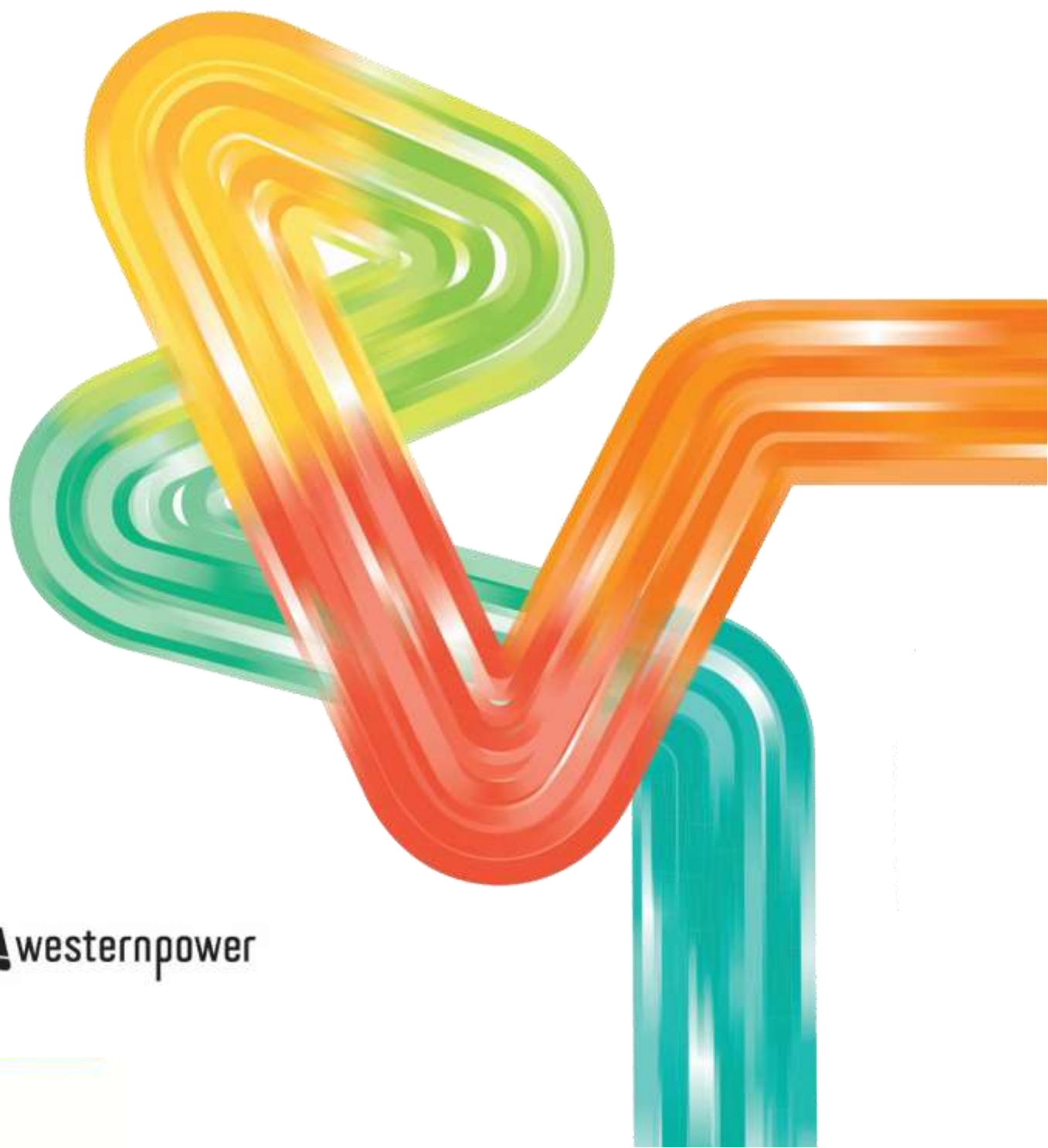


Electricity Industry (Metering) Code 2012

Annual Performance Report for the year ended 30
June 2019

27 September 2019



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1. Introduction

The purpose of this report is to present the performance of the Western Power Network in accordance with clause 5.37(1) of the *Electricity Industry (Metering) Code 2012 (Metering Code)*, for the reporting period 1 July 2018 to 30 June 2019 **(2018/19 period)**.

The 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 2018/19 period, 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 2018/19 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%	15,722	15,679	99.73%	14,000	13,980	99.86%	1,722	1,699	98.66%
			Y		391	387	98.98%	278	276	99.28%	113	111	98.23%
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		N	95%	15,676	15,147	96.63%	13,910	13,485	96.94%	1,766	1,662	94.11%
			Y		413	388	93.95%	338	319	94.38%	75	69	92.00%
4	De-energise		N	95%	70,839	67,486	95.27%	62,464	59,403	95.10%	8,375	8,083	96.51%
			Y		1,351	1,159	85.79%	1,199	1,032	86.07%	152	127	83.55%
5	Re-energise		N	98%	45,779	45,322	99.00%	40,941	40,525	98.98%	4,838	4,797	99.15%
			Y		527	507	96.20%	491	472	96.13%	36	35	97.22%
6	Meter investigation	Note 2	N	95%	910	864	94.95%	769	734	95.45%	141	130	92.20%
			Y		77	62	80.52%	71	57	80.28%	6	5	83.33%
7	Communications installation (amalgamated)		N	95%	51	51	100.00%	2	2	100.00%	49	49	100.00%
			Y		78	75	96.15%	59	56	94.92%	19	19	100.00%
8	Supply abolishment		N	95%	3,141	3,009	95.80%	2,847	2,777	97.54%	294	232	78.91%
			Y		90	77	85.56%	71	64	90.14%	19	13	68.42%

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 3	N	100%	6,408,644	6,335,591	98.86%	5,724,181	5,661,044	98.90%	684,463	674,547	98.55%
			Y		59,186	58,254	98.43%	52,686	51,867	98.45%	6,500	6,387	98.26%
10	Scheduled monthly meter reading	Note 3	N	100%	16,234	15,968	98.36%	15,932	15,685	98.45%	302	283	93.71%
			Y		9,512	9,402	98.84%	9,203	9,095	98.83%	309	307	99.35%
11	Non-scheduled special meter reading	Note 4	N	100%	188,661	183,109	97.06%	165,848	160,636	96.86%	22,813	22,473	98.51%
			Y		4,103	3,877	94.49%	3,478	3,270	94.02%	625	607	97.12%
12	Card meter reading	Note 5	N	100%	523,529	507,553	96.95%	259,009	250,901	96.87%	264,520	256,652	97.03%
			Y		12,216	11,903	97.44%	4,228	4,145	98.04%	7,988	7,758	97.12%
13	Customer meter reading	Note 6	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
14	Manually collected energy interval data (monthly)	Note 5	N	100%	61,028,152	58,299,105	95.53%	53,699,068	51,099,324	95.16%	7,329,084	7,199,781	98.24%
			Y		314,855,720	314,760,702	99.97%	285,776,769	285,705,882	99.98%	29,078,951	29,054,820	99.92%
15	Remotely collected energy interval data (monthly)	Note 5	N	100%	312,316,580	312,283,366	99.99%	270,799,298	270,768,174	99.99%	41,517,282	41,515,192	99.99%
			Y		1,036,826,621	1,036,808,508	99.998%	824,161,553	824,145,692	99.998%	212,665,068	212,662,816	99.999%
16	Remotely collected energy interval data (daily)	Note 5	N	100%	25,572	25,572	100.00%	25,572	25,572	100.00%	0	0	100.00%
			Y		31,625,511	31,625,506	99.99998%	21,649,180	21,649,180	100.00%	9,976,331	9,976,326	99.9999%
17	Historical energy interval data (up to 12 months or part thereof)	Note 7	N	100%	490	490	100.00%	425	425	100.00%	65	65	100.00%
			Y		51,941	51,773	99.68%	38,255	38,128	99.67%	13,686	13,645	99.70%
18	Standing data provision		N	100%	1,705,563	1,705,563	100.00%	1,302,778	1,302,778	100.00%	402,785	402,785	100.00%
			Y		150,158	150,158	100.00%	120,992	120,992	100.00%	29,166	29,166	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%	5	5	100.00%	2	2	100.00%	3	3	100.00%
			Y		945	945	100.00%	757	757	100.00%	188	188	100.00%
21	Verify meter data		N	98%	16,110	16,108	99.99%	12,227	12,226	99.99%	3,883	3,882	99.97%
			Y		386	382	98.96%	264	261	98.86%	122	121	99.18%

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		N	95%	62	62	100.00%	2	2	100.00%	60	60	100.00%
			Y		16	16	100.00%	0	0	N/A	16	16	100.00%
23	Meter test (laboratory) amalgamated	Note 8	N	95%	52	50	96.15%	27	25	92.59%	25	25	100.00%
			Y		4	3	75.00%	3	3	100.00%	1	0	0.00%
24	Meter test (on-site) amalgamated		N	95%	195	193	98.97%	178	176	98.88%	17	17	100.00%
			Y		7	7	100.00%	5	5	100.00%	2	2	100.00%
25	CT meter test		N	95%	1	1	100.00%	1	1	100.00%	0	0	N/A
			Y		7	7	100.00%	7	7	100.00%	0	0	N/A
26	Meter installation repair		N	95%	138	133	96.38%	104	99	95.19%	34	34	100.00%
			Y		2	2	100.00%	1	1	100.00%	1	1	100.00%
27	Meter reconfiguration		N	95%	18,780	18,351	97.72%	16,336	16,018	98.05%	2,444	2,333	95.46%
			Y		993	952	95.87%	789	753	95.44%	204	199	97.55%
28	Re-energise - Urgent	Note 9	N	100%	4,080	4,052	99.31%	3,427	3,401	99.24%	653	651	99.69%
			Y		53	53	100.00%	45	45	100.00%	8	8	100.00%
28	Re-energise - Emergency		N	By agreement	30	30	100.00%	20	20	100.00%	10	10	100.00%
			Y		1	1	100.00%	0	0	N/A	1	1	100.00%
29	Service Order Follow-up		N	98%	95	93	97.89%	69	67	97.10%	26	26	100.00%
			Y		14	14	100.00%	12	12	100.00%	2	2	100.00%
30	Remove Meter Service	Note 10	N	95%	28	23	82.14%	19	15	78.95%	9	8	88.89%
			Y		6	6	100.00%	6	6	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		0	0	N/A	0	0	N/A	0	0	N/A

3. TABLE 2: Cancelled Services for the 2018/19 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 11)	Cancelled by retailers (Note 12)	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	-	1,286	398	888						
3	Meter Change (amalgamated)	N	1,021	966	55	935	884	51	86	82	4
		Y	60	59	1	50	49	1	10	10	0
4	De-energise	N	4,228	4	4,224	3,502	4	3,498	726	0	726
		Y	48	1	47	29	1	28	19	0	19
5	Re-energise	N	282	8	274	249	7	242	33	1	32
		Y	16	7	9	10	2	8	6	5	1
6	Meter investigation	N	144	141	3	131	129	2	13	12	1
		Y	81	80	1	56	55	1	25	25	0
8	Supply abolishment	N	42	9	33	39	8	31	3	1	2
		Y	5	2	3	5	2	3	0	0	0
Data Collection, Data Provision											
11	Non-scheduled special meter reading	N	28,085	25,952	2,133	20,792	18,881	1,911	7,293	7,071	222
		Y	908	867	41	694	663	31	214	204	10
17	Historical energy interval data (up to 12 months or part thereof)	N	653	653	0	587	587	0	66	66	0
		Y	4,163	4,163	0	3,748	3,748	0	415	415	0
20	Additional historical energy interval data (13 to 24 months)	N	0	0	0	0	0	0	0	0	0
		Y	2	2	0	2	2	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 11)	Cancelled by retailers (Note 12)	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

27	Meter reconfiguration	N	38	21	17	34	19	15	4	2	2
		Y	42	31	11	29	21	8	13	10	3
28	Re-energise - Urgent	N	1	0	1	1	0	1	0	0	0
		Y	0	0	0	0	0	0	0	0	0
30	Remove Meter Service	N	1	0	1	1	0	1	0	0	0
		Y	0	0	0	0	0	0	0	0	0

4. NOTES

4.1 Table 1: Performance for the 2018/19 financial year

1. During the reporting period, Western Power did not receive any requests for these services.
2. Performance during the reporting period was lower than the service standard of 95% but improved to 93.8% from 91.2% in the previous period. Performance was lower than the standard due to competing priorities for the specialist resources needed to conduct investigations of meters and communications equipment.
3. Performance during the reporting period was lower than the service standard of 100% primarily due to delays in obtaining and transferring data into Western Power's Metering Business System (MBS). The delays were mainly due to meter readings not being carried out by the meter reading contractor in accordance with the scheduled meter reading plans.
4. Performance during the reporting period was 97.0%, which was lower than the service standard of 100% due to several factors, including:
 - difficulties in accessing some customer sites
 - the time taken to travel to geographically isolated sites
 - delays in obtaining and transferring data into MBS
5. Performance during the reporting period was lower than the service standard of 100% primarily due to delays in providing validated energy data for meter readings. The main reason for the delays was the time taken to manually determine the substituted or estimated data for some metering points where data failed the validation process, as well as minor IT issues impacting MBS.

During the reporting period, compliance levels for services 12, 14, 15 and 16 were 97.10%, 99.34%, 99.99% and 99.99% respectively, consistent with the previous reporting period.

6. As permitted by the Metering Code, Western Power and Synergy have agreed 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).
7. Of the 52,431 services requested, 168 (0.3%) were completed one day after the service standard timeframe due to IT system issues post-implementation of an MBS upgrade in late 2018. The IT issues have been resolved but resulted in processing delays in November 2018.
8. Of the 56 services requested, only three (5.4%) were not completed within the service standard timeframe of 95% due to:
 - difficulty in accessing a customer site
 - the time taken to return to the depot from a site following a vehicle breakdown
 - the lack of specialist resources for a customer in a geographically isolated site

Performance improved to 94.6% compared to 67.6% in the previous period.

9. Notwithstanding an increase of 84.2% in the number of services provided, performance during the reporting period was 99.3%, marginally lower than the service standard of 100%. The delivery of this service was impacted by difficulties in accessing some customer facilities and the time taken to travel to some locations.

10. Performance during the reporting period was 85.3%, which was lower than the service standard of 95%. The reduced performance was attributed to additional requirements such as electrical preparation work, the need for specialised resources to perform the service and the time taken to travel to geographically isolated sites.

Note: Metering services requested in June 2019 but not scheduled to be completed until after 30 June 2019 have been excluded from the performance calculations. Percentage compliance has been calculated using the following formula:

$$\frac{\text{Number of completed metering services}}{(\text{Total number of requested and scheduled metering services}) - (\text{cancellations}) - (\text{the metering services scheduled to be completed after 30 June 2019})}$$

4.2 Table 2: Cancelled Services for the 2018/19 financial year

11. 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.
- Electrical 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 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.

- **Service No. 17 – Historical energy interval data (up to 12 months or part thereof):** These requests were cancelled or rejected because Market Participants requested historical interval energy data against metering points that were either:
 - Not contestable
 - Had no active meters
 - The checksum was invalid
 - The market participant had exceeded the number of allowable daily requests

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