

RECORD KEEPING 2011/2012

CODE OF CONDUCT FOR THE SUPPLY OF
ELECTRICITY TO SMALL USE CUSTOMERS

Make it easy

Understand me

Keep me informed

Keep your promises

INTRODUCTION



Western Power is required under the Code of Conduct for the Supply of Electricity to Small Use Customers to report on how well we performed in a number of areas that are important to customers.

This report is published on Western Power's web site and is provided to the Economic Regulation Authority and the Minister for Energy. The report is in respect of the period 1 July 2011 to 30 June 2012.

Western Power builds, maintains and operates the electricity network throughout the majority of southern Western Australia. We ensure the

delivery of safe, secure and reliable electricity supply to just over one million connected customers including homes, businesses, factories, mines, schools, hospitals and public transport providers. The Western Power Network covers an area of 253,000 square kilometres and includes over 235,000 streetlights. During the period 1 July 2011 to 30 June 2012 we received over 1.1 million telephone calls,

Western Power's 24 x 7 call centre recently won a Gold Medal award for the Best Medium Sized Contact Centre in the Asia Pacific Region as part of the Contact Centre World Awards.

TABLE OF PERFORMANCE

Code Reference	Code Requirement	Data
13.8(1)(a)	Total number of connections provided	21,420
13.8(1)(b)	Total number of connections not provided on or before the agreed date	446
	Total number of 'attachments' provided by Western Power or it's contractors	232
	Total number of 'attachments' not provided on or before the agreed date	12
13.8(2)(a)	Total number of reconnections provided	14,932
13.8(2)(b)	Total number of reconnections in paragraph (a) not provided within the prescribed timeframe	407
13.9(1)(a)	Total number of faulty streetlights reported faulty each month in the metropolitan area	34,271
13.9(1)(b)	Total number of faulty streetlights reported faulty each month in the regional area	3,137
13.9(1)(c)	Total number of streetlights not repaired within 5 days in the metropolitan area	1,050
13.9(1)(d)	Total number of streetlights not repaired within 9 days in the regional area	91
13.9(1)(e)	Total number of streetlights in the metropolitan area	198,070
13.9(1)(f)	Total number of streetlights in the regional area	37,595
13.9(1)(g)	Average number of days to repair faulty streetlights in the metropolitan area	1.6
13.9(1)(h)	Average number of days to repair faulty streetlights in the regional area	2.1
13.10(1)(a)	Total number of complaints received (excluding quality and reliability complaints but including complaints received under Part 9)	712
13.10(b)(i)	Total number of administrative process or customer service complaints	33
13.10(b)(ii)	Total number of 'other' complaints	679
13.10(c)	The action taken by a distributor to address a complaint (excluding quality and reliability complaints)	See notes
13.10 (d)	The time taken for appropriate procedures for dealing with the complaint (excluding quality and reliability complaints) to be concluded	17.58 days
13.10(1)(e)	The percentage of customer complaints concluded within 15 business days	71.3%
13.10(1)(e)	The percentage of customer complaints concluded within 20 business days	96.8%
13.11	Total number of payments made for failure to acknowledge a complaint within 10 days (Clause 14.4)	4
13.11	Number of payments made for failure to resolve a complaint within 20 days (Clause 14.4)	0
13.12(a)	Total number of telephone calls to an operator.	531,554
13.12(b)	Total number of telephone calls to an operator responded to within 30 seconds	399,275
13.12(b)	The percentage of telephone calls to an operator responded within 30 seconds	75.1%
13.12(c)	The average duration (in seconds) before a call is answered by an operator	26 seconds
13.12(d)	The percentage of calls that are unanswered	9.23%
13.13(a)	The number of complaints relating to the installation and operation of a pre payment meter at a pre-payment meter customers supply address	0
13.13(b)	The action by the distributor to address a complaint	N/A
13.13 (c)	The time taken for the appropriate procedures for dealing with the complaint to be concluded	N/A
13.13(d)	The percentage of customer complaints related to the installation and operation of a pre payment meter at a customer's supply address concluded within 15 business days	N/A
13.13(d)	The percentage of customer complaints related to the installation and operation of a pre payment meter at a customer's supply address concluded within 20 business days	N/A
13.14	Number of customers who are connected to the distributors network	1,015,679

NOTES ACCOMPANYING THE TABLE OF PERFORMANCE

NETWORK CONNECTIONS

Prior to connecting customers to the network, Western Power must make sure an electricity supply exists that is able to provide adequate power to meet the needs of the customer. If we need to upgrade the network we work with the electrical industry and our customers to set a date for the connection to be completed. Once a site is ready for a new connection we commit to energise it (supply the power) within the times shown below:

- For the Perth metropolitan area and in major regional centres – by the next business day;
- For Rural and country areas – within five business days

Type 1-3 meters have been excluded from the data provided. The total number of connections includes some customers with a type 4 – 6 meter who are likely to consume more than 160 MWH.

The following definitions are relevant for the data provided under code reference 13.8(1)(b):

Attach means to do all that is needed to connect premises to a distribution system except energise the premises.

Energise means to complete a connection by establishing, at the meter through which electricity is to be supplied to a customer's premises, a voltage that is capable of being sustained under the expected load conditions.

Connect means to **attach** by way of a physical link to a network and to **energise** the link.

Not all attachments are necessarily energised in the same reporting period.

Some attachments are performed by third parties and Western Power has not included these in the numbers in this report.

STREETLIGHTS

In addition to those lights owned and maintained by Western Power, many others are operated and maintained by Main Roads or Local Councils. If these are reported as faulty we pass the information along to the appropriate authority, so they can arrange for the repair.

CUSTOMER COMPLAINTS

Western Power actively seeks feedback from its customers about our service and performance. Customers can feedback to us by phone, email, our web site or in writing.

To address a complaint we:

1. Operate a formal complaint management system in accordance with Australian Standards;
2. Provide customers with information and assistance on how to use our complaints process;
3. Offer customers the opportunity to have their complaint reviewed by a senior manager;

4. Use information provided to help resolve complaints and issues with our processes or systems; and
5. Offer customers an explanation of the reasons behind our decision, in relation to their complaint.

Additionally, Western Power advises customers who lodge a complaint with us about the contact details of the WA Energy Ombudsman, who they have the right to escalate their complaint to if they are not satisfied with the response from Western Power. The Energy Ombudsman is an independent party that can assist both parties to resolve disputes.

With regard to code reference 13.10(1)(e), the percentage figure includes complaints managed within 20 days or by a date agreed with the customer due to action being required which is not possible to complete within the 20 days.

CALL CENTRE PERFORMANCE

Over and above the 531,554 calls that were answered by an operator, a further 574,314 were handled by the auto-agent messaging system. This system identifies the postcode from which a customer is calling from and then advises them, via an auto-agent message, if a known fault is in their area and if so the estimated restoration time or other important information.

