

Company name: **Western Power**
 Electricity Compliance Manual Datasheet - Distribution Indicators 2013/14

Customer Connections				
Indicator No.	Reference	Description	Basis of Reporting	Comments
			Number	
CCD 1	Code of Conduct clause 13.8(1)(a)	Total number of distribution connections provided	29,532	
CCD 2	Code of Conduct clause 13.8(1)(b)	Total number of distribution connections not provided on or before the agreed date	223	
CCD 3	Code of Conduct clause 13.8(2)(a)	Total number of reconnections provided	15,520	Based on meter types 4-6.
CCD 4	Code of Conduct clause 13.8(2)(b)	Total number of reconnections that were not provided within the prescribed timeframe	224	
CCD 5	Code of Conduct clause 13.14(1)	Total number of distribution connections on the distributor system	1,060,588	

Complaints						
Indicator No.	Reference	Description	Basis of Reporting			Comments
			Number	Percentage	Value (\$)	
CCD 6	Code of Conduct clause 13.10(1)(a)	Total number of complaints (excluding quality and reliability complaints) received	547			
CCD 7	Code of Conduct clause 13.10(1)(b)(i)	Total number of administrative processes or customer service complaints	41			
CCD 8	Code of Conduct clause 13.10(1)(b)(ii)	Total number of other complaints	506			
CCD 9	Code of Conduct clause 13.10(1)(e)	Number of customer complaints {received in relation to CCD 6} concluded within 15 business days	545			
CCD 10	Code of Conduct clause 13.10(1)(e)	Percentage of customer complaints {received in relation to CCD 6} concluded within 15 business days		99.63%		
CCD 11	Code of Conduct clause 13.10(1)(e)	Number of customer complaints {received in relation to CCD 6} concluded within 20 business days	547			
CCD 12	Code of Conduct clause 13.10(1)(e)	Percentage of customer complaints {received in relation to CCD 6} concluded within 20 business days		100.00%		
CCD 13	Licence clause 16.1	Total number of customer complaints {received in relation to DC1 (CCD6) and DC15 (NQR19) combined} concluded within 15 business days	1,021			Includes 476 power quality and reliability complaints relating to Part 2 of the NQRS Code.
CCD 14	Licence clause 16.1	Percentage of customer complaints {received in relation to DC1 (CCD6) and DC15 (NQR19) combined} concluded within 15 business days		77.8%		
CCD 15	Licence clause 16.1	Total number of customer complaints {received in relation to DC1 (CCD6) and DC15 (NQR19) combined} concluded within 20 business days	1,116			Includes 569 power quality and reliability complaints relating to Part 2 of the NQRS Code.
CCD 16	Licence clause 16.1	Percentage of customer complaints {received in relation to DC1 (CCD6) and DC15 (NQR19) combined} concluded within 20 business days		85.1%		
CCD 17	Code of Conduct clause 13.13(1)(a)	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address	0			
CCD 18	Code of Conduct clause 13.13(1)(c)	Total number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address concluded within 15 business days	0			

CCD 19	Code of Conduct clause 13.13(1)(c)	Percentage of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address concluded within 15 business days				
NQR 19	Electricity Industry (Network Quality and Reliability of Supply) Code Sch 1(6)	Total number of complaints received {that Part 2 or an instrument made under section 14(3) has not been, or is not being, complied with}	765			Retained to allow calculation of CCD 14 and CCD 16 (power quality only)

Compensation Payments						
Indicator No.	Reference	Description	Basis of Reporting			Comments
			Number	Percentage	Value (\$)	
CCD 20	Code of Conduct clause 13.11	Total number of payments made, and the total amount paid under subclause 14.4 {of the Code of Conduct}	0		\$0	
CCD 21	Code of Conduct clause 13.11	Total number of payments made, and the total amount paid under subclause 14.5 {of the Code of Conduct}	14		\$1,800	A number of payments were multi-day payments (based on the statutory amount of \$100 for each day a customer was disconnected).

Timely repair of faulty street lights						
Indicator No.	Reference	Description	Basis of Reporting		Comments	
			Number	Percentage		
CCD 22	Code of Conduct clause 13.9(1)(a)	Total number of street lights reported faulty in the metropolitan area	33,447			
CCD 23	Code of Conduct clause 13.9(1)(b)	Total number of street lights reported faulty in the regional area	3,220			
CCD 24	Code of Conduct clause 13.9(1)(c)	Total number of street lights not repaired within five (5) days in the metropolitan area	218			
CCD 25	Code of Conduct clause 13.9(1)(d)	Total number of street lights not repaired within nine (9) days in the regional area	32			
CCD 26	Code of Conduct clause 13.9(1)(e)	Total number of street lights in the metropolitan area	207,146			

CCD 27	Code of Conduct clause 13.9(1)(f)	Total number of street lights in the regional area	38,539		
CCD 28	Code of Conduct clause 13.9(1)(g)	Average number of days to repair faulty street lights in the metropolitan area	2		
CCD 29	Code of Conduct clause 13.9(1)(h)	Average number of days to repair faulty street lights in the regional area	2		

Call Centre Performance					
Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
CCD 30	Code of Conduct clause 13.12(a)	Total number of telephone calls to a call centre of the distributor	455,368		
CCD 31	Code of Conduct clause 13.12(b)	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	377,647		
CCD 32	Code of Conduct clause 13.12(c)	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		82.9%	
CCD 33	Code of Conduct clause 13.12(d)	Average duration (in seconds) before a call is answered by a call centre operator	14		
CCD 34	Code of Conduct clause 13.12(e)	Number of the calls that are unanswered	21,903		
CCD 35	Code of Conduct clause 13.12(e)	Percentage of the calls that are unanswered		4.8%	