

Company name: Western Power
Electricity Compliance Manual Datasheet - Distribution Indicators 2016/17

IMPORTANT NOTICE FOR ELECTRICITY DISTRIBUTION LICENSEES

Licensees should refer to the Electricity Distribution Licence Performance Reporting Handbook for information on the definitions of electricity distribution indicators, listed in these datasheets.

2017 Electricity Licence Reporting Datasheets - Distribution

Distributor: Western Power

Reporting Period: 2016/17

Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 1	Total number of distribution connections provided	25,029		
CCD 2	Total number of distribution connections not provided on or before the agreed date	91		
CCD 3	Percentage of distribution connections not provided on or before the agreed date		0.4%	
CCD 4	Total number of reconnections provided	22,313		
CCD 5	Total number of reconnections that were not provided within the prescribed timeframe	222		
CCD 6	Percentage of reconnections that were not provided within the prescribed timeframe		1.0%	
CCD 7	Total number of distribution connections on the distribution network	1,128,334		

2017 Electricity Licence Reporting Datasheets - Distribution

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 8	Total number of complaints (excluding complaints recorded under indicator NQR19) received	901		
CCD 9	Total number of administrative processes or customer service complaints	258		
CCD 10	Total number of other complaints	643		
CCD 11	Number of customer complaints {received in relation to CCD 8} concluded within 15 business days	900		
CCD 12	Percentage of customer complaints {received in relation to CCD 8} concluded within 15 business days		99.9%	
CCD 13	Number of customer complaints {received in relation to CCD 8} concluded within 20 business days	901		
CCD 14	Percentage of customer complaints {received in relation to CCD 8} concluded within 20 business days		100.0%	
CCD 15	Total number of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days	1,520		
CCD 16	Percentage of customer complaints {received in relation to CCD 8 and NQR 19 combined} concluded within 15 business days		93.3%	
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		N/A	
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}	728		Retained to allow calculation of NQR 19A
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	620		Retained to allow calculation of CCD 15 and CCD 16

2017 Electricity Licence Reporting Datasheets - Distribution

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	5		\$2,200	3 customers x 1 day = \$300 1 customer x 3 days = \$300 1 customer x 16 days = <u>\$1,600</u> Total <u>\$2,200</u> The property disconnected for 16 days was unoccupied, so Western Power was unaware of a wrongful disconnection until notification was subsequently received from the customer



2017 Electricity Licence Reporting Datasheets - Distribution

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	33,145		
CCD 25	Total number of street lights reported faulty in the regional area	1,549		
CCD 26	Total number of street lights not repaired within five (5) days in the metropolitan area	2,194		
CCD 27	Percentage of street lights not repaired within five (5) days in the metropolitan area		6.6%	The percentage of metropolitan street lights not repaired within 5 days has increased from 1.5% in 2015/16 to 6.6% in 2016/17, mainly due to a reduction in the number of contractor work crews engaged by Western Power for metropolitan street light repairs. Western Power continued to perform well for the 2016/17 financial year average response time, which was 3.45 days against a target of 5 days for the metropolitan area.
CCD 28	Total number of street lights not repaired within nine (9) days in the regional area	70		
CCD 29	Percentage of street lights not repaired within nine (9) days in the regional area		4.5%	The percentage of regional street lights not repaired within 9 days has increased from 0.5% in 2015/16 to 4.5% in 2016/17. The increase in 2016/17 is mainly due to the move to utilise internal work crews for regional street light repairs instead of contractors. As the internal crews are not dedicated solely to street light repairs, storms, bushfires and other emergency work have, on occasion, taken priority over street light repairs, which has resulted in the performance reduction from 2015/16. Western Power continued to perform well for the 2016/17 financial year average response time, which was 5.59 days against a target of 9 days for the regional area.
CCD 30	Total number of street lights in the metropolitan area	223,721		
CCD 31	Total number of street lights in the regional area	39,931		
CCD 32	Average number of days to repair faulty street lights in the metropolitan area	3.45		
CCD 33	Average number of days to repair faulty street lights in the regional area	5.59		

2017 Electricity Licence Reporting Datasheets - Distribution

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	343,300		
CCD 35	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	272,045		
CCD 36	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		79.2%	
CCD 37	Average duration (in seconds) before a call answered by a call centre operator	16.6		
CCD 38	Number of the calls that are unanswered	15,382		
CCD 39	Percentage of the calls that are unanswered		4.5%	