

our balanced scorecard

(Financial indicators cover the Aurora Group, while other indicators refer to the parent company)

	2008-2009 Target	2008-2009 Result	Achievement against target	Page Reference
Our Shareholders				
<i>Objective: Commercial returns for our shareholders</i>				
<i>Strategy: Maximise value for the owner from our asset returns, the way we work, retail margins and new products and services</i>				
	Parent Target	Parent Actual	Group Actual	
Profit After Tax	\$36.4M	\$19.1M	\$9.1M	X 19
Return on Equity	8.4%	4.1%	2.0%	X 19
Operating and Investing Cash Flow	(\$61.1M)	(\$343.1M)*	(\$344.2M)	X 19
Our Customers				
<i>Objective: Loyal highly satisfied customers</i>				
<i>Strategy: Excel in reliability, performance delivery and product merit</i>				
Customer Satisfaction Event Tracking	6.0	5.8	☯	31
Communities Below Reliability Standard	SAIDI 10	29/101	X	38
	SAIFI 4	6/101	X	
Targeted Reliability Improvement Program (TRIP)	9	9	✓	38
System Average Interruption Duration Index	175.7	183	☯	37
System Average Interruption Frequency Index	1	1.55	X	37
Our Community				
<i>Objective: Model corporate citizen</i>				
<i>Strategy: Apply high ethical standards to business behaviour, and improve the quality of life for Tasmanians</i>				
Significant Environmental Incidents	0	0	✓	68, 73
Significant Public Safety Incidents	0	0	✓	73
Corporate Image Indicator	80%	75%	X	72-73
Our Business				
<i>Objective: Realise the full potential of our business</i>				
<i>Strategy: Enhance our business by encouraging innovation, efficient and effective processes, and a safe working environment</i>				
Capital spent on Network Program of Work	\$126.9M	\$129.7M	✓	40-41
Breaches of the Energy Risk Policy	0	0	✓	
Our People				
<i>Objective: High performing motivated team and leaders who deliver with zero injuries</i>				
<i>Strategy: Recruit, train and retain the best people utilising their talents effectively and safely</i>				
Engagement Survey (within High Performance Range)	66%	64%	☯	46
Safety Indicator	100%	92%	X	58-59
Lost Time Injury Frequency Rate	4.5	1.8	★	57-58

Key:

- ★ Exceed budget/target by greater than 10%
- ✓ Meet or exceed budget/target by less than 10%
- ☯ Under achieve budget/target by less than 5%
- X Under achieve budget/target by more than 5%

* Net cash outflow was significantly higher than target due to \$306.4 million needed for the acquisition and funding of the Tamar Valley Power Station.