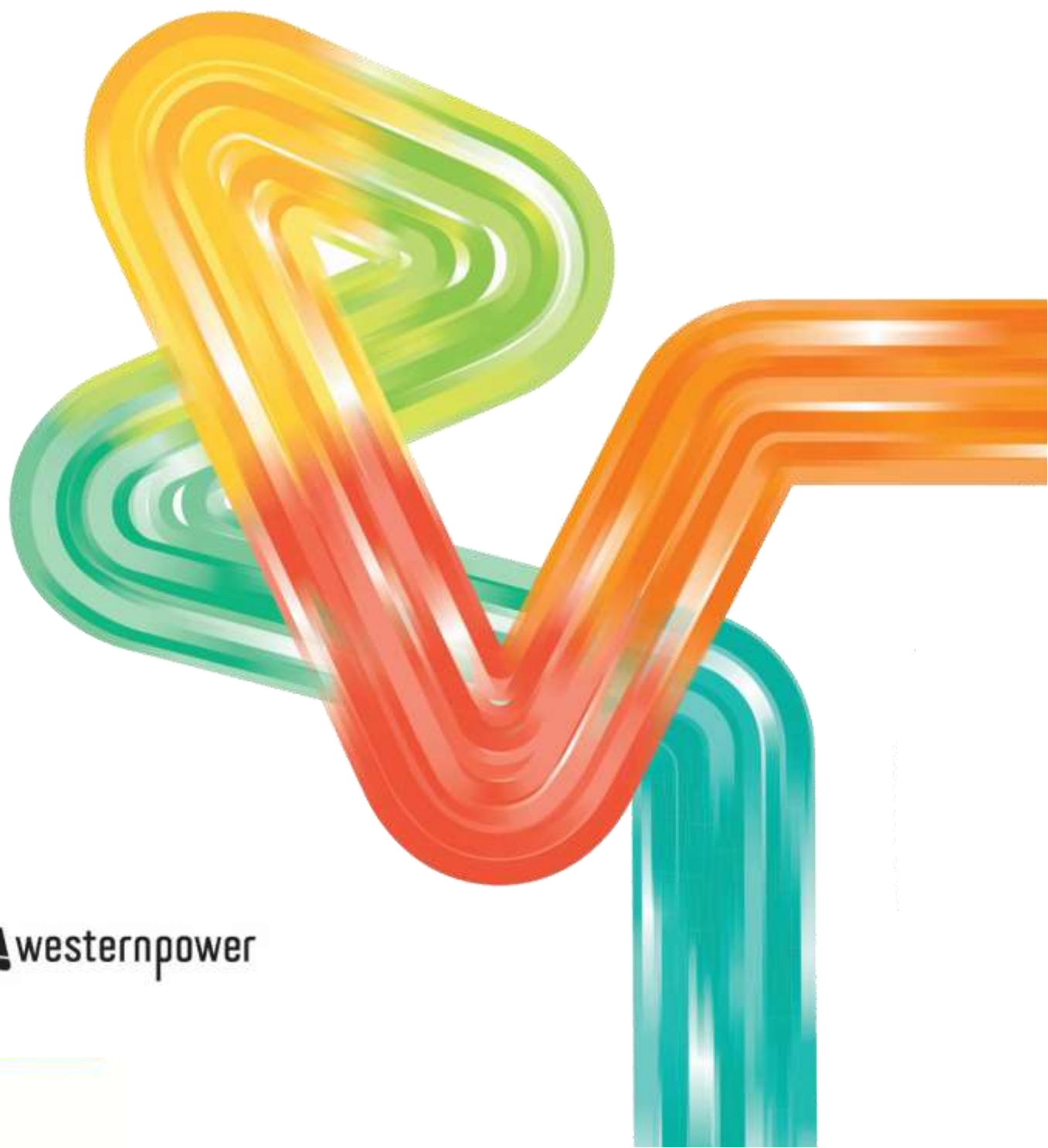


Electricity Industry (Metering) Code 2012

Annual Performance Report for the year ended 30
June 2018

19 September 2018



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1. 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 users¹. 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 2017/18 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 based on '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.

¹ 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

2. TABLE 1: Performance for the 2017/18 financial year

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%	18,757	18,694	99.66%	16,484	16,440	99.73%	2,273	2,254	99.16%
			Y		655	647	98.78%	543	542	99.82%	112	105	93.75%
2	Meter upgrade	Note 1	N	95%	0	0	N/A	0	0	N/A	0	0	N/A
			Y		0	0	N/A	0	0	N/A	0	0	N/A
3	Meter change	Note 2	N	95%	16,259	14,808	91.08%	14,301	13,031	91.12%	1,958	1,777	90.76%
			Y		618	569	92.07%	465	423	90.97%	153	146	95.42%
4	De-energise	Note 3	N	95%	44,948	42,101	93.67%	39,093	36,601	93.63%	5,855	5,500	93.94%
			Y		986	818	82.96%	839	692	82.48%	147	126	85.71%
5	Re-energise		N	98%	28,254	28,042	99.25%	25,219	25,031	99.25%	3,035	3,011	99.21%
			Y		395	372	94.18%	359	338	94.15%	36	34	94.44%
6	Meter investigation	Note 4	N	95%	1,005	920	91.54%	860	790	91.86%	145	130	89.66%
			Y		72	62	86.11%	62	54	87.10%	10	8	80.00%
7	Communications installation (amalgamated)		N	95%	2	1	50.00%	1	1	100.00%	1	0	0.00%
			Y		190	183	96.32%	115	110	95.65%	75	73	97.33%
8	Supply abolishment	Note 5	N	95%	2,847	2,692	94.56%	2,676	2,536	94.77%	171	156	91.23%
			Y		90	62	68.89%	82	56	68.29%	8	6	75.00%

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
Data Collection & Data Provision													
9	Scheduled bi-monthly meter reading	Note 6	N	100%	6,316,051	6,236,598	98.74%	5,644,441	5,570,652	98.69%	671,610	665,946	99.16%
			Y		59,969	58,436	97.44%	53,845	52,405	97.33%	6,124	6,031	98.48%
10	Scheduled monthly meter reading		N	100%	16,544	16,544	100.00%	16,417	16,417	100.00%	127	127	100.00%
			Y		9,984	9,984	100.00%	9,686	9,686	100.00%	298	298	100.00%
11	Non-scheduled special meter reading	Note 6	N	100%	189,516	182,295	96.19%	166,825	159,950	95.88%	22,691	22,345	98.48%
			Y		4,320	4,208	97.41%	3,584	3,480	97.10%	736	728	98.91%
12	Card meter reading	Note 7	N	100%	518,449	507,639	97.91%	251,234	245,450	97.70%	267,215	262,189	98.12%
			Y		11,076	10,902	98.43%	3,682	3,621	98.34%	7,394	7,281	98.47%
13	Customer meter reading	Note 8	N	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			Y		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 7	N	100%	34,643,842	32,821,541	94.74%	30,181,850	28,455,234	94.28%	4,461,992	4,366,307	97.86%
			Y		299,335,353	298,479,894	99.71%	273,612,919	272,840,800	99.72%	25,722,434	25,639,094	99.68%
15	Remotely collected energy interval data (monthly)	Note 7	N	100%	291,754,714	291,664,320	99.97%	253,781,592	253,693,694	99.97%	37,973,122	37,970,626	99.99%
			Y		1,016,788,521	1,016,238,999	99.95%	810,566,403	810,269,011	99.96%	206,222,118	205,969,988	99.88%
16	Remotely collected energy interval data (daily)	Note 7	N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y		31,856,480	31,856,298	99.999%	21,705,530	21,705,459	99.9997%	10,150,950	10,150,839	99.999%
17	Historical energy interval data (up to 12 months or part thereof)		N	100%	405	405	100.00%	343	343	100.00%	62	62	100.00%
			Y		43,859	43,859	100.00%	33,896	33,896	100.00%	9,963	9,963	100.00%
18	Standing data provision		N	100%	1,764,855	1,764,855	100.00%	1,468,001	1,468,001	100.00%	296,854	296,854	100.00%
			Y		117,508	117,508	100.00%	99,572	99,572	100.00%	17,936	17,936	100.00%
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		0	0	N/A	0	0	N/A	0	0	N/A
20	Additional historical energy interval data (13 to 24 months)		N	100%	3	3	100.00%	3	3	100.00%	0	0	N/A
			Y		757	757	100.00%	625	625	100.00%	132	132	100.00%
21	Verify meter data		N	98%	15,432	15,420	99.92%	11,681	11,672	99.92%	3,751	3,748	99.92%
			Y		414	393	94.93%	307	289	94.14%	107	104	97.20%

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%	4	4	100.00%	2	2	100.00%	2	2	100.00%
			Y		6	4	66.67%	5	3	60.00%	1	1	100.00%
23	Meter test (laboratory) amalgamated	Note 9	N	95%	35	24	68.57%	14	9	64.29%	21	15	71.43%
			Y		2	1	50.00%	0	0	N/A	2	1	50.00%
24	Meter test (on-site) amalgamated		N	95%	202	197	97.52%	174	169	97.13%	28	28	100.00%
			Y		15	14	93.33%	14	13	92.86%	1	1	100.00%
25	CT meter test		N	95%	0	0	N/A	0	0	N/A	0	0	N/A
			Y		3	3	100.00%	2	2	100.00%	1	1	100.00%
26	Meter installation repair		N	95%	133	128	96.24%	100	98	98.00%	33	30	90.91%
			Y		8	7	87.50%	5	4	80.00%	3	3	100.00%
27	Meter reconfiguration		N	95%	17,337	16,591	95.70%	15,222	14,606	95.95%	2,115	1,985	93.85%
			Y		1,123	1,049	93.41%	845	792	93.73%	278	257	92.45%
28	Re-energise - Urgent	Note10	N	100%	2,638	2,633	99.81%	2,213	2,208	99.77%	425	425	100.00%
			Y		39	39	100.00%	36	36	100.00%	3	3	100.00%
28	Re-energise - Emergency		N	By agreement	29	29	100.00%	25	25	100.00%	4	4	100.00%
			Y		3	3	100.00%	3	3	100.00%	0	0	N/A
29	Service Order Follow-up	Note 11	N	98%	157	136	86.62%	116	103	88.79%	41	33	80.49%
			Y		12	12	100.00%	8	8	100.00%	4	4	100.00%
30	Remove Meter Service	Note 12	N	95%	34	31	91.18%	30	28	93.33%	4	3	75.00%
			Y		0	0	N/A	0	0	N/A	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		0	0	N/A	0	0	N/A	0	0	N/A

3. TABLE 2: Cancelled Services for the 2017/18 financial year

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 retailers
Meter Provision											
1	Establish and Energise a metering connection point	-	2,771	1,418	1,353						
3	Meter Change (amalgamated)	N	1,396	1,355	41	1,000	964	36	396	391	5
		Y	81	69	12	56	52	4	25	17	8
4	De-energise	N	1,453	5	1,448	1,068	5	1,063	385	0	385
		Y	31	3	28	14	3	11	17	0	17
5	Re-energise	N	151	11	140	134	10	124	17	1	16
		Y	4	3	1	1	0	1	3	3	0
6	Meter investigation	N	138	135	3	108	106	2	30	29	1
		Y	111	111	0	89	89	0	22	22	0
8	Supply abolishment	N	48	8	40	43	7	36	5	1	4
		Y	7	5	2	7	5	2	0		
Data Collection, Data Provision											
11	Non-scheduled special meter reading	N	16,616	14,532	2,084	13,155	11,270	1,885	3,461	3,262	199
		Y	603	564	39	488	453	35	115	111	4
17	Historical energy interval data (up to 12 months or part thereof)	N	463	463	0	389	389	0	74	74	0
		Y	818	818	0	718	718	0	100	100	0
20	Additional historical energy interval data (13 to 24 months)	N	5	5	0	5	5	0	0	0	0
		Y	4	4	0	4	4	0	0	0	0

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 retailers
Technical Services											
24	Meter test (on-site) amalgamated	N	4	0	4	4	0	4	0	0	0
		Y	0	0	0	0	0	0	0	0	0
25	CT meter test	N	1	0	1	0	0	0	1	0	1
		Y	0	0	0	0	0	0	0	0	0
27	Meter reconfiguration	N	157	146	11	154	143	11	3	3	0
		Y	47	42	5	33	28	5	14	14	0
28	Re-energise - Urgent	N	2	2	0	0	2	0	0	0	0
		Y	0	0	0	0	0	0	0	0	0
30	Remove Meter Service	N	2	0	2	2	0	2	0	0	0
		Y	0	0	0	0	0	0	0	0	0

4. NOTES

4.1 Table 1: Performance for the 2017/18 financial year

1. During 2017/18, Western Power did not receive any requests for these services.
2. Performance during the 2017/18 reporting period, while lower than the agreed standard, improved from 86.7% in 2016/17 to 91.1%, notwithstanding a 16% increase in demand for this service from the prior year. Western Power's performance was impacted by difficulties in accessing some customer sites and time required to travel to geographically isolated locations.
3. Performance during the 2017/18 period was lower than the defined service standard due to:
 - a 32% increase in demand on the prior year for this service
 - the requirement to reschedule some services to address technical and safety issues
 - difficulties in accessing some customer sites
 - the time taken to travel to geographically isolated locations.
4. Performance during the reporting period remained lower than the defined service standard. This was due to the prioritisation of specialist resources required to conduct investigations of meters and communication equipment. A pragmatic approach was taken to scheduling these activities relative to the priority of other metering services. Service No.6 (meter investigation) saw a 6.8% improvement on the previous reporting period.
5. Performance during the reporting period was lower than the defined service standard due to the complexity surrounding provision of this service combined with prioritising of services. Despite these issues, the service saw a 17.5% improvement on the 2016/17 reporting period.
6. Performance during the reporting period was below the defined service standard primarily due to delays in obtaining and transferring data into Western Power's Metering Business System (MBS). Delays were experienced in receiving energy data from field officers' hand-held devices, because of issues associated with communication network coverage in remote areas. During the 2017/18 period, there were performance improvements for Services No. 9 and 11 of 1.36% and 1.77% respectively.
7. Performance during the reporting period was lower than the defined service standard primarily due to delays in providing validated energy data for meter readings. The delays were attributed to:
 - the time taken to manually determine the substituted or estimated data for some metering points where data failed the validation process
 - minor IT issues impacting MBS.

During the 2017/18 period there were performance improvements for Services No. 12, 14, 15 and 16 of 1.85%, 12.06%, 1.36% and 0.29% respectively.

8. As permitted by the Metering Code, Western Power and Synergy 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).
9. Performance during the reporting period was lower than the defined service standard due to prioritisation of services, difficulties in accessing customer sites and the time taken to travel to geographically isolated locations.

10. Performance during the reporting period was 99.8%, marginally lower than the standard of 100% due to difficulties in accessing some customer facilities and the time taken to travel to some locations.
11. Service performance was impacted by delays in receiving field-to-office data or information from customers to confirm extra requirements such as appointment dates, site access or traffic management.
12. Performance during the reporting period was lower than the defined service standard, mainly due to difficulties in arranging appointments, delays in field-to-office data transfer and IT issues causing delayed dispatch of information from office-to-field.

4.2 Table 2: Cancelled Services for the 2017/18 financial year

13. Western Power generally cancelled service orders for the following reasons:

- Requests not meeting the requirements of the WA Distribution Connections Manual, the WA Electrical Requirements or the Australian Wiring Rules.
- The customer or the electrical contractor cancelled the work due to either cost, ownership issues, or the work no longer being required.
- Contractor licensing issues.
- IT system errors including incorrect auto-matching of service orders.
- Safety concerns.
- Duplicate service requests were identified.
- Services requested by users 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. 1 – Establishment and energisation of a metering connection point:** Cancelled service orders could not be accurately presented as contestable or non-contestable, metropolitan or non-metropolitan as Western Power does not verify cancelled orders for Service No.1 for contestability or location.
- **Service No. 3 - Meter change:** Amendments to requirements, resource reassignments and updates to work orders required the service orders to be cancelled and re-issued with updated information.
- **Service No.4 – De-energise:** Users requested higher volumes of de-energisations for bill non-payment but cancelled the service orders when payment was received prior to de-energisation occurring.
- **Service No. 11 - Non-scheduled special meter reading:** If a scheduled meter read is not obtained due to a meter 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.

14. Western Power does not analyse the reasons behind user cancellations. Most of these cancellations were performed via B2B transactions.