dunedin		Total Capacity kVA	1,718	10.52	2.95	18,073	5,068	23,141	10.96	2.70	18,829	4,639	23,468						
Dunedin		Total CPD kW	211	85.33	61.94	17,995	13,063	31,058	87.91	56.74	18,539	11,966	30,505						
Dunedin	Load Group 2	Number	2,447	16.63		40,692	-	40,692	17.33		42,405	-	42,405						
Dunedin		Total Capacity kVA	125,856	16.14	2.42	2,031,314	304,571	2,335,886	17.92	2.22	2,255,338	279,400	2,534,738						
Dunedin		Total CPD kW	22,589	60.22	60.79	1,360,334	1,373,210	2,733,543	66.55	55.68	1,503,325	1,257,778	2,761,102						
Dunedin		Other Charge	(658)	1		(658)	-	(658)	1		(658)	-	(658)						
Dunedin	Load Group 3	Number	101	372.28		37,538	-	37,538	388.00		39,123	-	39,123						
Dunedin		Total Capacity kVA	19,811	22.78	4.75	451,296	94,103	545,399	23.75	4.35	470,513	86,178	556,691						
Dunedin		Total KVA-KM	1,320	0.18		238	-	238	0.25		330	-	330						
Dunedin		Total CPD kW	5,750	50.10	60.40	200,473	347,700	636,253	53.03	55.33	309,950	310,507	620,537						
Dunedin		Other Charge	(4,039)	1		(4,039)	-	(4,039)	1		(4,039)	-	(4,039)						
Dunedin	Load Group 3A	Number	88	372.28		32,885	-	32,885	388.00		34,273	-	34,273						
Dunedin		Total Capacity kVA	28,654	21.11	4.75	604,893	136,108	741,001	21.97	4.35	629,536	124,646	754,182						
Dunedin		Total KVA-KM	2,212	0.18		398	-	398	0.25		553	-	553						
Dunedin		Total CPD kW	9,581	50.10	60.40	480,008	578,692	1,058,701	53.83	55.33	515,745	530,117	1,045,862						
Dunedin		Other Charge	(1,742)	1		(1,742)	-	(1,742)	1		(1,742)	-	(1,742)						
Dunedin	Load Group 4	Number	55	993.90		54,416	-	54,416	1,000.00		54,750	-	54,750						
Dunedin		Total Capacity kVA	38,752	13.16	4.75	509,976	184,072	694,048	13.42	4.35	520,052	168,571	688,623						
Dunedin		Total KVA-KM	2,653	0.18		477	-	477	0.25		663	-	663						
Dunedin		Total CPD kW	12,181	41.14	60.40	501,137	735,748	1,236,884	42.87	55.33	522,210	673,989	1,196,199						
Dunedin		Other Charge	185,371	1		185,371	-	185,371	1		185,371	-	185,371						
Dunedin	Load Group 5	Number	9	993.90		9,194	-	9,194	1,000.00		9,250	-	9,250						
Dunedin		Total Capacity kVA	36,375	8.34	4.75	303,368	172,781	476,149	7.63	4.35	277,541	158,231	435,773						
Dunedin		Total KVA-KM	4,113	0.18		740	-	740	0.25		1,028	-	1,028						
Dunedin		Total CPD kW	14,129	22.05	60.40	311,539	853,377	1,164,915	22.38	55.33	316,201	781,744	1,097,945						
Dunedin		Other Charge	92,310	1		92,310	-	92,310	1		92,310	-	92,310						
				B		8,589,787	5,431,815	14,021,602			9,119,549	4,976,082	14,095,631						
Dunedin	Street Lighting	Fixed	1	C	203,896	74,840	203,896	74,840	278,736	208,360	68,553	208,360	68,553	276,913					
CYD/CML	Standard Domestic 15	Number	9,853	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	15.00		79	-	79	15.00		79	-	79						
CYD/CML		Total Capacity kVA	42	-		-	-	-	-		-	-	-						
				D		539,333	-	539,333			539,333	-	539,333						

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2008

Area	Load Group		Base Quantity			Price \$ 1/4/06			Network \$	Transmission \$	Notional Rev \$			Price \$ 1/4/07			Network \$	Transmission \$	Notional Rev \$
			as at 31 March 2003			Network	Transmission		1/04/2006	1/04/2006	1/04/2006			Network	Transmission		1/04/2007	1/04/2007	1/04/2007
Capacity based																			
CYD/CML	Load Group 0	Number	96			130.66	56.68		12,587	5,460	18,047			134.58	51.64		12,965	4,975	17,939
CYD/CML		Total Capacity kVA	96						-	-	-						-	-	-
CYD/CML	Load Group 0A	Number	153			248.35	137.53		38,018	21,054	59,072			255.80	125.29		39,159	19,180	58,339
CYD/CML		Total Capacity kVA	306						-	-	-						-	-	-
CYD/CML	Load Group 1	Number	76			11.63			888	-	888			11.98			914	-	914
CYD/CML		Total Capacity kVA	1,145			18.84	1.77		21,572	2,027	23,598			19.61	1.61		22,453	1,843	24,297
CYD/CML		Total CPD kW	155			119.35	64.63		18,443	9,987	28,430			122.93	58.88		18,996	9,098	28,094
CYD/CML	Load Group 1A	Number	20			11.63			230	-	230			11.98			237	-	237
CYD/CML		Total Capacity kVA	158			20.56	2.66		3,248	420	3,669			21.38	2.42		3,378	382	3,760
CYD/CML		Total CPD kW	20			119.35	64.63		2,413	1,307	3,719			122.93	58.88		2,485	1,190	3,676
CYD/CML	Load Group 2	Number	113			19.41			2,201	-	2,201			19.99			2,267	-	2,267
CYD/CML		Total Capacity kVA	4,909			26.80	2.77		131,572	13,599	145,171			26.98	2.52		132,456	12,372	144,828
CYD/CML		Total CPD kW	560			92.50	60.36		51,809	33,808	85,617			92.28	54.99		51,686	30,800	82,486
CYD/CML		Other Charge	-			1			-	-	-			1			-	-	-
CYD/CML	Load Group 3	Number	5			463.62	-		2,434	-	2,434			477.00			2,504	-	2,504
CYD/CML		Total Capacity kVA	1,022			35.70	5.66		36,471	5,782	42,253			32.13	5.16		32,823	5,271	38,095
CYD/CML		Total KVA-KM	355			0.18	-		64	-	64			0.24			85	-	85
CYD/CML		Total CPD kW	87			85.54	60.11		7,413	5,210	12,623			88.11	54.76		7,636	4,746	12,382
CYD/CML		Other Charge	-			1			-	-	-			1			-	-	-
CYD/CML	Load Group 3A	Number	-			463.62	-		-	-	-			477.00			-	-	-
CYD/CML		Total Capacity kVA	-			32.99	5.66		-	-	-			29.62	5.16		-	-	-
CYD/CML		Total KVA-KM	-			0.18	-		-	-	-			0.24			-	-	-
CYD/CML		Total CPD kW	-			85.54	60.11		-	-	-			88.11	54.76		-	-	-
CYD/CML		Other Charge	-			1			-	-	-			1			-	-	-
CYD/CML	Load Group 4	Number	0			1,225.00	-		408	-	408			1,260.00			420	-	420
CYD/CML		Total Capacity kVA	167			22.85	5.66		3,808	943	4,752			24.50	5.16		4,083	860	4,943
CYD/CML		Total KVA-KM	27			0.18	-		5	-	5			0.24			7	-	7
CYD/CML		Total CPD kW	42			85.54	60.11		3,564	2,505	6,069			88.11	54.76		3,671	2,282	5,953
CYD/CML		Other Charge	867			1			867	-	867			1			867	-	867
CYD/CML	Load Group 5	Number	-			1,225.00	-		-	-	-			1,260.00			-	-	-
CYD/CML		Total Capacity kVA	-			19.40	5.66		-	-	-			18.18	5.16		-	-	-
CYD/CML		Total KVA-KM	-			0.18	-		-	-	-			0.24			-	-	-
CYD/CML		Total CPD kW	-			79.17	60.11		-	-	-			81.55	54.76		-	-	-
CYD/CML		Other Charge	-			1			-	-	-			1			-	-	-
				E					338,016	102,101	440,116						339,093	93,000	432,093
General 400V pre 1 May 03																			
CYD/CML	GLV	Number	2,688						-	-	-						-	-	-
CYD/CML		Total Capacity kVA	92,710						-	-	-						-	-	-
CYD/CML		Total CPD kW	9,106						-	-	-						-	-	-
CYD/CML		Other Charge	217						-	-	-						-	-	-
				F					-	-	-						-	-	-
FKN	Standard Domestic 15	Number	6,348			54.73			347,403	-	347,403			54.73			347,403	-	347,403
FKN		Total Capacity kVA	95,214						-	-	-						-	-	-
FKN		Adjustment Total	554			1			554	-	554			1			554	-	554
FKN	Standard Domestic 8	Number	3			15.00			46	-	46			15.00			46	-	46
FKN		Total Capacity kVA	25						-	-	-						-	-	-
				G					348,003	-	348,003						348,003	-	348,003

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2008

Area	Load Group		Base Quantity as at 31 March 2003	Price \$ 1/4/06		Network \$	Transmission \$	Notional Rev \$	Price \$ 1/4/07		Network \$	Transmission \$	Notional Rev \$
				Network	Transmission	1/04/2006	1/04/2006	1/04/2006	Network	Transmission	1/04/2007	1/04/2007	1/04/2007
FKN	Load Group 0	Number	44	102.36	55.88	4,512	2,463	6,976	109.53	49.90	4,828	2,200	7,028
FKN		Total Capacity kVA	44			-	-	-			-	-	-
FKN	Load Group 0A	Number	139	194.59	117.66	26,999	16,325	43,325	208.21	105.07	28,889	14,578	43,468
FKN		Total Capacity kVA	278		-	-	-	-		-	-	-	-
FKN	Load Group 1	Number	73	9.12		669	-	669	9.76		716	-	716
FKN		Total Capacity kVA	1,100	11.94	6.62	13,134	7,282	20,416	12.78	5.91	14,058	6,501	20,559
FKN		Total CPD kW	154	88.15	61.14	13,592	9,427	23,019	91.32	54.60	14,081	8,419	22,500
FKN	Load Group 1A	Number	14	9.12		131	-	131	9.76		141	-	141
FKN		Total Capacity kVA	105	13.28	7.52	1,390	787	2,177	14.21	6.72	1,487	703	2,191
FKN		Total CPD kW	16	88.15	61.14	1,452	1,007	2,460	91.32	54.60	1,504	900	2,404
FKN	Load Group 2	Number	110	15.20		1,675	-	1,675	16.26		1,791	-	1,791
FKN		Total Capacity kVA	4,934	18.59	6.70	91,728	33,059	124,787	19.89	5.98	98,142	29,507	127,649
FKN		Total CPD kW	715	66.69	60.30	47,659	43,092	90,751	79.06	53.85	56,499	38,483	94,982
FKN		Other Charge	(71)	1		(71)	-	(71)	1		(71)	-	(71)
FKN	Load Group 3	Number	2	354.98		710	-	710	380.00		760	-	760
FKN		Total Capacity kVA	380	24.05	12.23	9,139	4,647	13,786	24.97	10.92	9,489	4,150	13,638
FKN		Total KVA-KM	65	0.18		12	-	12	0.30		20	-	20
FKN		Total CPD kW	90	59.80	60.11	5,352	5,380	10,732	63.99	53.68	5,727	4,804	10,531
FKN		Other Charge	-	1		-	-	-	1		-	-	-
FKN	Load Group 3A	Number	1	354.98		385	-	385	380.00		412	-	412
FKN		Total Capacity kVA	425	21.98	12.23	9,342	5,198	14,539	22.96	10.92	9,758	4,641	14,399
FKN		Total KVA-KM	82	0.18		15	-	15	0.30		25	-	25
FKN		Total CPD kW	122	59.80	60.11	7,306	7,343	14,649	63.99	53.68	7,817	6,558	14,375
FKN		Other Charge	-	1		-	-	-	1		-	-	-
FKN	Load Group 4	Number	-	938.11		-	-	-	1,004.00		-	-	-
FKN		Total Capacity kVA	-	14.23	12.23	-	-	-	16.81	10.92	-	-	-
FKN		Total KVA-KM	-	0.18		-	-	-	0.30		-	-	-
FKN		Total CPD kW	-	59.80	60.11	-	-	-	63.99	53.68	-	-	-
FKN		Other Charge	-	1		-	-	-	1		-	-	-
FKN	Load Group 5	Number	-	938.11		-	-	-	1,004.00		-	-	-
FKN		Total Capacity kVA	-	9.09	12.23	-	-	-	8.37	10.92	-	-	-
FKN		Total KVA-KM	-	0.18		-	-	-	0.30		-	-	-
FKN		Total CPD kW	-	51.94	60.11	-	-	-	47.98	53.68	-	-	-
FKN		Other Charge	-	1		-	-	-	1		-	-	-
			H			235,130	136,013	371,142			256,073	121,444	377,517
FKN	GLV	Number	1,809			-	-	-			-	-	-
FKN		Total Capacity kVA	65,233			-	-	-			-	-	-
FKN		Total CPD kW	10,212			-	-	-			-	-	-
FKN		Other Charge	2,167			-	-	-			-	-	-
			I					-					-

APPENDIX D

Area	GXP	Description	Tariff	Base Quantity as at 31 March 2003	Price c/kWh 1 Apr 06		Network \$			Transmission \$			Price c/kWh 1 Apr 07		Network \$		
					Network	Trans.	1/04/2006	1/04/2006	\$ 1 Apr 06	Network	Trans.	1/04/2007	1/04/2007	\$ 1 Apr 07	Network	Trans.	1/04/2007
Dunedin	Standard Domestic DN	General Purpose (Summer)	SH010S	5,581,136	4.78	0.82	266,778	45,765	312,544	4.87	0.75	271,801	41,859	313,660			
Dunedin	Standard Domestic DN	General Purpose (Winter)	SH010W	5,620,414	4.99	3.43	280,459	192,780	473,239	5.30	3.14	297,882	176,481	474,363			
Dunedin	Standard Domestic DN	Seasonal Day (Summer)	SH011S	935,680	4.76	0.97	44,538	9,076	53,614	4.74	0.90	44,351	8,421	52,772			
Dunedin	Standard Domestic DN	Seasonal Day (Winter)	SH011W	1,142,532	5.00	3.98	57,127	45,473	102,599	5.04	3.66	57,584	41,817	99,400			
Dunedin	Standard Domestic DN	Seasonal Night (Summer)	SH012S	143,805	1.56	0.06	2,243	86	2,330	0.68	-	978	-	978			
Dunedin	Standard Domestic DN	Seasonal Night (Winter)	SH012W	136,885	1.56	0.06	2,135	82	2,218	0.68	-	931	-	931			
Dunedin	Standard Domestic DN	General Purpose & 16 hour Water Heat (Summer)	SH016S	194,025,809	2.64	1.18	5,122,281	2,289,505	7,411,786	2.73	1.08	5,296,905	2,095,479	7,392,383			
Dunedin	Standard Domestic DN	General Purpose & 16 hour Water Heat (Winter)	SH017W	186,867,965	3.92	1.86	7,325,224	3,475,744	10,800,968	4.02	1.70	7,512,092	3,176,755	10,688,848			
Dunedin	Standard Domestic DN	Night + 3 hour other load	SH024	8,719,442	2.11	0.46	183,980	40,109	224,090	1.50	0.42	130,792	36,622	167,413			
Dunedin	Standard Domestic DN	Night Rate	SH028	14,639,683	1.56	0.06	228,379	8,784	237,163	0.68	-	99,550	-	99,550			
				417,813,351	1		13,513,146	6,107,405	19,620,550			13,712,865	5,577,433	19,290,298			
Central	Standard Domestic CYD/CML	General Purpose (Summer)	CC101S	23,817,518	6.74	1.07	1,605,301	254,847	1,860,148	7.02	0.97	1,671,990	231,030	1,903,020			
Central	Standard Domestic CYD/CML	General Purpose (Winter)	CC101W	24,563,901	8.77	2.95	2,154,254	724,635	2,878,889	9.26	2.69	2,274,617	660,769	2,935,386			
Central	Standard Domestic CYD/CML	Night + 5 hour other load	CC103	1,574,599	3.90	1.30	61,409	20,470	81,879	4.01	1.19	63,141	18,738	81,879			
Central	Standard Domestic CYD/CML	Night + 3 hour other load	CC104	4,054,559	3.31	0.70	134,209	28,353	162,561	3.40	0.65	137,858	26,355	164,213			
Central	Standard Domestic CYD/CML	Std Water Heating 16 hour	CC106	22,198,284	3.74	0.92	830,216	204,224	1,034,440	3.65	0.84	810,237	196,466	996,703			
Central	Standard Domestic CYD/CML	Night rate	CC108	2,057,378	2.72	0.06	55,961	1,234	57,195	3.24	-	66,659	-	66,659			
Central	Standard Domestic CYD/CML	Peak Water Heating 20 hour	CC109	524,057	5.01	1.48	26,255	7,756	34,011	5.25	1.35	27,513	7,075	34,588			
				78,790,387	2		4,867,605	1,241,550	6,109,154			5,052,016	1,130,432	6,182,448			
Central	Standard Domestic FKN	General Purpose (Summer)	FKN201S	17,002,543	5.12	1.37	870,530	232,935	1,103,465	5.15	1.22	875,631	207,431	1,083,062			
Central	Standard Domestic FKN	General Purpose (Winter)	FKN201W	19,905,953	5.94	3.80	1,182,414	756,426	1,938,840	6.15	3.39	1,224,216	674,812	1,899,028			
Central	Standard Domestic FKN	Night + 5 hour other load	FKN203	1,680,492	2.13	1.34	35,794	22,519	58,313	2.12	1.21	35,626	20,334	55,960			
Central	Standard Domestic FKN	Night + 3 hour other load	FKN204	2,332,439	1.87	0.94	43,617	21,925	65,542	1.32	0.85	30,788	19,826	50,614			
Central	Standard Domestic FKN	Std Water Heating 16 hour	FKN206	19,469,090	1.89	1.14	367,966	221,948	589,913	1.47	1.02	286,196	198,585	484,760			
Central	Standard Domestic FKN	Night rate	FKN208	1,813,455	1.97	0.06	35,725	1,088	36,813	1.18	-	21,399	-	21,399			
Central	Standard Domestic FKN	Peak Water Heating 20 hour	FKN209	532,089	3.31	1.53	17,612	8,141	25,753	3.30	1.37	17,559	7,290	24,849			
				62,736,061	3		2,553,650	1,264,961	3,818,639			2,491,415	1,128,277	3,619,692			
Central	Non Standard Domestic CYD/CML	General Purpose	CC110	29,775,456	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	GP Seasonal Day (Summer)	CC111	6,196,309	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	GP Seasonal Day (Winter)	CC111	5,278,304	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	GP Seasonal Night (Summer)	CC112	3,127,893	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	GP Seasonal Night (Winter)	CC112	2,142,854	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	General Purpose + Water Heat	CC116	-	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Night + 5 hour other load	CC123	1,262,745	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Night + 3 hour other load	CC124	-	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Std Water Heating 16 hour	CC126	5,554,732	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Night + 3 hour Water Heating	CC127	514,644	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Night rate	CC128	368,761	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic CYD/CML	Peak Water Heating 20 hour	CC129	2,364,524	-	-	-	-	-	-	-	-	-	-			
				56,586,222	4		-	-	-			-	-	-			
Central	Non Standard Domestic FKN	General Purpose	FKN210	33,391,114	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	GP Seasonal Day (Summer)	FKN211	5,565,924	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	GP Seasonal Day (Winter)	FKN211	5,193,929	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	GP Seasonal Night (Summer)	FKN212	2,073,374	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	GP Seasonal Night (Winter)	FKN212	2,551,725	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	General Purpose + Water Heat	FKN216	-	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Night + 5 hour other load	FKN223	1,840,051	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Night + 3 hour other load	FKN224	-	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Std Water Heating 16 hour	FKN226	2,605,890	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Night + 3 hour Water Heating	FKN227	787,901	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Night rate	FKN228	354,467	-	-	-	-	-	-	-	-	-	-			
Central	Non Standard Domestic FKN	Peak Water Heating 20 hour	FKN229	2,948,631	-	-	-	-	-	-	-	-	-	-			
				57,313,006	5		-	-	-			-	-	-			
Transition 1																	
Non Standard Domestic Central ICPs Profile kWh by load group post 1 May 03				Load Group													
Central	Transition 1 Profile > 16 KVA CYD/CML		L2	36,781,931	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA CYD/CML		L3	6,462,227	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA CYD/CML		L3A	687,414	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA CYD/CML		L4	246,180	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA CYD/CML		L5	-	-	-	-	-	-	-	-	-	-	-			
				44,197,752	6		-	-	-			-	-	-			
Central	Transition 1 Profile > 16 KVA FKN		L2	37,621,670	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA FKN		L3	5,471,158	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA FKN		L3A	3,032,806	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA FKN		L4	-	-	-	-	-	-	-	-	-	-	-			
Central	Transition 1 Profile > 16 KVA FKN		L5	-	-	-	-	-	-	-	-	-	-	-			
				46,125,634	7		-	-	-			-	-	-			

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2008

Area	GXP	Description	Tariff	Base Quantity as at 31 March 2003		Price c/kWh 1 Apr 06 Network Trans.	Network \$ 1/04/2006	Transmission \$ 1/04/2006	\$ 1 Apr 06	Price c/kWh 1 Apr 07 Network Trans.	Network \$ 1/04/2007	Transmission \$ 1/04/2007	\$ 1 Apr 07
Remaining Non Std Domestic GLV kWh post 1 May 03													
Central	ProfileCapacity < 16 KVA	CYD/CML General Purpose	CC110	9,300,261			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML GP Seasonal Day (Summer)	CC111	201,239			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML GP Seasonal Day (Winter)	CC111	98,442			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML GP Seasonal Night (Summer)	CC112	149,534			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML GP Seasonal Night (Winter)	CC112	48,559			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML General Purpose + Water Heat	CC116	-			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Night + 5 hour other load	CC123	232,404			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Night + 3 hour other load	CC124	-			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Std Water Heating 16 hour	CC126	1,803,090			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Night + 3 hour Water Heating	CC127	207,287			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Night rate	CC128	82,951			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	CYD/CML Peak Water Heating 20 hour	CC129	229,053			-	-	-		-	-	-
				12,352,820	8		-	-	-		-	-	-
				56,550,572									
Central	ProfileCapacity < 16 KVA	FKN General Purpose	FKN110	8,630,590			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN GP Seasonal Day (Summer)	FKN111	200,282			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN GP Seasonal Day (Winter)	FKN111	200,282			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN GP Seasonal Night (Summer)	FKN112	99,122			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN GP Seasonal Night (Winter)	FKN112	99,122			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN General Purpose + Water Heat	FKN116	-			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Night + 5 hour other load	FKN123	449,322			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Night + 3 hour other load	FKN124	-			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Std Water Heating 16 hour	FKN126	1,139,095			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Night + 3 hour Water Heating	FKN127	275,424			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Night rate	FKN128	155,286			-	-	-		-	-	-
Central	ProfileCapacity < 16 KVA	FKN Peak Water Heating 20 hour	FKN129	254,858			-	-	-		-	-	-
				11,503,383	9		-	-	-		-	-	-
				57,629,017									
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	1,134,058									
Central	Demand Metered	CYD/CML Night kWh	LV	253,409									
Central	Demand Metered	CYD/CML Night kWh	BLV	3,463,379									
Central	Demand Metered	CYD/CML Night kWh	HV	368,776									
Central	Demand Metered	CYD/CML Network Demand kW	LV	140									
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	2,546,546									
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								

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2008

Area	GXP	Description	Tariff	Base Quantity		Price c/kWh 1 Apr 06	Network \$	Transmission \$		Price c/kWh 1 Apr 07	Network \$	Transmission \$	
				as at 31 March 2003		Network Trans.	1/04/2006	1/04/2006	\$ 1 Apr 06	Network Trans.	1/04/2007	1/04/2007	\$ 1 Apr 07
Transition 1 ICPs post 1 May 03													
> 150 KVA Modeling Sheet ICPs & 3 L2 ICPs from Consumption Sheet Post 1 May 03													
Central	CYD/CML	Count May 03	L2	1		19.41	19	-	19	19.99	-	20	20
Central	CYD/CML	Count May 03	L3	38		463.62	17,618	-	17,618	477.00	18,126	-	18,126
Central	CYD/CML	Count May 03	L3A	14		463.62	6,491	-	6,491	477.00	6,678	-	6,678
Central	CYD/CML	Count May 03	L4	8		1,225.00	9,800	-	9,800	1,260.00	10,080	-	10,080
Central	CYD/CML	Count May 03	L5	-		1,225.00	-	-	-	1,260.00	-	-	-
Central	CYD/CML	Capacity kVA May 03	L2	69		26.80	1,849	191	2,040	26.98	1,862	174	2,036
Central	CYD/CML	Capacity kVA May 03	L3	6,880		35.70	245,616	38,941	284,557	32.13	221,054	35,501	256,555
Central	CYD/CML	Capacity kVA May 03	L3A	4,156		32.99	137,106	23,523	160,629	29.62	123,101	21,445	144,546
Central	CYD/CML	Capacity kVA May 03	L4	5,750		22.85	131,388	32,545	163,933	24.50	140,875	29,670	170,545
Central	CYD/CML	Capacity kVA May 03	L5	-		19.40	-	-	-	18.18	-	-	-
Central	CYD/CML	KVA-KM May 03	L2	11		-	-	-	-	-	-	-	-
Central	CYD/CML	KVA-KM May 03	L3	231,252		0.18	41,625	-	41,625	0.24	55,501	-	55,501
Central	CYD/CML	KVA-KM May 03	L3A	122,164		0.18	21,989	-	21,989	0.24	29,319	-	29,319
Central	CYD/CML	KVA-KM May 03	L4	188,645		0.18	33,956	-	33,956	0.24	45,275	-	45,275
Central	CYD/CML	KVA-KM May 03	L5	-		0.18	-	-	-	0.24	-	-	-
Central	CYD/CML	CPD KW May 03	L2	39		92.50	3,608	2,354	5,962	92.28	54.99	3,599	5,744
Central	CYD/CML	CPD KW May 03	L3	1,100		85.54	94,094	66,121	160,215	88.11	54.76	96,921	157,157
Central	CYD/CML	CPD KW May 03	L3A	1,232		85.54	105,385	74,056	179,441	88.11	54.76	108,552	176,016
Central	CYD/CML	CPD KW May 03	L4	1,058		85.54	90,501	63,596	154,098	88.11	54.76	93,220	151,156
Central	CYD/CML	CPD KW May 03	L5	-		79.17	-	-	-	81.55	54.76	-	-
				14			941,046	301,327	1,242,373		954,182	274,571	1,228,753
Central	FKN	Count May 03	L2	2		15.20	30	-	30	16.26	33	-	33
Central	FKN	Count May 03	L3	27		354.98	9,584	-	9,584	380.00	10,260	-	10,260
Central	FKN	Count May 03	L3A	24		354.98	8,520	-	8,520	380.00	9,120	-	9,120
Central	FKN	Count May 03	L4	15		938.11	14,072	-	14,072	1,004.00	15,060	-	15,060
Central	FKN	Count May 03	L5	1		938.11	938	-	938	1,004.00	1,004	-	1,004
Central	FKN	Capacity kVA May 03	L2	278		18.59	5,168	1,863	7,031	19.89	5,529	1,662	7,192
Central	FKN	Capacity kVA May 03	L3	5,106		24.05	122,799	62,446	185,246	24.97	127,497	55,758	183,254
Central	FKN	Capacity kVA May 03	L3A	7,858		21.98	172,719	96,103	268,822	22.96	180,420	85,809	266,229
Central	FKN	Capacity kVA May 03	L4	11,750		14.23	167,203	143,703	310,905	16.81	197,518	128,310	325,828
Central	FKN	Capacity kVA May 03	L5	3,000		9.09	27,270	36,690	63,960	8.37	25,110	32,760	57,870
Central	FKN	KVA-KM May 03	L2	25		-	-	-	-	-	-	-	-
Central	FKN	KVA-KM May 03	L3	68,097		0.18	12,257	-	12,257	0.30	20,429	-	20,429
Central	FKN	KVA-KM May 03	L3A	73,581		0.18	13,245	-	13,245	0.30	22,074	-	22,074
Central	FKN	KVA-KM May 03	L4	166,028		0.18	29,885	-	29,885	0.30	49,808	-	49,808
Central	FKN	KVA-KM May 03	L5	37,440		0.18	6,739	-	6,739	0.30	11,232	-	11,232
Central	FKN	CPD KW May 03	L2	100		66.69	6,669	6,030	12,699	79.06	53.85	7,906	13,291
Central	FKN	CPD KW May 03	L3	1,429		59.80	85,454	85,897	171,351	63.99	53.68	91,442	168,150
Central	FKN	CPD KW May 03	L3A	2,515		59.80	150,397	151,177	301,574	63.99	53.68	160,935	295,940
Central	FKN	CPD KW May 03	L4	4,298		59.80	257,020	258,353	515,373	63.99	53.68	275,029	505,746
Central	FKN	CPD KW May 03	L5	915		51.94	47,515	54,989	102,504	47.96	53.68	43,874	92,981
				15			1,137,485	897,251	2,034,735		1,254,279	801,222	2,055,501
16 - 150 KVA GLV from CSV Files & Profile Data - Transition 1 ICPs Pre 1 April 2007													
Central	CYD/CML	Count May 03	L2	717		19.41	13,917	-	13,917	19.99	-	14,333	14,333
Central	CYD/CML	Capacity kVA May 03	L2	44,416		26.80	1,190,349	123,032	1,313,381	26.98	1,198,344	111,928	1,310,272
Central	CYD/CML	KVA-KM May 03	L2	19,908		-	-	-	-	-	-	-	-
Central	CYD/CML	CPD KW May 03	L2	5,485		92.50	507,363	331,075	838,437	92.28	506,156	301,620	807,776
Central	CYD/CML	KWH	L2	-		-	-	-	-	-	-	-	-
				16			1,711,628	454,107	2,165,735		1,718,832	413,548	2,132,381
Central	FKN	Count May 03	L2	660		15.20	10,032	-	10,032	16.26	-	10,732	10,732
Central	FKN	Capacity kVA May 03	L2	35,382		18.59	657,751	237,059	894,811	19.89	703,748	211,584	915,332
Central	FKN	KVA-KM May 03	L2	6,969		-	-	-	-	-	-	-	-
Central	FKN	CPD KW May 03	L2	6,564		66.69	437,733	395,791	833,524	79.06	518,926	353,455	872,381
Central	FKN	KWH	L2	-		-	-	-	-	-	-	-	-
				17			1,105,517	632,851	1,738,367		1,233,406	565,040	1,798,445

Information Disclosure by Aurora Energy Limited for the Year Ended 31 March 2008

Area	GXP	Description	Tariff	Base Quantity as at 31 March 2003		Price c/kWh 1 Apr 06 NetworkTrans.	Network \$ 1/04/2006	Transmission \$ 1/04/2006	\$ 1 Apr 06		Price c/kWh 1 Apr 07 NetworkTrans.	Network \$ 1/04/2007	Transmission \$ 1/04/2007	\$ 1 Apr 07
Transition 1 kWh Consumption Sheet HHR data by load group														
Central	CYD/CML	kWh	L2	1,322,020			-	-	-			-	-	-
Central	CYD/CML	kWh	L3	1,092,417			-	-	-			-	-	-
Central	CYD/CML	kWh	L3A	7,907,377			-	-	-			-	-	-
Central	CYD/CML	kWh	L4	6,375,650			-	-	-			-	-	-
Central	CYD/CML	kWh	L5	-			-	-	-			-	-	-
				16,697,464	18		-	-	-			-	-	-
Central	FKN	kWh	L2	1,797,746			-	-	-			-	-	-
Central	FKN	kWh	L3	2,272,681			-	-	-			-	-	-
Central	FKN	kWh	L3A	12,963,607			-	-	-			-	-	-
Central	FKN	kWh	L4	24,020,798			-	-	-			-	-	-
Central	FKN	kWh	L5	2,272,607			-	-	-			-	-	-
				43,327,439	19		-	-	-			-	-	-
Count of General 400 V connections post 1 May 2003														
Central	CYD/CML	Number	L1	1,938	20		-	-	-			-	-	-
Central	FKN	Number	L1	973	21		-	-	-			-	-	-
Street Lighting														
Central	CODC	No	CYD/CML	1,577		11.64	18,356	-	18,356	12.00	-	18,924	-	18,924
	CODC	kWh	CYD/CML	947,248		3.11	29,459	12,504	41,963	3.20	1.20	30,312	11,367	41,679
	Transit	No	FKN	74		11.64	857	-	857	12.00	-	884	-	884
	Transit	kWh	FKN	67,596		2.46	1,663	987	2,650	2.53	1.33	1,710	899	2,609
	Transit	No	CYD/CML	78		11.64	910	-	910	12.00	-	938	-	938
	Transit	kWh	CYD/CML	71,778		3.11	2,232	947	3,180	3.20	1.20	2,297	861	3,158
				1,086,622	22		53,478	14,438	67,916			55,065	13,127	68,192
	QLDC	No	FKN	1,312		11.64	15,276	-	15,276	12.00	-	15,748	-	15,748
	QLDC	kWh	FKN	646,544		2.46	15,905	9,440	25,345	2.53	1.33	16,358	8,599	24,957
	QLDC	No	CYD/CML	764		11.64	8,895	-	8,895	12.00	-	9,170	-	9,170
	QLDC	kWh	CYD/CML	376,468		3.11	11,708	4,969	16,678	3.20	1.20	12,047	4,518	16,565
				1,023,012	23		51,784	14,409	66,193			53,323	13,117	66,439
15 KVA GLV from CSV Files & Profile Data - Transition 2 ICs														
Central	CYD/CML	Count May 03	L1A	8		11.63	93	-	93	11.98	-	96	-	96
Central	CYD/CML	Capacity kVA May 03	L1A	64		20.56	1,316	170	1,486	21.38	2.42	1,368	155	1,523
Central	CYD/CML	kVA-KM May 03	L1A	-			-	-	-		-	-	-	-
Central	CYD/CML	CPD KW May 03	L1A	11.3		119.35	1,349	730	2,079	122.93	58.88	1,389	665	2,054
Central	CYD/CML	Count May 03	L1	1,929		11.63	22,434	-	22,434	11.98	-	23,109	-	23,109
Central	CYD/CML	Capacity kVA May 03	L1	13,299		18.84	250,553	23,539	274,092	19.61	1.61	260,793	21,411	282,205
Central	CYD/CML	kVA-KM May 03	L1	-			-	-	-		-	-	-	-
Central	CYD/CML	CPD KW May 03	L1	3,106.9		119.35	370,809	200,799	571,607	122.93	58.88	381,931	182,934	564,865
Central	CYD/CML	Count May 03	L2	1		19.41	19	-	19	19.99	-	20	-	20
Central	CYD/CML	Capacity kVA May 03	L2	41.0		26.80	1,099	114	1,212	26.98	2.52	1,106	103	1,210
Central	CYD/CML	kVA-KM May 03	L2	-			-	-	-		-	-	-	-
Central	CYD/CML	CPD KW May 03	L2	1.6		92.50	148	97	245	92.28	54.99	148	88	236
Central	CYD/CML	KWH	L1	12,352,820		-	-	-	-	-	-	-	-	-
					24		647,820	225,449	873,269			669,961	205,357	875,318
Central	FKN	Count May 03	L1A	5		9.12	46	-	46	9.76	-	49	-	49
Central	FKN	Capacity kVA May 03	L1A	40		13.28	531	301	832	14.21	6.72	568	269	837
Central	FKN	kVA-KM May 03	L1A	-			-	-	-		-	-	-	-
Central	FKN	CPD KW May 03	L1A	5.0		88.15	441	306	746	91.32	54.60	457	273	730
Central	FKN	Count May 03	L1	968		9.12	8,828	-	8,828	9.76	-	9,448	-	9,448
Central	FKN	Capacity kVA May 03	L1	14,520		11.94	173,369	96,122	269,491	12.78	5.91	185,566	85,813	271,379
Central	FKN	kVA-KM May 03	L1	-			-	-	-		-	-	-	-
Central	FKN	CPD KW May 03	L1	2,248.9		88.15	198,241	137,498	335,738	91.32	54.60	205,370	122,790	328,159
Central	FKN	KWH	L1	11,503,383		-	-	-	-	-	-	-	-	-
					25		381,455	234,227	615,682			401,457	209,145	610,602

APPENDIX E

SAIDI and SAIFI Thresholds for March 2008

Year	SAIDI (Interruption Duration)			SAIFI (Interruption Frequency)		
	Class B	Class C	Total	Class B	Class C	Total
1999	7.90	85.00	92.90	0.06	1.95	2.01
2000	18.90	175.70	194.60	0.12	1.62	1.74
2001	16.70	62.40	79.10	0.11	1.19	1.30
2002	13.80	61.50	75.30	0.17	1.39	1.56
2003	20.50	68.60	89.10	0.15	1.36	1.51
	Five Year Average SAIDI		106.20	Five Year Average SAIFI		1.62
2008	13.29	115.99	129.28	0.10	1.37	1.47

Calculation of average SAIDI and SAIFI for last 5 years

Year	SAIDI (Interruption Duration)			SAIFI (Interruption Frequency)		
	Class B	Class C	Total	Class B	Class C	Total
2004	16.27	79.98	96.25	0.14	1.47	1.61
2005	7.30	73.20	80.50	0.07	1.39	1.46
2006	11.72	70.80	82.51	0.09	1.40	1.49
2007	13.17	83.52	96.69	0.10	1.59	1.69
2008	13.29	115.99	129.28	0.10	1.37	1.47
	Five Year Average SAIDI		97.05	Five Year Average SAIFI		1.54

APPENDIX F

Extract from 2007-2017 AMP

4 SERVICE LEVELS - CONSUMER ORIENTED PERFORMANCE TARGETS

4.1 Network Performance

Because of the natural trade-off between price and quality, Aurora's network performance should be ultimately 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 strategies and operational responses including:

- maintenance to maintain or 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.

At a practical level, however, the ability to improve Aurora's network reliability in rural areas is constrained by the topography and the low density of connections.

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 average consumer per year for the last five years is shown in Table 4.1, split into underlying and significant event components. Significant events are defined as those over 300,000 consumer minutes.

Period End 31 March	2002/03	2003/04	2004/05	2005/06	2006/07
Unplanned					
Underlying	55.7	56.6	67.8	70.8	61.3
Significant Events	12.9	23.4	5.4	0	22.3
Transpower	12.1	1.0	0.0	13.9	4.7
Total Unplanned	80.7	81.0	73.2	84.7	88.2
Planned					
Underlying	20.5	16.3	7.3	11.7	13.2
Total					
Underlying	76.2	72.9	75.1	82.5	74.5
Significant Events	12.9	23.4	5.4	0	22.2
Transpower	12.1	1.0	0.0	13.9	4.7
Disclosure Total	101.2	97.3	80.5	96.4	101.4
Other (LV etc)	0.8	0.1	0.9	0.5	0.5
Overall Total	101.8	97.4	81.4	96.9	101.9

Table 4.1: Network Performance History (SAIDI) (minutes)

As detailed elsewhere, *the intention is to hold SAIDI constant*, at the levels shown in Table 4.2. Analysis of the reliability data for other distribution networks in New Zealand reveals a present average figure of 148 minutes without supply per consumer per year.

	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

Table 4.2 – Network Performance Target (SAIDI) (Minutes)

Within this strategy analysis will continue to improve worst component performance and to mitigate the occurrence and impact of significant events. This includes analysis at the HV feeder level in order to identify economic opportunities to improve the worst performing feeders.

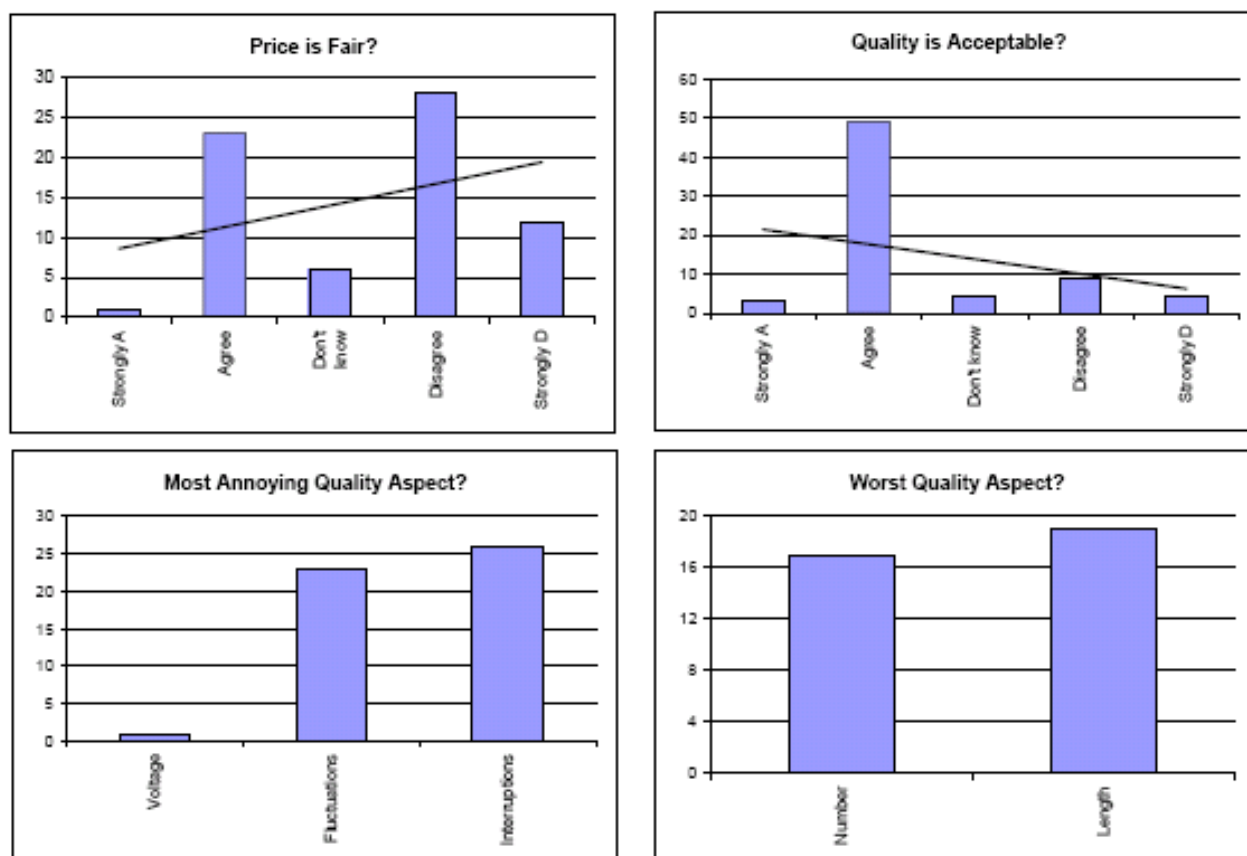
SAIDI is Aurora's primary performance driver. A secondary driver is unplanned SAIFI and the target for this is shown in Table 4.3 below:

	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16
Unplanned	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36

Table 4.3 – Network Performance Target (SAIFI)

APPENDIX G

Detailed Customer perceptions re Aurora's Reliability of Supply



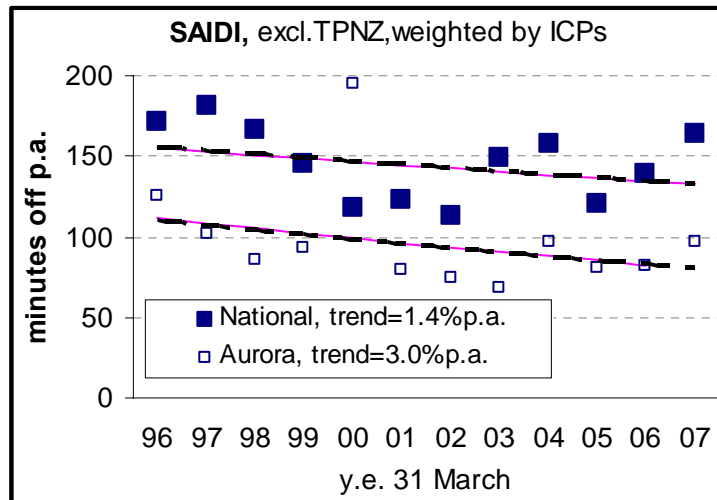
Results from a survey of 157 consumers, selected from 1781 (mostly residential) consumers who had responded to the general quality survey by identifying quality as the major problem.

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.

The trend of SAIDI performance for Aurora is an annual improvement of 3.0% per annum compared to the trend for the national average of an improvement of 1.4%.

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
RELIABILITY 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 gener- ally 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"> • substantial third-party damage to the Network (e.g. affecting 3 or more poles on a line); • an Unplanned Service Interruption caused by the Transmission Provider, unless the Distributor has obtained an appropriate Service Guarantee from the Transmission Provider; 	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"> a natural disaster (such as but not limited to snow storms, high winds, lightning, floods and earthquakes); prevented from making repairs (e.g. by police at accident scene). 		
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.
INVESTIGATIONS OF POWER QUALITY AND SERVICE INTERRUPTIONS					
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 Days an estimate of the time	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
	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.				
COMMUNICATION 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.		