

# Electricity Distributor Performance Report

## Electricity Distributor Performance Report

Distributor: Western Power

Reporting Period: 2015/16

Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 1	Total number of distribution connections provided	32,589		
CCD 2	Total number of distribution connections not provided on or before the agreed date	141		
CCD 3	Percentage of distribution connections not provided on or before the agreed date		0.4%	
CCD 4	Total number of reconnections provided	15,202		
CCD 5	Total number of reconnections that were not provided within the prescribed timeframe	145		
CCD 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.95%	
CCD 7	Total number of distribution connections on the distributor network	1,110,196		

## Electricity Distributor Performance Report

Complaints					
Indicator No.	Description	Basis of Reporting			Comments
		Number	Percentage	Value (\$)	
CCD 8	Total number of complaints (excluding complaints recorded under indicator NQR19) received	640			
CCD 9	Total number of administrative processes or customer service complaints	140			
CCD 10	Total number of other complaints	500			
CCD 11	Number of customer complaints {received in relation to CCD 8} concluded within 15 business days	576			
CCD 12	Percentage of customer complaints {received in relation to CCD 8} concluded within 15 business days		90.0%		
CCD 13	Number of customer complaints {received in relation to CCD 8} concluded within 20 business days	638			
CCD 14	Percentage of customer complaints {received in relation to CCD 8} concluded within 20 business days		99.7%		
CCD 15	Total number of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days	1152			
CCD 16	Percentage of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days		86.4%		
CCD 17	NOT USED				
CCD 18	NOT USED				
CCD 19	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 20	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 21	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		0.0%		
NQR 19	Total number of complaints received that Part 2 or an instrument made under section 14(3) of the NQ&R Code has not been, or is not being, complied with	693			
NQR 19A	Total number of complaints received that Part 2 or an instrument made under section 14(3) of the NQ&R Code has not been, or is not being, complied with that were concluded within 15 business days	576			

## Electricity Distributor Performance Report

Compensation Payments					
Indicator No.	Description	Basis of Reporting			Comments
		Number	Percentage	Value (\$)	
CCD 22	Total number of payments made, and the total amount paid under clause 14.4 of the Code of Conduct	0		\$0	
CCD 23	Total number of payments made, and the total amount paid under clause 14.5 of the Code of Conduct	4		\$400	

Timely repair of faulty street lights				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 24	Total number of street lights reported faulty in the metropolitan area	28,388		
CCD 25	Total number of street lights reported faulty in the regional area	4,061		
CCD 26	Total number of street lights not repaired within five (5) days in the metropolitan area	421		
CCD 27	Percentage of street lights not repaired within five (5) days in the metropolitan area		1.5%	
CCD 28	Total number of street lights not repaired within nine (9) days in the regional area	19		
CCD 29	Percentage of street lights not repaired within nine (9) days in the regional area		0.5%	
CCD 30	Total number of street lights in the metropolitan area	219,734		
CCD 31	Total number of street lights in the regional area	39,769		
CCD 32	Average number of days to repair faulty street lights in the metropolitan area	1.95		
CCD 33	Average number of days to repair faulty street lights in the regional area	2.29		

## Electricity Distributor Performance Report

Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 34	Total number of telephone calls to a call centre of the distributor	357,105		
CCD 35	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	277,041		
CCD 36	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		77.6%	
CCD 37	Average duration (in seconds) before a call is answered by a call centre operator	15		
CCD 38	Number of the calls that are unanswered	20,731		
CCD 39	Percentage of the calls that are unanswered		5.8%	