

# Quarterly Report

## December 2018

18 January 2019



## Corporate Performance – December 2018

This report has been prepared in accordance with Western Power's requirement to report to the Minister for Energy under section 106 of the *Electricity Corporations Act 2005*.

Western Power's performance is tracked against the key performance indicators detailed in the *Western Power Statement of Corporate Intent 2018/19*. The following table provides a summary of Western Power's performance as at 31 December 2018.

	Indicator description	2018/19 Actual YTD	2018/19 Target
<b>Safe</b>	Total Recordable Injury Frequency Rate (TRIFR) <sup>i</sup>	3.0	≤ 2.9
	Public impact	0.4	≤ 0.4
	Reportable environmental incidents	0.2	≤ 0.4
<b>Reliable</b>	Service standards met <sup>ii</sup>	TBA	TBA
	Customer supply availability <sup>i</sup>	99.93%	≥ 99.92%
	Net promoter score	-9	≥ -3
<b>Efficient</b>	Capital expenditure <sup>iii</sup>	\$973.2M	≤ \$973.2M
	Dividend to government <sup>iv</sup>	\$307.6M	≥ \$254.8M
	Employee engagement <sup>v</sup>	80%	≥ 75%

<sup>i</sup> Calculated as a rolling 12-month average.

<sup>ii</sup> The Service standard benchmarks and their targets are defined by the Economic Regulatory Western Power's Fourth Access Arrangement, which is currently expected to be handed down on 28th February 2019.

<sup>iii</sup> As per Western Power's 2018-19 Mid-Year Review. Full Year Forecast.

<sup>iv</sup> As per Western Power's 2018-19 Mid-Year Review. Full Year Forecast.

<sup>v</sup> Actual refers to the most recent employee engagement survey, conducted in June 2018.