



Economic Regulation Authority
WESTERN AUSTRALIA

Western Australia's energy sector 2017/18 performance

FACT SHEET

Each year, the Economic Regulation Authority publishes a report on the performance of energy distributors and retailers in Western Australia. The ERA's annual reports include information on the size and reliability of the energy network, number of customers, consumption, streetlight repairs, financial hardship, disconnections and complaints.

READ MORE You can read the full 2017/18 performance reports for energy retailers and distributors at www.erawa.com.au/energyreports



Electricity and gas customers

Electricity



1,140,222



Total

↑ 2.5%



Residential

↑ 4.2%



Business

↓ 11.8%

Gas



728,602



Total

↑ 1.4%



Residential

↑ 1.5%



Business

↓ 2.1%

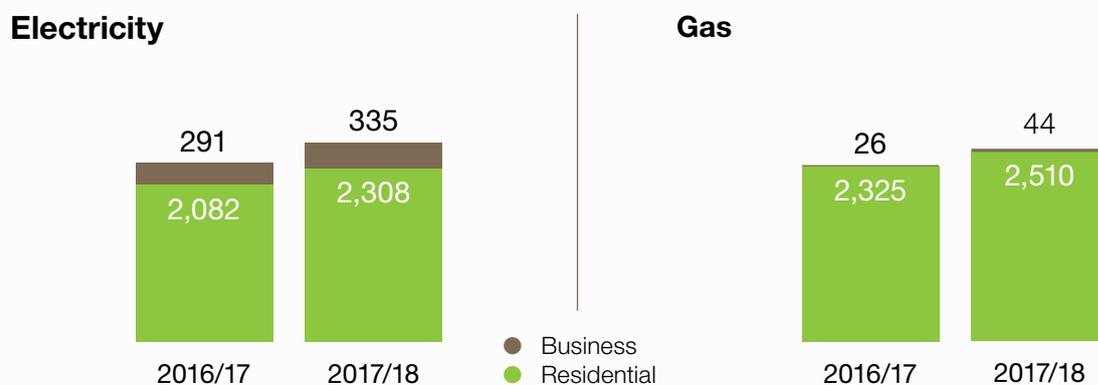
Hardship and debt

Electricity disconnections continued to rise in 2017/18. At 1.91 per cent of all electricity customers, **Western Australia had the highest disconnection rate of disconnections out of New South Wales, South Australia and Victoria.**

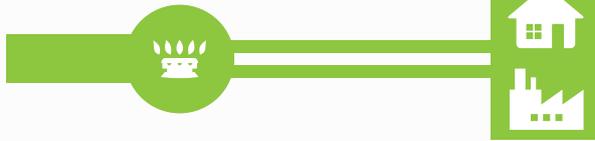
	Electricity	Gas
 Residential customers on a hardship program Average debt	31,552 \$475	5,232 \$286
 Residential customers repaying a debt (Not including customers on a hardship program) Average debt	12,167 \$435	3,120 \$93
 Residential disconnections	19,743	14,913
 Centrepay Gas and electricity customers using automatic deductions to pay their energy bill	31,123	

Complaints

The number of complaints from residential electricity customers as a percentage of total customers has been relatively flat for the past five years. **Residential gas complaints nearly doubled over five years, but at 0.35 per cent still represent a very small number of gas customers.**

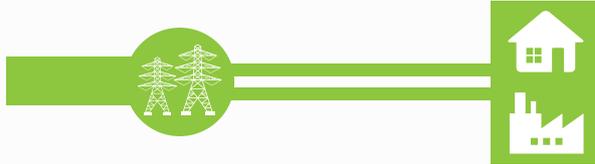


The energy network



As at 30 June 2018:

761,788 connections
14,287 km of mains



As at 30 June 2018:

1.191 million connections
102,441 km of lines

New connections

In 2017/18, the number of new connections to the electricity networks decreased. New connections to Western Power's network were **down 22 per cent**. This is the **third consecutive year** of declining connection growth, reflecting an extended flat period for property development, and the economy more generally.

Gas consumption

Major gas distributor ATCO Gas Australia reported an **8.1 per cent decrease in residential** gas consumption, and a **3.4 per cent decrease for business** gas use. ATCO attributed this reduction mainly to the warmer weather in the reporting year.

Gas consumption (gigajoules) in 2017/18



Streetlights

Together, Western Power, Horizon Power and the Rottnest Island Authority maintain more than **280,000 streetlights** all over the State. Western Power's regional streetlight repair performance deteriorated substantially in 2017/18, with **19.6 per cent of streetlights not repaired within five business days**, up from 4.5 per cent the previous year.

Horizon Power's performance also deteriorated, with **19.9 per cent not repaired within nine business days**.



Metropolitan

234,839 Lights **↑ 1.3%**

36,510 Faults **↑ 9.6%**

80.4% of lights repaired within 5 days

Regional

51,745 Lights **↑ 0.7%**

3,119 Faults **↑ 71.5%**

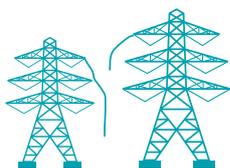
80.1% of lights repaired within 9 days

Interruptions

The number of customers who experienced an extended interruption (defined as an outage of more than 12 hours) on Western Power’s network reached a **six-year high of 6.2 per cent or 70,490 premises**. The outages were mostly due to storms and planned maintenance.

Extended interruptions on Western Power’s networks

(longer than 12 hours duration)



	2016/17	2017/18
No. of premises	45,457	70,490
% of premises	3.9%	6.2%

Gas leak repairs



In 2017/18

564 Gas main repairs **↓ 40.9%**



5,780 Property connection repairs **↓ 1.0%**



1,812 Gas meter repairs **↓ 47.0%**



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