Project Note Number: 34 Title: Communication Document Author: Neil Higgins Version: 0.6(a) (Draft) Release Date: File Name: TechnologyPlanCommunicationDocumentForIEEE-DA-WG.vsd Regulator Expectations -Page: 1/2 Safety Compliance Copyright © ENERGEX Limited 2007 **Cust Serv Compliance Environmental Compliance** SAIDI SAIFI **CAIDI MAIFI** Quality of Supply Workforce Expectations Utilisation Prudency Safety Job Satisfaction Reputation Customer Expectations Pay Safety Conditions **Customer Service** Environment Customers Reliability of Supply Quality of Supply Price Workforce Customer Data Management
Level Management
tred Reliability Spend
an Recloser Review Activities **Customer Services** Plan Design 21 - Skills Development Construct Electricity Network Operate 6 – Direct Load Control New Materials R&D Maintain Architecture Enterprise Systems 9 – DMS Capability
10 – Distribution System Automation
gy Implementation 2 - Automated Inspection Systems 2 - Automated Inspection Systems Enterprise Management Infrastructure 11 - Distribution System SCADA 13 - Field Force Automation **Tools** 9 - DMS Capability Policies / Guidelines / Standards 5 - Network Architecture Techn Architecture Tools Strategy Objectives Mission / Vision **Business Partners Profitability** Sustainability Shareholder **Customer Satisfaction Business Reputation** Relationship Integrity Shareholder Expectations Relationship Sustainability **DISCLAIMER** Reflected Reputation This internal ENERGEX document has been released to the IEEE Working Group on Distribution Automation free of charge on the basis that the information contained will be used for constructive collaboration between ENERGEX and other organisations. The mention of, or omission to mention, specific commercial Business Partner Expectations products does not signify endorsement or otherwise by ENERGEX. ENERGEX (and its related companies) do not in any way represent or guarantee the accuracy or completeness of the information in this document and you should not rely upon it as accurate or complete. To the extent permitted by law, ENERGEX (and its related companies) will not be responsible for any loss, damage, costs or expense incurred as a result of any errors, omissions, or representations in relation to the information contained in this document. The material contained in this document is subject to copyright and may not be dealt with except in accordance with the Copyright Act 1968 (Cth) or as otherwise agreed in writing by ENERGEX.

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