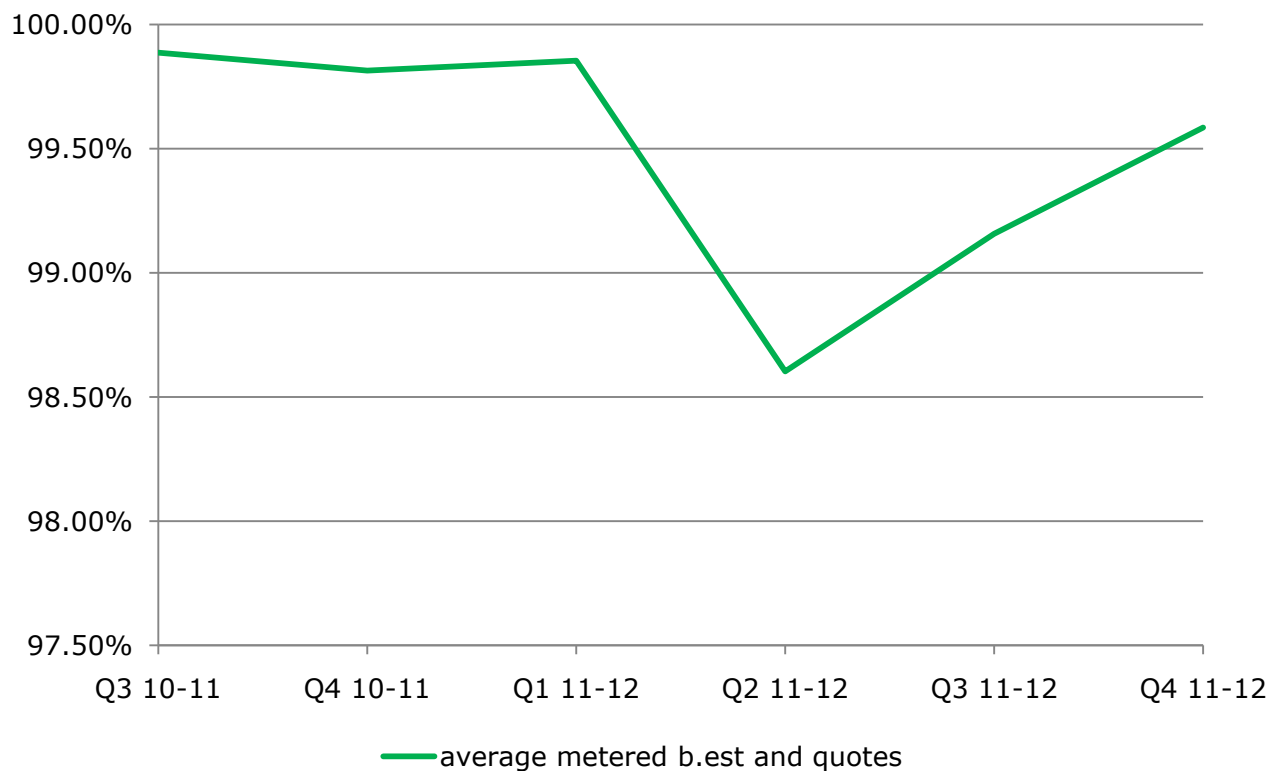


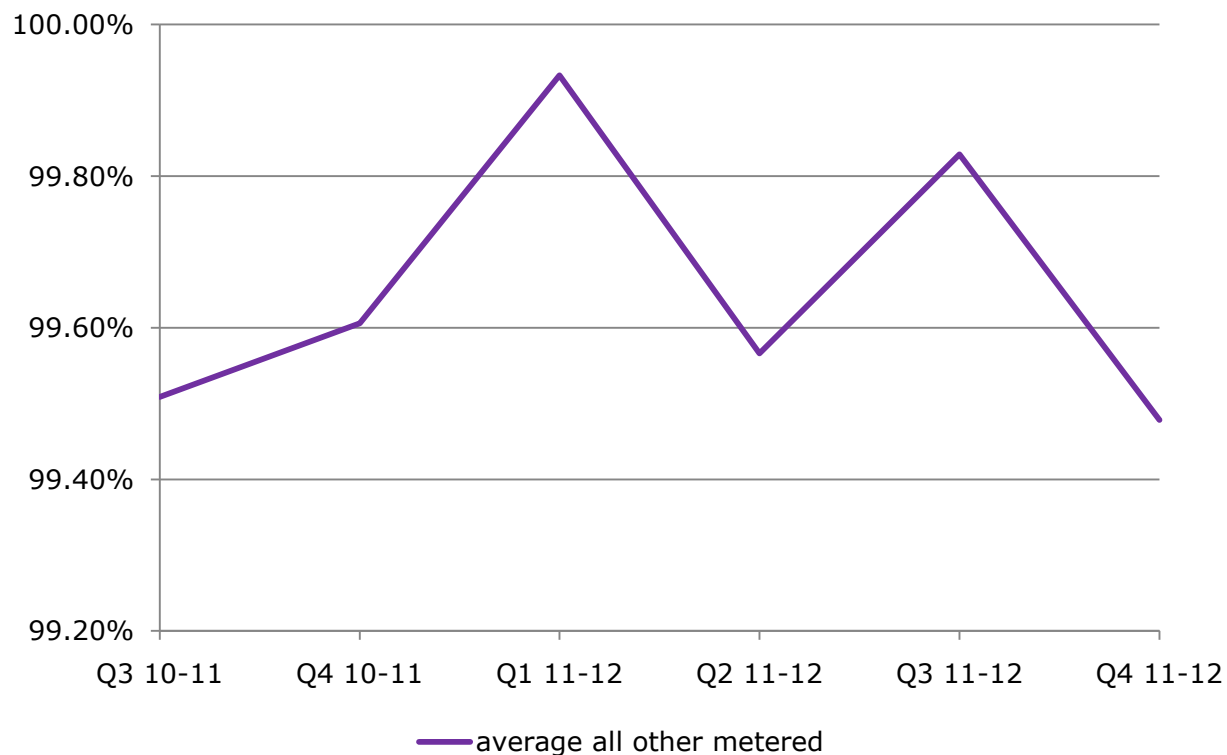
Electricity Connections Guaranteed Standards

High level overview of performance, October
2010 to present

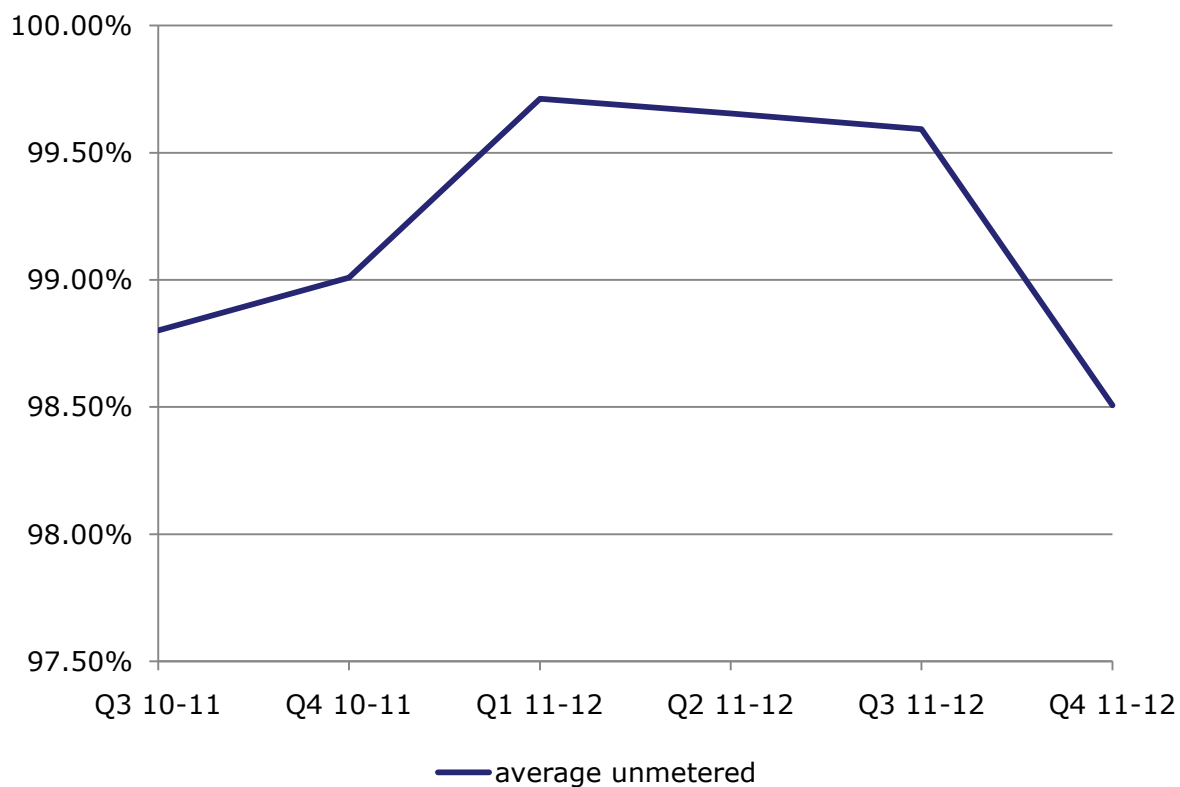
Provision of metered budget estimates and quotations (1A-3C)



Provision of all other metered standards (4A-7A)



Provision of unmetered service standards (8A-10B)



The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

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Promoting choice and value
for all gas and electricity customers