

EnergyAustralia is a State Owned Corporation (SOC) operating under the Electricity Supply Act 1995, the State Owned Corporations Act and the Corporations Law. The following statistical and statutory information satisfies EnergyAustralia's statutory requirements on Annual Reporting.

	June 1999	June 1998
Estimated Customer Base		
Residential	1,243,407	1,223,516
General Supply	135,443	133,400
Other tariffs	4,766	9,432
Total	1,383,616	1,366,348
Estimated Population Served	<u>2,981,160 *</u>	<u>2,940,000 *</u>

*Reflects a 1.4% population increase as estimated from census data

Customer Services and Metering

No. of kWh meters	<u>2,313,517</u>
No. Load Control Devices	
Relays	405,546
Timeswitches	<u>44,955</u>
	450,501
No. of Instrument Transformers	<u>35,738</u>

(Technical Note: Many metering systems require instrument transformers to reduce currents or voltages to levels small enough to be input into the meters)

Freedom of Information Statistics

NSW Freedom of Information Act, 1989

Number of new FOI requests	Personal	Other	Total 98/99	Total 97/98
New (including transferred out)	1	16	17	8
Brought forward	0	0	0	0
Total to be processed	1	1	2	0
Transferred out	0	0	0	0
Withdrawn	0	0	0	0
Completed	1	14	15	8
Unfinished (carried forward)	<u>1</u>	<u>1</u>	<u>2</u>	<u>0</u>
What happened to completed requests?				
Granted in full	0	13	13	8
Granted in part	1	0	1	0
Refused	0	1	1	0
Deferred	0	0	0	0
Completed	<u>1</u>	<u>14</u>	<u>15</u>	<u>8</u>
Ministerial Certificates issued			<u>0</u>	<u>0</u>
Formal consultation			<u>2</u>	<u>2</u>

	Personal	Other	Total 98/99	Total 97/98
Amendment to personal records				
Result of amendment – agreed			0	0
Result of amendment – refused			0	0
Notation of personal records			0	0
FOI requests granted in part or refused				
Section 19 – application incomplete, incorrectly directed	0	0	0	0
Section 22 – deposit not paid	0	0	0	0
Section 25 (1) (a1) – diversion of resources	0	0	0	0
Section 25 (1) (a) – exempt	1	0	1	0
Section 25 (1) (b), (c), (d) – otherwise available	0	0	0	0
Section 28 (1) (b) – documents not held	0	1	1	0
Section 24 (2) – deemed refused, over 21 days	0	0	0	0
Section 31 (4) – released to Medical Practitioner	0	0	0	0
Costs and fees of requests processed				
Assessed Costs			\$0	\$950
FOI Fees Received			\$435	\$1,115
Discounts allowed				
Public interest	0	0	0	0
Financial hardship – Pensioner/Child	0	0	0	1
Financial hardship – Non profit organisation	0	0	0	0
Significant correction of personal records	0	0	0	0
Days to process				
0 – 21	1	11	12	6
22 – 35	0	0	0	1
Over 35	0	3	3	1
Processing time				
0 – 10 hrs	1	8	9	6
11 – 20 hrs	0	3	3	2
21 – 40 hrs	0	0	0	0
Over 40 hrs	0	3	3	0
Reviews and Appeals				
Number of internal reviews finalised			0	0
Number of Ombudsman reviews finalised			0	0
Number of District Court appeals finalised			0	0
Details of Internal Review Results			0	0

An assessment of FOI requirements on EnergyAustralia's activities found no major impact during the 1998/99 financial year. There were no major issues that arose during the year with regard to EnergyAustralia's annual reporting compliance on FOI issues. There was no involvement by the Ombudsman or Courts in relation to any inquiries or appeals under the FOI Act.

Employment Equity

1998/99

Representation and recruitment of Aboriginal and Torres Straight Islanders and employees with a disability.

	Total Staff	ABTOR	ABTOR %	PWD	PWD %
Total Employees	3,111	10	0.3%	109	3.6%
Recruited	266	0	0.0%	2	1.0%

Representation of EEO Target Groups within levels

Level	Total Staff	Women	Women %	NESB	NESB %
Below \$25,761	91	2	2%	6	30%
\$25,761 – \$33,835	237	38	16%	17	16%
\$33,836 – \$37,825	462	87	19%	36	14%
\$37,826 – \$47,866	1,135	195	17%	34	5%
\$47,867 – \$61,899	685	61	9%	34	7%
\$61,900 – \$77,374	215	15	7%	20	13%
Above \$77,374	286	35	12%	22	10%
Total	3,111	433	14%	169	10%

The above figures include full-time and part-time staff but exclude casuals.

ABTOR – Aboriginal and Torres Straight Islanders

PWD – People with disability

NESB – Non-english speaking background

Overseas Visits

1 July 1998 to 30 June 1999

Name	Position	Country	Dates	Purpose
A Armour-Menzies	General Manager, Commodity and Financial Markets	US and UK	1/7/98 to 20/7/98	Review IT systems and recruitment
P Ramsay	Engineer – Network Test, Customer Service	Korea	20/7/98 to 25/7/98	Technical review
R Parkinson	Manager Technical Services, Enerserve	US	3/8/98	Conference attendance
B Berrett	Field Services Manager, Enerserve	"	to 12/8/98	"
A Hopkins	Region Manager, Customer Service	"	"	"
J Panetta	Engineer – Network Access Policy, Network	New Zealand	26/8/98 to 28/8/98	Attendance at meeting on wiring standards
A Jones	General Manager, Corporate Strategy and Business Development	Kuala Lumpur	8/9/98 to 12/9/98	Commonwealth Games – Operations reporting
G Whitbourn	Manager Olympics, Corporate Strategy and Business Development	Kuala Lumpur	8/9/98 to 15/9/98	"
M Lum Mow	Manager Marketing, Retail and Marketing	"	"	"
S Versi	Operations Director – Olympics, Customer Service	"	"	"
W Stefani	Operations Director – Olympics, Enerserve	"	"	"
T Mulville	Manager Appliance Sales and Service, Customer Service	US	6/9/98 to 12/9/98	Conference attendance
J Fry	AMR Steering Committee, Project Manager, Customer Service	US	6/9/98 to 16/9/98	Conference attendance

Name	Position	Country	Dates	Purpose
R Wilson	Chief Information Officer, Corporate Strategy and Business Development	US	18/9/98 to 27/9/98	IT systems assessment
C Gippel	Forecasting and IT Manager, Commodity and Financial Markets	US	19/9/98 to 28/9/98	"
I Bourke	Business Analyst and BSM, Commodity and Financial Markets	"	"	"
P Gates	Asset Manager, Sustainable Energy Unit, Customer Service	US	22/9/98 to 25/9/98	Meeting attendance (Travel expenses covered by Australian PVPS Consortium)
P Ryan	Manager Testing, TCA, Customer Service	Singapore	5/9/98	Business opportunities
M Carstedt	Engineering Officer, TCA, Customer Service	"	to 12/9/98	"
A Armour-Menzies	General Manager, Commodity and Financial Markets	UK	22/10/98 to 21/11/98	Conference attendance and recruitment
J Diong	Engineer, TCA, Customer Service	Korea	28/10/98 to 31/10/98 and 5/11/98 to 13/11/98	Technical assistance (Travel expenses covered by Daewoo Australia)
R Bremmell	Principal Consultant, Hunter Engineering, Enerserve	Brunei	7/11/98 to 14/11/98	Technical assistance (Travel expenses covered by customer)
M Carstedt	Engineering Officer, TCA, Customer Service	UK and Germany	13/11/98 to 15/12/98	Technical training
I Monro	Principal Consultant, TCA, Customer Service	Japan	25/1/99 to 29/1/99	Technical audit
J Diong	Engineer, TCA, Customer Service	Korea	17/2/99 to 27/2/99	Technical assistance (Travel expenses covered by LG Electronics)
J Hardwick	Superintendent, Enerserve	US	22/2/99 to 8/3/99	Review of work practices
P Broad	Managing Director	US	28/2/99 to 5/3/99	Meetings with overseas utilities
P Headley	Mgr International Marketing	China	19/3/99	Technical training
G Brady	Engineer, Corporate Strategy and Business Development	"	to 28/3/99	"
R Bremmell	Principal Consultant Hunter Engineering, Enerserve	Brunei	28/3/99 to 6/4/99	Consulting (Travel expenses covered by customer)
G Skinner	Principal Consultant Hunter Engineering, Enerserve	"	"	"
J Mackay	Manager Network Assets, Network	Japan	7/4/99 to 16/4/99	Network study
T Lampard	Principal Consultant, Enerserve	Japan	8/4/99 to 16/4/99	Investigation of System Reliability and Distribution System Automation
H Colebourn	Manager, Network Pricing and Marketing, Network	China	18/4/99 to 30/4/99	Consulting
D Barrie	Customer Service Project Leader, Customer Service	US	25/4/99 to 29/4/99	Conference attendance
P Howath	Senior Engineer – System Data and Performance, Network	New Zealand	29/4/99 to 1/5/99	Conference attendance
M Turner	Senior Manager, Commodity and Financial Markets	UK	29/4/99 to 8/5/99	Recruitment
J Battersby	Asset Strategist, Network	Malaysia / Canada	1/5/99	Contractor assessments
M Allen	GIS Training Officer, Customer Service	"	to 10/5/99	"

Name	Position	Country	Dates	Purpose
K O'Hare	Engineer, TCA, Customer Service	Kuala Lumpur	2/5/99	Marketing
J Child	Engineering Officer, TCA, Customer Service	"	to 12/5/99	"
P Ryan	Manager Testing, TCA, Customer Service	China	10/5/99	Technical assistance
K Yan	Technical Officer, TCA, Customer Service	"	to 18/5/99	"
G Cawood	Sales Executive, Enerserve	New Zealand	16/6/99 to 19/6/99	Marketing
N Saphin	General Manager, Retail and Marketing	US	17/6/99 to 24/6/99 and 5/7/99 to 6/7/99	Meetings with overseas utilities
A Armour-Menzies	General Manager, Commodity and Financial Markets	US / UK	19/6/99 to 25/7/99	Conference attendance and meetings with overseas utilities
E Aizenstros	Risk Manager, Commodity and Financial Markets	US	20/6/99 to 27/6/99	Conference attendance

In addition, there were 43 New Zealand visits undertaken in relation to business opportunities with Mercury Energy and to assist with technical expertise following the Auckland power crisis.

Consultancies

Infinity Technology	Call Centre Project	\$	843,610
Prosoft Development	Consulting Services	\$	87,370
Innovative Technology	GIS Services	\$	35,000
ABB Transmission and Distribution 75,000	Billing Enhancement Project		\$
Groom House Holdings	Training Call Centre	\$	36,500
Aust Graduate School of Enging'g Innovation	Quoting, Billing and Collecting Process	\$	32,100
Ernst and Young	Property Matters	\$	34,000
M Colley and Assoc P/L	Supply Chain Re-Engineering	\$	38,282
Coopers and Lybrand	Billing Systems Review	\$	49,000
Coopers and Lybrand	IT Strategy Directions	\$	170,000
PA Consulting	Contestability	\$	90,236
Barrington and Associates	Review of Delegated Authorities	\$	54,000
Macquarie Bank	Project Analysis	\$	43,430
PriceWaterhouseCoopers	Assistance with Redbank Project	\$	130,572
KBA Consulting Group	Customer Survey Project	\$	120,919
Ernst Young	Pricing Review	\$	75,195
UMS	Benchmarking	\$	32,180
PriceWaterhouseCoopers	Pricing Review	\$	64,229
Chesterton International	Asset Valuations	\$	110,735
North Power	Pricing Review	\$	36,762
McLennan Magasanik Associates P/L	Multi-utility strategy	\$	60,785
77 Consultancies < \$30K		\$	813,815
Total	98 Consultancies at	\$	3,033,720

Funds Granted to Non-Government Community Organisations

EnergyAustralia undertook a wide ranging sponsorship program for 1998/99, reflecting its commitment to actively participate with the community in which it operates.

Our sponsorship activity spanned such areas as sport, arts, community, environment and youth and in the financial year amounted to \$2.45m in cash and in-kind contributions.

Apart from our major involvement with the 2000 Olympic and Paralympic Games, we were involved with government related organisations including Taronga Zoo, the National Parks & Wildlife Service, Sydney Festival, the National Trust and Star Struck '99 - the Hunter Region Schools' Spectacular.

There were 46 organisations or activities that benefitted from EnergyAustralia's involvement. The major beneficiaries included:

Australian Chamber Orchestra
Christmas Carols on the Central Coast
EnergyAustralia Handicap Appeal
Falcons Basketball Team
Galaxy Energy Efficiency Awards
Gold Cup World Wheelchair Basketball Championships
Hunter Regional Development Organisation
Hunter Regional Organisations of Council
Hunter Valley Research
ITU World Cup Triathlon
Manly Environment Centre
Morpeth Medicine Ride
NSW Department of Education
Surfest '99 Surfing Carnival
Surf Life Saving in the Hunter, Central Coast,
Northern Beaches and Sydney Branches
Variety Club Bash
Young Achievers

Other Statutory Information

1. Annual Report

Five thousand copies of EnergyAustralia's Annual Report have been produced at an estimate cost of \$24.00 per copy. Design is by Billy Blue Design and Writing. The Report is printed on environmentally friendly paper.

2. Carbon Dioxide and other Greenhouse Gas Emissions

Greenhouse gas emissions relating to the production of electricity supplied by EnergyAustralia in NSW were as follows:

CO ₂ (Gg)	CH ₄ (Gg)	N ₂ O (Gg)	CO ₂ -e (Gg)
16,146.2	(13.1)	0.1	15,884.6

CO₂ = Carbon Dioxide, CH₄ = Methane, N₂O = Nitrous Oxide,
CO₂-e = Carbon Dioxide equivalent, Gg = Gigagram or kilotonne.

These figures have been calculated in accordance with the methodology approved by the Minister for Energy in February 1999 and independently verified by ERM Mitchell McCotter.

EnergyAustralia offers a range of energy efficient services to customers as part of our strategies to reduce greenhouse gases.

EnergyFirst is EnergyAustralia's energy management and performance contracting consulting business. During the year EnergyFirst has designed and installed \$1m worth of energy efficiency measures for customers, which will save over 1m kWh pa. EnergyAustralia also offers energy efficiency advice to customers and sales of high efficiency appliances.

3. Code of Conduct

EnergyAustralia is committed to being a world class energy retailer and model employer. A critical factor that will determine our success is the conduct of our employees. This Code has been established to support an organisation culture in which individuals and the organisation will prosper. The term "employee" used in the Code applies to employees at all levels and locations, contractors and consultants.

Customer Service: When dealing with internal and external customers, employees are honest, courteous and respectful. They give accurate information, prompt attention and observe fairness and equity in their dealings with others.

Behaviour on the Job: Employees only claim to have those skills which they can demonstrate. Employees recognise EnergyAustralia's smoke-free workplace policy. The appearance of employees is appropriate to the job, including wearing a uniform when provided. Employees work towards eliminating discrimination and harassment from the workplace. Employees respect diversity in the workplace. Employees do not use their position to exert inappropriate influences over others.

Teamwork: Employees work together towards agreed work goals and communicate regularly with one another about progress. They are encouraged to look for ways to improve work methods and processes and to solve workplace problems. Managers or supervisors (as team leaders) provide guidance, coaching, ensure appropriate training and development and recognise results.

Job standards: Employees endeavour to comply with relevant job standards, paying appropriate attention to quality and detail. They satisfactorily meet the requirements of the position and follow instructions that are reasonable and lawful and within their capability and training. Employees avoid participation in corrupt or fraudulent conduct. Employees are encouraged to report suspected corrupt or fraudulent practices of others and will be protected from reprisal by the Protection Disclosure Act. Employees endeavour to minimise adverse environmental effects of their actions in accordance with the environmental management system. Employees observe the relevant provisions for conditions of employment and safety as described in EnergyAustralia's awards and agreements.

Use of resources: Employees seek permission before disclosing confidential information or making official comment. They carefully and economically use EnergyAustralia's materials, facilities, funds, people and equipment for authorised purposes and take reasonable steps to prevent misuse of these by others. Employees conserve and efficiently use resources through recycling, energy saving and waste minimisation.

Information: Employees seek permission before disclosing confidential information or making official comment. They provide access to information when required by law or to assist other employees in their duties. They do not misuse information obtained at work either for financial reward or gain, or for taking advantage of another person. They only access information for which they are authorised. Employees seek written permission before disposing of intellectual property.

Commitment to the work of the organisation: Employees provide quality services for the organisation's customers. Unauthorised gifts or benefits are refused and conflicts of interest are disclosed. Employees avoid outside employment when there is conflict of interest. Employees avoid actions that bring the organisation into disrepute.

Attendance: Employees are punctual, attend work as required in the contract of employment, obtain supervisor's approval before leaving the workplace (or notify others in extenuating circumstances), report and account for all absences, record attendance when required and obtain approval for changing their work roster.

Safety: Employees ensure that the health, safety and welfare of customers, the public, other employees and themselves are not endangered. They contribute to the development of safe working practices, comply with safety rules and regulations, undertake safety training when required, take reasonable steps to prevent misuse of safety and first aid equipment, wear safety clothing and report to their team leader accidents, injuries, unsafe practices and environmentally harmful situations in the workplace.

Computing: The Computing Code of Conduct explains how EnergyAustralia expects its employees to use its computer resources. It is important for all employees to understand that computers are only there for people to use in their jobs and that some uses are unacceptable and may even result in disciplinary action.

4. Consumer Response

EnergyAustralia's Customer Consultative Group has 9 members who represent commercial, industrial, rural, community, domestic, welfare and migrant interests.

The Group advises EnergyAustralia on service and community related issues. They receive information and provide feedback on issues including customer connection and supply contracts, power system reliability, payment mechanisms and capital expenditure evaluation.

In the past year, the Group has provided comment and input into initiatives with a view to amending policy and procedures in the following areas:

- Public Electrical Safety Awareness Plan;
- Customer Contract;
- Information Guide to the Electricity Supply;
- Electricity Supply Standards;
- Customer Complaint procedures;
- Y2K program;
- Policies for customers from non-English speaking backgrounds; and
- Licence Compliance Plans.

The Group has also been active in representing EnergyAustralia at various public seminars relating to customer consultative processes.

5. Demand Management and Energy Efficiency Strategy

EnergyAustralia considers the circumstances of major distribution expansion proposals in order to determine whether it would be reasonable to expect that demand management options would be cost effective. If so, then investigations of demand management are carried out.

For major distribution expansion proposals, EnergyAustralia conducts Value Management Studies which are carried out in accordance with Australian / New Zealand Standards AS/NZ 4183:1984. Studies include the identification of a comprehensive range of ideas and solutions including Supply Side and Demand Side initiatives. In the 1998/1999 financial year, EnergyAustralia completed two Value Management Studies of a major distribution expansion proposal. The determinations in regard to the viability of the considered Demand Management options are shown in the following table.

Study Title	Demand Management Options Considered and Study Findings re: Viability	
Pennant Hills (September 1998)	Renewable Energy	Not viable
	Transfer Load to Gas	Not viable
	Install Large Battery	Not viable
	Dump OP2 Hot water	Not viable
Gosford Load Area (December 1998)	Renewable Energy	Not viable
	Transfer Load to Gas	Not viable
	Install Large Battery	Not viable
	Dump OP2 Hot water	Not viable

In June 1999, EnergyAustralia and the NSW Sustainable Energy Development Authority (SEDA) signed an agreement to work together on a study of energy demand in the Ryde / Epping area with a view to determining cost effective demand measurement measures.

6. Legislative Change

As a statutory State Owned Corporation, EnergyAustralia is subject to the same statutory and other general legal requirements as other businesses. The following lists the legislative changes which have been made during the last financial year which particularly impact on EnergyAustralia as an energy services corporation. These changes principally relate to the energy regulatory environment.

The National Electricity Market

The National Electricity Market commenced on 13 December 1998. As a result, a wholesale electricity market for electricity now operates in NSW, Victoria, Queensland, South Australia and the Australian Capital Territory under the National Electricity Law and the National Electricity Code. The Law and Code provide a regime for regulation of the market including and regime for determining the terms of access to the electricity network.

Changes to NSW regulation of the Electricity Industry

The Electricity Supply Amendment (Transmission Operators Levy) Act 1998

This Act introduced the Transmission Operators Levy. It also made minor amendments to the operation of the Electricity Distributor Levy (introduced in 1997) so that the Levy was only paid in relation to customers who had elected to become contestable.

A number of changes were made to the regulation of the retail electricity market. These changes related to consumer protection for franchise customers.

The Electricity Supply (General) Amendment Regulation 1998

This Regulation introduced a number of amendments to the standard form customer contract to:

- Introduce guaranteed standards of service in relation to such matters as notifying customers of interruptions to supply, punctuality for appointments and a 24 hour telephone service,
- Provide for the recognition of an electricity industry ombudsman scheme; and
- Introduce minimum standards and procedures for customer disconnection.

The Regulation also introduced a scheme for the accreditation of persons to carry out certain works, known as contestable services, related to the connection of customers to the electricity distributors' distribution systems.

Declaration of Non-Franchise customers under the Electricity Supply Act 1995

The Minister for Energy made a declaration under section 92 of the Electricity Supply Act declaring a new group of "non-franchise customers" also known as "contestable customers". The order took effect from 1 July 1998 and applied to customers who used more than 160 megawatts-hours per year or whose total purchase of electricity in New South Wales exceeds \$100,000 – in a year, over sites that use more than 100 megawatts per year.

Changes to Electrical Safety Regulations.

Two Regulations were repealed and replaced as part of the programme for the staged repeal of regulations under the Subordinate Legislation Act 1989. The Electrical Safety (Electrical Installations) Regulation 1998 repealed and remade the Electrical Safety (General) Regulations 1992, with some minor modifications. The Regulation deals with matters including:

- the commissioning of installation work;
- the conduct of safety and compliance tests; and
- the notification of the results of safety and compliance tests.

The Gas Access Regime

A national regime for access to gas pipelines commenced on 14 August 1998. The legislation in force in New South Wales to support this Regime includes:

- The Gas Pipelines Access (New South Wales) Act 1998 which applies the Gas Pipelines Access Law in New South Wales.
- The National Third Party Access Code for National for Natural Gas Pipelines Systems made under the Gas Pipelines Access Law.
- The Gas Pipelines Access (Commonwealth) Act 1998.

Judicial decisions

In July 1998 Justice Rolfe of the NSW Supreme Court held that EnergyAustralia had failed to provide reasonable assistance to National Power to meet the conditions precedent to financial close on the project known as the Redbank Power Project. From September 1998 to March 1999, EnergyAustralia and National Power undertook discussions to determine whether the Redbank Project could proceed.

In March 1999 financial close was achieved on the Redbank Project.

7. Property Disposal

EnergyAustralia disposed of 20 properties during 1998/99. The disposals attracted a total value of \$2,744.250.00.

The properties disposed of were surplus to EnergyAustralia's needs and the proceeds from the sales were placed in general revenue. EnergyAustralia is not aware of any family connection or business association between any party who acquired the properties and any member of EnergyAustralia who approved the sale.

During the year property at 46-50 Joynton Avenue, Zetland was disposed of for \$900,000.00 other than by way of public auction or tender. The property was sold to the NSW Land and Housing Corporation following a directive from the responsible Minister.

8. Publications

EnergyAustralia produces an extensive range of publications for the information of its customers on a variety of topics associated with the supply of electricity. They include the Annual Report, Energy Emergency, Electricity and You, EnergyFix, Olympics, PureEnergy, YourEnergy and Y2K. These publications are free of charge and are generally available at customer service centres and EnergyAustralia centres. Information on EnergyAustralia and the services provided is also available on our web site www.energy.com.au.

9. Research and Development

In the opinion of EnergyAustralia, inclusion of particulars of current research and development activities could adversely affect the business and/or commercial operations of the organisation. Consequently, information on Research and Development activities has been omitted from this Report under Schedule 1 of the Annual Reports (Statutory Bodies) Act 1984 – Regulations.

10. Source of Electricity Supplied

EnergyAustralia purchases (summarised in the below table) are primarily from the wholesale market, but the Corporation is actively developing purchases from sustainable sources.

Source	Percentage of total electricity purchased
Wholesale market	99.19%
Waste Methane Generators	0.72%
Non fuel sources	0.09%

11. Standards of Service

EnergyAustralia has produced a Customer Contract, Information Guide to the Electricity Supply and Electricity Supply Standards that outline the standard of customer service and electricity supply customers can expect from EnergyAustralia.

Under our Customer Contract, EnergyAustralia guarantees to meet Standards of Service such as:

- Timely provision of services
- Timely notice of planned interruptions to supply
- Repair of faulty street lights
- Punctuality in keeping appointments
- Provision of a telephone hotline

Customers can obtain a copy of our contract and service standards, which were effective from 12 September 1998 from EnergyAustralia offices or by contacting our Customer Call Centre on 13 15 25.

The following table summaries EnergyAustralia's performance regarding the Guaranteed Customer Service Standards, as defined in clause 10 of EnergyAustralia's Standard Form Customer Connection and Supply Contract of 12th December 1998

Measure	Target	Total Number	Number of Failures	% Compliance
Timely provision of connection services	< 5 days	2,392 connections	2	99.9
Timely notice of planned interruptions to supply	> 2 days	16,647 customers	20	99.9
Repair of faulty street lights	< 5 days	24,763 street lights	18	99.9
Punctuality in keeping appointments	Within 15 minutes	4,035 appointments	7	99.8
Provision of telephone hotlines	24 hour hotline (131 338)	8,760 hours	< 1 hour	99.9

12. Year 2000 Compliance

The Year 2000 issue is a top priority for EnergyAustralia and a comprehensive and rigorous Year 2000 Program is in place.

EnergyAustralia's Year 2000 Program Office is responsible for all aspects of the company's Year 2000 program. The Year 2000 Program Manager reports directly to EnergyAustralia's Executive.

The Year 2000 Program Office is guided in its decision making by a steering committee consisting of General Managers, the Chief Internal Auditor and the Chief Information Officer.

The Year 2000 Program Office reports monthly to EnergyAustralia's Board.

EnergyAustralia has adopted the New South Wales State Government's Year 2000 methodology for its Year 2000 Program. Our Year 2000 Program Office reports monthly to the New South Wales Office of Information Technology on our Year 2000 status.

Internal and external independent audits are conducted regularly to ensure our program is on track.

EnergyAustralia's Year 2000 Strategy

While we have a company-wide Year 2000 Program, two key business functions are critical:

- Providing a safe continuous electricity supply to all customers
- Maintaining revenue systems (such as the metering and billing processes).

EnergyAustralia achieved Year 2000 readiness for these critical business areas in June 1999.

Clean Management is an ongoing process for the company. EnergyAustralia's Year 2000 Clean Management procedures are part of our Quality Management System.

EnergyAustralia's Year 2000 Contingency plan is also complete with ongoing testing of this plan up to December 31, 1999. The plan includes the following areas:

- Network incidents - this refers to normal network incidents that may occur during the critical dates, such as storms or cars hitting poles.
- Telecommunications - we appreciate it is difficult for telecommunications companies to give a 100 per cent guarantee of compliance so we have put in place communications contingencies.
- Data Communications (SCADA) - EnergyAustralia will have resources at strategic locations to monitor the network and report to the central control room.
- Business systems - EnergyAustralia staff will test all critical hardware and applications from 1 January 2000 onwards.

This work has added to EnergyAustralia's existing contingency plans which are already in place to deal with localised electricity outages when they occur.

The total estimated cost for the Year 2000 Program is \$26m.