



WESTERN POWER INFORMATION STATEMENT

FREEDOM OF INFORMATION ACT 1992
SECTION 96

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1. STATEMENT OF STRUCTURE AND FUNCTIONS

1.1. Statement

This Information Statement is prepared for the purposes of section 96 of the Freedom of Information Act 1992 (FOI Act).

1.2. Purpose of the Act

The FOI Act provides a general right of access to documents held by State and local government agencies, and certain statutory corporations. Subject to certain exceptions, where a person or corporation applies under the FOI Act for access to documents, the FOI Act requires the agency or statutory corporation to provide access to documents.

As a statutory corporation subject to the FOI Act, Western Power aims to make its documents available promptly in accordance with the FOI Act.

The FOI Act requires Western Power to make available details about the kind of information it holds. This Information Statement outlines these details.

In addition to creating a right of access to documents, the FOI Act also requires Western Power to ensure that personal information that it holds about an individual is "accurate, complete, up-to-date and not misleading".

This information Statement outlines how to make an application under the FOI Act (**FOI application**) for access to documents of Western Power or to amend personal information of an individual held by Western Power.

Western Power's Freedom of Information Officer coordinates the receipt and processing of all FOI applications.

1.3. Statutory corporation

The Electricity Networks Corporation, which trades under the name Western Power, is a statutory corporation created by section 4(1)(b) of the Electricity Corporations Act 2005.

Western Power carries out functions and exercises powers under the Electricity Corporations Act 2005, Electricity Transmission and Distribution Systems (Access) Act 1994, Electricity Industry Act 2004, Energy Operators (Powers) Act 1979 and the Electricity Act 1945 and the various regulations and rules made under them.

1.4. Primary purpose

Western Power transports electricity from power stations to towns and cities, and then distributes it to homes and businesses. This is done via a large network of power lines known as the South West Interconnected System (**SWIS**). The SWIS is the biggest interconnected electricity network in Western Australia, consisting of nearly 88,000 kilometres of powerlines stretching from Kalbarri in the North to Kalgoorlie in the east and Albany in the South.

Western Power is responsible for maintaining the SWIS network and restoring power after interruptions. Western Power also develops the SWIS to meet the needs of customers and developers, and to bring electricity to new areas.

1.5. Governance

Western Power has an independent Board of directors, who provide high-level strategic advice on the direction of the business.

Western Power is accountable to its Board, government regulators and the State Government.

Western Power pays tax on its profits and pays dividends to the Government. The remainder of Western Power's earnings are reinvested into the business and the SWIS network.

1.6. Functions of Western Power

Western Power's principle functions are to:

- manage, plan, develop, expand, enhance, improve and reinforce electricity transmission and distribution systems and provide improved electricity transmission and distribution services;
- do anything that it is authorised or required to do by Parts 8 and 9 of the *Electricity Industry Act 2004*;
- provide services that improve the efficiency of electricity supply and management of demand on the electricity transmission and distribution system; and
- provide ancillary services,

with respect to the SWIS.

To achieve its functions, Western Power has staff based at various offices across Western Australia, including the Perth CBD (Head Office), Jandakot, Kewdale, Mount Claremont, Albany, Geraldton and Kalgoorlie.

1.7. Organisational structure

Western Power's organisational structure is divided into 7 divisions, under the overall leadership of the Managing Director. Each division comprises general managers and branch managers

The role of each division is as follows:

(a) Customer Services

Customer Services Division is responsible for the development, sponsorship and support of solutions to customer requirements. This includes new connections, enhancement of the South West Interconnected System network (SWIS) to meet increased demand for electricity and investing in improving the performance of the existing network.

(b) Service Delivery

Service Delivery is responsible for the construction, resourcing, maintenance and operation of the Western Power South West Interconnected System and coordinating frontline customer requirements. Service Delivery's objective is Operational Excellence with a strong focus on continuously improving on the safe, timely and cost effective delivery of Western Power's Approved Works Program.

(c) Legal and Governance

Legal & Governance includes the secretariat, legal and audit sections of Western Power. It is responsible for providing secretariat support, legal advice and legal support to Western Power's Board, Committees, Executive, senior management and all other areas of the corporation in relation to legal matters and compliance services, and corporate governance. . Legal and Governance also provides risk assurance and audit services predominantly designed to improve Western Power's operations, regulatory compliance and stakeholders objectives.

(d) System Management

System Management operates the transmission and distribution network by centralised control to: dispatch available generation capacity to meet demand; ensure the South West Interconnected System is correctly configured to meet security criteria; manage power restoration in the event of an outage; and carry out its responsibilities in the Wholesale Electricity Market.

Systems Management is a segregated (or 'ring-fenced') division from the rest of Western Power's divisions and business operations. The ring-fencing arrangement is required under the Electricity Network Access Code 2004 and ensures that Western Power can have arms-length dealings with related businesses and third parties.

(e) Finance

The Chief Financial Officer is responsible for delivering finance, information technology and commercial services and guidance to support the business in meeting Western Power's strategic and operational requirements.

(f) Strategy and Corporate Affairs

Strategy and Corporate Affairs is responsible for internal and external communications including staff, government, media and stakeholder liaison, community partnerships; and strategy planning. Strategy and Corporate Affairs also leads the pricing and economic regulatory management process.

(g) Human Resources

The Human Resources division develops strategies and systems to attract, develop and retain people with the skills and capabilities to achieve Western Power's business goals and ensure a safe and healthy work environment for employees and contractors. Its functions include managing workforce capability, employment relations, safety and health, and providing a full range of human resource services, including payroll and health services.

A diagram setting out Western Power's organisational structure can be found at Annexure "A".

2. HOW WESTERN POWER FUNCTIONS AFFECT MEMBERS OF THE PUBLIC

Western Power's functions affect members of the public in many ways, including:

- providing the community with safe, reliable and efficient delivery of electricity within the SWIS;
- maintaining, upgrading and expanding the SWIS to meet the expanding demand for electricity in WA;
- connecting large and small customers to the SWIS; and
- working with government, business and industry to devise alternate energy solutions.

Members of the public are able to participate in the formulation of Western Power policy and the performance of Western Power's functions:

- through providing community feedback on performance; and
- during local community consultation that may be undertaken by Western Power in relation to large infrastructure projects.

3. DESCRIPTION OF DOCUMENTS HELD BY WESTERN POWER

3.1. What is a document?

For the purposes of the FOI Act, the term "document" covers many forms of records and includes files, computer printouts, maps, plans, photographs, tape recordings, films, video tapes and electronically stored information.

Western Power's documents relate to a variety of functions and activities such as:

- all aspects of the management of the SWIS, including planning, construction, maintenance, emergency response and associated business processes;
- reform policy;
- environmental policy;
- Ministerial support; and
- customer network information (such as power supply connections, reliability and capacity, and community consultation on projects).

Western Power utilises a document management system (**DMS**) across all of its divisions and in all aspects of its functions. The DMS is used to record and manage all documents, regardless of format. The DMS contains documents dealing with day to day operations of all aspects of Western Power's business, including correspondence (in and out), corporate policies and procedures, reports (internal and external), minutes and agendas of meetings, contracts, drawings and plans.

3.2. Documents available free of charge and without a FOI application

Western Power produces and releases a number of reports each year which are available at no cost for download from the Western Power website. These reports are:

- Annual report;
- Quarterly reports;
- Annual planning report;
- Annual asset management report; and
- Annual reliability and power quality report.

Western Power also produces numerous pamphlets, information booklets, brochures and other printed material regarding various issues on electricity matters. These documents are also available to the general public, free of charge, from Western Power's Head Office (subject to availability).

3.3. Documents held by Western Power that are available only through a FOI application

The types of document held by Western Power that may, subject to the FOI Act, be accessed under a FOI application include the following:

Email communications

Audio tapes

Computer records	Letters
Internal memoranda	Facsimiles
Reports (not mentioned in 3.2)	Diagrams/Plans
Notebook or diary entries	Photographs
Presentations	Policies
Office manuals	Contracts
Incident reports relating to accidents, electrical faults and outages	Minutes and agendas of meetings

4. PROCEDURE FOR ACCESS TO DOCUMENTS

4.1. Making a FOI application

Western Power's Freedom of Information Officer is the initial contact point for all FOI related matters (including FOI applications, payments, correspondence and general enquiries).

All FOI applications for access to documents **must**:

- be in writing;
- provide adequate and specific information so that the documents requested can be identified;
- expressly state that the application is being made under the FOI Act;
- give an Australian address to which notices can be sent; and
- be accompanied by the relevant application fee.

Receipt of an application will be acknowledged in writing. Western Power has a period of 45 days (or such further time permitted under the FOI Act) in which to process an application and decide whether access to the requested documents will be permitted.

4.2. Fees and charges

Regulations made under the FOI Act prescribe the rate of fees and charges relating to FOI applications for access to documents. Apart from the application fee for non-personal information, the imposition of other charges is within Western Power's discretion.

No fees or charges apply to an application or request for access to personal information (i.e. information about the applicant).

The application fee for access to non-personal information is \$30.

Other charges and fees may apply in relation to time taken by staff in dealing with an application for non-personal information. The following table contains the applicable fees and charges.

Description	Cost
Personal information about applicant	No fee
Application fee for non-personal information	\$30
Charge for time taken dealing with application	\$30 per hour
Charge for photocopying	\$30 per hour for staff and 20c per copy

Charge for staff time in transcribing information from a tape or other device	\$30 per hour
Charge for duplicating a tape, film or computer information	Actual cost
Charge for delivery, packaging and postage	Actual cost

4.3. Notice of decision

After Western Power has considered a FOI application, it will provide a notice of decision to the applicant outlining:

- the date the decision was made;
- the name and designation of the officer who made the decision;
- if access to some or all of the documents has been permitted and if not, the reasons for the refusal; and
- details of the rights of review and the procedures to follow to exercise those rights.

4.4. Rights of review

If an applicant is dissatisfied with Western Power’s decision with respect to the provision of access to documents, under the FOI Act the applicant may apply to Western Power to have the decision reviewed internally, unless the decision was made by Western Power’s Chief Executive Officer (**CEO**) in which case the right of review is to the Information Commissioner (see below).

Applications for the internal review of a decision must be forwarded in writing to Western Power within 30 calendar days of the notice of decision. The application must be sent to Western Power’s Freedom of Information Officer.

Where Western Power’s CEO was the original decision-maker or any matter remains in dispute after an internal review, the applicant has the right to lodge a complaint with the Information Commissioner who will then decide whether to conduct an “external review” of the matter. The complaint must be lodged within 60 days of the notice of decision.

In certain instances, questions of law that arise in the course of dealing with a complaint may be referred to the Supreme Court.

The internal and external reviews may confirm Western Power’s decision, vary the decision, or completely set aside the decision and provide a substitute decision. No fees or charges apply to internal or external reviews.

5. PROCEDURES FOR THE AMENDMENT OF PERSONAL INFORMATION

5.1. Application to amend

An individual has a right to apply to Western Power for the amendment of his or her personal information in a document held by Western Power that is:

- inaccurate;
- incomplete;
- out of date; or
- misleading.

The closest relative of the deceased person has the right to apply for amendment of personal information about the deceased person.

An application to amend **must**:

- be in writing;
- expressly state that the application is made under the FOI Act;
- give enough details to enable the document that contains the information to be identified;
- give details of how the person believes the information is inaccurate, incomplete, out of date or misleading;
- give the person's reasons for holding that belief;
- give details of the amendment(s) that the applicant requests be made; and
- give an Australian address to which notices can be sent.

Receipt of an application to amend personal information will be acknowledged in writing. Western Power has a period of 30 days (or such further time permitted under the FOI Act) in which to process an application and decide whether to amend the personal information as requested.

5.2. Rights of review

When Western Power has considered the application, it will provide a notice of decision to the applicant. If the decision is to not amend the information in accordance with the application, under the FOI Act the applicant has the right to apply to Western Power to have the decision reviewed internally, unless the decision was made by Western Power's CEO in which case the right of review is to the Information Commissioner (see below).

Applications for review of a decision must be forwarded in writing to Western Power within 30 calendar days of the notice of decision. The application must be sent to Western Power's Freedom of Information Officer.

Where Western Power's CEO was the original decision-maker or any matter remains in dispute after an internal review, the applicant has the right to lodge a complaint with the Information Commissioner who will then decide whether to conduct an "external review" of the matter. The complaint must be lodged within 60 days of the notice of decision.

In certain instances, questions of law that arise in the course of dealing with a complaint may be referred to the Supreme Court.

The internal and external reviews may confirm Western Power's decision, vary the decision, or completely set aside the decision and provide a substitute decision. No fees or charges apply to internal or external reviews.

6. CONTACT ADDRESS FOR FOI APPLICATIONS, CORRESPONDENCE, PAYMENTS AND GENERAL ENQUIRIES

All FOI applications, correspondence, payments and general enquiries must be directed to Western Power's Freedom of Information Officer as follows:

FOI Coordinator
Western Power
363 Wellington Street
Perth 6000.