

## Application to Become a Commercial / Industrial Sensitive Customer

Please complete and send this form to fax 9225 2661 or  
 Manager Network Operations, Western Power, Locked Bag L921, Perth WA 6842.  
 For further information please email: [sensitive.customer@westernpower.com.au](mailto:sensitive.customer@westernpower.com.au)  
 or telephone 13 10 87 or your retailer.

### Background information

Western Power has to maintain a fair and equitable approach in dealing with sensitive customers. The use of the Risk Management Australian Standard AS4360 allows the proper management of customer requirements in the management of the network and is required as part of Western Power’s social responsibilities.

Setting restoration priority occurs on a day-to-day basis for fault situations occasionally where, widespread power interruptions are due to storms and in a generation shortfall where load shedding could occur. There will be a need to prioritise across all consequences.

By completing this application form, Western Power will be better informed and more able to manage your particular needs if storms or other events cause power interruptions that affect you.

### Example factors affecting restoration priority

The following factors are examples of competing priorities when setting the priority of power restoration.

Example factors	Example details
Other utilities	Water, gas, telephones, emergency services, ambulance, police, electrical hazards.
Health and safety	Hospitals, traffic lights, aged care centre, life support equipment at home (e.g. dialysis), prisons etc.
Environmental implications	Sewage facilities and processing plants.
Special needs	Shopping centres, heavy industry, cold storage facilities, etc.
Animal suffering	Animal care or processing plants.
Food processing	Milk, bread, fresh producers.
Public communications	Emergency services communication sites.
Public infrastructure	Large crowds with lighting (e.g. concerts and sporting events).

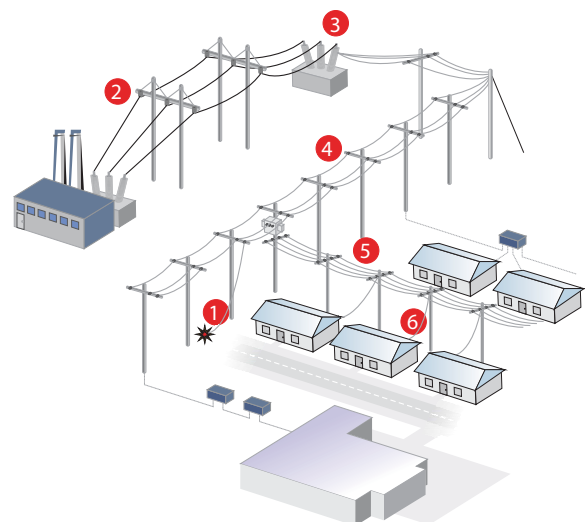
### Overview of the restoration process (general guideline)

If large areas are affected by a power interruption (e.g. storm or other event), Western Power uses the following guideline to decide which areas will have power restored first.

1. Situations hazardous to public safety - this includes fallen or arcing wires and supplies to critical facilities such as hospitals.
2. High-voltage transmission lines that ultimately supply hundreds of thousands of customers.
3. Substation sites that distribute power to tens of thousands of customers.
4. Distribution lines supplying thousands or hundreds of customers.
5. Localised lines supplying clusters of homes or businesses.
6. Service leads to individual customers.

**Note:** Line implies either overhead conductor or underground cable.

In this way, as many people as possible have power restored at the earliest opportunity. Sometimes a crew may have to leave your area before power is restored. This may be because the cause of the interruption is elsewhere or because a public-safety hazard has been identified in the surrounding area.



## The application process

The customer application to become a sensitive customer can only be processed with the completion of the following application form and risk matrix.

The intent is to determine the worst risk (i.e. consequence x likelihood), and define that event with supporting information (i.e. a separate sheet describing the nominated risk). The customer is to nominate the likely time for the event to occur. If the event escalates over time, then multiple copies of the matrix are to be submitted with the different nominated times.

This application does not necessarily guarantee you will be listed as a sensitive customer but allows us to determine the level of risk and sensitivity of your site.

## Consequence and likelihood matrix

CONSEQUENCE						LIKELIHOOD			
						Unlikely	May occur	Likely	Expected
Severity	People	Environment	Quality or asset or process impact	Cost \$'s	Reputation community concern	10% likely	30% certain	50% certain	80% certain
1	First aid injury	Short term effect or limit breach. Large contained spill.	Minor variation of product quality. Plant delay <1hr.	<\$10k	Public awareness.				
2	Minor injury	Minor long term effect or limit breach. Uncontained discharge.	Product out of specification. Plant delay >1hr.	\$10k to \$100k	Localised impact. Public complaint.				
3	Serious	Serious long term effect or limit breach. Possible licence downgrade.	Major product loss, or plant shutdown. Plant delay >1day.	\$100k to \$1M	State-wide impact. Adverse media.				
4	Fatality	Major long term effect or limit breach. Prosecution.	Emergency shutdown. Plant delay >1week.	\$1M to \$10M	National impact. Adverse media.				
5	Multiple fatality	Permanent significant effect. Multiple prosecutions. Licence to operate revoke.	Permanent plant loss.	Greater than \$10M	International impact. Adverse media.				

Nominated time for the power interruption **consequence** to occur is   Hours

## Notes

- The customer application and the matrix are required for the calculation of risk assessment.
- Risk is calculated from the combination of the **consequence** and the **likelihood** parameters.
- Risk assessment rating increases in priority from the top left of the matrix to the bottom right.

## The steps to be followed

1. Firstly, nominate an estimated time for a consequence (bad event) to occur during a power outage. Enter this at the bottom of the table. Please note the nominated time for the event to occur is **not** a guarantee of restoration time. However, it is used for analysis purposes.
2. Secondly, working across table from left to right, assess the severity level for each consequence, in the section **consequence**. Please note that the 'cost' refers to customer costs and it includes all cost impacts from the categories: people, environment, process, and community concern.
3. Then take the maximum severity level and assess its likelihood.
4. To determine the worst risk assessment - Mark or cross (X) the appropriate cell according to your assessment of severity level and likelihood.
5. Please explain in writing why you have selected the applicable **consequence** and **likelihood** in the following section in page 3.
6. Please note - If you highlight a likelihood of a high severity risk due to the loss of electrical supply, then we encourage you to assess your internal risk management practices and implement contingencies to mitigate against this risk.
7. If your situation escalates over time please complete a separate consequence and likelihood matrix for each timestamp, for example at two hours the consequences are... at eight hours the consequences are... etc.

