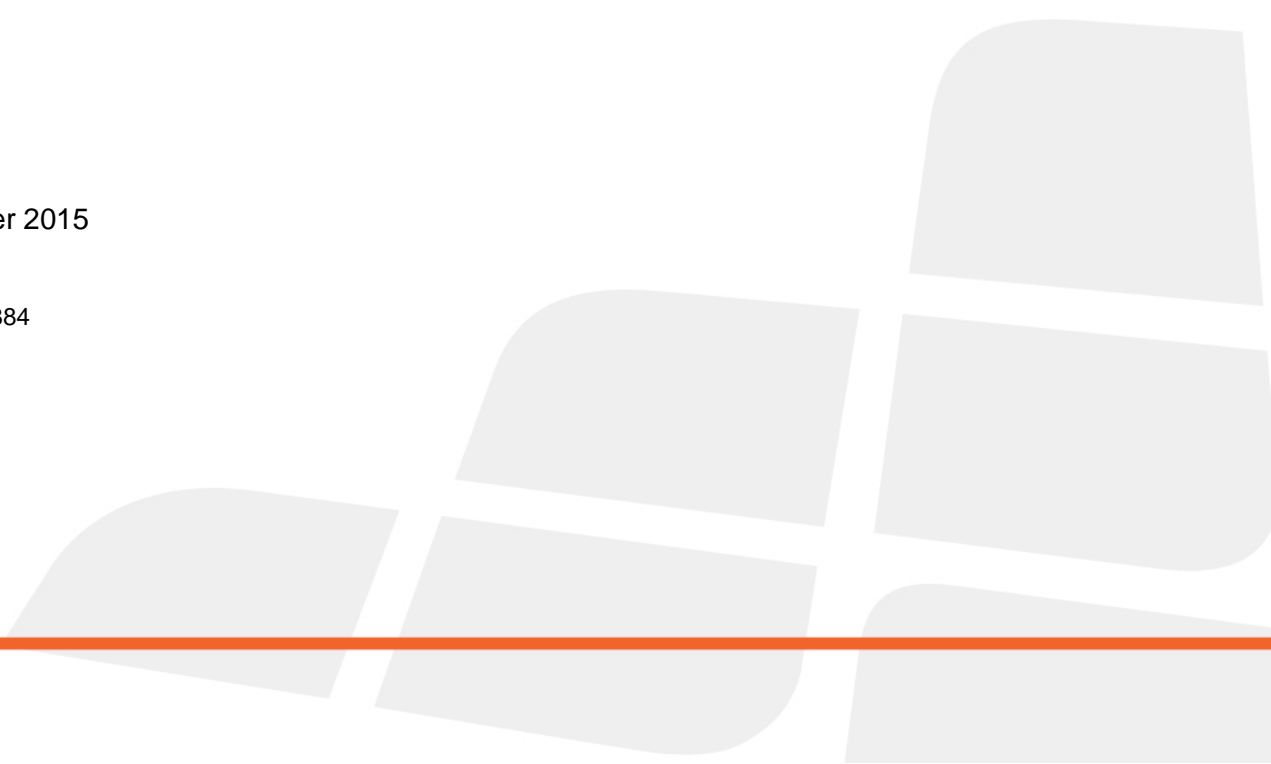


# 2014/15 ANNUAL PERFORMANCE REPORT

## *Electricity Industry (Metering) Code 2012*

September 2015

DM#13205884



## 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 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.

During the 2014/15 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: 2014/15 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
	<b>Meter Provision</b>												
1	Establishment and energisation of a metering connection point		N	95%	33,762	33,574	99.44%	30,137	30,018	99.61%	3,625	3,556	98.10%
			Y	95%	168	167	99.40%	139	138	99.28%	29	29	100.00%
2	Meter upgrade	Note 1	N	95%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
			Y	95%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
3	Meter change	Note 2	N	95%	13,248	12,159	91.78%	11,377	10,505	92.34%	1,871	1,654	88.40%
			Y	95%	1,231	1,084	88.06%	985	877	89.04%	246	207	84.15%
4	De-energise	Note 3	N	95%	23,672	22,473	94.93%	19,761	18,819	95.23%	3,911	3,654	93.43%
			Y	95%	535	472	88.22%	446	396	88.79%	89	76	85.39%
5	Re-energise	Note 3	N	98%	16,555	16,388	98.99%	14,107	13,966	99.00%	2,448	2,422	98.94%
			Y	98%	185	175	94.59%	161	153	95.03%	24	22	91.67%
6	Meter investigation	Note 4	N	95%	819	656	80.10%	668	514	76.95%	151	142	94.04%
			Y	95%	73	71	97.26%	61	59	96.72%	12	12	100.00%
7	Communications installation (amalgamated)	Note 4	N	95%	15	11	73.33%	5	4	80.00%	10	7	70.00%
			Y	95%	174	164	94.25%	116	108	93.10%	58	56	96.55%
8	Supply abolishment	Note 5	N	95%	3,308	1,794	54.23%	3,111	1,626	52.27%	197	168	85.28%
			Y	95%	71	36	50.70%	61	30	49.18%	10	6	60.00%

# TABLE 1: 2014/15 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
	<b>Data Collection &amp; Data Provision</b>												
9	Scheduled bi-monthly meter reading	Note 6	N	100%	5,782,591	5,531,360	95.66%	5,195,283	4,982,406	95.90%	587,308	548,954	93.47%
			Y	100%	56,781	53,494	94.21%	50,766	47,897	94.35%	6,015	5,597	93.05%
10	Scheduled monthly meter reading	Note 6	N	100%	153,053	149,559	97.72%	150,973	147,518	97.71%	2,080	2,041	98.13%
			Y	100%	53,291	52,427	98.38%	51,741	50,893	98.36%	1,550	1,534	98.97%
11	Non-scheduled special meter reading	Note 6	N	100%	200,177	197,952	98.89%	176,359	174,329	98.85%	23,818	23,623	99.18%
			Y	100%	4,126	4,074	98.74%	3,515	3,473	98.81%	611	601	98.36%
12	Card meter reading	Note 6	N	100%	548,899	532,810	97.07%	211,570	204,345	96.59%	337,329	328,465	97.37%
			Y	100%	16,343	15,977	97.76%	5,759	5,690	98.80%	10,584	10,287	97.19%
13	Customer meter reading	Note 7	N	100%	N/A	N/A	N/A	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	N/A	N/A	N/A
14	Manually collected energy interval data (monthly)	Note 8	N	100%	11,589,078	10,101,696	87.17%	10,913,761	9,486,081	86.92%	675,317	615,615	91.16%
			Y	100%	175,616,397	153,660,697	87.50%	163,563,443	142,706,145	87.25%	12,052,954	10,954,552	90.89%
15	Remotely collected energy interval data (monthly)	Note 9	N	100%	289,274,035	288,423,462	99.71%	243,972,691	243,200,840	99.68%	45,301,344	45,222,622	99.83%
			Y	100%	979,191,254	977,506,760	99.83%	791,091,250	789,752,861	99.83%	188,100,004	187,753,899	99.82%
16	Remotely collected energy interval data (daily)	Note 9	N	100%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
			Y	100%	25,609,932	25,608,929	100.00%	16,456,130	16,455,331	100.00%	9,153,802	9,153,598	100.00%
17	Historical energy interval data (up to 12 months or part thereof)	Note 9	N	100%	193	193	100.00%	139	139	100.00%	54	54	100.00%
			Y	100%	31,038	30,991	99.85%	24,952	24,928	99.90%	6,086	6,063	99.62%
18	Standing data provision	Note 9	N	100%	2,301,050	2,300,900	99.99%	1,934,250	1,934,125	99.99%	366,800	366,775	99.99%
			Y	100%	108,928	108,904	99.98%	92,442	92,419	99.98%	16,486	16,485	99.99%
19	Energy interval data produced by survey meter	Note 1	N	100%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
			Y	100%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
20	Additional historical energy interval data (13 to 24 months)	Note 1	N	100%	4	4	100.00%	3	3	100.00%	1	1	100.00%
			Y	100%	394	394	100.00%	311	311	100.00%	83	83	100.00%
21	Verify meter data	Note 1	N	98%	15,954	15,802	99.05%	12,389	12,269	99.03%	3,565	3,533	99.10%
			Y	98%	407	401	98.53%	282	277	98.23%	125	124	99.20%

## TABLE 1: 2014/15 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
	<b>Technical Services</b>												
22	Enablement of signal capabilities	Note 4	N	95%	2	2	100.00%	2	2	100.00%	0	N/A	N/A
			Y	95%	44	38	86.36%	29	23	79.31%	15	15	100.00%
23	Meter test (laboratory) amalgamated	Note 10	N	95%	78	49	62.82%	33	21	63.64%	45	28	62.22%
			Y	95%	7	7	100.00%	2	2	100.00%	5	5	100.00%
24	Meter test (on-site) amalgamated	Note 10	N	95%	202	188	93.07%	192	178	92.71%	10	10	100.00%
			Y	95%	12	11	91.67%	12	11	91.67%	0	N/A	N/A
25	CT meter test		N	95%	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
			Y	95%	4	4	100.00%	4	4	100.00%	0	N/A	N/A
26	Meter installation repair	Note 11	N	95%	93	75	80.65%	70	58	82.86%	23	17	73.91%
			Y	95%	3	2	66.67%	1	0	0.00%	2	2	100.00%
27	Meter reconfiguration	Note 12	N	95%	10,919	10,534	96.47%	9,401	9,103	96.83%	1,518	1,431	94.27%
			Y	95%	1,332	1,274	95.65%	1,035	988	95.46%	297	286	96.30%

## TABLE 2: Cancelled Services for 2014/15

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 13)	Cancelled by retailers (Note 14)	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
<b>Meter Provision</b>											
1	Establishment and Energisation of a metering connection point (Note 15)	-	4,146	2,703	1,443						
3	Meter Change (amalgamated)	N	389	356	33	313	290	23	76	66	10
		Y	60	27	33	46	20	26	14	7	7
4	De-energise	N	370	10	360	213	9	204	157	1	156
		Y	39		39	26	0	26	13	0	13
5	Re-energise	N	89	7	82	74	7	67	15	0	15
		Y	4	3	1	3	2	1	1	1	0
6	Meter investigation	N	141	135	6	107	102	5	34	33	1
		Y	118	116	2	82	81	1	36	35	1
7	Communications installation (amalgamated)	N	0	0	0	0	0	0	0	0	0
		Y	0	0	0	0	0	0	0	0	0
8	Supply abolishment	N	51	26	25	45	22	23	6	4	2
		Y	4	2	2	3	2	1	1	0	1
<b>Data Collection, Data Provision</b>											
11	Non-scheduled special meter reading	N	7,482	5,591	1,891	5,968	4,272	1,696	1,514	1,319	195
		Y	428	371	57	330	283	47	98	88	10
17	Historical energy interval data (up to 12 months or part thereof)	N	11	11	0	9	9	0	2	2	0
		Y	1,193	1,193	0	864	864	0	329	329	0
20	Additional historical energy interval data (13 to 24 months)	N	1	1	0	1	1	0	0	N/A	N/A
		Y	6	6	0	4	4	0	2	2	0
26	Meter installation repair	N	3	3	0	2	2	0	1	1	0
		Y	1	1	0	1	1	0	0	N/A	N/A
<b>Technical Services</b>											
27	Meter reconfiguration	N	191	181	10	154	146	8	37	35	2
		Y	226	200	26	186	166	20	40	34	6

## NOTES

### Table 1: 2014/15 Performance

1. During 2014/15, 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 agreed standard primarily due to difficulties in accessing customer sites and time taken to travel to geographical isolated sites.
3. Performance was lower than the agreed standard due to the need to reschedule some services to address technical and safety issues. In country areas, emergency (storm) or other relief work took resource priority.
4. Performance was lower than the agreed standard due to the limited availability, at times, of highly skilled resources to conduct investigations of meter and communications equipment. Western Power applies a pragmatic approach when scheduling these services relative to the priority of other metering services.
5. Performance was lower than the agreed standard due to the complexity surrounding provision of this service and some resourcing constraints. The timeframe specified in the Model SLA is often not sufficient to allow effective coordination with customers to complete the service.

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. Western Power is currently reviewing the option of using other approved service providers to improve resource capacity and its compliance levels for this service.

6. Performance was lower than the agreed standard primarily due to delays in obtaining and transferring energy data for meter reads due to:
  - a) Meter reads not being carried out in accordance with the scheduled meter read plan
  - b) System issues (i.e. delays in receiving energy data from field officers' hand-held units
  - c) Customers not providing the self-read cards to Western Power within the required timeframes.
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 lower than the agreed standard for manually collected monthly interval readings due to the time required to manually determine the substituted or estimated data for some metering points, changes to the reading schedule and delays in uploading energy data collected by field service officers.
9. Performance was marginally lower than the agreed standard predominantly due to an IT Metering Business System (MBS) issue.
10. Performance was lower than the agreed 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
  - Relatively low volumes of jobs that are spread across a large geographical area, making achievement of this time based service target difficult
11. Performance was lower than the agreed standard due to:
  - Limited availability of specialist resources
  - Geographical location of the customer sites
  - Site access restrictions

12. This service standard was met, but performance was lower than the agreed standard for non-contestable customers in the non-metropolitan areas due to difficulties in accessing customer sites and time taken to travel to geographically isolated sites.

**Note:** Metering services requested in June 2015 but not scheduled to be completed until after 30 June 2015 have been excluded from the performance calculations.

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

$$\frac{\text{Number of completed metering services}}{\text{Total number of requested and scheduled metering services MINUS cancellations MINUS the metering services scheduled to be completed after 30 June 2015}}$$

## Table 2: Cancelled Services for 2014/15

13. 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
- Services were requested by the retailer or internally by Western Power, that upon investigation, were not required

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.

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

15. A subsequent revision of the 2013/14 "Cancelled Services" data used for Service 1, "Establishment and energisation of a metering connection point", has resulted in the following adjustments to the 2013/14 reported data:

### Establishment and energisation of a metering connection point

	All Areas		
	Total number of cancelled metering services orders	Cancelled by Western Power	Cancelled by retailers
Reported in 2013/14	4,210	49	4,161
Adjusted	4,210	2,539	1,671

The error was caused by the incorrect classification of 2,490 cancelled service orders as retailer cancelled, when in fact they were cancelled by Western Power.