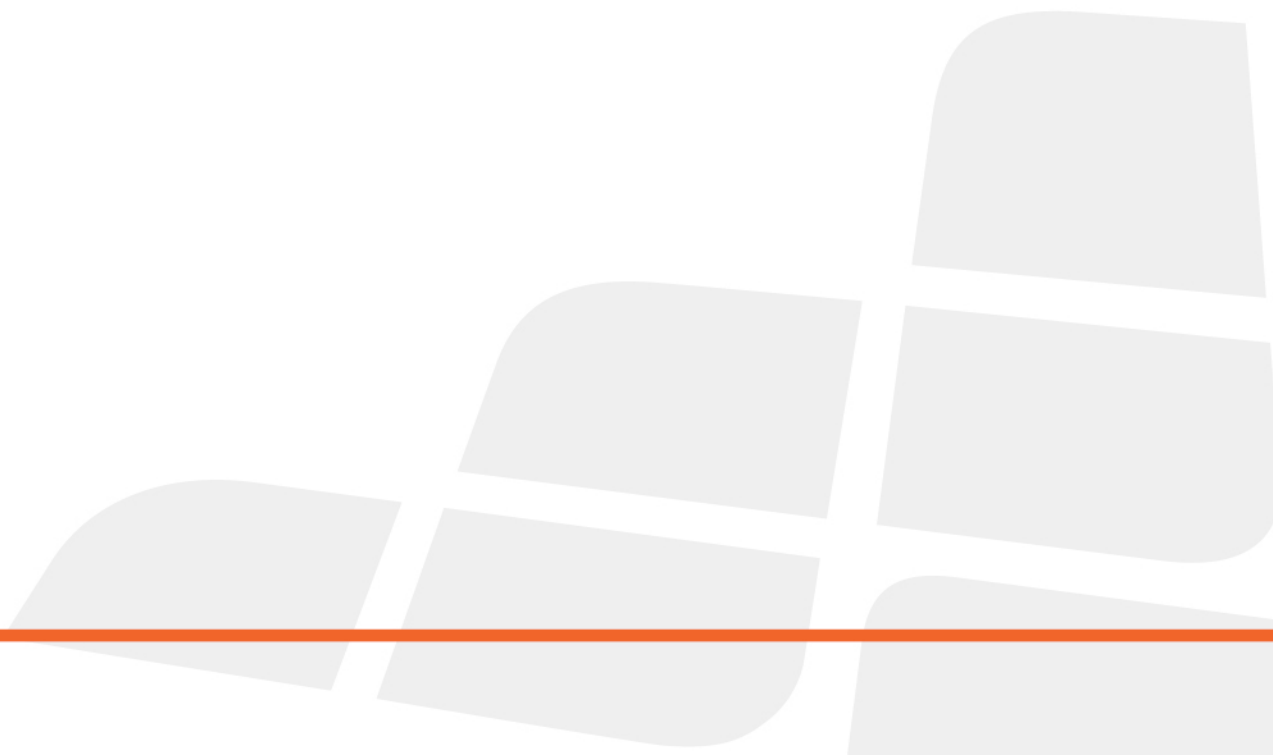


2013/14 ANNUAL PERFORMANCE REPORT
Electricity Industry (Metering) Code 2012

September 2014



INTRODUCTION



The Western Power network covers an area of 255,064 square kilometres from Kalbarri in the North, East to Kalgoorlie and South to Albany. Western Power aims to deliver safe, reliable and affordable electricity supply to just over one million connected customers

The *Electricity Industry (Metering) Code 2012 (Metering Code)* outlines the performance requirements which Western Power needs to meet when providing metering services to users*. These performance requirements are detailed in the Metering Code Model Service Level Agreement (**Model SLA**) which was approved in 2006 by the Economic Regulation Authority.

Clause 5.37(1) of the Metering Code requires Western Power to prepare a report setting out the information listed in clause 5.37(2) for each metering service it was requested to provide, or had scheduled to carry out, during the year

As at 30 June 2014, there were 1,061,322 revenue metering installations connected to the Western Power network. During the 2013/14 financial year Western Power offered 27 different metering services to users.

Table 1 of this report details Western Power's performance measured against the applicable service levels for contestable and non-contestable customers. As required by the Metering Code, this information is presented on the basis of 'All Areas', 'Metropolitan Areas' and 'Non - Metropolitan Areas'.

Table 2 provides details of metering services cancelled by the users or by Western Power. Where relevant data exists, information is provided for contestable and non-contestable customers in the context of 'All Areas', 'Metropolitan Areas' and 'Non - Metropolitan Areas'.

This report is published on Western Power's website and is provided to the Economic Regulation Authority and the Minister for Energy.

* Users are persons who have an access contract, which is an agreement with Western Power to have access to services (as defined in the *Electricity Industry Act 2004*) on the Western Power network

TABLE 1: 2013/14 Performance

No.	Service description	Notes	Contestable customer (N/Y)	Performance standard (as per Model SLA)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
					Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance
	Meter Provision												
1	Establishment and energisation of a metering connection point		N	95%	29,337	29,115	99.24%	25,951	25,795	99.40%	3,386	3,320	98.05%
			Y	95%	186	185	99.46%	168	167	99.40%	18	18	100%
2	Meter upgrade	Note 1	N	95%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
			Y	95%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
3	Meter change	Note 2	N	95%	12,129	10,031	82.70%	10,588	8,763	82.76%	1,541	1,268	82.28%
			Y	95%	527	478	90.70%	436	404	92.66%	91	74	81.32%
4	De-energise	Note 3	N	95%	20,622	16,871	81.81%	17,420	14,278	81.96%	3,202	2,593	80.98%
			Y	95%	446	321	71.97%	381	273	71.65%	65	48	73.85%
5	Re-energise	Note 3	N	98%	15,251	15,037	98.60%	13,035	12,870	98.73%	2,216	2,167	97.79%
			Y	98%	188	182	96.81%	158	154	97.47%	30	28	93.33%
6	Meter investigation	Note 4	N	95%	734	644	87.74%	632	552	87.34%	102	92	90.20%
			Y	95%	74	63	85.14%	66	56	84.85%	8	7	87.50%
7	Communications installation (amalgamated)	Note 4	N	95%	8	6	75.00%	3	3	100%	5	3	60.00%
			Y	95%	106	100	94.34%	76	71	93.42%	30	29	96.67%
8	Supply abolishment	Note 5	N	95%	3,086	2,687	87.07%	2,886	2,515	87.14%	200	172	86.00%
			Y	95%	46	37	80.43%	40	32	80.00%	6	5	83.33%

TABLE 1: 2013/14 Performance

No.	Service description	Notes	Contestable customer (N/Y)	Performance standard (as per Model SLA)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
					Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance
	Data collection, data provision												
9	Scheduled bi-monthly meter reading	Note 3	N	100%	5,677,061	5,456,211	96.11%	4,691,560	4,534,162	96.65%	985,501	922,049	93.56%
			Y	100%	61,926	58,273	94.10%	51,361	48,543	94.51%	10,565	9,730	92.10%
10	Scheduled monthly meter reading	Note 3	N	100%	153,784	150,623	97.94%	148,780	145,655	97.90%	5,004	4,968	99.28%
			Y	100%	61,230	59,928	97.87%	57,361	56,108	97.82%	3,869	3,820	98.73%
11	Non-scheduled special meter reading	Note 3	N	100%	197,251	194,726	98.72%	173,603	171,249	98.64%	23,648	23,477	99.28%
			Y	100%	2,981	2,930	98.29%	2,563	2,515	98.13%	418	415	99.28%
12	Card meter reading	Note 6	N	100%	492,438	476,232	96.71%	191,970	184,470	96.09%	300,468	291,762	97.10%
			Y	100%	14,511	14,123	97.33%	5,156	5,079	98.51%	9,355	9,044	96.68%
13	Customer meter reading	Note 7	N	100%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
			Y	100%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
14	Manually collected energy interval data (monthly)	Note 3	N	100%	6,930,335	6,879,472	99.27%	6,593,624	6,544,022	99.25%	336,711	335,450	99.63%
			Y	100%	120,547,958	119,666,455	99.27%	115,603,125	114,744,967	99.26%	4,944,833	4,921,488	99.53%
15	Remotely collected energy interval data (monthly)	Note 3	N	100%	217,536,450	217,536,450	100%	179,263,789	179,263,789	100%	38,272,661	38,272,661	100%
			Y	100%	873,623,740	873,606,360	99.99%	721,860,331	721,842,951	99.99%	151,763,409	151,763,409	100%
16	Remotely collected energy interval data (daily)	Note 3	N	100%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
			Y	100%	20,007,073	20,007,003	99.99%	12,828,082	12,828,012	99.99%	7,178,991	7,178,991	100%
17	Historical energy interval data (up to 12 months or part thereof)	Note 8	N	100%	1,285	1,282	99.77%	930	928	99.78%	355	354	99.72%
			Y	100%	24,154	24,129	99.90%	18,169	18,152	99.91%	5,985	5,977	99.87%
18	Standing data provision	Note 8	N	100%	912,614	912,538	99.99%	774,630	774,581	99.99%	137,984	137,957	99.98%
			Y	100%	84,761	84,729	99.96%	73,065	73,033	99.96%	11,696	11,696	100%
19	Energy interval data produced by survey meter	Note 1	N	100%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
			Y	100%	-	N/A	N/A	-	N/A	N/A	-	N/A	N/A
20	Additional historical energy interval data (13 to 24 months)	Note 8	N	100%	6	6	100%	6	6	100%	-	N/A	N/A
			Y	100%	352	345	98.01%	250	245	98.00%	102	100	98.04%
21	Verify meter data	Note 9	N	98%	18,549	18,424	99.33%	14,049	13,965	99.40%	4,500	4,459	99.09%
			Y	98%	482	472	97.93%	341	336	98.53%	141	136	96.45%

TABLE 1: 2013/14 Performance

No.	Service description	Notes	Contestable customer (N/Y)	Performance standard (as per Model SLA)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
					Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance
	Technical Services												
22	Enablement of signal capabilities	Note 4	N	95%	7	6	85.71%	3	3	100%	4	3	75.00%
			Y	95%	41	37	90.24%	37	34	91.89%	4	3	75.00%
23	Meter test (laboratory) amalgamated	Note 10	N	95%	130	106	81.54%	65	54	83.08%	65	52	80.00%
			Y	95%	20	15	75.00%	12	9	75.00%	8	6	75.00%
24	Meter test (on-site) amalgamated	Note 10	N	95%	196	189	96.43%	188	181	96.28%	8	8	100%
			Y	95%	15	14	93.33%	14	13	92.86%	1	1	100%
25	CT meter test	Note 10	N	95%	1	1	100%	1	1	100%	-	N/A	N/A
			Y	95%	19	18	94.74%	18	17	94.44%	1	1	100%
26	Meter installation repair	Note 11	N	95%	87	70	80.46%	65	53	81.54%	22	17	77.27%
			Y	95%	9	8	88.89%	7	6	85.71%	2	2	100%
27	Meter reconfiguration		N	95%	8,007	7,749	96.78%	6,879	6,681	97.12%	1,128	1,068	94.68%
			Y	95%	662	636	96.07%	521	500	95.97%	141	136	96.45%

TABLE 2: Cancelled Services

No.	Service Description	Contestable Customer (N/Y)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
			Total number of cancelled metering services orders	Cancelled by Western Power (Note 12)	Cancelled by retailers	Total number of cancelled metering services orders	Cancelled by Western Power	Cancelled by retailers	Total number of cancelled metering services orders	Cancelled by Western Power	Cancelled by the retailer
	Meter Provision										
1	Establishment and Energisation of a metering connection point	-	4,210	49	4,161						
3	Meter Change (amalgamated)	N	96	4	92	77	2	75	19	2	17
		Y	13	8	5	11	8	3	2	-	2
4	De-energise	N	800	325	475	552	239	313	248	86	162
		Y	67	16	51	47	11	36	20	5	15
5	Re-energise	N	77	10	67	57	7	50	20	3	17
		Y	5	-	5	4	-	4	1	-	1
6	Meter investigation	N	12	3	9	11	3	8	1	-	1
		Y	5	-	5	2	-	2	3	-	3
7	Communications installation (amalgamated)	N	-	-	-	-	-	-	-	-	-
		Y	1	-	1	-	-	-	1	-	1
8	Supply abolishment	N	31	4	27	28	4	24	3	-	3
		Y	2	1	1	2	1	1	-	-	-
	Data Collection, Data Provision										
11	Non-scheduled special meter reading	N	1,879	24	1,855	1,664	20	1,644	215	4	211
		Y	57	7	50	51	6	45	6	1	5
17	Historical energy interval data (up to 12 months or part thereof)	N	-	-	-	-	-	-	-	-	-
		Y	2	-	2	2	-	2	-	-	-
20	Additional historical energy interval data (13 to 24 months)	N	-	-	-	-	-	-	-	-	-
		Y	4	-	4	3	-	3	1	-	1
	Technical Services										
27	Meter reconfiguration	N	13	1	12	10	1	9	3	-	3
		Y	8	2	6	8	2	6	-	-	-

NOTES

Table 1: 2013/14 Performance

1. During 2013/14, Western Power did not receive any requests for services relating to 'meter upgrade' and 'energy interval data produced by survey meter'.
2. Performance was lower than the prescribed standard primarily due to difficulties in accessing sites, resourcing constraints with resources focused on higher priority customer services, and scheduling issues caused by IT system errors.
3. Performance was lower than the prescribed standard due to difficulties accessing some sites and other emergency work taking priority.
4. Performance was lower than the prescribed standard due to limited availability, at times, of highly skilled resources required to conduct investigations of meter and communications equipment. Western Power applies a pragmatic approach when scheduling these service i.e. on occasions, other metering services take priority.
5. Performance was lower than the prescribed standard due to the complexity surrounding provision of this service. The timeframe specified in the Model SLA is often not sufficient to allow effective coordination with customers to complete the service.

Note: Supply abolishment requires the removal of the meter and the associated cabling in a safe manner. Western Power often needs to liaise with electrical contractors to schedule this service therefore completion of the supply abolishment sometimes occurs outside the Model SLA timeframe.

6. Performance was lower than the prescribed standard predominantly due to 11,000 card readings not being loaded into the metering database as a result of an IT error.
7. As permitted by the Metering Code, Western Power and Synergy have agreed (in writing) that 'customer meter reading' is subject to the 'card meter reading' performance standard. As such 'customer meter reading' data (service 13) has been included in 'card meter reading' data (service 12).
8. Performance was marginally below the prescribed standard due to reliance on a manual process. In August 2014, Western Power introduced an automated process which will enable a higher performance level in the future.

Note: Compliance is measured based on completion within two business days (as stated in clause 5.13 of the Metering Code) and is not based on volumes as per the Model SLA. Western Power intends to facilitate the amendment of the Model SLA to reflect the current agreements with the relevant stakeholders.

9. Performance was lower than the prescribed standard for contestable customers in non - metropolitan areas only. The reasons for the lower performance included reliance on a manual process or operational challenges, such as difficulty coordinating special 'read/check' services and locating metering assets that are in transit to the Forrestfield Metering Service Centre.

Note: Consistent with clause 5.20(4)(b)(ii) of the Metering Code, performance for the metropolitan areas and non - metropolitan areas for this service is measured based on five rather than two business days, as stated in the Model SLA. Western Power intends to facilitate the amendment of the Model SLA to reflect current business process and agreements with the relevant stakeholders

10. Performance was lower than the prescribed standard due to:
 - Resourcing constraints with resources focussed on higher priority customer services
 - Time taken to remove meters from the field, including access to the meters
 - Efficiency and productivity initiatives which minimise travelling to a single site

11. Performance was lower than the prescribed standard due to:

- Resourcing constraints with resources focused on higher priority customer services
- Technical issues requiring a specialist technician to attend to repairs
- In non - metropolitan areas, emergency (storm) or other relief work being given resource priority
- Safety reasons
- Site access restrictions

Note: Metering services requested in June 2014 but not scheduled to be completed until after 30 June 2014 have been excluded from the performance calculations

Note: Percentage compliance has been calculated using the following formula:

$$\frac{\text{Number of completed metering services}}{\text{Total number of requested and scheduled metering services MINUS cancellations MINUS the metering services scheduled to be completed after 30 June 2014}}$$

(Total number of requested and scheduled metering services MINUS cancellations MINUS the metering services scheduled to be completed after 30 June 2014)

Table 2: Cancelled Services

12. Western Power cancelled service orders for the following reasons:

- Potential breach of the WA Distributions Connections Manual, the WA Electricity Rules or the Australian Wiring Rules
- The customer or their electrical contractor cancelled the work, for example cost prohibitive, ownership issues, work no longer required (e.g. temporary connection cancelled as underground pillar installed)
- Western Power identified licensing issues, (e.g. contractor has an invalid electrical licence)
- System errors including incorrect auto-matching of service orders
- Safety reasons
- Where duplicate service requests were identified
- Incorrect services were requested by the retailer, (e.g. where a retailer issued a meter change service but only a meter reconfiguration service was required)

Note: The cancelled service orders cannot be accurately presented as contestable or non-contestable, metropolitan or non - metropolitan as Western Power does not verify cancelled orders for contestability or location

Note: Western Power does not analyse the reasons behind retailer cancellations. The majority of these cancellations were performed via the B2B transaction