

Electricity Industry (Metering) Code 2012

ANNUAL PERFORMANCE REPORT
for the year ended 30 June 2017

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, and supplies over 1,100,000 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, which was approved in 2006 by the Economic Regulation Authority, and in the Additional Metering Services Written Service Level Agreement, entered into by Western Power and Synergy in June 2016.

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 2016/17 financial year Western Power offered 31 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 that were 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: 2016/17 Performance

No.	Service description	Notes	Contestable Customer (N/Y)	Performance standard (as per SLA's)	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%	24,854	24,765	99.64%	22,502	22,435	99.70%	2,352	2,330	99.06%
			Y	95%	184	182	98.91%	165	163	98.79%	19	19	100.00%
2	Meter upgrade	Note 1	N	95%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	95%	0	0	N/A	0	0	N/A	0	0	N/A
3	Meter change	Note 2	N	95%	16,137	13,993	86.71%	14,103	12,186	86.41%	2,034	1,807	88.84%
			Y	95%	583	502	86.11%	489	417	85.28%	94	85	90.43%
4	De-energise	Note 3	N	95%	33,945	31,530	92.89%	29,054	27,039	93.06%	4,891	4,491	91.82%
			Y	95%	958	770	80.38%	858	688	80.19%	100	82	82.00%
5	Re-energise		N	98%	21,978	21,770	99.05%	19,328	19,143	99.04%	2,650	2,627	99.13%
			Y	98%	335	321	95.82%	298	284	95.30%	37	37	100.00%
6	Meter investigation	Note 4	N	95%	1,085	915	84.33%	903	756	83.72%	182	159	87.36%
			Y	95%	86	73	84.88%	72	61	84.72%	14	12	85.71%
7	Communications installation (amalgamated)	Note 4	N	95%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	95%	23	21	91.30%	19	17	89.47%	4	4	100.00%
8	Supply abolishment	Note 5	N	95%	2,713	2,078	76.59%	2,521	1,903	75.49%	192	175	91.15%
			Y	95%	55	33	60.00%	48	27	56.25%	7	6	85.71%

No.	Service description	Notes	Contestable Customer (N/Y)	Performance standard (as per SLA's)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
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Data Collection & Data Provision													
9	Scheduled bi-monthly meter reading	Note 6	N	100%	6,222,339	6,112,173	98.23%	5,578,609	5,489,983	98.41%	643,730	622,190	96.65%
			Y	100%	55,729	54,404	97.62%	50,348	49,278	97.87%	5,381	5,126	95.26%
10	Scheduled monthly meter reading	Note 6	N	100%	75,021	73,758	98.32%	74,739	73,476	98.31%	282	282	100.00%
			Y	100%	22,878	22,616	98.85%	22,477	22,216	98.84%	401	400	99.75%
11	Non-scheduled special meter reading	Note 6	N	100%	197,680	186,625	94.41%	174,737	164,116	93.92%	22,943	22,509	98.11%
			Y	100%	4,082	3,947	96.69%	3,476	3,359	96.63%	606	588	97.03%
12	Card meter reading	Note 6	N	100%	524,018	503,440	96.07%	232,295	221,986	95.56%	291,723	281,454	96.48%
			Y	100%	11,715	11,312	96.56%	3,768	3,673	97.48%	7,947	7,639	96.12%
13	Customer meter reading	Note 7	N	100%	0	0	0.00%	0	0	0.00%	0	0	0.00%
			Y	100%	0	0	0.00%	0	0	0.00%	0	0	0.00%
14	Manually collected energy interval data (monthly)	Note 6	N	100%	12,633,568	10,906,028	86.33%	10,803,664	9,343,484	86.48%	1,829,904	1,562,544	85.39%
			Y	100%	173,714,866	151,471,787	87.20%	160,193,058	139,963,191	87.37%	13,521,808	11,508,596	85.11%
15	Remotely collected energy interval data (monthly)	Note 6	N	100%	245,557,623	238,600,622	97.17%	207,479,100	200,894,381	96.83%	38,078,523	37,706,241	99.02%
			Y	100%	1,017,756,940	1,006,851,566	98.93%	816,061,629	807,203,413	98.91%	201,695,311	199,648,153	98.99%
16	Remotely collected energy interval data (daily)	Note 6	N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	100%	23,646,703	23,577,444	99.71%	14,899,209	14,863,590	99.76%	8,747,494	8,713,854	99.62%
17	Historical energy interval data (up to 12 months or part thereof)	Note 8	N	100%	364	364	100.00%	304	304	100.00%	60	60	100.00%
			Y	100%	30,513	30,495	99.94%	24,251	24,245	99.98%	6,262	6,250	99.81%
18	Standing data provision	Note 9	N	100%	1,191,743	1,191,619	99.990%	947,939	947,835	99.989%	243,804	243,784	99.992%
			Y	100%	120,010	120,008	99.998%	102,667	102,665	99.998%	17,343	17,343	100.000%
19	Energy interval data produced by survey meter	Note 1	N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	100%	0	0	N/A	0	0	N/A	0	0	N/A
20	Additional historical energy interval data (13 to 24 months)		N	100%	13	13	100.00%	7	7	100.00%	6	6	100.00%
			Y	100%	1,594	1,594	100.00%	1,342	1,342	100.00%	252	252	100.00%
21	Verify meter data		N	98%	16,381	16,350	99.81%	12,386	12,360	99.79%	3,995	3,990	99.87%
			Y	98%	532	529	99.44%	376	374	99.47%	156	155	99.36%

No.	Service description	Notes	Contestable Customer (N/Y)	Performance standard (as per SLA's)	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%	1	0	0.00%	1	0	0.00%	0	0	N/A
			Y	95%	9	6	66.67%	9	6	66.67%	0	0	N/A
23	Meter test (laboratory) amalgamated	Note 10	N	95%	68	49	72.06%	28	20	71.43%	40	29	72.50%
			Y	95%	3	3	100.00%	2	2	100.00%	1	1	100.00%
24	Meter test (on-site) amalgamated		N	95%	296	286	96.62%	264	255	96.59%	32	31	96.88%
			Y	95%	15	12	80.00%	13	11	84.62%	2	1	50.00%
25	CT meter test		N	95%	1	1	100.00%	1	1	100.00%	0	0	N/A
			Y	95%	16	16	100.00%	16	16	100.00%	0	0	N/A
26	Meter installation repair	Note 11	N	95%	80	69	86.25%	62	54	87.10%	18	15	83.33%
			Y	95%	2	2	100.00%	2	2	100.00%	0	0	N/A
27	Meter reconfiguration	Note 2	N	95%	18,831	17,940	95.27%	16,438	15,701	95.52%	2,393	2,239	93.56%
			Y	95%	1,138	1,039	91.30%	934	848	90.79%	204	191	93.63%
28	Re-energise - Urgent	Note 12	N	100%	2,111	2,099	99.43%	1,729	1,718	99.36%	382	381	99.74%
			Y	100%	45	44	97.78%	34	33	97.06%	11	11	100.00%
28	Re-energise - Emergency		N	By agreement	42	42	100.00%	32	32	100.00%	10	10	100.00%
			Y	By agreement	7	7	100.00%	6	6	100.00%	1	1	100.00%
29	Service Order Follow-up	Note 13	N	98%	144	123	85.42%	108	90	83.33%	36	33	91.67%
			Y	98%	8	7	87.50%	4	3	75.00%	4	4	100.00%
30	Remove Meter	Note 13	N	95%	9	8	88.89%	7	7	100.00%	2	1	50%
			Y	95%	2	2	100.00%	2	2	100.00%	0	0	N/A
31	Additional Reporting	Note 1	N	By agreement	0	0	N/A	0	0	N/A	0	0	N/A
			Y	By agreement	0	0	N/A	0	0	N/A	0	0	N/A

TABLE 2: Cancelled Services for 2016/17

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 14)	Cancelled by retailers (Note 15)	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	-	3,326	1,594	1,732	-	-	-	-	-	-
3	Meter Change (amalgamated)	N	2,277	2,244	33	1,195	1,168	27	1,082	1,076	6
		Y	99	94	5	80	75	5	19	19	0
4	De-energise	N	258	10	248	118	10	108	140	0	140
		Y	16	1	15	11	0	11	5	1	4
5	Re-energise	N	86	4	82	70	2	68	16	2	14
		Y	9	7	2	5	3	2	4	4	0
6	Meter investigation	N	112	104	8	90	83	7	22	21	1
		Y	160	156	4	126	122	4	34	34	0
7	Communications installation (amalgamated)	N									
		Y									
8	Supply abolishment	N	59	19	40	52	16	36	7	3	4
		Y	7	1	6	6	0	6	1	1	0
Data Collection, Data Provision											
11	Non-scheduled special meter reading	N	12,145	9,709	2,436	9,879	7,679	2,200	2,266	2,030	236
		Y	547	484	63	434	375	59	113	109	4
17	Historical energy interval data (up to 12 months or part thereof)	N	82	82	0	73	73	0	9	9	0
		Y	524	524	0	454	454	0	70	70	0
20	Additional historical energy interval data (13 to 24 months)	N	0	0	0	0	0	0	0	0	0
		Y	1	1	0	1	1	0	0	0	0
Technical Services											
27	Meter reconfiguration	N	586	562	24	14	9	5	572	553	19
		Y	61	49	12	8	5	3	53	44	9
29	Service Order Follow-up	N	3	0	3	0	0	0	3	0	3
		Y	0	0	0	0	0	0	0	0	0

NOTES

Table 1: 2016/17 Performance

1. During 2016/17, Western Power did not receive any requests for these services.
2. Overall performance during 2016/17 was 86.7%, which was lower than the agreed level of 95% and the 93.2% compliance achieved in 2015/16. The reduced performance was attributable to a 30% increase in demand for this particular service, which led to prioritisation of resources. Other matters which adversely impacted overall performance was access to some customer sites and the time taken to travel to geographically isolated sites.
3. Notwithstanding Western Power achieving 92.5% service level performance in 2016/17, this was lower than the agreed level of 95%. The reduced level of performance was primarily driven by a 50% increase in demand for this service. The significant increase in demand resulted in the prioritisation of available resources. Western Power also experienced difficulties in accessing some customer sites, and excess time taken to travel to geographically isolated sites.
4. There was a small reduction in overall performance from 88.8% compliance in 2015/16 to 84.4% in 2016/17, mainly driven by a 44% increase in demand for the services and limited availability, at times, of highly skilled resources to conduct investigations of meters and communications equipment. Due to the relatively low volume of service requests, Western Power took a pragmatic approach to scheduling these services relative to the priority of other metering services.
5. While overall performance improved from 67.0% compliance in 2015/16 to 76.3% in 2016/17, it was still significantly lower than the agreed standard of 95%. This was due to the complexity surrounding provision of this service, combined with the need to prioritise resources. The timeframe specified in the Service Level Agreement (SLA) was often not sufficient to allow effective coordination with customers and electrical contractors to complete the service. Supply abolishment requires the removal of the meter and the associated cabling in a safe manner and Western Power often needs to liaise with electrical contractors to schedule this service.
6. The performance of meter reading services was lower than the agreed standard of 100%, primarily due to delays in obtaining and transferring energy data into Western Power's Metering Business System (MBS), mainly caused by:
 - meter readings not being carried out in accordance with the scheduled meter read plan
 - delays in receiving energy data from field officers' hand-held devices, partly due to issues with communication network coverage in remote areas and unplanned supply interruptions impacting on the ability to transmit energy data
 - customers not providing self-read cards to Western Power within required timeframes, though there was an improvement from 93.4% in 2015/16 to 96.1% in 2016/17.
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. At 99.99% compliance, performance was marginally lower in 2016/17 than the agreed standard of 100%. This was due to one IT incident that resulted in 18 out of 30,877 requests

for meter data not being delivered within the required timeframe. The data was provided one day late.

9. At 99.99% compliance for 2016/17, performance was marginally lower than the agreed standard of 100%, primarily due to the failure of a service order batch job in MBS.
10. Performance has improved from 68.2% compliance in 2015/16 to 73.2% in 2016/17, but was still lower than the agreed standard of 95% due to:
 - specialist resources redirected to higher priority customer services
 - time taken to remove meters from the field, including access to the meters
 - relatively low volumes of service orders that are spread across a large geographical area, making achievement of this time based service target challenging.
11. At 86.6% compliance in 2016/17, performance was lower than the agreed standard of 95% due to:
 - limited availability of specialist resources
 - geographically isolated customer sites
 - site access restrictions.
12. During 2016/17, 99.4% compliance was achieved, which was marginally lower than the agreed standard of 100%. This was due to a small number of instances where available field contract resources were unable to complete the re-energisation within the prescribed time, principally as a result of difficulties in accessing some customer facilities and the time taken to travel to some sites.
13. For the 2016/17 reporting period, performance was lower than the defined service standard due to delays through having to coordinate the meter removal with customers and electrical contractors, delayed receipt of job status information from field personnel and delays caused by communication network coverage in remote areas.

Note: Metering services requested in June 2017 but not scheduled to be completed until after 30 June 2017 have been excluded from the performance calculations. Percentage compliance has been calculated using the following formula:

$$\frac{\text{Number of completed metering services}}{\text{Total number of requested and scheduled metering services MINUS cancellations MINUS the metering services scheduled to be completed after 30 June 2017}}$$

Table 2: Cancelled Services for 2016/17

14. Western Power generally 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 due to, for example, cost, ownership issues, work no longer being required (e.g. temporary connection cancelled as underground pillar installed)
 - Western Power identified licensing issues (e.g. contractor had an invalid electrical licence)
 - System errors including incorrect auto-matching of service orders
 - Safety reasons
 - Where duplicate service requests were identified
 - Services requested by the retailer or internally by Western Power, which upon investigation, were not required.

Further explanation is provided for the following services due to the large number of cancellations. The cancellations were internal to Western Power and did not impact on customers:

- **Service No. 3 - Meter change:** As a result of process changes within the multi-year 3 Phase Meter Replacement program, a portion of meter change work was reassigned. To reassign the work, the initial service orders were required to be cancelled.
- **Service No. 6 - Meter Investigation:** A review of the Metering Services Quality Audit Plan found that the volume of quality audits exceeded the requirements of *ISO9001 Quality Management Systems*. As a result, sample rates were reduced and existing service orders above the limit of the sample rate were cancelled.
- **Service No. 11 - Non-scheduled special meter reading:** If a scheduled meter read is not obtained because a meter is showing an error message or a blank screen, a special read is created in MBS. The special reads are queued internally and assessed for validity, and this assessment may lead to the special read being cancelled.

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.

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