

QUARTERLY REPORT SEPTEMBER 2014



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 2014/15**. The following table provides a summary of Western Power's performance as at 30 September 2014.

In relation to the Mid West Energy Project (stage 1), Western Power can advise it is on track to deliver agreed targets by March 2015, and that regular monthly updates are being provided to the Minister.

	Indicator description	Year to date actuals 30 September 2014	2014/15 target*
Safe	Total Recordable Injury Frequency Rate (TRIFR) ¹	7.7	≤ 8.1
	Public safety incidents (per month) ¹	17.1	≤ 9.5
	Number of wood poles reinforced	13,235	≥ 55,720
	Number of wood poles replaced	3,386	≥ 20,100
Reliable	Average supply unavailability per customer per year ¹	340 mins	≤ 650 mins
	Average number of interruptions (greater than 60 seconds) per customer per year ¹	2.39	≤ 2.94
Affordable	Average cost per connection ²	\$990	≤ \$1,027
	Return on regulated assets ¹	1.82 %	≥ 1.80%
	Customer experience – mass market	79%	≥ 80%
	Employee Engagement ³	44%	≥ 48%

*Note - The targets reported reflect the proposed key performance indicators from the draft *Statement of Corporate Intent 2014/15* sent to the Minister for Energy and are subject to change.

¹ Rolling 12 month average

² This is calculated excluding TEC

³ Western Power has changed the methodology applied to track this metric, and as such previous scores are not comparable.