



## United Energy Distribution

### Guaranteed Service Levels (GSL's) 2007

United Energy Distribution Guaranteed Service Level (GSL) Credit / Payments		
Description of Service	Payment Code	Payment
Late Connection – 1 day	GSLCn1	(\$50)
Late Connection – 2 days	GSLCn2	(\$100)
Late Connection – 3 days	GSLCn3	(\$150)
Late Connection – 4 days	GSLCn4	(\$200)
Late Connection – >5 days	GSLCn5	(\$250)
Late/Missed Appointment	GSLAPn	(\$20)
<b>Unplanned Sustained Interruptions per calendar year</b>		
<i>Codes commencing from 1<sup>st</sup> January 2006</i>		
Number of Interruptions > 10	GSLSn1	(\$100)
Number of Interruptions > 15	GSLSn2	(\$150)
Number of Interruptions > 30	GSLSn3	(\$300)
Hours of Interruptions > 20 hours	GSLSn4	(\$100)
Hours of Interruptions > 30 hours	GSLSn5	(\$150)
Number of Interruptions > 60 hours	GSLSn6	(\$300)
<b>Annual Momentary Interruptions</b>		
<i>Codes commencing from 1<sup>st</sup> January 2006</i>		
Number of Interruptions > 24	GSLMn1	(\$25)
Number of Interruptions > 36	GSLMn2	(\$35)