

Our ref: D13/3551



31 January 2013

Chris Pattas
General Manager
Network Operations and Development
Australian Energy Regulator

By email: [chris.pattas@aer.gov.au](mailto:chris.pattas@ aer.gov.au)

Dear Chris

Transend Service Standards compliance review 2012 (in 2013)

Please find attached Transend's Service Standards Compliance Review template for 2012.

The following supporting information is also provided but should not be made publicly available:

- Transend's definitions of the terms and measures used in the Service Standard reporting;
- a data file "OMQ data 2012"; and
- supporting information for exclusions.

Should you have any queries in relation to this information please contact Michael Sward on telephone 03 6274 3964 or email michael.sward@transend.com.au

Yours sincerely

Bess Clark
Executive Manager Corporate Strategy & Compliance

Encl.