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APPROVAL OF MINIMUM SERVICE STANDARDS **Extension to 30 June 2011**

In accordance with clause 5 of the *Northern Territory Electricity Standards of Service Code* ("the Code"), the Commission hereby extends its approval of the initial minimum standards for reliability, quality and customer service ("the Minimum Standards") developed by the Power and Water Corporation (PWC) in conjunction with the Commission.

The Commission is satisfied that the Minimum Standards give effect to the principles set out in Schedules 1 and 2 of the Code.

The Commission's approval of the Minimum Standards is subject to the following conditions:

- (a) the Minimum Standards are approved for use until 30 June 2011;
- (b) reporting of actual performance against the approved standards is to include the available time series for each indicator back to 1999-00;
- (c) reporting of actual performance against the approved standards is to be undertaken on a disaggregated basis as and when such disaggregated information becomes available;
- (d) PWC, in consultation with the Commission, is to review the effectiveness of the Minimum Standards when requested to do so by the Commission; and
- (e) the Minimum Standards must be resubmitted for approval following any changes to the Code affecting the Procedures.

Utilities Commission
30 June 2009