



PROJECTS ON THE GO

Activities of OTTER

prepared for the

OTTER Customer Consultative Committee

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**OTTER CUSTOMER CONSULTATIVE COMMITTEE
MEETING 1/2017
WEDNESDAY 15 FEBRUARY 2017**

PROJECTS ON THE GO

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1. TASMANIAN WATER AND SEWERAGE (GENERAL UPDATE)

a. Development of TasWater's Price and Service Plan submission

Early in the 2017-18 financial year, the Economic Regulator will commence a review of the maximum prices TasWater (as a regulated entity) can charge for its water and sewerage services. The price determination will apply to a regulatory period that commences on 1 July 2018 and ends on 30 June 2021 (the third regulatory period).

The process for the 2018 Water and Sewerage Price Determination Investigation is outlined in a Price and Service Plan Guideline (Guideline) which was issued by the Regulator in June 2016. The purpose of the Guideline is to provide information on how the price determination investigation will be conducted and specify the actions TasWater must take in preparing its price and service plan.

On 16 June 2016, the Economic Regulator notified TasWater of the requirement to submit, by no later than 30 June 2017, for the Regulator's consideration and approval, a proposed price and service plan (PSP). The Regulator has also provided TasWater with a data collection template to populate and include as an attachment to its proposed price and service plan.

TasWater has since engaged external consultants, Jacobs Group, to assist with the development of TasWater's proposed PSP for the third regulatory period. The Jacobs Group is also assisting TasWater with the development of its long-term strategic plan.

Since TasWater's engagement of Jacobs Group, OTTER has met with representatives from Jacobs and TasWater staff on a regular basis to discuss a range of technical issues relating to the proposed PSP. TasWater's proposed approach to consumer engagement as part of the development of its proposed PSP has also been discussed at these meetings.

A meeting of the Water and Sewerage Industry Regulators Forum¹ was held on 9 December 2016 to discuss, amongst other things TasWater's proposed approaches to:

- the development of its proposed PSP;
- the development of its long-term strategic plan; and
- engaging with stakeholders.

TasWater also provided an update on the status of its 2016-17 capital expenditure program.

It is intended that the Water and Sewerage Industry Regulators Forum will meet periodically in the lead up to TasWater submitting its proposed Price and Service Plan by 30 June 2017 and during the subsequent price and service determination investigation to be conducted by the Economic Regulator during 2017-18. The next meeting of industry regulators is being scheduled for March 2017.

¹ The Water and Sewerage Industry Regulators Forum is chaired by the Tasmanian Economic Regulator and include in its membership the Environment Protection Authority, Public Health, the Department of Primary Industries, Water and the Environment and TasWater.

As occurred for the 2015 Price Determination Investigation, the Regulator intends engaging an external consultant to review TasWater's past and forecast operating and capital expenditure.

The Regulator will assess TasWater's proposed price and service plan in accordance with the regulatory framework for price determinations governing regulated entities as set out in the *Water and Sewerage Industry Act 2008* (Industry Act). The Regulator will also take into account the views of other stakeholders including TasWater's customers, industry regulators and other interested parties before making its price determination.

b. Development of minimum customer service standards

In early 2017-18, the Regulator will commence a price determination investigation of the maximum prices which TasWater Pty Ltd (as a regulated entity) can charge for its water and sewerage services. The consequent price determination will apply to a regulatory period that commences on 1 July 2018 and ends on 30 June 2021 (the third regulatory period).

The Regulator's *Price and Service Plan Guideline* provides high level direction with respect to TasWater's development of appropriate minimum service standard arrangements to apply from 1 July 2018. This includes service standard obligations provided for in the Water and Sewerage Customer Service Code.

To further assist TasWater in this regard, a Working Group was established, with representation from OTTER and TasWater, to develop a framework for minimum customer service standards. The Working Group met monthly, commencing June 2016 and concluding November 2016.

In December 2016, TasWater forwarded advice to OTTER summarising the proposed minimum service standards framework as agreed to by the Working Group. The framework set out the proposed methods for measuring performance, rather than the actual value of each minimum service standard. OTTER reviewed and confirmed that summary advice as received.

The agreed framework will now feed into the development of TasWater's proposed price and service plan due for submission to the Regulator by 30 June 2017, which will include actual proposed minimum service standard values.

c. Audit of TasWater's 2015-16 Regulatory Financial Statements

Each year TasWater is required to have its regulatory financial statements prepared and audited in line with the Regulator's Water and Sewerage Accounting Ring-Fencing Guideline. The Regulator has appointed the Tasmanian Audit Office (TAO) to conduct the audit for TasWater's 2015-16 regulated accounts.

Under the Terms of Reference for the audit, the TAO was scheduled to submit its audit report on 10 November 2016. However, at the time of writing, the TAO has not been able to finalise its audit and submit its report as it has been waiting on responses from TasWater to issues it has identified.

As a result of these delays, TasWater sought, and was granted, an extension of time to submit its final regulatory financial statements. OTTER is continuing to liaise with the TAO to ensure that the audit is completed, and TasWater's regulated accounts are provided, as soon as possible.

d. Tasmanian Water and Sewerage State of the Industry Report 2015-16

The 2015-16 Report is currently at draft stage, with contributions received from other industry regulators including public health (DHHS), environment (EPA Tasmania), water (DPIPWE) and dam safety (DPIPWE).

The Report has been condensed relative to previous years and will focus on key performance outcomes during the year.

The Report is expected to be published in March 2017, shortly after the release of the Bureau of Meteorology's Urban National Performance Report for 2015-16.

2. ELECTRICITY (GENERAL UPDATE)

a. 2017-18 standing offer price approval process

Due to the electricity sector reforms currently underway, namely the transition to price reflective network and retail tariffs and the introduction of competition in metering services, there is a high level of interest from regulated entities and other stakeholders in the likely impact of the reforms on 2017-18 standing offer prices.

As Standing Offer Prices are determined by a Notional Maximum Revenue (NMR) OTTER has convened a 2017-18 Standing Offer Price Approval discussion group to monitor the changes in the inputs used to calculate the NMR. The discussion group comprises representatives from Aurora Energy, TasNetworks, the Department of State Growth and Treasury and OTTER. The group's primary objective is to assist all parties to better understand the impact of the various cost drivers and reforms on standing offer prices for 2017-18 and to provide updated information on the likely changes to each input.

Some of the key issues/risks that may impact on 2017-18 NMR include:

- continued upward pressure on prices in the national wholesale electricity market;
- expected reductions in network costs;
- continued high renewable energy costs; and
- potential for additional costs associated with metering reforms.

As specified in its *2016 Standing Offer Price Determination - Standing Offer Price Strategy*, Aurora Energy is proposing to start transitioning to cost reflective Standing Offer Prices in 2017-18. This means that regulated tariffs will no longer change by a uniform percentage as has been the case in previous years. Consequently the change in the NMR will no longer be directly reflected in small customer tariffs. When looking at the impact of tariff changes on small customers the Regulator will therefore focus on the impact of the changes on a customer's overall bill rather than the impact of changes in individual tariffs.

b. Review of the Wholesale Contract Regulatory Instrument

On 21 December 2016 the Regulator published its Final Report and the new Wholesale Contract Regulatory Instrument which applies from 1 January 2017. The Regulator also published revised versions of the Wholesale Contract Guideline and the Statement of Regulatory Intent at this time.

In addition to administering the Instrument, the Regulator is responsible for setting the values in Schedule 1 of the Instrument. The Regulator held a workshop with

relevant Tasmanian wholesale market participants on 2 February 2017 to discuss approaches to updating the Schedule 1 inputs.

The issues raised at the workshop will form the basis of an Approach Paper which will be released for public consultation in the first quarter of 2017.

c. Interim Report of the Tasmanian Energy Security Taskforce

The Tasmanian Government established the Tasmanian Energy Security Taskforce (the Taskforce) to identify ways to help future proof Tasmania from the types of energy security challenges the State experienced in early 2016. The Taskforce released its interim report and preliminary recommendations on 21 December 2016.

OTTER has reviewed and summarised the interim report findings which include a number of key points as presented below.

The Taskforce is very clear that the Tasmanian Government is responsible for energy security in the State.

The Taskforce's research has identified four 'low probability' energy security threats (ie instances when hydro storage levels became dangerously low) that occurred in Tasmania during the past century. On this evidence, the Taskforce warns that two or more such events could occur within a short time and recommends stronger and more conservative energy security measures to prepare for this possibility.

The Taskforce identifies water storages as the most important factor in determining energy security. The Taskforce believes that increasing independent monitoring of water storage levels, in line with practices in other jurisdictions, would strengthen the State's energy security.

The Taskforce points out that, assuming average inflows to hydro storages, hydroelectric generation alone is insufficient to meet Tasmania's energy needs. However, with the diversity of generation options currently at Tasmania's disposal it would take a low probability catastrophic event for energy supply to fall below demand for a prolonged period.

Given the recent and ongoing focus on the matter of energy security in Tasmania, the Taskforce recommends that the government act quickly to implement improved energy security measures before public interest and acceptance of the need for change wanes.

The Taskforce recommends five priority actions for the Tasmanian Government to improve energy security in Tasmania:

- define energy security and responsibilities;
- strengthen independent energy security monitoring and assessment;
- establish a more rigorous and widely understood framework for the management of water storages;
- retain the TVPS as a backup power station for the present and provide clarity to the Tasmanian gas market; and
- support new on-island generation and customer innovation.

The Taskforce estimates an annual on-island energy deficit in Tasmania of between 700GWh and 1 000GWh, although this estimate does not consider potential generation from the TVPS.

Overall, the Taskforce rates Tasmania's electricity energy security as 'managed' (medium resilience to potential shocks) and gas energy security as 'susceptible' (low resilience to potential shocks) over the short, medium and long-term. These assessments, particularly for medium and long-term scenarios, are preliminary, and the Taskforce will update them in its final report to the Government.

The Taskforce recommends transparent assessment and regular communication to the public of Tasmania's energy security status because this would promote business and household confidence in the Tasmanian economy and society.

Among the Taskforce's recommendations pertaining to energy security oversight is the establishment of two new roles:

- a Monitor and Assessor to provide independent oversight and transparent public reporting of energy security; and
- an Energy Security Coordinator to coordinate responses and manage electricity supply risks when water storages are at or below predetermined risk levels.

Consultation on the Taskforce's interim report closed on 20 January 2017 and it is expected to release a final report in June 2017.

d. 2015-16 Energy in Tasmania Performance Report

The Regulator published its annual report on the performance of the Tasmanian energy supply industry, the *2015-16 Energy in Tasmania Report* on 9 December 2016. The Report is expected to be tabled in parliament once Parliament resumes in March 2017.

Following the legislative changes made in 2015 as a result of the Government's review of the Regulator's functions, publication of a full Energy in Tasmania Report has moved to a three-yearly timeframe, with streamlined reports to be published in each of the two years between the publication of each detailed report (the most recent detailed report was the *2014-15 Energy in Tasmania Performance Report*). The 2015-16 Report is the first of the new short format reports.

The Report found that, with the addition of temporary diesel generation and the restarting of the Tamar Valley Power Station, all demand for electricity during 2015-16 was able to be met. This was despite significant challenges including the Basslink interconnector outage between December 2015 and June 2016, in combination with low rainfall, causing storage levels in Hydro Tasmania's dams to fall to their lowest recorded level.

Energy transmission and distribution entities in Tasmania also performed well during 2015-16, despite bushfires, storms and floods causing unplanned outages in various locations around the State. TasNetworks did not experience any major transmission loss of supply incidents for the year. TasGas Networks experienced only one major loss of supply during 2015-16, due to the Invermay floods in June 2016.

Overall, the Report concluded that Tasmanian electricity and natural gas suppliers met most of their respective performance standards during 2015-16.

3. ELECTRICITY - RETAIL AND DISTRIBUTION QUARTERLY PERFORMANCE REPORTS (Q2, 2016-17)

Aurora Retail

Aurora Energy (Retail) has provided its performance report for Q2, 2016-17 as required by Regulation 13 of the *Electricity Supply Industry Regulations 2008*. Performance measures are reported in accordance with the AER's performance reporting procedures and guideline and are provided in Appendices 1 and 2.

TasNetworks

In accordance with the requirements of the Tasmanian Electricity Code, TasNetworks has provided its performance report for Q2, 2016-17.

TasNetworks reported that, during the quarter:

- there was only one Major Event Day (MED); and
- there were 4 344 GSL payments made worth around \$500 000 for the quarter, which is considerably less than the \$3.0 million in GSL payments made during the previous quarter.

Overall system performance (distribution and transmission)

Overall system performance SAIDI² and SAIFI³ accounts for outages in the transmission and distribution network, including third party causes and MEDs. Quarterly performance is shown in Table 1.

Table 1 Overall system performance

	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
SAIFI	0.48	0.63	0.84	0.73	0.59
SAIDI	53	107	165	185	85

The contributions to SAIFI and SAIDI are shown in Figures 1 and 2 respectively.

² System Average Interruption Duration Index: the average outage duration for each customer served

³ System Average Interruption Frequency Index: the average number of interruptions that a customer would experience

Figure 1 Contributions to SAIFI

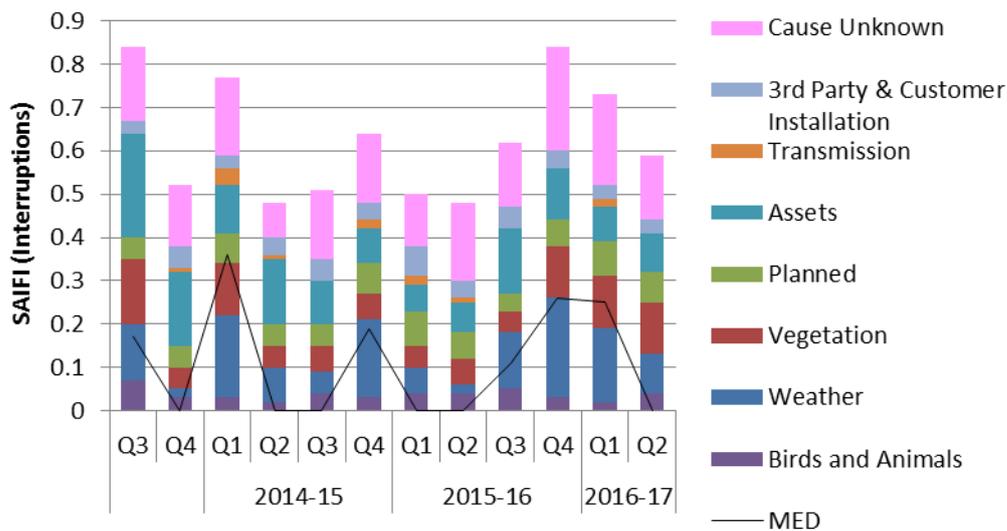
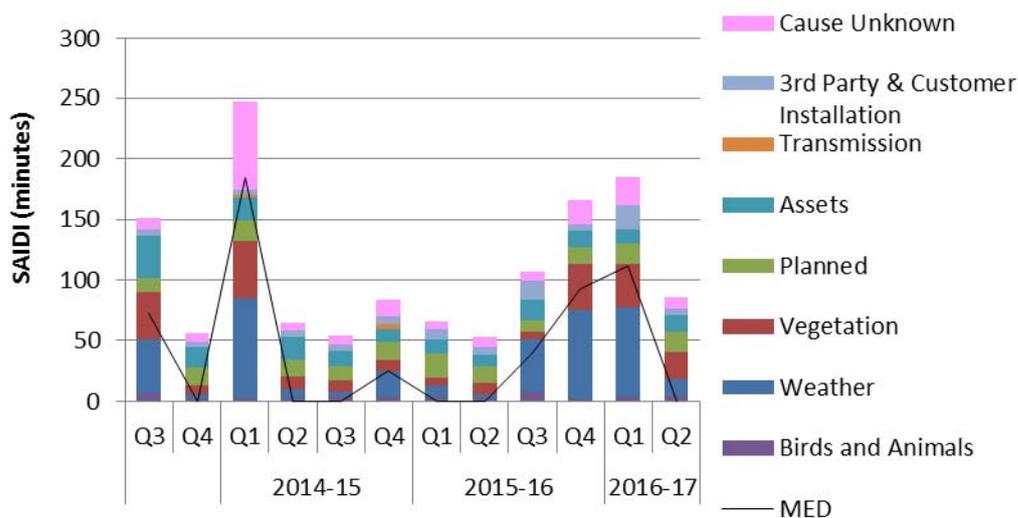


Figure 2 Contributions to SAIDI



Distribution only system performance

Major Event Days (MEDs)

During 2016-17, a MED is a day that contributed more than 6.54 minutes to annual SAIDI. There was only one MED for Quarter 2, 2016-17. On 9 October 2016 severe weather, including damaging wind, resulted in multiple outages across the state. This event contributed 12.1 minutes to annual SAIDI and resulted in up to 2 200 customers being off supply.

Major interruptions

Major interruptions are those that contribute greater than one system minute of SAIDI to overall network performance. The impact of an interruption depends on the length of the interruption and the connected kVA of installations affected. Major interruptions for the quarter excluding the events in MEDs.

- On 13 November 2016, a Palmerston feeder tripped and locked out due to a bird strike. The outage lasted two hours; approximately 547 customers were affected at the peak of the event.
- On 7 December 2016, a Devonport feeder tripped and locked out due to a possum causing a short circuit. The outage lasted four hours; approximately 1 965 customers were affected at the peak of the event.

Table 2 Distribution network performance (excluding transmission and third parties)

	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
SAIDI	47	92	160	166	81
SAIFI	0.44	0.58	0.80	0.68	0.56
CAIDI ⁴	129	159	200	244	144
MAIFI ⁵	0.76	1.54	1.67	1.04	1.02

Community and category performance

A summary of quarterly performance in respect to the '101 Communities' is provided in Tables 3, 4 and 5.

Table 3 Communities Exceeding Duration and Frequency Standards

Distribution	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
Number of communities exceeding duration standard	12	15	25	37	39
Number of communities exceeding frequency standard	8	7	8	11	14
Number of communities exceeding either the frequency or duration standard	15	15	26	39	40
Number of communities exceeding both the frequency or duration standard	5	7	7	9	13

⁴ Customer Average Interruption Duration Index: the average outage duration that any given customer would experience or the average restoration time

⁵ Momentary Average Interruption Frequency Index - the average number of momentary interruptions that a customer would experience during a given period

Table 4 Community Category Performance - SAIFI

SAIFI	Q2, five year Average	2016-17				Actual YTD	Annual Limit
		Q1	Q2	Q3	Q4		
Critical Infrastructure	0.05	0.05	0.26	0	0	0.31	0.2
High Density Commercial	0.06	0.04	0.03	0	0	0.07	1
Urban and Regional Centres	0.24	0.44	0.24	0	0	0.68	2
Higher Density Rural	0.56	0.99	0.82	0	0	1.81	4
Lower Density Rural	0.94	1.02	1.07	0	0	2.09	6

Table 5 Community Category Performance - SAIDI

SAIDI	Q2, five year average	2016-17				Actual YTD	Annual Limit
		Q1	Q2	Q3	Q4		
Critical Infrastructure	5.07	13.94	8.1	0	0	22.04	30
High Density Commercial	4.88	6.79	2.36	0	0	9.15	60
Urban and Regional Centres	26.15	70.68	22.18	0	0	92.86	120
Higher Density Rural	76.94	281.71	121.29	0	0	403	480
Lower Density Rural	129.08	292.05	178.83	0	0	470.88	600

Customer Service

Table 6 TasNetworks' distribution network – customer service performance indicators

	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
Calls received	32 518	52 310	66 138	65 904	39 542
Complaints - reliability/quality of supply/complaints as a percentage of installations	108 (0.04%)	130 (0.05%)	107 (0.05%)	154 (0.05%)	108 (0.05%)
Streetlight faults	354	367	1 267	972	378
Streetlight faults repaired within 7 days	268	227	618	568	271
New connections	697	616	850	637	680
New connections made on time	629	535	498	428	487
New connections Customer charter payments/value	105/ \$11 430	20/ \$4 320	110/ \$11 610	74/ \$7 710	62/ \$7 050
Planned interruptions	N/a	1 120	1 761	1 201	842
Planned interruptions Customer charter payments/value	15/\$480	9/\$270	17/\$660	16/\$480	22/\$660
GSL - Number of payments	393	6 168	5 589	26 397	4 344
Amount	\$35 040	\$673 360	\$518 400	\$3 064 720	\$492 280

4. WATER AND SEWERAGE, ELECTRICITY AND GAS LICENSING (UPDATE)

No update on licensing.

5. MOTOR ACCIDENTS INSURANCE BOARD (MAIB) PRICING

On 12 December 2016, having obtained the agreement of the Minister administering the *Motor Accidents (Liabilities and Compensation) Act 1973*, the Treasurer sent a Request and Terms of Reference to the Regulator to conduct an investigation into the MAIB's pricing policies.

The Regulator intends taking a similar approach to that utilised in previous investigations. This includes consulting on the MAIB's preliminary submission, analysing the preliminary submission and releasing a draft report for comment and then a final report having considered submissions made on the draft report.

The Regulator has engaged the services of actuarial consultants Finity Consulting to assist with the review.

A notice of the investigation will be published in the major Tasmanian newspapers and on the Regulator's website in early February 2017. The notice will invite public

submissions and include a copy of the MAIB's preliminary submission to the investigation.

The Regulator expects to release a Draft Report for public consultation in April 2017 outlining its proposed recommendations and inviting comments. The Draft Report will incorporate advice the Regulator receives from Finity Consulting.

The investigation will conclude in early July 2017 when the Regulator releases its Final Report. At this time the Regulator will also provide, for the Government's consideration, its recommendations as to the MAIB's maximum premiums for the upcoming pricing period (1 December 2017 to 30 November 2021).

6. REGULATION - OTTER - DRAFT STRUCTURE OF LICENCE FEES

The Office of the Tasmanian Economic Regulator supports the Regulator in undertaking its functions under the *Electricity Supply Industry Act 1995*, the *Water and Sewerage Industry Act 2008*, the *Gas Act 2000* and the *Gas Pipelines Act 2000*. Licence fees (or equivalent) enable the Regulator to recover its reasonable costs in the administration of these four Acts where they have not been funded by the Consolidated Fund or the entities directly.

The Tasmanian Electricity Code (TEC) requires the Regulator to develop an electricity licence fee structure that is consistent with a set of principles set down in the TEC and sets out how licence fees will be determined.

The structure of electricity licence fees is reviewed periodically. The last review was conducted by the Regulator in early 2014 and applied to the period 1 July 2014 to 30 June 2017.

The Regulator also sets licence fees for gas industry participants and is required to provide advice to the Minister for Primary Industries and Water on the Regulator's component of the licence fees to be paid by water and sewerage industry participants. As such, an outcome of the 2011 review was the widening of the application of the Structure of Licence Fees for the electricity supply industry. That is, the Structure of Licence Fees would document, from that point forward, the methodology that would apply in the determination of licence fees (or their equivalent) in most areas of the Regulator's industry-funded activities.

In late 2016 the Regulator commenced a review of the structure of licence fees to be applied from 1 July 2017. The Regulator released, in January 2017, a Consultation Paper and a Draft Structure of Licence Fees for the electricity, gas and water and sewerage sectors, setting out the proposed methodology for determining licence fees (or their equivalent) from that time. The Regulator requested submissions with respect to the proposed methodology as presented, with consultation scheduled to close on Friday, 10 February 2017.

The consultation period will culminate in the publication, by 31 March 2017, of the Final Structure of Licence Fees to apply from 1 July 2017.

Appendix 1 – Aurora Energy quarterly performance – residential

Retail - Residential	Trend - 5 qtrs	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
Customer numbers						
standing offer		207 890	208 536	209 762	212 545	213 250
APAYG customers		27 555	27 181	26 670	24 588	24 287
Payment difficulties						
debt repayment		3 583	4 605	3 676	3 032	4 369
average amount		\$569	\$754	\$739	\$785	\$739
debt \$500 - \$1 500		970	1 304	947	797	1 225
debt \$1 500 - \$2 500		191	374	279	231	341
debt over \$2 500		100	259	220	208	246
Payment plans						
customers on payment plan		2 239	2 115	2 085	2 366	2 658
customers who had their plan cancelled for non-payment		923	938	850	625	697
customers with 2 or more plans cancelled in the last 12 months		522	327	326	259	219
Disconnections						
residential disconnections		311	326	266	241	230
concession customers disconnected		189	223	168	113	116
payment plan customers disconnected		91	95	84	70	55
customers disconnected more than once in 24 months		9	22	21	20	14
Reconnections						
reconnections (within 7 days)		32	170	115	114	124
payment plan customers		38	34	36	31	24
concession customers		71	100	67	44	54
APAYG - Prepayment meter (PPM) customers						
PPM customers with a concession		13 820	13 524	13 829	13 038	12 835
PPMs able to report self-disconnections		9 782	10 337	10 854	10 210	10 340
PPM self-disconnection events		654	607	1 033	941	743
customers self-disconnected		544	517	820	719	622
average duration of disconnection events (minutes)		224	256	244	293	250

Retail - Residential	Trend - 5 qtrs	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
Hardship program						
customers on the hardship program		2 130	2 144	2 065	2 105	2 199
hardship customers with a concession		1 711	1 657	1 632	1 694	1 794
customers denied access		0	0	0	0	0
customers exiting the program		462	113	160	435	393
average debt upon entry to program		\$1 779	\$1 799	\$1 866	\$1 493	\$1 617
debt \$0 - \$500		54	63	65	90	69
debt \$500 - \$1 500		324	211	165	219	219
debt \$1 500 - \$2 500		153	108	96	88	96
debt over \$2 500		112	95	103	78	103
average debt		\$1 523	\$1 304	\$1 267	\$1 476	\$1 540
customers who successfully completed program		184	95	183	130	99
customers excluded from program		215	289	268	224	218
customers who transferred		63	73	74	81	76
Complaints (residential)						
billing		1 336	1 124	1 397	1 824	1 755
marketing		0	0	0	0	0
customer transfer		0	0	0	0	0
other		478	397	467	424	533
TOTAL		1 814	1 521	1 864	2 248	2 288

Appendix 2 – Aurora Energy quarterly performance – small business

Retail - Small Business	Trend - 5 qtrs	2015-16 Q2	2015-16 Q3	2015-16 Q4	2016-17 Q1	2016-17 Q2
Customer numbers						
standing offer		31 535	30 910	30 579	30 446	30 570
market contracts		4 811	5 333	5 479	5 465	5 458
Total small business		36 346	36 243	36 058	35 911	36 028
Payment difficulties						
customers repaying a debt		256	220	188	184	205
average customer debt		\$1 243	\$ 802	\$ 885	\$ 901	\$ 804
Disconnections		14	24	22	18	19
Reconnections		2	7	2	4	5
Complaints						
billing		158	114	167	236	240
marketing		0	0	0	0	0
customer transfer		0	0	1	0	0
other		42	25	48	39	41
TOTAL		200	139	216	275	281