

QUARTERLY REPORT DECEMBER 2013



Corporate performance

This report has been prepared in accordance with Western Power's requirement to report to the Minister for Energy under Section 106 of the *Electricity Corporations Act 2005*.

Western Power's performance is tracked against key performance indicators detailed in the *Western Power Statement of Corporate Intent 2013/14**. The following table provides a summary of Western Power's performance as at 31 December 2013.

	Indicator description	Year to date actuals 31 December 2013	2013/14 target
Safe	Total Recordable Injury Frequency Rate (TRIFR) ¹	7.5	≤ 9
	Public safety incidents (per month) ¹	14.3	≤ 9.5
	Number of wood poles reinforced	30, 799	≥ 55,800 (YTD 27,900)
	Number of wood poles replaced	12, 921	≥ 18,550 (YTD 9,275)
Reliable	Average supply unavailability per customer per year ¹	360 mins	≤ 650 mins
	Average number of interruptions (greater than 60 seconds) per customer per year ¹	2.36	≤ 2.94
	Mid West Energy Project (stage 1) 330kV line energised on schedule	On track	June 2014
Affordable	Average cost per connection (excluding TEC) ²	\$986	≤ \$988
	Average cost per connection (including TEC) ²	\$1,182	≤ \$1,180
	Return on assets ¹	2.6 %	≥ 1.8%
	Charter compliance ¹	97%	≥ 90%
	Customer experience – mass market	N/A	≥ 70%
	Organisation effectiveness inventory	N/A ³	≥ 77%

*Note - The targets reported reflect the proposed key performance indicators from the draft *Statement of Corporate Intent 2013/14* sent to the Minister for Energy on 2 January 2014 and are subject to change.

¹ Rolling 12 month average

² This is calculated based on year-to-date actuals and forecast budget

³ The result for this indicator will be determined later in 2013/14