

RECORD KEEPING 2013/2014

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



INTRODUCTION



In 2013/14 Western Power has continued to focus on key areas that we know are important to customers. We recognise the importance of our relationship with the wider community and the imperative to continually improve our customers' experience in everything we do.

Western Power strives to meet its purpose of connecting people with electricity by providing customers with a positive experience. One way of tracking our progress on this is by measuring and reporting our customer service performance. This report is a means for us to provide information on our performance standards for a number of important customer functions and some of the things we are doing to improve customer service.

The report is structured to provide a definition of each record keeping requirement as denoted in the Code of Conduct for the Supply of Electricity to Small Use Customers, together with

Western Power's performance to that requirement and information explaining the related performance.

Western Power is an integral link in the way the overall energy sector operates, given it is the service that delivers electricity to homes and businesses. Each year we continue to build our capability, train our people and improve our processes to ensure that good customer service is at the heart of everything we do. Western Power is committed to delivering quality customer outcomes that combines a reliable service with a positive experience that is valued by our customers.

CALL CENTRE PERFORMANCE

Western Power strives to answer at least 85 per cent of calls within the industry target of 30 seconds.

In 2013/14 our Call Centre received a total of 919,230 calls from customers. This was a 0.06 per cent increase compared with the 918,705 calls received in 2012/13.

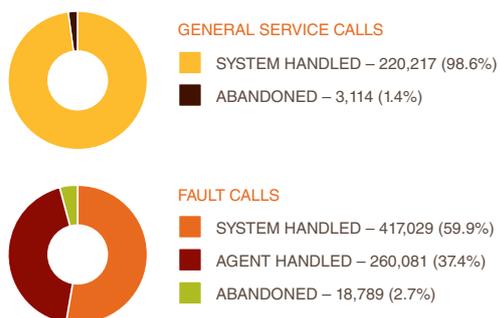
Of these calls, the vast majority, or 695,899, (680,765 in 2012/13) related to fault calls where customers call to report or seek information about power interruptions. The remaining 223,331 calls (237,940 in 2012/13) were general customer service enquiries.

Customers for 463,862 of the fault calls received in 2013/14 were considered satisfied after hearing confirmation that we were aware of the outage in their suburb and being provided with an estimated power restoration time from an auto-agent message (if this information was known). The auto-agent message works by identifying the postcode from which the customer is calling, and then advising the customer via a message if a known fault is in their area and, if so, the estimated restoration time. The remaining 455,368 of callers chose to speak with a customer service representative.

For all calls, including those handled by the auto-agent system, 91.5 per cent were answered within 30 seconds, a slight improvement compared to 2012/13 where 88.9 per cent were answered within 30 seconds.

In 2013/14 for customer service representative handled calls, 82.9 per cent were answered within 30 seconds (compared to 80.0 per cent in 2012/13), with the average speed of answer being 14 seconds.

CALL VOLUMES AND DISTRIBUTION 2013/14



CUSTOMER COMPLAINTS

Western Power actively seeks feedback from customers about our service and performance to hear about how we are going and areas we need to improve. Customers can provide feedback to us by phone, email, our website or in writing.

We respond to complaints by:

- operating a formal complaint management system
- providing customers with information and assistance on how to use our complaints process
- offering customers the opportunity to have their complaint reviewed
- using information provided to help resolve complaints and issues with our processes or systems
- offering customers an explanation of the reasons behind our decision, in relation to their complaint

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

In 2013/14 Western Power received 547 complaints directly from customers. This is a decrease from 664 received in 2012/13. This figure does not include a further 292 issues from customers that they raise direct to the Office of the Minister for Energy and 345 issues that were raised with customers' local Members of Parliament.

Our Customer Charter commitment is to acknowledge written complaints within 10 working days and respond to them within 20 working days. In 2013/14, 100 per cent of the 547 complaints received by Western Power were managed within the 20 working day target time.

Of the 547 customer complaints received the largest complaint issue, causing 33.6 per cent of the complaints in 2013/14, related to work on network assets or the location of assets in the community.

SERVICE STANDARD PAYMENTS

Western Power offers payments to customers in circumstances where service levels for a number of service areas have not been met.

EXTENDED OUTAGE PAYMENT SCHEME

Western Power is committed to providing a safe and reliable supply of electricity. While there are circumstances beyond our control that can interrupt power supply (such as storms, vehicle accidents and vandalism), we aim to restore power to customers as quickly as possible.

When customers experience a power interruption lasting 12 or more hours, they may be eligible for an Extended Outage Payment of \$80 for the inconvenience caused. The availability of these payments is promoted to customers by means of the Synergy Life Magazine, our Customer Service Centre, via media coverage and on the Western Power website. Payments approved under this scheme decreased to 15,166 in 2013/14, from 47,523 in 2012/13, totalling \$1,213,280.

The main driver behind this decrease is the 38,659 claims that resulted from a large impact storm in June 2012, which were processed and paid during 2012/13. In recognition of the June 2012 storm, customers who had no power for more than 48 hours were offered a \$160 payment.

PLANNED OUTAGE NOTIFICATION

Planned power interruptions occur when it is necessary to turn off the electricity supply in order to safely perform maintenance and upgrades on the network. This work is essential to assist customer needs and to keep the reliability of the network up to expected standards. Western Power's commercial customers are open longer hours and more often (for example 7 day trading), and residential customers have a high expectation for constant power availability. These demands mean we must ensure we provide high quality communication with our customers regarding planned outages that affect them. When Western Power carries out this work, we commit to notifying customers of the interruption at least three business days prior.

Customers may be eligible for a Service Standard Payment if Western Power does not provide adequate notification of the planned interruption. Service Standard Payments for planned interruptions increased to 751 in 2013/14 from 683 in 2012/13, totalling \$37,550. The increase is due to higher volumes of work that has been carried out on the network this year. Western Power pays \$50 per approved claim.

COMPLAINTS RESPONSE

When acknowledging and responding to a customer query or complaint, if Western Power does not respond within our targeted timeframes, a customer may be eligible for a compensation payment of \$50. There were no claims in 2013/14.

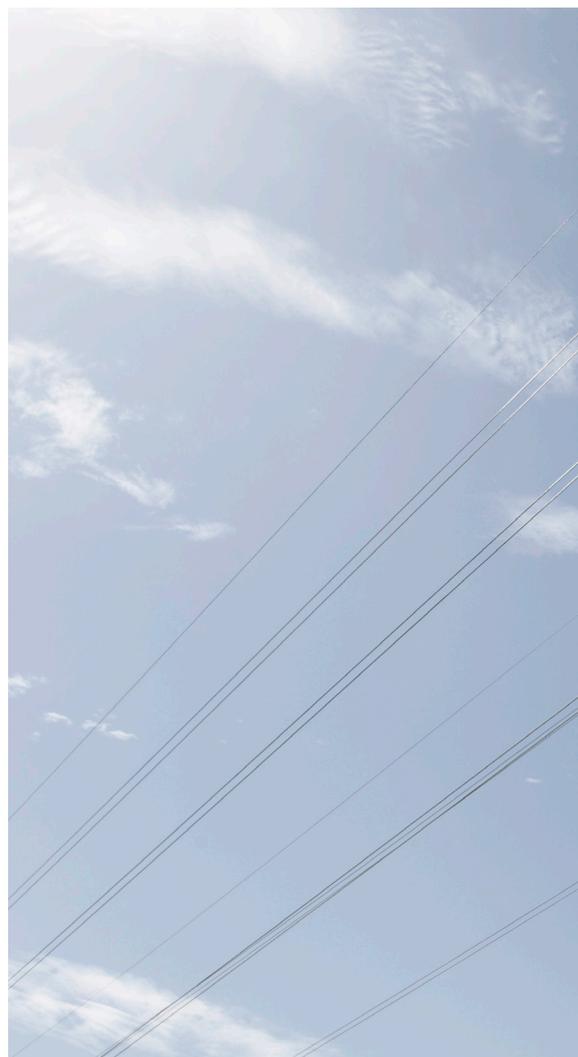
NETWORK CONNECTIONS

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:

- The next business day for the Perth metropolitan area and in major regional centres
- Within five business days for Rural and country areas

In 2013/14 there were 1,060,588¹ meters connected to the Western Power network. This included 29,532 new connections – an increase of 23.0 per cent from the 23,994 new connections provided in 2012/13.

29,309 of these new connections were provided within the target time, or by the date agreed with the customer. This was an improved performance compared to 2012/13. In addition, Western Power performed 15,520 reconnections, 98.6 per cent of which were provided within the target timeframe.



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

STREETLIGHTS



Western Power owns and maintains 245,685 streetlights, with 84.3 per cent (207,146 lights) of these being within the Perth metropolitan area, Albany, Bunbury, Geraldton and Kalgoorlie. The remaining 38,539 lights are located in regional areas.

Western Power operates a state-of-the-art 24 x 7 Call Centre at its Head Office in Perth. Customers can report streetlight faults 24 x 7 by calling the Customer Service Centre, by email or via the online form on our website. 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.

We commit to repairing streetlights within five business days of receiving the fault advice for lights in the metropolitan area and in major regional centers, and within nine business days outside of these areas.

The number of faulty streetlights reported in 2013/14 decreased by 8.19 per cent (36,667 reported in 2013/14 compared to 39,939 reported in 2012/13). Of the 36,667 faulty street lights reported, 33,447 were in the metropolitan area, Albany, Bunbury, Geraldton and Kalgoorlie, and 3,220 were in regional areas.

A notable 99.3 per cent (36,417) of reported streetlight faults were repaired within the target timeframes. Of the 250 street lights not repaired within the required time, 218 were in the metropolitan area, Albany, Bunbury, Geraldton and Kalgoorlie, and 32 were in regional areas.

The average number of days to repair a streetlight in the metropolitan area was 2.12 days. The regional area average number of days to repair a streetlight was 1.93 days. The average repair time remains well within the target of five business days for the metropolitan area and major regional centres, and within nine business days outside of these areas.

