

## NOTICE

# Electricity Performance Reporting

## 2006/07 Annual Performance Report – Electricity Distributors

The Economic Regulation Authority has approved the publication of the 2006/07 Annual Performance Report on Electricity Distributors.

The report summarises and, where possible, compares the data that has been provided to the Authority by electricity distributors under the performance reporting obligations set out in the Electricity Compliance Reporting Manual. The manual incorporates reporting obligations under the *Code of Conduct (For the Supply of Electricity to Small Use Customers) 2005*, the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005* and the 2002 SCONRRR Report<sup>1</sup> as they apply to small use customers (who consume less than 160MWh of electricity a year).

This is the second annual report the Authority has published on the distributors' performance. The reports aim to review performance in relation to the timely provision of customer connections, network reliability, street lighting repairs, customer service (complaints handling and contact centre performance) and compensation payments.

The 2006/07 report is available on the Authority's [web site](#).

For further information contact:

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LYNDON ROWE  
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25 February 2008

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<sup>1</sup> National Regulatory Reporting for Electricity Distribution and Retailing Businesses, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements, March 2002