

Quarterly Report

December 2019

15 January 2020



Corporate Performance – December 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 2019/20*. The following table provides a summary of Western Power’s performance as at 31 December 2019.

	Indicator description	2019/20 Actual YTD	2019/20 Target
Safe	Total Recordable Injury Frequency Rate (TRIFR) ⁱ	3.4	≤ 2.7
	Public impact	0.3	≤ 0.4
	Reportable environmental incidents	0.3	≤ 0.4
Reliable	Service standards met	16	19
	Customer supply availability ^j	99.95%	≥ 99.93%
	Net promoter score ⁱⁱ	-	≥ -5
Efficient	Capital expenditure ⁱⁱⁱ	\$855.6M	≤ \$849.7M
	Dividend to government ^{iv}	\$294.5M	≥ \$277M
	Employee engagement ^v	-	≥ 75%

ⁱ Calculated as a rolling 12-month average.

ⁱⁱ No Net Promoter survey has yet been conducted in 2019/20

ⁱⁱⁱ As per Western Power’s 2019-20 Mid-Year Review. Full Year Forecast. Excludes gifted assets.

^{iv} As per Western Power’s 2019-20 Mid-Year Review. Full Year Forecast.

^v No employee engagement survey has yet been conducted in 2019/20.