

# Quarterly Report

## March 2019

10 April 2019



## Corporate Performance – March 2019

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 30 April 2019.

	Indicator description	2018/19 Actual YTD	2018/19 Target
<b>Safe</b>	Total Recordable Injury Frequency Rate (TRIFR) <sup>i</sup>	3.3	≤ 2.9
	Public impact	0.3	≤ 0.4
	Reportable environmental incidents	0.1	≤ 0.4
<b>Reliable</b>	Service standards met <sup>ii</sup>	12	17
	Customer supply availability <sup>j</sup>	99.94%	≥ 99.92%
	Net promoter score	-11	≥ -3
<b>Efficient</b>	Capital expenditure <sup>iii</sup>	\$906.7M	≤ \$973.2M
	Dividend to government <sup>iv</sup>	\$297.6M	≥ \$254.8M
	Employee engagement <sup>v</sup>	83%	≥ 75%

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

<sup>ii</sup> As part of the Fourth Access Arrangement (AA4) process, new SSBs were approved, some existing SSBs were removed and target values have changed, with the new SSBs reporting against new services which will only be offered from 1 July 2019. A measure of success against AA4 benchmarks will not be available until 2019-20, and in their absence, the SSBs being reported against in this report are consistent with the third Access Arrangement and their targets. In their absence, the Service Standard benchmarks being reported against are consistent with AA3.

<sup>iii</sup> As per Western Power's 2018-19 End of year turnout. Full Year Forecast.

<sup>iv</sup> As per Western Power's 2018-19 End of year turnout, inclusive of gifted assets. Full Year Forecast.

<sup>v</sup> Actual refers to the most recent employee engagement survey, conducted in February 2019.