



CODE OF CONDUCT REPORT

1 JULY 2007 TO 30 JUNE 2008

Electricity Integrated Regional Licence EIRL3

TABLE OF CONTENTS

1. Records Kept	3
2. Affordability and access	3
3. Customer Complaints	3
4. Compensation Payments.....	3
5. Call Centre Performance.....	3
6. Supporting Information	4
7. Pre- Payment Meters.....	4
8. Connections	4
9. Timely Repair of Faulty Street Lights	4
10. Customer Complaints	4
11. Compensation Payments.....	4
12. Call Centre Performance.....	5
13. Pre-Payment Meters.....	5
14. Supporting Information	5
15. Provision of records to the Authority	5

1. Records Kept

All non financial records are kept for a period of three years; financial records are kept for seven years.

2. Affordability and access

No customers have been affected by the affordability and access requirements during the reporting period.

3. Customer Complaints

The Rottnest Island Authority has not received any complaints from customers during the reporting period

4. Compensation Payments

The Rottnest Island Authority has not been required to make any compensation payments for the reporting period

5. Call Centre Performance Retail

Total number of telephone calls to an operator	0
Total number of telephone calls to an operator responded to within 30 seconds	0
Percentage of telephone calls to an operator responded to within 30 seconds	0
Average duration (in seconds) before call answered by operator	0
Percentage of calls that were unanswered	0

Note: Information as reported to the ERA

No Calls have been received by the Rottnest Island Authority or its nominated representatives in the reporting period.

6. Supporting Information Retail

Total number of residential accounts held by contestable customers	66
Total number of residential accounts held by non-contestable customers	66
Total number of business accounts held by contestable customers	33
Total number of business accounts held by non-contestable customers	33
Total number of pre-payment meter customers	0

7. Pre- Payment Meters

The Rottnest Island Authority has no pre-paid meters on the network.

8. Connections

The number of business and residential customer's accounts for the reporting period is 99

9. Timely Repair of Faulty Street Lights

Thirty street lights have been repaired in the reporting period of which all repairs have been within the required days of notification. The average number of days to repair faulty streetlights was 1.6 days. On average 2.5 street lights have been reported monthly.

10. Customer Complaints Distribution

No customer complaints have been reported to the Tungsten Group, Sunco Realty or the Rottnest Island Authority in Relation to power supply in the reporting period

11. Compensation Payments

No Compensation Payments were made for the reporting period.

12. Call Centre Performance Distribution

Total number of telephone calls to an operator	0
Total number of telephone calls to an operator responded to within 30 seconds	0
Percentage of telephone calls to an operator responded to within 30 seconds	0
Average duration (in seconds) before call answered by operator	0
Percentage of calls that were unanswered	0

Note: Information as reported to the ERA

13. Pre-Payment Meters Distribution

The Rottnest Island Authority has no pre-paid meters on the network.

14. Supporting Information

Total number of residential accounts held by contestable customers	66
Total number of residential accounts held by non-contestable customers	66
Total number of business accounts held by contestable customers	33
Total number of business accounts held by non-contestable customers	33
Total number of pre-payment meter customers	0

15. Provision of records to the Authority

As prescribed in section 13.15 of the code a report has been prepared and provided to the Economic Regulatory Authority.