ELECTRICITY DISTRIBUTION & TRANSMISSION LICENCES - CLAUSE 5.1 and LICENCE OBLIGATIONSObligations not specifically addressed in the Audit Program

Ref.	Classification
Α	Included within specific testing performed on obligations or encompassed as part of key processes and/or controls tested under another obligation.
В	Non-reporting (NR) obligation tested on a sample basis under D02 and T02 of the Distribution and Transmission Audit Programs respectively.
С	Obligation does not apply to Distribution.
D	Obligation does not apply to Transmission.

ELECTRICITY DISTRIBUTION & TRANSMISSION LICENCES - CLAUSE 5.1 and LICENCE OBLIGATIONS

Obligations classified as NR (per the Electricity Compliance Reporting Manual) have been tested on a sample basis under Audit Program references D02 and T02. These do not include NR obligations that are encompassed within other sections of the audit program. Note:

Audit Program Ref.	D03 D06 T03 T06				
Classification	∢				
Western Power Controls	Retail Account Managers and other customer facing staff are coached to treat retailers on arms length basis. Account Management Principles, DMS# 4394639. This principle is part of the account management ethic.				
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence					
Western Power Ref.	28.1				
Туре	NR (D & T) 2 (D & T)		2 (D & T)	2 (D & T)	2 (D & T)
General ERA Obligation Description Licence Compliance Element Reporting Manual Ref. ELECTRICITY INDUSTRY CUSTOWER TRANSFER CODE 2004	ers ngth o sa stry	is either attributable to the arms-length application of the Electricity Industry Customer Transfer Code or the benefit is made available to all other retailers. A network operator must publish a request	A network operator must promise a request for standing data form which must comply with Annex 1 of the Electricity Industry Customer Transfer Code.	for historical data form which must comply with Annex 2 of the Electricity Industry Customer Transfer Code.	If a network operator publishes an amended data request form it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable.
ERA Compliance Reporting Manual Ref.	- 7 to 4 to				
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1				

General	ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
Licence	Compliance			Power				Program
Element	Reporting			Ref.	(i.e. Western Power's minimum performance			Ref.
	Manual Ref.				requirements to comply with the related licence			
Distribution	10	A network operator must, subject to clause	2 (D&T)	28.5	yifit	MBS has been designed to meet this requirement – it is an	٧	900
Licence	7	3.7(3) of the Electricity Industry Customer			receives a data request from it that is not valid, if:	automated process.		90L
Clause 5.1		Transfer Code, electronically notify a			 the data request is one of up to 10 submitted by the 			
		retailer if its data request is not valid.			retailer to Western Power on the same business day or			
Transmission					up to 1 business day after the business day on which the			
Licence		A network operator must comply with			invalid request was received; and			
Clause 5.1		clause 3.7(1) of the Electricity Industry			 if the data request is one of up to 10 submitted by the 			
		Customer Transfer Code within defined			retailer to Western Power on the same business day or			
		timeframes depending on the number of			up to 2 business days after the business day on which the			
		standing or historical data requests that the			invalid request was received.			
		retailer submits.						
Distribution	12	A network operator must use all	NR (D & T)	28.6	Following receipt of a valid data request, Western Power Metering staff processing these requests are aware of the	Metering staff processing these requests are aware of the	A	90G
Licence	13	reasonable endeavours to provide to the			must use all reasonable endeavours to provide the	requirements.		90L
Clause 5.1	14	retailer the requested data under a valid			information electronically, in a format that complies with			
		data request			the communication rules (if any are approved by the			
Transmission		•			Economic Regulation Authority), otherwise in a format			
Licence		A network operator must provide the			that complies with the Electricity Industry Metering Code			
Clause 5.1		requested data under a valid data request			2005 (WA): and if:			
		electronically in a format in accordance			• In to 5 of that two of data request have been submitted			
		ciconomodily in a format in accordance			מל וספט ווומר ולאס סו ממון וכלמסיו וומים מסוווווים			
		with the communication rules if they have			by the retailer on the same business day, if received			
		been approved or otherwise in accordance			before 3.00 pm no later than 5.00 pm 2 business days			
		with the metering code.			after that day, or if received after 3.00 pm 3 business days			
					after that day;			
		A network operator must provide the			 6 to 10 of that type of data request have been submitted 			
		requested data under a valid data request	2 (D&T)		by the retailer on the same business day, if received			
		in accordance with a specified timetable.			before 3.00 pm no later than 5.00 pm 4 business days			
		-			after that day, or if received after 3.00 pm 5 business days			
					after that day; or			
					• 11 to 20 of that type of data request have been submitted			
					by the retailer on the same business day. if received			
					hefore 3 00 nm no later than 5 00 nm 5 husiness days			
					after that day, or if received after 3.00 pm 6 business days			
					after that day			

Program Ref.	106 106	106 106	D06 106
Classification	⋖	۷	∢
Western Power Controls	MBS has been designed to meet this requirement – an automated process. Staff are aware that the code is the policy. There is no additional policy to complement the code.	No charge is applied – staff have access to the code and are aware of the prohibition. MBS has been designed to meet this requirement – an automated process. Staff are aware that the code is the policy. There is no additional policy to complement the code.	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must electronically notify the retailer within 1 business day of receiving the request notify the retailer of the most likely exit points to which the data request relates, up to a maximum of 10 most likely exit points if: • it receives a data request; and • it has not allocated a UMI for the contestable customer's exit point; and • it is unable to determine a single exit point to which the data request relates		
Western Power Ref.	28.7	28.8	
Туре	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description	A network operator must electronically notify the retailer of the most likely exit points to which a data request relates, up to a maximum of 10, if a retailer submits a data request under clause 3.4 and the network operator has not allocated a UMI for the exit point and it is unable to determine a single exit point to which the data request relates. In certain circumstances a network operator must electronically notify the retailer of the most likely exit points to which a customer transfer request relates, up to a maximum of 10, if the network operator has not allocated the exit point a UMI and it is unable to determine a single exit point to which the customer transfer request relates, within the specified timeframe.	A network operator must not charge for the provision of standing data. A network operator must not charge more for historical consumption data than the defined amounts.	A network operator must publish a customer transfer request form which must comply with Annex 3 of the Electricity Industry Customer Transfer Code.
ERA Compliance Reporting Manual Ref.	37 37	27	22
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Program Ref. D06 T06	D06 T 06
A A	٩
The form has been designed to meet this requirement.	The forms published on the Metering Service Centre portal have been designed to meet these requirements. • MBS (Metering Business System) • Functional specifications • System operational processes • B2B processes • Web Portal MBS provide meter data process
(i.e. Western Power's minimum performance requirements to comply with the related licence requirements to comply with the related licence	Western Power must electronically notify the retailer within 1 business day of receiving the request notify the redals request notify the most likely exit points to which the data request relates, up to a maximum of 10 most likely exit points if: • Functional specification of a maximum of 10 most likely exit is uncontained a maximum of 10 most likely exit is uncontained a UMI for the contestable customer's back processes exit point; and exit is unable to determine a single exit point to which the data request relates • Web Portal MB attained attained attained and are a single exit point to which the data request relates
Power Ref. 28.3	28.2
2 (D & T)	2 (D & T)
A network operator's request for standing data must require a retailer to provide certain information. A network operator's request for historical consumption data must require a retailer to provide certain information. A network operator must provide certain metering data, if available, in a prescribed manner to a retailer who submits a request for historical consumption data. A network operator must, unless otherwise advised by the retailer, provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum.	A network operator's customer transfer request form must require a retailer to provide certain information. A network operator must provide certain information, if available, to a retailer who submits a request for standing data. A network operator must provide certain metering data, if available, in a prescribed manner to a retailer who submits a request for historical consumption data. A network operator must respond to a request from a retailer for a UMI and checksum for an exit point within one business day of receiving a retailer's request. A network operator must provide the most likely matches to the retailer, up to a maximum of 99, if a request does not return a single UMI and checksum. A network operator must not object to a customer transfer request otherwise that in accordance with clause 4.9(1) of the Electricity Industry Customer Transfer Code.
Compliance Reporting Manual Ref. 60 61 67 67	2 8 2 8 8 8 8 8 8 8 2 1 2 2 3 4 8 8
Licence Clause 5.1 Transmission Licence Clause 5.1 Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.	D04 D06 T04 T06
Classification	∢
Western Power Controls	The form has been designed to meet this requirement.
Western Power's Performance (i.e. Western Power's minimum performance requirements to comply with the related licence	
Western Power Ref.	28.4
Туре	2 (D & T)
A network operator and retailer must agree to a revised nominated transfer date in certain circumstances. A network operator must take certain action in accordance with a defined timetable following the receipt of a valid customer transfer request, subject to clauses 4.10(2) and 4.10(3) of the Electricity Industry Customer Transfer Code and using all reasonable endeavours to affect the transfer. A network operator must take certain action if it considers that it is unlikely to be able to meet its obligations under clause 4.10(1) of the Electricity Industry Customer Transfer Code within the defined timetable.	A network operator must, unless otherwise advised by the retailer, provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum. A network operator must publish a customer transfer request form which must comply with Annex 3 of the Electricity Industry Customer Transfer Code. A transfer may only occur on a day the contrestable customer's meter is actually read. A network operator and the retailer must take cortain action if the contestable customer's meter is not read on the nominated transfer date. The parties to an access contract must negotiate in good faith any necessary amendments to the access contract arising from certain circumstances.
ance Ref.	79 28 88 9 4 4 4 4 6 7 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program	Ref.		8	T04																						8	T04															
Classification				∢																							∢																
Western Power Controls				MBS has been designed to meet this requirement.	-	Customer transfer process includes reasons for objecting to	CTR.																				Metering staff are aware of these requirements under the	CTC.		Objections state the reason, data omission, meter	incompatibility or inability to process within requested	timeframe.	+	In accordance With the CTC attempts are made to negotiate	WILL FEBRUEL WHERE HAITSIEL GATE IS HOLACTHEVADIE.								
Western Power's Performance Requirements		(i.e. Western Power's minimum performance	requirements to comply with the related licence	Conditions on objecting to a customer transfer request	Western Power must object to a customer transfer	request it:	 the retailer does not comply with its prerequisites to 	Submitting a request;	• Information provided by the retailer is inconsistent with	Western Power's information about the contestable	customer;	 the meter type at the connection point is inconsistent 	with that required under a metering code before the	contestable customer may transfer, and the request does	not request a new meter;	 the nominated transfer date is less than 3 days after the 	customer transfer request was submitted for an exit point	in the metropolitan area, or less than 5 days after for an	exit point not in the metropolitan area, or more than 50	days after the customer transfer request was submitted	for any exit point; or	 the request is not valid because the retailer has already 	submitted the maximum number of 20 requests on the	same business day as the relevant request, or 20	requests with the same nominated transfer date as the	relevant request.		request, it must within 2 business days after the request	was submitted give an electronic notice to the retailer	which:	 sets out all the reasons for the objection; 	• if the retailer does not have an access contract for the	Hetwork, advises the retailer of the steps it needs to follow	to enter into an access contract; • if the information provided by the retailer in the required	• II life II nomiation provided by the retailed in the request	Is inconsistent with the network operator's records in	that is inconsistent:	• if the meter type at the connection point is inconsistent	with that required under a metering code, and the request	does not request a new meter, advises the retailer of the	meter change required under the metering code and gives	all estimate of the likely costs of doing so, and	
Western	Power	Ref.		28.9																							28.10																
Type				2 (D&T)																							2 (D & T)																
Obligation Description				A network operator must object to a	customer transfer request in certain	circumstances as set out in clause 4.9(1)	of the Electricity Industry Customer	I ransfer Code.	:	A network operator that objects to a	customer transfer request must give an	electronic notice detailing specified	information to a retailer within the	timeframe prescribed.													A network operator must within two	business days after the transfer date give	an electronic notice of the transfer and the	transfer date to the incoming retailer, the	previous retailer and, if applicable, the	independent market operator.											
ERA	Compliance	Reporting	Manual Ref.	33	33																						4	42	5														
General	Licence	Element		Distribution	Licence	Clause 5.1		Iransmission	Licence	Clause 5.1																	Distribution	Licence	Clause 5.1	,	Transmission	Licence	Ciause 5.										

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Accordance Control C				
The completion of the completi	Audit Ref.	107	107	D02 T02 (see note)
Complained Regional Description Regional American Power Service Measurements and Power Servi	Classification	۲		В
Complained Regional Description Regional American Power Service Measurements and Power Servi	Controls			
Configuration Description Reporting Reporting Ref. Nanual Ref. Anetwork operator must submit Anetwork operator must submit Six months after the commencement of the Electricity housery Customer Transfer Code. A network operator must take certain action A network operator and a retailer must 48 A network operator and a retailer must A network operator must take certain action A network operator and a retailer must A secondarile or reference	Western Power			
Configuration Description Reporting Reporting Ref. Nanual Ref. Anetwork operator must submit Anetwork operator must submit Six months after the commencement of the Electricity housery Customer Transfer Code. A network operator must take certain action A network operator and a retailer must 48 A network operator and a retailer must A network operator must take certain action A network operator and a retailer must A secondarile or reference	Vestern Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence he nominated transfer date is less than 3 days after request was submitted for an exit point in the nopolitan area, or more than 50 days refer request was submitted for any exit point, advises retailer why the nominated transfer date is not ropriate. Awork operator must, following a transfer, do all that accessary to ensure that charges up to the transfer are paid by or charged to the previous retailer and riges from the transfer time are paid by or charged to incoming retailer. In case of a transfer to reverse an erroneous transfer, twork operator and all affected retailers (and the pendent market operator if applicable) must act in definit to ensure that the rights and obligations of the ched contestable customer are as they would have a had the erroneous transfer or ccurred.			
Manual Ref. Reporting Manual Ref. Reporting Manual Ref. A network operator must submit A network operator must submit Six months after the commencement of the Code. A network operator must take certain action NR (D & T) before submitting the communication rules to the Authority within six months after the communication rules to the Authority outstomer Transfer Code. A network operator must take certain action NR (D & T) before submitting the communication rules to the Authority. A network operator and a retailer must acquest or customer transfer request must identify the exit point to which it relates. A network operator must use its request must identify the exit point to which it relates. 50 A network operator must use its retailer must identify the exit point to which it relates. 50 A network operator must use its retailer communication and notify the retailer of a telephone number for voice communication.				
ion 50 50 ion 50		NR (D & T) NR (D & T)	2 (D & T)	NR (D & T)
		A network operator must submit communication rules to the Authority within six months after the commencement of the Electricity Industry Customer Transfer Code. A network operator must take certain action before submitting the communication rules to the Authority.	A network operator and a retailer must comply with approved communication rules. A licensee's notice in relation to a data request or customer transfer request must identify the exit point to which it relates.	e that a st, cation and number for
ssion ssion Sision on 1: Sision on 1: Sision sion sion sion for the sion of th	ERA Compliance Reporting Manual Ref.	46	48 49	90
Distribution Distribution Distribution Distribution Distribution Clause 5 Distribution Distribu	General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.	707 T07	D07 T07	D31 D32 T26
Classification	٧	٧	∢
Western Power Controls			
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence			
Western Power Ref.			
Туре	2 (D & T)	2 (D & T)	NR (D & T)
Obligation Description	A network operator must notify each retailer of its initial contact details, and any amended contact details at least three business days before the change takes effect.	A network operator or a retailer must send required electronic communications to the applicable electronic communication address, in accordance with Annex 6.	For a dispute in respect of a matter under or in connection with the Electricity Industry Customer Transfer Code, any disputing party must meet within five business days of a request from another disputing party and attempt to resolve the dispute by negotiations in good faith. If the negotiations in 7.1(1) of the Electricity Industry Customer Transfer Code do not resolve the dispute within 10 days after the first meeting, the dispute must be referred to the senior executive officer of each disputing party who must attempt to resolve the dispute by negotiations in good faith. If the dispute is resolved, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.
ERA Compliance Reporting Manual Ref.	51	54	5 5 5 5 7 7 9 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref. D02 T02 (see note)	D02 T02 (see note)
Classification	മ
Western Power Controls	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	
Western Power Ref.	
Type	NR (D & T)
A disputing party that refers a dispute to the NR (D & T) Authority must give notice to the Authority of the nature of the dispute, including specified details. A disputing party must at all times conduct itself in a manner which is directed towards achieving the objectives in clause 7.3(1) of the Electricity Industry Customer Transfer Code.	A network operator and a retailer must use reasonable endeavours to ensure that its information system on which electronic communications are made is operational 24 hours a day and 7 days a week. A network operator and a retailer must establish a mechanism to generate an automated response message for each electronic communication (other than an automated response message) received at the electronic communication address. The originator of an electronic communication The originator of an electronic communication must identify itself in the communication must identify itself in the endeavours to adopt a consistent data format for information over time, to facilitate any automated processing of the information by the addressee.
ERA Compliance Reporting 58 69 6	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
General Licence Element Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Ref.		D28
Classification			A & D
Western Power Controls			
Western Power's Performance Requirements	(i.e. Western Power's minimum performance	requirements to comply with me regard incence	Western Power must connect a premises to a distribution system for the supply of electricity if: • an electricity retailer makes arrangements with Western Power connection of the premises; or • a customer applies to Western Power for the premises to be connected, and must connect the premises within 20 business days (or at any later time to which the customer agrees in writing) when: • the distribution system would not need to be extended by more than 100 meters to enable the connection; and • any requirements Western Power chooses to impose on the connection have been satisfied (within the limits specified by the Electricity Industry (Obligation to Connect) Regulations 2005 (WA)). The obligation to connect premises includes extending the distribution system to a suitable connection point, to a standard and capacity adequate for the supply required and in accordance with good industry practice as it would be applied by a prudent distributor of electricity.
Western	Power Ref.		
Type			2 (D)
Obligation Description		ELECTRICITY INDUSTRY (OBLIGATION TO CONNECT) CODE	A distributor must attach or connect premises to a distribution system if a retailer or customer takes certain action and the circumstances in regulation 5(1) of the Electricity Industry (Obligation to Connect) Regulations exist. A distributor that is obliged to attach or connect premises to the distribution system under regulation to Connect) Regulations must extend the distribution system to a suitable connection point. The capacity and standard of an extension must be adequate for the supply required and in accordance with accepted good industry practice as it would be applied by a prudent distributor.
ERA 	Compliance Reporting	Mainai Rei. NDUSTRY (OE	25.24
General	Licence Element	ELECTRICITY	Distribution Licence Clause 5.1

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Audit Program Ref. D28	D51 D61 D61 D61
Classification A & D	۷
Western Power Controls	
Western Power's Performance Requirements (I.e. Western Power's minimum performance requirements to comply with the related licence Western Power must energise a premises if: • the premises are attached to a distribution system but are not energised; • a retailer applies to Western Power for the premises to be energised; and • any requirements imposed by Western Power (within the limits specified in the Electricity Industry (Obligation to Connect) Regulations 2005 (WA)) have been satisfied, within: • if the premises are within the metropolitan area, after 1 business day after the day on which the application is received before 3.00 pm on a business day, or after 2 business days after the day on which the application is received before 3.00 pm on a business day, • if the premises are not within the metropolitan area, after 5 business days after the day on which the application is received before 3.00 pm on a business day, or after 6 business days after the day on which the application is received of (if received after 3.00 pm or on a day which is not a business day, are everyed (if received after 3.00 pm or on a day which is not a business day).	
Western Power Ref.	
2 (D)	NR (D & T) 2 (D & T) NR (D & T)
A distributor that is obliged to attach or connect premises to the distribution system under regulation 4 of the Electricity Industry (Obligation to Connect) Regulations must do so within a defined timeframe. A distributor must energise premises in certain prescribed circumstances. A distributor that is obliged to energise premises must do so within a defined timetable.	A licensee must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority. A licensee must provide for an asset management system. A licensee must notify details of the asset management system and any substantial changes to it to the Authority. A licensee must provide the Authority with a report by an independent expert as to the effectiveness of its asset management system every 24 months, or such longer period as determined by the Authority.
ERA Compliance Reporting Manual Ref. 75 76 77	82 83 84 84
General Licence Element Distribution Licence Clause 5.1	Distribution Distribution Licence Clause 18.1 Transmission Licence Clause 19.1, 84 19.2 and 19.3 Licence Clause 16.1, 6.2 and 16.3

Classification Audit	Ref.			T02 (see note)		
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Western Power Controls						
nce Requirements	num performance the related licence					
Western Power's Performance Requirements	i.e. Westem Power's minimum performance equirements to comply with the related licence					
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Western	Ref.	(t	Œ	(F
Type		NR (D & T)	NR (D & T)	2 (D & T)		NR (D & T)
Obligation Description		A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	A licensee must take reasonable steps to minimise the extent or duration of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.	A licensee must pay the costs of taking an interest in land or an easement over land.		Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to an amendment to an extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy.
ERA	Reporting Manual Ref.		98	87		0 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
General	Element	Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	Distribution Licence Clause 5.1	Transmission Licence Clause 5.1	Transmission Licence Clause 5.1 Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

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Complained Com	Classification	∢	A&C		A&D	V	A
Ted Compliance Compliance Reporting Manual Ret. Manual Ret. Manual Ret. Manual Ret. Manual Ret. A licensee that is a network service provider or an associate of a network sison hindering or protribiliting access by any person to services in accordance with the Code, the malding of access agreements or indering or protribiliting access to which a conduct for the purpose of throe facilities, or the access to which a any particular agreement in respect of throe facilities, or the access to which a person is entitled under an access agreement any of arbitration. CICTY LICENCES A licensee that has, or is an associate of a person that has, or is an associate of a person that has, or is an associate of a person that has, or is an associate of a person that has, or is an associate of a person that has, or is an associate of a conduct for the purpose of hindering or prohibiting access. A licensee must, unless otherwise notified an access agreement must not engage in conduction in generality of that review within 5 days after it is completed. A licensee must amend the asset and any access agreement and suhmit the fundrance specified, and suhmit to the Authority the results of that review within 5 days after it is completed. A licensee must amend the asset and any access and suhmit to a determination or reduction in generaling works. distribution systems and transmission or reduction in generaling works. distribution systems and transmission or reduction in generaling works. A licensee must not expand the generating on 104 A licensee must not expand the generating and the manner preserved. Set all the expansion or transmission or reduction is not provided for in the asset	Western Power Controls						
Manual Ref. Manual Ref. Manual Ref. Manual Ref. A flicensee that is a network service revoke by the Code, must indering or prohibiting access by any person to services in accordance with the Code, the making of access by any person to services in accordance with the Code, the making of access by any person to services in accordance with the Code, the making of access by which a person to services in accordance with the Code, the making of access by which a person is entitled under an access greenments of any patiticular agreement for a determination made by way of arbitration. Sison 96 A licensee that has, or is an associate of a person that has, access to services under an access agreement must not engage in conduct for the purpose of hindering or prohibiting access. CICTY LICENCES A licensee must, unless otherwise notified in writing by the Authority, review the customer service charter within the immediane specified, and submit to the Authority the results of that review within 5 days after if is completed. Code access agreement and submit to the Authority in the management system before an expansion or reduction is premarine or transmission systems and notify the Authority in the management system or transmission systems outside the licence area.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to compty with the related licence						
Compliance Reporting Manual Ref. A licensee that is a network service provider, in relation to network infrastructure covered by the Code, must not engage in conduct for the purpose of hindering or prohibiting access by any person to services in accordance with the Code, the making of access agreements or any particular agreement in respect of those facilities, or the access to which a person is entitled under an access agreement or a determination made by way of arbitration. Sision 96 A licensee that has, or is an associate of a person that has, access to services under an access agreement must not engage in conduct for the purpose of hindering or prohibiting access. A licensee must, unless otherwise notified in writing by the Authority, review the customer service charter within the firmeframe specified, and submit to the Authority the results of that review within 5 days after it is completed. A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems outside the licence area.	Western Power Ref.						
sion Sion Sion Sion Sion 104 Sion Sion 104 Sion Si	Туре	2 (D & T)	2 (T)		2 (D)	2 (D & T)	2 (D & T)
Ssion on C.2.2 cs.	Obligation Description	A licensee that is a network service provider or an associate of a network service provider, in relation to network infrastructure covered by the Code, must not engage in conduct for the purpose of hindering or prohibiting access by any person to services in accordance with the Code, the making of access agreements or any particular agreement in respect of those facilities, or the access to which a person is entitled under an access agreement or a determination made by way of arbitration.	A licensee that has, or is an associate of a person that has, access to services under an access agreement must not engage in conduct for the purpose of hindering or prohibiting access.		A licensee must, unless otherwise notified in writing by the Authority, review the customer service charter within the timeframe specified, and submit to the Authority the results of that review within 5 days after it is completed.	A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems and nofify the Authority in the manner prescribed, if the expansion or reduction is not provided for in the asset management system.	A licensee must not expand the generating works, distribution systems or transmission systems outside the licence area.
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트릭 충분히 경본에 오픈리에 오르게 오르크 오르크 오르크	General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Transmission Licence Clause 5.1	ELECTRICITY	Distribution Licence Clause 12.2	Distribution Licence Clause 15.2 Transmission Licence Clause 12.2	Distribution Licence Clause 15.3 Transmission Licence

Power Power Part	General	ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
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100 Alexander and Parkel P	Element	Reporting			Ref.	(i.e. Western Power's minimum performance			Ref.
Total Authorities Developer and Secretarian Commission Commissio	Distribution	105	A licensee and any related body corporate	2(D&T)				A	D49
105 Autoreacy compared by the action of the th	Licence Clause 16.1		must maintain accounting records that comply with the Australian Accounting						89
Total All All All All All All All All All A			Standards Board Standards or equivalent						
100 Allectrace must comply with any invitivities at 2.0 & 1) Authority. 107 Allectrace must comply, and require its sold and any time	Transmission Licence Clause 13 1		International Accounting Standards.						
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108 Afficience must corrupt, and must require 2.0.8.1	Licence condition 18.2		auditor to comply, with the Authority's standard audit quidelines dealing with the						040
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Is directed by the Authority to publish, within the timeframes specified.	Distribution	111	A licensee must publish any information it	2(D&T)				A	D55
	Licence condition 22.2		is directed by the Authority to publish, within the timeframes specified.						144
Transmission Licence Clause 19.2									
Clause 19.2	l ransmission Licence								
	Clause 19.2								

Audit Program Ref.	D56 T45		D28 108	029
Classification	٧		∢	∢
Western Power Controls			System Management - Network Operations is responsible for Emergency management, see the following Network Operations procedures: The Fault Process (DMS# 4471544) The emergency management plan (DMS#2072196) Restoration Of Customers (Load) After An UFLS Event (DMS# 3363555) Unplanned Switching programs/schedule (DMS#2081872)	Network Operations is notified by the Retailer (Synergy) of Life Support Customers as these are non-contestable customers. See applicable Network Work Instructions: • Processing of Sensitive Customer Requests (DMS# 24-151) • Program Writers sensitive customer check (DMS# 3340542) Field Service and Customer Service are also involved in this obligation in regard to the 3 days written notice.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence			If Western Power has disconnected a customer's supply address on request by the customer's retailer, and the retailer has subsequently requested Western Power to reconnect the customer's supply address; western Power must reconnect the customer's supply address: • for supply areas located within the metropolitan area: • within 1 business day of receipt of the request (if the request is received prior to 3.00 pm on a business day); or • within 2 business days or receipt of the request (if the request is received after 3.00 pm on a business day or on a Saturday, Sunday or public holiday in Western Australia); • for supply areas located within the regional area (areas other than the metropolitan area): • within 5 business days of receipt of the request (if the request is received prior to 3.00 pm on a business day); or • within 6 business days of receipt of the request (if the request is received after 3.00 pm on a business day or on a Saturday, Sunday or public holiday in Western Australia).	Where Western Power has been informed by a retailer or relevant government agency that a person residing at a customer's supply address requires life support equipment, Western Power must: • register the customer's supply address as a life support equipment address; • not disconnect that customer's supply address for failure to pay a bill while the person continues to reside at that address and requires the use of life support equipment; and • give the customer at least 3 days written notice of any planned interruptions to supply at the customer's supply address (the 3 days to be counted from the date of receipt of the notice).
Western Power Ref.		JERS 2004	10.4 4.01	10.3
Туре	2 (D & T)	USE CUSTOMERS 2004	2 (D)	1(0)
Obligation Description		CODE OF CONDUCT FOR THE SUPPLY OF ELECTRICITY TO SMALL U	A distributor who disconnects a customer's supply address for emergency reasons must provide a 24 hour emergency line and use its best endeavours to restore supply as soon as possible.	A distributor must undertake the actions specified in circumstances where the distributor has been informed by a retailer or a relevant government agency that a person residing at a customer's supply address requires life support equipment.
ERA Compliance Reporting Manual Ref.	112	DUCT FOR TI	242	245
General Licence Element	Distribution Licence condition 23.1 Transmission Licence Clause 20.1	CODE OF CON	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1 & 23.1

Audit Program Ref.	620	N/A	88 8
Classification	∢	W / W	٨
Western Power Controls	Western Power disconnects customer on request from Retailers – it is not in a position to determine if any limits on disconnection are in place because of issues between customer and Retailer. Western Power instigated disconnections are only in circumstances such as planned works or safety. • MBS (Metering Business System) manages work distribution and allocation as per code obligations within small use customer code. • Contract Specification details times and obligations. • Introduction of metering technology to restrict energy untroduction of metering technology to restrict energy untroduction of metering technology to restrict energy untroduction of metering technology to restrict energy where a complaint is made to the Network operator Metering Services will record complaint against the NMI and cancel any pending disconnection requests. Complaint will be managed and reported as per the corporate complaints process.	Not applicable - no prepayment meters used in SWIS	• General enquiries are recorded in CUSRENS and categorised according to the enquiry type. If the information required is not available then the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. • All enquiries are individually tracked by CUSRENS to ensure they are resolved in an appropriate timeframe. • Information on Western Power's requirements is also found on Western Power's website. • The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. • Customers' right to information is also emphasised in the Customer Charter available from WP's website. • Western Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within larget times.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must not arrange for disconnection or disconnect a customer's supply address: • where the customer has made a complaint, directly related to the reason for the proposed disconnection, to customer and Retailer. Western Power or the electricity ombudsman or another works or safety. • after 12.00 pm Monday to Thursday; • after 12.00 pm on a Friday; and on a Saturday, bublic holiday or on the business small use customer code day before a public holiday, except in the case of a lornard Specification deplanned interruption. • Contract Specification deplant is may be fore a complaint is may be managed and reported process.		
Western Power Ref.	10.2	10.5	10.6
Туре	1 (D)	2 (D)	2 (D)
Obligation Description	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.	A distributor must keep a record of the prepayment meter indicators specified.	A distributor must give a customer on request, at no charge, the specified information that is particular to a distributor.
ERA Compliance Reporting Manual Ref.	243	260	272
General Licence Element	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1

Audit Program Ref.	D29	See note)	D30
Classification	٧	A&D	A&D
Western Power Controls	MBS (Metering Business System). Data storage within MBS 2 years current online. Data prior to this period archived but available for data requests. Electronic data stored as per record management obligations. Data Provision Business Processes in place to retrieve data requests via web portal and market service order transactions. Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar). MBS configurations eliminate charges for provision of applicable historical data requests.	Western Power reviews all of its publicly available information to ensure it is clear and easily understood by customers. Western Power's website contains information and contact points to ensure customers have access to easy to understand information. A number of fact sheets are available (i.e. "Why my trees should be trimmed") that are tailored specifically for customers. Western Power has a complaints team trained to provide simple, easy to understand responses to customers. Review of public information is conducted when any issues or clarity requirements are brought to Western Power's attention or when such documentation is changed or upgraded by the various document owners within the business.	 Code of Conduct is referred to in the Call Centre knowledge base and a link is on the WP web site directing customers to a copy of the code. Should a customer ask to review a copy, it will be made available as requested.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	s of		
Western Power Ref.	10.7	0.0 0.0	10.10
Туре	2 (D)	NR (D)	2 (D)
Obligation Description	A distributor must reconnect the customer's supply address upon the request of a retailer, within the timeframes specified. A distributor must, on request, give a customer its consumption data. A distributor must give a customer the requested consumption data at no charge in the circumstances specified. A distributor must give a customer the requested consumption data within 10 business days of the receipt of the request or payment of the distributor's reasonable charge for providing the consumption data. A distributor must keep a customer's consumption data for seven years.	A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Code of Conduct is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.	A retailer and distributor must tell a customer on request how the customer can obtain a copy of the Code of Conduct.
ERA Compliance Reporting Manual Ref.	248 274 275 276	279	280
General Licence Element	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1 & 12.1

Aud i t Program Ref.		D30	D30
Classification		A&D	A&D
Western Power Controls		• General enquiries are recorded in CUSREMS and categorised according to the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. • All enquiries are individually tracked by CUSREMS to ensure they are resolved in an appropriate timeframe. • Information on Westem Power's requirements is also found on Westem Power's vebsite. • The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. • Customer Charter available from WP's website. • Westem Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within target times.	• General enquiries are recorded in CUSREMS and categorised according to the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. • All enquiries are individually tracked by CUSREMS to ensure they are resolved in an appropriate timeframe. • Information on Western Power's requirements is also found on Western Power's website. • The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. • Customers' right to information is also emphasised in the Customer Charter available from WP's website. • Western Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within target times.
Western Power's Performance Requirements (i.e. Western Power's minimum performance	requirements to comply with the related licence		
Western Power Ref.		10.11	10.12
Туре		2 (D)	2 (D)
Obligation Description		A distributor must, on request, tell a customer how the customer can obtain information on distribution standards and metering arrangements that are relevant to the customer.	A distributor must publish information on distribution standards and metering arrangements on the distributor's website.
ERA Compliance Reporting	Manual Ref.	277 281 283 284 285 286	278
General Licence Element		Distribution Licence Condition 5.1 & 12.1	Distribution Licence Condition 5.1

Audit Program Ref.	D41	D33	D20
Classification	A & D	A & D	A & A
Western Power Controls	Customer Senice Charter is published on Western Power's web site and is available in a hard copy from Western Power offices.	Western Power has an established complaints handling system (CUSREMS) where all complaints are automatically tracked and resolution times reported monthly. Also see DMS 3582036.	Western Power has a guideline – DMS#1603686 (currently under review). The review is expected to be completed in the 1st quarter 2009.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence			
Western Power Ref.	10.13	10.14	10.15
Туре	2 (D)	2 (D)	2 (D)
Obligation Description	A retailer and distributor must produce and publish a Customer Service Charter. A retailer and distributor must address the specified information in their Customer Service Charters. A retailer and distributor must give a customer on request, at no charge, a copy of the Customer Service Charter. A retailer and distributor must make available to contestable customers, at no charge, a copy of the Customer Service Charter. A retailer and distributor must provide a copy of the Customer Service Charter. A retailer and distributor must provide a copy of the Customer Service Charter to a customer who requests a copy, within two business days of the request.	A retailer, distributor and marketer must develop, maintain and implement an internal process for handling complaints and resolving disputes. A retailer, distributor and marketer must develop, maintain and implement a complaints handling process that meets the specified requirements. A retailer, distributor and marketer must at least provide the specified advice to a customer when handling a complaint.	A retailer, distributor and marketer must develop a guideline that assists their staff in delineating customer queries and complaints, and provides for the classification of customer complaints. A retailer and distributor must refer to their respective guidelines in their Customer Service Charter.
ERA Compliance Reporting Manual Ref.	288 289 290 291 292	293 294 295	298 298
General Licence Element	Distribution Licence Condition 5.1 & 12.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1 & 12.1

Audit Program	Ref.	D20	D33	D33			D27	D27
Classification		A & A	A&D	A&D			A & D	A & A
Western Power Controls		Information about the complaints handling process is provided: • on Western Power's website • via the Call Centre • in the customer Charter. In addition, each complainant receives an information leaflet when their complaint is acknowledged. Formal procedure?	Complaints are referred to other entities when required and all details are recorded in CUSREMS. CUSREMS data is maintained for a least 3 years after the complaint has been resolved.	All information is recorded in CUSREMS			Western Power must keep a record of the total number of Connection records maintained to corporate standards and customer connections established and the total number of code requirements with DMS, MBS (Metering Business customer connections not established for at least 3 years System) and Data Warehouse. (or for another period of time as agreed with the customer)	TMS captures information relating to the number of street lights reported faulty and the number of street lights that were not repaired. DFIS and DFIVS maintain the records and produce monthly KPI reports to management. A new system, TCMS, which will become operational in March 2008 will interface with MIMS. This will enhance recording and provide flexibility of reporting. Streetlight monthly report Detailed procedures
Western Power's Performance Requirements	(i.e. Western Power's minimum performance requirements to comply with the related licence			Western Power must keep a record of each customer complaint for at least 3 years after the date on which the complaint was resolved.			Western Power must keep a record of the total number of Connection records maintained to corporate standards customer connections established and the total number of code requirements with DMS, MBS (Metering Business customer connections not established for at least 3 years System) and Data Warehouse. (or for another period of time as agreed with the customer).	Western Power must keep a record of the number of lights reported faulty and the number of street lights that occasions that it failed to repair a faulty street light within were not repaired. 5 business days (for the metropolitan area) or 6 business Apply (for regional areas), and the average number of days (FPI reports to management. A new system, TCMS, which will become operational in A new system, TCMS, which will become operational in A new system, TCMS, which will enhance recording and provide flexibility of reporting. Streetlight monthly report Detailed procedures
Western Power	Ref.	10.16	10.17	10.18			10.19	10.20
Type		2 (D)	2 (D)	2 (D)			2 (D)	2 (D)
Obligation Description		A retailer, distributor and marketer must give a customer on request, at no charge, information that will assist the customer in utilising the respective complaints handling processes.	A retailer, distributor and marketer who receives a complaint that does not relate to its functions, must refer the complaint to the appropriate entity and inform the customer of the referral.	A retailer, distributor and marketer must keep a record of each complaint and provide information regarding the complaint to the Authority or electricity ombudsman upon request. A retailer, distributor and marketer must	Keep records of compaints and dispute resolution for at least three years after the date on which the complaint was resolved. A retailer, distributor or marketer must keep a record or other information as	required to be kept by the Code of Conduct for at least three years from the last date on which the information was recorded, unless expressly provided otherwise.	A distributor must keep a record of the total number of customer connections established and customer connections not established within the period prescribed by the Code of Conduct or by a date agreed with the customer.	A distributor must keep a record of the street light faults and repair indicators specified.
ERA Compliance	Reporting Manual Ref.	299	300	301 302 303			308	309
General Licence	Element	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1			Distribution Licence Condition 5.1	Distribution Licence Condition 5.1

Audit Program Ref. D33	D25	D27	D25 D26	D25	D26 D26	D33
Classification A & D	A&D	A&D	A&D	A&D	A&D	A&D
Western Power Controls All information is recorded in CUSREWS.	A record book is kept of all payments made with details of the complaint/claim recorded in CUSREMS for all obligations resulting from compensation payments obligations in the Code.	Western Power must keep a record of the total number of Connection records maintained to corporate standards and connections. Connections				
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements to comply with the related licence	Western Power must keep a record of the total number of A record book is kept of all payments made with details of payments made for compensation for planned interruptions and for failure to acknowledge or respond to obligations resulting from compensation payments queries or complaints within 10 business days and 20 obligations in the Code. A record book is kept of all payments and complaints within 10 business days and 20 obligations in the Code.	Western Power must keep a record of the total number of connections.				
Western Power Ref. 10.21	10.22	10.23				
7ype 2 (D)	2 (D)	2 (D)	2 (D)	2 (D)	2 (D)	2 (D)
A retailer, distributor and marketer must keep a record of each complaint and provide information regarding the complaint to the Authority or electricity ombudsman upon request. A retailer, distributor and marketer must keep records of complaints and dispute resolution for at least three years after the date on which the complaint was resolved. A retailer, distributor or marketer must keep a record or other information as required to be kept by the Code of Conduct for at least three years from the last date on which the information was recorded, unless expressly provided otherwise.	A distributor must keep a record of the customer complaint indicators specified. A distributor must keep a record of the total number of payments made under the compensation indicators specified.	A distributor must keep a record of the total number of connections.	A distributor must compensate a retailer for the payment if a retailer is liable to and makes a payment due to an act or omission of the distributor.	A distributor must notify an eligible customer affected by a planned interruption at least three days before the interruption.	A distributor must pay the stated compensation to an eligible customer where the distributor has failed to provide the prescribed notification and an exception to payment does not apply.	A distributor must acknowledge and respond to a written query or complaint by an eligible customer within the timeframes prescribed.
ERA Compliance Reporting Manual Ref. 301 302 303 310	310 311	312	314	318	319	320
General Licence Element Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1

Audit	Ref.	D25 D26	D25 D26		D02 T02 (see note)	D02 T02 (see note)	D02 T02 (see note)
Classification		A&D	A & D		മ	ш	4
Western Power Controls					Definition of reasonably practicable is key here. PQ management process. Note this is a reactive process and not proactive.	PQ management process.	The core role of System Management - Network Operations, apart from the safe operation of the network, is to minimise the magnitude and duration of customer outages as outlined in Network Operations role description DMS#4011080.
Western Power's Performance Requirements	(i.e. Western Power's minimum performance requirements to comply with the related licence				Western Power must, so far as is reasonably practicable, Definition of reasonably practicable is key here ensure that electricity supplied by it to a customer's electrical installations (components permanently connected to the wiring) at all times complies with the standards set out below. • The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility level sof. • The standard for the harmonic voltage distortion level of electricity supplied is a distortion level that is less than the compatibility levels set out in the table within this clause.		
Western	Ref.			2005	32.1	32.2	32.3
Туре		2 (D)	2 (D)	PPLY) CODE 2005	NR (D & T)	NR (D & T)	NR (D & T)
Obligation Description		A distributor must pay the stated compensation to an eligible customer where the retailer has failed to acknowledge or respond to a query or complaint within the timeframes prescribed and an exception to payment does not apply.	A distributor who is required to make a compensation payment for failing to satisfy a service standard, must do so in the manner specified.	Y & RELIABILITY OF SU	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards. A distributor or transmitter must take all such steps as are reasonably necessary to monitor the operation of its network to ensure compliance with specified requirements.	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply.	A distributor or transmitter must, as far as reasonably practicable, ensure that that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.
ERA	Reporting Manual Ref.	321	323	NDUSTRY (N	324 339	325	326
General	Element	Distribution Licence Condition 5.1	Distribution Licence Condition 5.1	ELECTRICITY II	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref. D02 T02 (see note)	D26
Classification B	٩
Western Power Controls The core role of System Management - Network Operations, apart from the safe operation of the network, is to minimise the magnitude and duration of customer outages as outlined in Network Operations role description DMS#4011080. See applicable Network Work Instructions: - Program Writers sensitive customer check (DMS# 3340542) - DNAR Workflow Process (DMS#2265477) - Program Writers Loss of Supply to Majority of a Country Town (DMS# 3353306) - Rapid Response Generators – LV (DMS# 2123938) Not applicable Still some gaps in the process and needs more work.	Reliability Management Plan Power quality management process Mairtenance plan Emergency Fault repair process
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence western Power must, so far as is reasonably practicable, reduce the effect of any interruption on a customer. Western Power must consider whether to supply electricity to a customer by alternative means if the customer will be affected by an interruption, if that interruption is expected to exceed: • if the customer's premises is on or south of the 26th parallel of latitude, 6 hours (or 4 hours if at the time when notice of an interruption is given the forecast temperature is 30° C or more for any part of the time of the interruption); or • if the customer's premises are north of the 26th parallel of latitude, 4 hours. • or if the effect of the interruption on the customer's business is likely to be substantial, • or Western Power is aware that a person living in the premises has special health needs and requires electricity for the operation of equipment that caters to those needs.	If the supply of electricity by Western Power to a 'small use customer': • has been interrupted for more than 12 hours continuously; or • has in the preceding year been interrupted more than 9 innes for customers in the Perth CBD or urban areas, or 16 times for customers in other areas, and Western Power considers that the prescribed standards are unlikely to be met in respect of the "small use customer", Western Power must either: • remedy the cause or causes of interruption so that the standards are met; or • enter into an alternative arrangement to the "small use customer's" satisfaction for the supply of electricity. Small use customer means a customer who consumes 160 MMh of electricity per year or less.
Western Power Ref. 32.4	32.5
Type NR (D & T)	2 (D)
A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer. A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption.	A distributor must take prescribed action in the event of a significant interruption to a small use customer. A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe for a failure to give required notice of planned interruption.
ERA Compliance Reporting Manual Ref. 327 328	334
General Licence Element Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Condition 5.1

Audīt	Program Ref.	D26 D26	D25 D26 125	D25 D26 T25
Classification		4	⋖	4
Western Power Controls		Reasonably practicable the key here. Reliability Management Plan Power quality management process Maintenance plan Erregency Fault repair process Approved Works Program AA1 submission which redefines reliability targets.		
Western Power's Performance Requirements	(i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must, so far as is reasonably practicable, ensure that the average total length of interruptions of supply, does not exceed: • for customers in the Perth CBD, 30 minutes; • for customers in urban areas other than the Perth CBD, 160 minutes; and • for customers in any other area of the State, 290 minutes. Average total length of interruptions is to be calculated as at 30 June in each year, by taking the average total length in minutes of interruptions of supply to a customer premises in an area during each year of the period of 4 years ending on that day, and then by taking the average of the 4 annual figures.		
Western	Power Ref.	32.6		
Type		NR (D & T)	2 (D & T)	2 (D & T)
Obligation Description		A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. The average total length of interruptions of supply is to be calculated using the specified method.	A distributor or transmitter must, on request, provide to an affected customer a free copy of an instrument issued by the Minister and of any notice given under section 14(7) of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005. Section 14 (7) The Minister may at any time, after obtaining the advice of the Authority, by motice in writing to the transmitter or distributor, revoke or vary an instrument under subsection (3), including by imposing any further condition to be complied with by the transmitter or distributor.	A distributor or transmitter that agrees with a customer to exclude or modify certain provisions must set out the advantages and disadvantages to the customer of doing so in their agreement.
ERA :	Compliance Reporting Manual Ref.	330 331	332	333
General	Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref. D19	D19	D23 T20
Classification A & D	A&D	⋖
Western Power Controls Information is available on WP website and via 13 10 87. A menu option is also on the 13 13 51 faults number for forms to be automatically mailed to customers upon request. Information on the process and information required is included with each application form. All information on individual claims is held in EOPS. Information also included in the Customer Service Charter.		Distribution Management System • Issuing of General and Unusual Operating Instructions (DMS# 1531086) • Processing of DNAR's and Switching Programs/Schedules (DMS# 1531092) • Retention and Storage of NOCC Quality Records (DMS# 1531101) • NMH-087 Operations Requiring a Switching Program (DMS# 2249252)
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence		Western Power must take all steps as reasonably necessary to monitor the operation of its network. Western Power must keep records of the information for at least 5 years after the day on which a report containing the information is published.
Western Power Ref. 32.9		32.10
7ype 2 (D)	2 (D)	2 (D & T)
A distributor operating a relevant distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. A distributor operating a relevant distribution system must provide eligible customers with information about applying for payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.	A distributor operating a relevant distribution system must provide written notice to customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005. A distribution operating a relevant distribution system must provide written notice to eligible customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 not less than once in each financial year.	A distributor or transmitter must keep records of information regarding its compliance with specific requirements for the period specified.
ERA Compliance Reporting Manual Ref. 335 336	337 338	340
General Licence Element Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref. D19 T19	D19 T19	D20 119	D21 120
Classification A	٧	∢	∢
Western Power Controls Power quality management process. Time frame not achievable for all faults. May take many months for some types of faults.		 Information is available on WP website, via 13 10 87 and in Western Power's Customer Charter. An information sheet is available from the complaints and resolutions team. 	Audit requirement in branch governance plan. A responsible person has been assigned for arranging the audit. Audit report
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence of a customer makes a request for Western Power to investigate whether their electricity supply met the quality standards for voltage fluctuation and harmonic voltage distortion, Western Power must complete an investigation within 20 working days and take such field measurements as may be required for the investigation. Western Power does not have to investigate if it believes on reasonable grounds that the request is frivolous or vexatious or is not made in good faith. Western Power must report the results of any investigation to the customer concerned.			
Western Power Ref. 32.11		31.12	32.13
Type 2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description A distributor or transmitter must complete a quality investigation requested by a customer in accordance with specified requirements.	A distributor or transmitter must report the results of an investigation to the customer concerned.	A distributor or transmitter must make available, at no cost, a copy of a document setting out its complaint handling processes to a small customer who makes a complaint to the distributor or transmiter or who asks to be given such information. A document setting out a distributor's or transmitter's complaint handling process must contain the specified information.	A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring, and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 June.
ERA Compliance Reporting Manual Ref. 341	342	343 344 4	345
General Licence Element Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Ref		D24 T23	
Classification			٧	
Western Power Controls			Checklist item	Report independently audited
Western Power's Performance Requirements	(i.e. Western Power's minimum nerformance	requirements to comply with the related licence	Western Power must prepare a report setting out the following information in respect of each wear enging on 30	June: In respect of each failure by Western Power to comply with the provisions of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 (WA), the remedial action taken in each case; The number of preaches of each provision and the remedial action taken in each case; The number of premises of "small use customers" the supply of electricity to which has been interrupted for more than 12 hours continuously (and the number of interruptions there have been and the length of each interruptions there have been and the length of each interruptions there have been and the length of each interruptions there have been and the length of each interruptions there have been and the length of each interruptions there have been and the length of each interruptions or more than the permitted number of times; The total number of complaints received from customers in each of the discrete areas (being the Perth CBD, unban areas other than the Perth CBD, and all other areas of the State); The total amount spent by Western Power in addressing complaints, other than payments of compensation for interruptions to supply; The total amount spent by Western Power in addressing complaints, other than payments of compensation for interruptions to supply; The information relating to the above points for the year immediately preaceding the year to which the resport relates: The average percentage of time that electricity has been supplied to customer premises; and State: The average percentage of time that electricity has been supplied to customer premises; and The average percentage of time that electricity has been supplied to customer premises; and Supplied to customer premises; and The average total length of all interruptions of supply to customer premises expressed in minutes; The average percentage of the 4 amounts (the year to which the report relates. The average of the 4 amounts (the year to which the report relates and each of the 3 years preceding if of the above; and estimate of the 25th, 5
Western	Power Ref		32.14	
Type			2 (D & T)	
Obligation Description			A distributor or transmitter must prepare	and publish a report about its performance in accordance with specified requirements.
ERA	Compliance	Manual Ref.	346	
General	Licence		Distribution Licence	Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.	D24 T23		D02 T02 (see note)	D03 T03
Classification	٧		4	V
Western Power Controls			Retail Account Managers and other customer facing staff are coached to treat retailers on arms length basis. Account Management Principles, DMS# 4394639. This principle is part of the account management ethic.	
(i.e. Western Power's Performance Requirements requirements to comply with the related licence requirements to comply with the related licence of the average length of interruption of supply to customer premises in minutes; • the total number of interruptions, and of or each of these categories of information a graph showing the distribution of customer premises across the range of that category. • and publish that report not later than the following 1 cotober, by making copies of it available to the public at any place where Western Power transacts business with the public and by posting a copy on its website. Small use customer means a customer who consumes 160 MWh of electricity per year or less.				
vesten Power Ref.			31.1	
) ype	2 (D&T)		NR (D & T)	2(D&T)
Obligation Description	A distributor or transmitter must give a copy of its report about its performance to the Minister and the Authority within the specified period.	ELECTRICITY INDUSTRY METERING CODE 2005	A network operator must treat all Code participants that are its associates on an arms-length basis.	A network operator must ensure that no Code participant that is its associate receives a benefit in respect of the Code unless the benefit is attributable to an arm's length application of the Code or is also made available to all other Code participants on the same terms and conditions.
EKA Compliance Reporting Manual Ref.	347	IDUSTRY ME	348	349
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	ELECTRICITY II	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Ref.	D08	108	D08 T08	D08 D10 T08 T10	D10 T10	D08 T08
Classification		٨		٧	٧	٧	V
Western Power Controls		Western Power's Meter Management Plan ensure that its	meters meet the requirements specified in the applicable metrology procedure • Western Power's meters comply with the Technical Specifications (Purchasing Standards). • Continuous technical review process with supplier.	Western Power's Meter Management Plan ensure that its meters meet the requirements specified in the applicable metrology procedure Western Power's meters comply with the Technical Specifications (Purchasing Standards). Continuous technical review process with supplier. NATA accreditation for meter testing and evaluation.	Western Power's Meter Management Plan ensure that its meters meet the requirements specified in the applicable metrology procedure Western Power's meters comply with the Technical Specifications (Purchasing Standards). Continuous technical review process with supplier. NATA accreditation for meter testing and evaluation.		Meter Management Plan Technical Specifications (Purchasing Standards). Monitored by: Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. Revenue Protection Policy Ticket Lodgment Process Service Connect Scheme Contractor Connect Scheme Contractor Connect Scheme Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar).
Western Power's Performance Requirements	(i.e. Western Power's minimum performance	requirements to comply with the related licence					
Western	Power Ref.	31.2		31.2	31.2		31.3
Type		2(D&T)	,	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description		A network operator must ensure that its	meters meet the requirements specified in the applicable metrology procedure and also comply with any applicable specifications or guidelines (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act.	An accumulation meter must at least conform to the requirements specified in the applicable metrology procedure and display, or permit access to a display of, the accumulated electricity production or consumption at the metering point in the manner prescribed.	An interval meter must at least have an interface to allow the interval energy data to be downloaded in the manner prescribed using an interface compatible with the requirements specified in the applicable metrology procedure.	If a metering installation is required to include a communications link, the link must (where necessary), include a modem and isolation device approved under the relevant telecommunications regulations, to allow the interval energy data to be downloaded in the manner prescribed.	A network operator must ensure that there is a metering installation at every connection point on its network which is not a Type 7 connection point. Unless it is a Type 7 metering installation, the metering installation must meet the functionality requirements prescribed.
ERA 	Compliance Reporting	Manual Ref. 350		351	352	353	354
General	Licence Element	Distribution	Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.		D08 108	D08 108	D08 108	D08 108
Classification		∢	Ą	٧	4
Western Power Controls		Inspection System Plan WAER (wining requirements) Meter Management Plan Technical Specifications (Purchasing Standards). Monitored by: NATA accreditation for meter testing and evaluation. Revenue Protection Policy Ticket Lodgment Process Service Connect Scheme Contractor Connect Scheme Contractor Connect Scheme Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar).	Inspection System Plan WAER (wiring requirements) Meer Management Plan Technical Specifications (Purchasing Standards). Monitored by: Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. Revenue Protection Policy Ticket Lodgment Process Service Connect Scheme Contractor Connect Scheme Contractor Connect Scheme Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar).		
Western Power's Performance Requirements (i.e. Western Power's minimum performance	requirements to comply with the related licence				
Western Power Ref.		31.4	4.		
Туре		2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description		A network operator must, for each metering installation on its network, on and from the time of its connection to the network, provide, install, operate and maintain the metering installation in the manner prescribed (unless otherwise agreed).	A network operator must ensure that, except for a Type 7 metering installation, the metering point for a revenue metering installation is located as close as practicable to the connection point in accordance with good electricity industry practice.	A network operator may only impose a charge for providing, installing, operating or maintaining a metering installation in accordance with the applicable service level agreement between it and the user.	If a network operator becomes aware that a metering installation does not comply with the Code, the network operator must advise affected parties of the non-compliance and arrange for the non-compliance to be corrected as soon as practicable.
ERA Compliance Reporting	Manual Ref.	355	356	357	358
General Licence Element		Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

General Licence	ERA Compliance	Obligation Description	Туре	Western Power	Western Power's Performance Requirements	Western Power Controls	Classification	Audīt Program
Element	Reporting Manual Ref.			Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence			Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	329	All devices that may be connected to a telecommunications network must be compatible with the telecommunications network and comply with all applicable State and Commonwealth enactments.	2 (D & T)				۷	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	360	A network operator must, for each metering installation on its network, ensure that the metering installation is secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	2 (D & T.)	31.5		WAER (wining requirements) Weter seals Inspections process Revenue Protection processes Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation.	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	361	Each metering installation must meet at least the requirements for that type of metering installation specified in Table 3 in Appendix 1 of the Code.	2 (D & T)				⋖	D08 D10 D11 T10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	362	For a metering installation used to supply a customer with requirements above 1000 volts that require a VT and whose annual consumption is below 750M/Vh, the metering installation must meet the relevant accuracy requirements of Type 3 metering installation for active energy only.	2 (D & T)				۷	D09 T09
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	363	If compensation is carried out within the meter then the resultant metering system error must be as close as practicable to zero.	2 (D & T)				Y	D10 T10

Audit Program Ref.	D08 T08	D10 T10	D10 110	
Classification	Ф	4	∢	
Western Power Controls	System Tolerances (through data processing) Reading Meters (Display) Tech Review process with (vendor) Weter error database Weter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation.	Data Gaps Measurements Scheduling Processes System Process (MBS MV90 MVRS) Meter Management Plan Meter Management Plan Meter Wanagement Plan Purchasing Standards). Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation.	Data Gaps Measurements Scheduling Processes System Process (MBS MV90 MVRS) Meter Management Plan Meter Management Plan Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation.	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence		Western Power must ensure that a metering installation on its network permits collection of data: • within the time specified in the applicable service level agreement; • at a level of availability of at least 99% per annum for instrument transformers and other components of the metering installation, not including the communications link; and • if the metering installation has a communications link, at a level of availability of at least 95% per annum for the communications link. If an outage or malfunction occurs to a metering installation, Western Power must make repairs to the metering installation in accordance with the applicable service level agreement.	Reliability of metering installations Western Power must ensure that a metering installation on its network permits collection of data: • within the time specified in the applicable service level agreement; • at a level of availability of at least 99% per annum for instrument transformers and other components of the metering installation, not including the communications link; and • if the metering installation has a communications link, at a level of availability of at least 95% per annum for the communications link. If an outage or malfunction occurs to a metering installation, Western Power must make repairs to the metering installation in accordance with the applicable service level agreement.	
Western Power Ref.	31.6	31.7	31.7	
Туре	2 (D & T.)	2 (D & T)	2 (D & T)	
Obligation Description	A network operator must ensure that any programmable settings within any of its metering installations, data loggers or peripheral devices, that may affect the resolution of displayed or stored data, meet the relevant requirements specified in the applicable metology procedure and comply with any applicable specifications or guidelines specified by the National Measurement Institute under the National Measurement Act.	A network operator must ensure that a metering installation on its network permits collection of data within the timeframes and to the level of availability specified.	A network operator must make repairs to the metering installation in accordance with the applicable service level agreement if an outage or malfunction occurs to a metering installation.	
ERA Compliance Reporting Manual Ref.	364	365	366	
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	

Audit Program	Ref.	D10 T10	D08 D10 T108 T10	D08 D10 T08 T10	D10 T10
Classification		٧	⋖	V	∢
Western Power Controls			Post commissioning audit process Test Certificate evaluation WAER - meter fuses or service protective devices Corporate Filing System in place (DMS) Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014	Post commissioning audit process Test Certificate evaluation WAER - meter fuses or service protective devices Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AAZ funding request for CT compliance program during 2009-2014	Post commissioning audit process Test Certificate evaluation WAER - meter fuses or service protective devices Corporate Filing System in place (DMS) Weter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014.
Western Power's Performance Requirements	(i.e. Western Power's minimum performance requirements to comply with the related licence				
Western Power	Ref.		8.1.8	31.8	8. 8.
Туре		2 (D & T)	2 (D&T)	2 (D & T)	2 (D & T)
Obligation Description		A Code participant who becomes aware of an outage or malfunction of a metering installation must advise the network operator as soon as practicable.	A network operator must ensure that each metering installation complies with, at least, the prescribed design requirements.	A network operator must ensure that instrument transformers in its metering installations comply with the relevant requirements of any applicable specifications or guidelines (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act and any requirements specified in the applicable metrology procedure.	A network operator must provide isolation facilities, to the standard of good electricity industry practice, to facilitate testing and calibration of the metering installation.
ERA Compliance	Reporting Manual Ref.	367	368	369	370
General Licence	Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.	D08 D09 D10 T08 T10	D28 T08	D28 108	
Classification	۲	٧	⋖	
Western Power Controls	Post commissioning audit process Test Certificate evaluation WAER - meter fuses or service protective devices Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during	MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Post commissioning audit process Test Certificate evaluation WAER – specifies requirements. Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AAZ funding request for CT compliance program during 2009-2014.	MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Fost commissioning audit process Toest commissioning audit process Toest Certificate evaluation WAER – specifies requirements. Corporate Filing System in place (DMS) Weter Management Plan Technical Specifications (Purchasing Standards). Technical Seview process with Supplier. Technical Review process with Supplier. Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence		"full oint artial ng st st sad be	Western Power must procure the user, or the user's customer, to install or arrange for the installation of a "full check metering installation" (if energy per metering point is greater than 1000 gigawatt hours per annum) or "partial point is between 100 and 1000 gigawatt hours per metering point is between 100 and 1000 gigawatt hours per annum). A check metering installation for a metering point must not exceed twice the error level permitted for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point.	
Western Power Ref.	31.8	9.18	2 . و	
Туре	2 (D & T)	2 (D & T)	2 (D & T)	
Obligation Description	A network operator must maintain drawings and supporting information, to the standard of good electricity industry practice, detailing the metering installation for maintenance and auditing purposes.	A network operator must procure the user or the user's customer to install (or arrange for the installation of) a full check metering installation or partial check metering installation in accordance with the prescribed requirements.	A partial check metering installation must be physically arranged in a manner determined by the network operator, acting in accordance with good electricity industry practice.	
ERA Compliance Reporting Manual Ref.	371	372	373	
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	

Aud i t Program Ref.	D28 T08	D09 T09	D11 T11	D10 T10	D08 D10 T08 T10
Classification	₹	٩	∢	4	4
Western Power Controls	MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Post commissioning audit process Test Certificate evaluation WAER – specifies requirements. Oxporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014.	Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. MBS allows recording of values to correct variations in pulse multipliers, data validation, meter constant and calibration tables.	 In accordance with Metrology Procedure Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	In accordance with Metrology Procedure Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation.	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must procure the user, or the user's customer, to install or arrange for the installation of a "full check metering installation" (if energy per metering point is greater than 1000 gigawatt hours per annum) or "partial check metering installation" (if the energy per metering point is between 100 and 1000 gigawatt hours per annum). A check metering installation for a metering point must not exceed twice the error level permitted for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering installation for the metering point.				
Western Power Ref.	දු. වැ	31.10	31.11	31.11	
Туре	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description	A check metering installation for a metering point must not exceed twice the error level permitted under clause 3.9 for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as it evenue metering installation for the metering point, and must be otherwise consistent with the prescribed requirements.	If, under clause 3.14(2) of the Code, a metering installation uses metering class CTs and VTs that do not comply with the prescribed requirements, then the network operator must either (or both) install meters of a higher class accuracy or apply accuracy calibration factors within the meter in order to achieve the overall accuracy requirements prescribed.	A network operator must ensure that a Type 1 metering installation to Type 5 metering installation on the network has the facilities and functionality prescribed.	A network operator must ensure that a Type 1 metering installation to Type 4 metering installation on the network includes a communications link.	If a device is used as a data logger, the energy data for a metering point on the network must be colated in trading intervals within the metering installation unless it has been agreed between the network operator and the Code participant that energy data may be recorded in submultiples of a trading interval.
ERA Compliance Reporting Manual Ref.	374	375	376	377	378
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Ref.	D08 T08	D08 T08	708 108	D08 T08	D08 T08	D10 T10
Classification		4	Ą	∢	Ą	¥	A
Western Power Controls					Requests reviewed and SLAs negotiated Technical Specifications (Purchasing Standards). Technical review process with supplier. NATA accreditation for meter testing and evaluation.	Requests reviewed and SLAs negotiated Technical Specifications (Purchasing Standards). Technical review process with supplier. NATA accreditation for meter testing and evaluation.	
Western Power's Performance Requirements	(i.e. Western Power's minimum performance	requirements to comply with the related licence					
Western	Power Ref.				31.12	31.12	
Type		2 (D&T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description		A network operator or a user may require the other to negotiate and enter into a written service level agreement in respect of the matters in the metrology procedure dealt with under clause 3.16(4) of the Code.	A network operator may only impose a charge for the matters dealt with in the metrology procedure in accordance with the applicable service level agreement between it and the user.	If the Electricity Retail Corporation supplies electricity to a contestable customer at a connection point under a non-regulated contract, and in circumstances where Immediately before entering into the contract, the electricity retail corporation supplied electricity to the contestable customer under a regulated contract, then the metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements.	A network operator must, if reasonably requested by a Code participant, provide enhanced technology features in a metering installation.	A network operator may only impose a charge for the provision of metering installations with enhanced technology features in accordance with the applicable service level agreement between it and the user.	Meters containing an internal real time clock must maintain time accuracy as prescribed. Time drift must be measured over a period of 1 month.
ERA	Compliance Reporting	Manual Ker. 379	380	381	382	383	384
General	Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Bof		D10	T10					800	56	T08	T10			ő	3 2	. SO	T10				8	5 i	1 28	2			A/N									800	T08				
Classification			٧						٧						<	(∢		_		_		N/A	_			_	_		_		A			_		
Western Power Controls									 License Agreements included in contract for purchase of 	meters.	 Update process not required upgrades free of charge for 	meters purchased.			• Installation Droces	• Technical Specifications (Purchasing Standards)	Seminal openions (in process) Pechnical review process with supplier	NATA accreditation for meter testing and evaluation.				• Installation Process	lechnical Specifications (Purchasing Standards).	I echnical review process with supplier. NATA constitution for motor testing and evaluation.	• INA LA accreditation for meter testing and evaluation.			Not applicable, no prepayment meters in SWIS														
Western Power's Performance Requirements	// O Woodown Dougle miniminal marketing	(i.e. western rower's minimum benominated requirements to comply with the related licence																																								
Western	Power	Nel.							31.13						31 11	<u>-</u>						31.14						31,15														
Type			2 (D & T)						2 (D & T)						2 (T. & C.)	(s d) 1						2 (D & T)						2 (D & T)									2(D&T)	,				
Obligation Description			If a metering installation includes	measurement elements and an internal	data logger at the same site, it must	include facilities on site for storing the	Interval energy data for the periods	plesd loed.	A network operator providing one or more	metering installations with enhanced	technology features must be licensed to	use and access the metering software	applicable to all devices being installed and	be able to program the devices and set	Mara cianale are provided from the mater	for the user or the user's distance use, a	network onerator must ensure that signals	are isolated by relays or electronic buffers	to prevent accidental or malicious damage	to the meter.		Where signals are provided from the meter	for the user or the user's customer use, a	network operator must provide the user or	me user's customer with sumicient details	of the signal specification to enable	Code.	A network operator that operates and	maintains a pre-payment meter on its	network must operate and maintain the pre-	payment meter in accordance with good	reasonably practicable, minimise any	departure from what the requirements of	the Code would have been in respect of the	pre-payment meter if clause 3.24 were	deleted.	A person must not install a metering	installation on a network unless the person	is the network operator or a registered	metering installation provider for the	network operator doing the type of work authorised by its registration.	
ERA	Compliance	Nanual Ref.	385						386						387	Š						388						389									390					
General	Licence		Distribution	Licence	Clause 5.1		l ransmission	Clause 5.1	Distribution	Licence	Clause 5.1		Transmission	Licence	Ciause 5.	Licence	Clause 5.1		Transmission	Licence	Clause 5.1	Distribution	Licence 	Clause 5.1	ŀ	I ransmission	Clause 5.1	Distribution	Liœuce	Clause 5.1	Transmission	Licence	Clause 5.1				Distribution	Licence	Clause 5.1	Trongoida	Licence	Clause 5.1

Obligat	Obligation Description	Type \	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
			Power				Program
			Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence			Ref.
A network operator must publish a list of 2 (D & T) registered metering installation providers, including the prescribed details, and at least annually, update the list.	D&T)		31.16		Service Connect Scheme linked to Western Power's external website Notification provided as per the communications rules for the Metering Code and the Customer Transfer Code.	٧	D12 T12
A network operator must establish, maintain and administer a metering database containing standing data and energy data for each metering point on its network.	D & T)		31.17	Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	Metering Business System (MBS) - functional specifications Site security If security policy Application security Application security Application Auditing lan, back up and redundancy infrastructure in place	∢	D13 113
A network operator must ensure that its 2 (D & T) interior database and associated links, circuits, information storage and processing systems are secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.		Γ'	31.17	Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that if is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	Metering Business System (MBS) - functional specifications Site security T security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place	۲	D13
A network operator must prepare, and if applicable, must implement a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to Code participants.		<u></u>		Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	Metering Business System (MBS) - functional specifications Site security It security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place	∢	D14 144
A network operator must ensure that its 2 (D & T) 31.17 registry complies with the Code and the prescribed clause of the market rules.		31.	17		Metering Business System (MBS) - functional specifications Site security T security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place	٩	D13 T13

General	ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
Licence	Compliance			Power				Program
Element	Reporting			Ref.	(i.e. Western Power's minimum performance			Ref.
	Manual Ref.				requirements to comply with the related licence			
Distribution Licence	396	The standing data for a metering point must comprise at least the items specified	2(D&T)	31.17		 Metering Business System (MBS) - functional specifications 	A	713 113
Clause 5.1		-				• Site security		
						• IT security policy		
I ransmission						• Application Security		
Clause 5.1						Application Additing Corporate continuity plan, back up and redundancy		
						infrastructure in place		
Distribution	397	A network operator and affected Code N	NR (D & T)				В	D02
Licence		participants must liaise together to						T02
Clause 5.1		determine the most appropriate way to						(see note)
		resolve a discrepancy between energy data						
Transmission		held in a metering installation and data						
Licence		held in the metering database.						
Clause 3.	000	Ì	ĺ					6
Distribution	398	ngly	NK(D&I)				מ	707
Llœnce		permit the registry to be materially						102
Clause 5.		maccurate.						(elou ees)
Transmission								
Licence								
Clause 5.1								
Distribution	668		2 (D & T)				A	D13
Licence		operator) becomes aware of a change to or						T13
Clause 5.1		an inaccuracy in an item of standing data in the registry then it must notify the network						
Transmission		operator and provide details of the change						
Licence		or inaccuracy within the timeframes						
Clause 5.1		prescribed.						
Distribution	400		2 (D&T)				A	D13
Licence		to or inaccuracy in an item of standing data						113
Clause 5.1		by a Code participant which is the						
		designated source for the item of standing						
Transmission		data, then the network operator must						
Licence		update the registry.						
Clause 5.1								

Audit Program Ref.	D13	D13 T13	D10 T10	D13 T13	D13 T13
Classification	⋖	∢	⋖	4	٧
Western Power Controls			 Technical Specifications (Purchasing Standards) details requirement for fread only password provision and access. Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	Site security IT security policy MBS Application security MBS Application Auditing WAER (wining requirements) Meter seals Inspections process Revenue Protection processes Contract terms & conditions	Site security IT security policy MBS Application security MBS Application Auditing WAER (wining requirements) Meter seals Inspections process Revenue Protection processes Contract terms & conditions
Western Power's Performance Requirements (i.e. Western Power's minimum performance	requirements to comply with the related licence	Western Power must notify any affected users of updates to the "standing data" within 2 business days affer updating the registry.			
Western Power Ref.		31.18	31.19	31.20	31.20
Туре	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description		A network operator must notify any affected user for a metering point of the updated standing data within the timeframes prescribed, where that user would otherwise be entitled to the updated standing data.	A network operator must allow a user who supplies, purchases or generates electricity to have local and (where a suitable communications link is installed) remote access to the energy data for metering points at its associated connection points, using a 'read only' password provided by the network operator.	A network operator must have security devices and methods in place that ensure that energy data held in its metering installation and data held in its metering database is secured from unauthorized local or remote access, in the manner prescribed, sufficient to the standard of good electricity industry practice.	A network operator must ensure that electronic passwords and other electronic security controls are secured from unauthorized access and are only issued to authorized personnel.
ERA Compliance Reporting	Manual Ref. 401	402	403	404	405
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit	Program Ref.	D15 T15	D02 T02 (see note)	D02 T02 (see note)	D13 T13	D02 T02 (see note)	708 108
Classification		٧	Δ	മ	V	٧	۲
Western Power Controls		 Metering Business System (MBS) - retain energy data in its metering database for each metering point on its network for 24 months from the date it was obtained, and after that period for a further 5 years is archived for data retrieval. 	Metering Code model SLA available to all code participants. Additional services available on an as requested basis for inclusion into off market	Metering Code model SLA available to all code participants. Additional services available on an as requested basis for inclusion into off market	Power must, for each metering point on its obtain energy data from the metering installation systems that collect the energy data before transferring it efering point, and transfer the energy data into its into the metering database (MBS). database by no later than 2 business days affer for a scheduled meter reading for the metering such other time as is specified in applicable vel agreements).	 MBS (Metering Business System) Resource contract specification supports code requirements. Business Processes for annual read obligation. 	
Western Power's Performance Requirements	(i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must retain energy data in its metering database for each metering point on its network for at least 13 months from the date it was obtained in a readily accessible format, and after that period for a further 5 years and 11 months in a format that is accessible within a reasonable period of time.			Western Power must, for each metering point on its network, obtain energy data from the metering installation systems that collect the energy dat for the metering point, and transfer the energy data into its into the metering database (MBS) metering database by no later than 2 business days after the date for a scheduled meter reading for the metering point (or such other time as is specified in applicable service level agreements).	Western Power must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12-month period.	
Western	Power Ref.	31.21	31.22	31.22	31.23	31.24	
Type		2 (D & T)	NR (D & T)	NR (D & T)	2 (D & T.)	NR (D & T)	2 (D & T.)
Obligation Description		A network operator must retain energy data in its metering database for each metering point on its network for at least the periods, and with the level of accessibility, prescribed.	A network operator must use all reasonable endeavours to accommodate another Code participant's requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement.	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.	A network operator must, for each metering point on its network, obtain energy data from the metering installation and transfer the energy data into its metering database within the timeframes prescribed.	A network operator must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12 month period.	A network operator may only impose a charge for the provision of data under this Code in accordance with the applicable service level agreement between it and the user and must not impose a charge for the provision of data if another enactment prohibits it from doing so.
ERA	Compliance Reporting Manual Ref.	406	407	408	409	410	412
	Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Program Ref.	A D16	A D16	A D30	A D06	A D06 T06	A D06
Classification	,	,			,	
Western Power Controls	Data is provided to meet the requirements using the following systems: MBS (Metering Business System) Functional specifications System operational processes B2B processes	Data is provided to meet the requirements using the following systems: MBS (Metering Business System) Functional specifications System operational processes B2B processes	MBS (Metering Business System) Functional specifications System operational processes B2B processes	MBS (Metering Business System) Functional specifications System operational processes B2B processes	MBS (Metering Business System) Functional specifications System operational processes B2B processes	MBS (Metering Business System) Functional specifications System operational processes B2B processes
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must provide validated, and where necessary substituted or estimated, energy data for a following systems: metering point to the user for the metering point, and the MS (Wetering Business System MV), before 5.00 pm on the first business day after Functional specifications Western Power obtains energy data for the metering point System operational processes (or any other time as specified in the applicable service + BZB processes	Western Power must provide validated, and where necessary substituted or estimated, energy data for a following systems: Metering point to the user for the metering point, and the Mestern Power obtains energy data for the metering point System operational processes (or any other time as specified in the applicable service +BZB processes				If a transfer occurs at a connection point, then within 2 business days after the transfer date Western Power must provide the incoming retailer with a copy of the relevant "standing data" for each metering point associated with the connection point.
Western Power Ref.	31.25	31.26	31.27	31.28	31.29	31.30
Туре	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2(D&T)
Obligation Description	A network operator must provide validated, and where necessary, substituted or estimated energy data for a metering point to the user for the metering point and the IMO within the timeframes prescribed.	A network operator must provide replacement energy data to the user for the metering point and the IMO within the timeframes prescribed.	A network operator must provide a user with whatever information the network operator has that is necessary to enable the user to comply with its obligations under the Code of Conduct, within the time necessary for the user to comply with the obligations.	A network operator must provide standing data, provided to or obtained by it under this Code, to users where required to do so under any enactment.	A network operator must provide a subset of the standing data to a retailer in accordance with the provisions of Annex 4 of the Customer Transfer Code.	If a transfer occurs at a connection point, a network operator must provide an incorning retailer with a copy of the standing data for each metering point associated with the connection point within the timeframes prescribed.
ERA Compliance Reporting Manual Ref.	414	415	416	417	418	419
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence

Audit Program Ref.	D06 106	D06 T06	D06 T06	D06 T06	D06 T06
Classification	∢	٧	٧	٧	⋖
Western Power Controls	Web Portal MBS provide meter data process MBS (Metering Business System) Functional specifications System operational processes B2B processes	Web Portal MBS provide meter data process MBS (Metering Business System) Functional specifications System operational processes B2B processes		MBS (Metering Business System) Functional specifications System operational processes B2B processes	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to commy with the related licence	Current user may request energy or standing data ''standing data" request for a metering point in accordance standing data request for a metering point in accordance standing data request for a metering point in accordance standing data request for a metering point in accordance standing data request relates only to a time or times for which the user was the current user at the metering point, then Westem Pouvest provide the user with the complete receipt of the request provide the user with the complete set of energy data or "standing data", advise whether there is a communications link for the metering point) for the time requested.	Current user may request energy or standing data If a user gives Western Power an energy data or "standing data" request for a metering point in accordance • Functional specifications with the communication rules, and the energy data or standing data request relates only to a time or times for • BZB processes which the user was the current user at the metering point, then Western Power must within 2 business days after receipt of the request provide the user with the complete set of energy data or "standing data" for the metering point) for the time requested.			
Western Power Ref.	31.31 -	16. 16.		31,32	
Туре	2 (D & T)	2 (D & T)	2(D&T)	2 (D & T)	2(D&T)
Obligation Description	If a network operator is given a request in accordance with the communication rules and the energy data request relates only to a time or times for which the user was the current user at the metering point, a network operator must provide a user with a complete set of energy data for a metering point within the timeframes prescribed.	A network operator must provide a current user with a complete current set of standing data for a metering point and advise whether there is a communications link for the metering point, within the timeframes prescribed, if it is given a request in accordance with the communication rules.	A network operator must acknowledge receipt of a bulk standing data request from a user and provide the requested standing data within the timeframes prescribed in accordance with the communication rules.	A network operator that provides energy data to a user or the IMO must also provide the date of the meter reading.	A network operator must give notice to a user, or (if there is a different current user) the current user, acknowledging receipt of any customer, site or address attributes from the user within the timeframes prescribed.
ERA Compliance Reporting	420	421	422	423	431
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

(i.e., Western Power's minimum parformatos requirements to comply with the tested fileshoes requirements to comply with the tested fileshoes the record of the series of t	Ш	ERA "	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
An absocate goardar must, which is morning from the control of the morning processing from the control of the control of the morning processing from the control of the processing from the control of the morning processing f	= 6	pilance			Power Ref.	(i.e. Western Power's minimum performance			Frogram Ref.
Her the date the Code spylice to the extraction contains the extraction materials are discussed from the extraction required from the code spylice to the extraction required from the containing prescribed, and register required to the extraction required from the containing prescribed, and required to the extraction required from the containing prescribed, and required to the extraction required from the containing prescribed, and required the extraction required from the containing prescribed, and required to the containing prescribed and required to the containing representation or containing to the containing required to the containing representation or the containing required to the containing representation or the containing res	-2	ual Ref.				requirements to comply with the related licence			
An interrupt that working the Regulated Form and the fine of the f	4		A network operator must, within 6 months from the date this Code applies to the network operator, develop, in accordance with the communication rules, an energy data verification request form.	2(D&T)				A	717 717
If a Code participate to work operator must, in a coordinate with the metals writingfaint of a contraction of	4		An Energy Data Verification Request Form must require a Code participant to provide the information prescribed.	2 (D & T)	31,33	If a "Code Participant" requests verification of energy data, then Westem Power must, in accordance with the metrology procedure, use reasonable endeavours to verify the energy data (though a field visit is not required), and inform the requesting "Code Participant" of the results and provide the verified energy data as soon as possible after completing the verification and no later than 5 business days after receiving the request.	MBS (Metering Business System) Functional specifications System operational processes B2B processes (MDV)	A	717 717
A network operator must comply with any reasonable request by a Code participant to undertake entire a test or an undir of the retering installation or the energy or standing data of the metering installation or the energy or standing data of the metering installation or the energy or standing data of the metering installation. A test or audit is to be conducted in accordance with the metrology procedure and the applicable service level agreement. A network operator may only impose a 2 (D & T)	4	435	If a Code participant requests verification of energy data, a network operator must, in accordance with the metrology procedure, use reasonable endeavours to verify energy data and inform the requesting Code participant of the result of the verification and provide the verified energy data within the timeframes prescribed.	2 (D & T)	31.33	If a "Code Participant" requests verification of energy data, then Western Power must, in accordance with the metrology procedure, use reasonable endeavours to verify the energy data (though a field visit is not required), and inform the requesting "Code Participant" of the results and provide the verified energy data as soon as possible after completing the verification and no later than 5 business days after receiving the request.	MBS (Metering Business System) Functional specifications System operational processes B2B processes (MDV)	٧	D17 T17
A test or audit is to be conducted in accordance with the metrology procedure and the applicable service level agreement. A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or auditing of information from the metering installations, or both, in accordance with the applicable service level agreement between it and the user.	4		A network operator must comply with any reasonable request by a Code participant to undertake either a test or an audit of the accuracy of the metering installation or the energy or standing data of the metering installation.	2 (D & T)	31.34		MBS (Metering Business System) Functional specifications System operational processes B2B processes and transactions NACK only unreasonable	A	717 717
A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or both, in accordance with the applicable service level agreement between it and the user.	4		A test or audit is to be conducted in accordance with the metrology procedure and the applicable service level agreement.	2 (D & T)				A	117 117
	4		A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or both, in accordance with the applicable service level agreement between it and the user.	2 (D & T)				٧	D17 T17

General ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
Reporting			Ref.	(i.e. Western Power's minimum performance requirements to commly with the related licence			Ref.
144	Any written service level agreement in respect of the testing of the metering installations, or the auditing of information from the meters associated with the metering installations, must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code which results in energy data errors in the network operator's favour.	2 (D & T)				∢	717 717
442	A network operator must advise the affected parties as soon as practicable of errors detected under a test or audit, the possible duration of the errors, and must restore the accuracy of the metering installation in accordance with the applicable service level agreement.	2 (D & T)	31.34		MBS (Metering Business System) Functional specifications System operational processes B2B processes and transactions NACK only unreasonable	⋖	717 717
443	The original stored error correction data in a meter must not be altered except during accuracy testing and calibration of a metering installation.	2 (D & T.)				۲	D17 T17
444	A network operator must validate energy data in accordance with this Code applying, as a minimum, the prescribed rules and procedures and must, where necessary, substitute and estimate energy data under this Code applying, as a minimum, the prescribed rules and procedures.	2 (D & T)				۲	D16 T16
445	The network operator must use check metering data, where available, to validate energy data provided that the check metering data has been appropriately adjusted for differences in metering installation accuracy.	2(D&T)				٧	D16 D17 T16 T17
446	A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required.	2 (D & T)				۷	D16 T16

A three for possible for the service of the feets of the service o		ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
A third victor operator in all operators of sections and sections are secured to the control of		pliance			Power				Program
447 Annexot coperator that feeded in location and annexot coperator that control the second control to the		porting ual Ref.			Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence			Ref.
A restrict president must read when the second of the last of all contents are before undertained that is contents and provided the second of the last of all contents are before undertained that a second of the last of a read of the last of the las		447	A network operator that detects a loss of	2(D&T)				A	D16
Additional content of the past of the pa	ence		energy data or incorrect energy data from a						T16
A track-off to protective and a testing of the second and a second a second and a second and a second and a second and a second a second a s	use 5.1		metering installation must notify each						
4.8 Substitution of energy data is an experience of energy data is a control of market of the energy of the is an energy of th	nemiesion		affected Code participant of the loss or						
448 Substitution or estimation of enterprise that the company data is a company data is a resistant for or estimation of enterprise the company data is a resistant for the co	ence								
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1	ance		to be required when energy data is						T16
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451 A network operator that has designated a 2 (D & T) and deemed actual value for a retering point must repair or replace the meter one or more of components of metering point must repair or replace the meter one or more of components of metering point. 452 A network operator that uses an actual equipment (as appropriate) at the metering point, and a better quality actual retering point, and a better quality actual or deemed actual value (first value) for energy data for a metering point, and a better quality actual retering point, and a better quality actual received the second value if doing so would be consistent with good electricity industry practice.	smission		for the meterning point to be a deemed				NACK only unreasonable		
451 A network operator that has designated a control replace for a metering point more of components of metering point. The point of the components of metering point and a better quality actual repeated to that uses an actual value (first value) for energy data for a metering point, and a better quality actual components point, and a better quality actual repeated that uses an actual value is available (second value) in straplece the first value (first value of consistent with good electricity industry practice.	nce		actual value for the metering point.						
451 A network operator that has designated a clue water of a metering point must repeat or tendence of the meter or one or more of components of metering point. 452 A network operator that uses an actual being actual water of camponent is available (first value) for energy data for a metering point, and a befter quality actual or deemed actual value). 452 A network operator that uses an actual water of camponent is available (second value), must replace at the first value with the second value) in the second value, must replace at the first value or demend actual value if doing so would be consistent with good electricity industry practice.	se 5.1								
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must replace the meter or one or more of components of metering equipment (as appropriate) at the metering equipment (as appropriate) at the metering point. 452 A network operator that uses an actual value is available (second value), must replace the first value with the second value) and abeter quality actual or deemed actual value is available (second value), must replace the first value with the second value), must replace the first value consistent with good electricity industry practice.	ice .		deemed actual value for a metering point						T16
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(second value), must replace the first value (second value) from 3 so would be consistent with good electricity industry practice.	- 5		or deemed actual value is available				• B2B processes		
	smission		(second value), must replace the first value						
	nce		with the second value if doing so would be						
practice.	se 5.1		consistent with good electricity industry						
			practice.						

Audit Program Ref.	D16 T16	D16 T16	D16 T16	D18 T18	D17 T17
Classification	٧	٧	٧	٧	⋖
Western Power Controls	• MBS (Metering Business System) • Functional specifications • System operational processes • B2B processes	• MBS (Metering Business System) • Functional specifications • System operational processes • B2B processes		MBS estimation algorithms in accordance with Metrology Procedure. MBS Functional specifications System operational processes	
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence					
Western Power Ref.	31.36	31.36		31.37	
Type	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)	2 (D & T)
Obligation Description	A network operator that uses a deemed actual value (first value) for energy data for a metering point, and a better quality deemed actual value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practice.	A network operator that uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality actual, deemed, estimated or substituted value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practice or the user and its customer jointly request it to do so.	A network operator (acting in accordance with good electricity industry practice) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced.	A network operator must ensure the accuracy of estimated energy data in accordance with the methods in its metrology procedure and ensure that any transformation or processing of data preserves its accuracy in accordance with the metrology procedure.	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, then, except to the extent that the metering data agency agreement provides otherwise, the parties must undertake the activities prescribed.
ERA Compliance Reporting Manual Ref.	453	454	455	456	458
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

General	ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Western Power Controls	Classification	Audit
Licence	Compliance			Power				Program
Element	Reporting			Ref.	(i.e. Western Power's minimum performance			Ref.
	Manual Ref.				requirements to comply with the related licence			
Distribution	459		2 (D&T)				A	D17
Licence		the electricity networks corporation to be its						T17
Clause 5.1		metering data agent in relation to a						
		network, trien the electrical network operator						
Licence		and the electricity fletworks corporation						
Clause 5.1		agreement in relation to the network, which						
		must deal with at least the matters						
		prescribed.						
Distribution	460	If a network operator makes an election for 2	2(D&T)				A	D17
Licence		the electricity networks corporation to be its						T17
Clause 5.1		metering data agent in relation to a						
		network, the electricity networks						
Transmission		corporation must assess the compliance of						
Licence		each metering installation in the network						
Clause 5.1		with this Code and notify the electing						
		network operator of each non-compliant						
		metering installation.						
Distribution	461	An electing network operator may, by	2 (D & T)				4	D17
Licence		notice to the electricity networks						T17
Clause 5.1		corporation, require the electricity networks						
		corporation to upgrade a non-compliant						
Transmission		metering installation, in which case the						
Licence		electricity networks corporation must						
Clause 5.1		undertake the upgrade in accordance with						
		me metering data agency agreement and						
		good electricity industry practice.						
Distribution	462		2 (D & T)				¥	D17
Licence		agency agreement provides otherwise, the						T17
Clause 5.1		costs which may be recovered by the						
		electricity networks corporation for acting						
Transmission		as the network operator's metering data						
Liœuce		agent must not exceed the amounts						
Clause 5.1		prescribed.						

Audit Program Ref.	D08 T08	D02 T02 (see note)	D02 T02 (see note)	D30 T07	D30 T07
Classification	⋖	ω	മ	۲	⋖
Western Power Controls	• IT Systems (MBS, Mv90, MvRS, ELIS) • Business Processes • Management process and service reporting • Meter Wanagement Plan • Inspection System Plan • Inspection System Plan • Service & Contractor Connect Schemes • Contract Management			Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence				Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.
Western Power Ref.	31.38			31.39	31.39
Туре	2 (D & T)	NR (D & T)	NR (D & T)	2 (D & T)	2 (D & T)
Obligation Description	A network operator must, in relation to its network, comply with the agreements, rules, procedures, criteria and processes prescribed.	A network operator must amend any document in accordance with the Authority's final findings.	Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for voice communication in connection with the Code.	A network operator must notify each Code participant of its initial contact details and of any change to its contact details at least 3 business days before the change takes effect.	A Code participant must notify its contact details to a network operator with whom it has entered into an access contract within 3 business days after the network operator's request.
ERA Compliance Reporting Manual Ref.	463	465	466	467	468
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

Audit Program Ref.	D30 T07	D30 107	D30 107	D02 T02 (see note)	D02 T02 (see note)
Classification	۵	۷	٧	Ф	A & B
Western Power Controls	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.		
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (MA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.		
Western Power Ref.	31.39	31,39	31,39		
Туре	2 (D & T)	2(D&T)	2 (D & T)	NR (D & T)	NR (D & T)
Obligation Description	A Code participant must notify any affected network operator of any change to the contact details it notified to the network operator at least 3 business days before the change takes effect.	A Code participant must not disclose, or permit the disclosure of, confidential information provided to it under or in connection with the Code and may only use or reproduce confidential information for the purpose for which it was disclosed or another purpose contemplated by the Code.	A Code participant must disclose or permit the disclosure of confidential information that is required to be disclosed by the Code.	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith.	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.
ERA Compliance Reporting Manual Ref.	469	470	471	472	473
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1

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Audit Program Ref.	D02 T02 (see note)	D32 12 <i>7</i>	D02 T02 (see note)		D61	D62	E9G	D64	V / V
Classification	A&B	۷	ω		A	٧	٧	۷	N/A
Western Power Controls					Requirement has been communicated to the relevant branch manager.	Requirement has been communicated to the relevant branch manager.			Western Power does not operate prepayment meters, hence this obligation is not applicable.
Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence				AL OBLIGATIONS					
Western Power Ref.				NOILION					
Туре	NR (D & T)	2 (D & T)	NR (D & T)	1 2008) - A	1 (D)	1 (D)	2 (D)	2 (D)	2 (D)
Obligation Description	If the dispute is not resolved within 10 business days after the dispute is referred to senior management negotiations, the disputing parties must refer the dispute to the senior executive officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	If the dispute is resolved by representative negotiations, senior management negotiations or CEO negotiations, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.	The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit.	ELECTRICITY COMPLIANCE REPORTING MANUAL (MARCH 2008) - ADDITIONAL OBL	A distributor must create and maintain a Priority Restoration Register.	The Priority Restoration Register must comply with any criteria determined by the Minister.	A distributor must keep a copy of each customer complaint referred to in clause 13.10(1).	A distributor must keep a record of the call centre performance indicators specified.	A distributor must keep a record of the number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address and the complaints information specified.
ERA Compliance Reporting Manual Ref.	474	475	476	Y COMPLIA	222	223	284	286	287
General Licence Element	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	Distribution Licence Clause 5.1 Transmission Licence	Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	ELECTRICIT	Distribution Licence Clause 5.1	Distribution Licence Clause 5.1	Distribution Licence Clause 5.1	Distribution Licence Clause 5.1	Distribution Licence Clause 5.1

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Audit	Program	Ref.		D65	990
Classification				٧	∢
Western Power Controls				Reports provided and published.	
Western Power's Performance Requirements		(i.e. Western Power's minimum performance	requirements to comply with the related licence		
Western	Power	Ref.			
Type				2 (D)	2 (D)
Obligation Description				A retailer and a distributor must prepare a report setting out the information required by Part 13 of the Code of Conduct, in respect of each year ending on 30 June. The report must be published no later than the following 1 October.	A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.
ERA	Compliance	Reporting	Manual Ref.	289	290
General	Licence	Element		Distribution Licence Clause 5.1	Distribution Licence Clause 5.1

NR Obligations

Note:

We have selected 1/3 of NR obligations classified "B" for testing under Audit Program references D02 and T02. These exclude NR obligations already included within other sections of the Audit Program (classified "A"). Please note that each line item may contain more than one NR obligation.

		ie Nr. obligation.				
General Licence	ERA Compliance	Obligation Description	Type	Western Power	Western Power's Performance Requirements	Classification
Element	Reporting Manual Ref.			Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence	
Distribution	1	A network operator must treat all retailers which	NR (D & T)	28.1	obligation)	Α
Licence Clause 5.1 Transmission Licence Clause 5.1	2 3 4 5	are its associates on an arms-length basis. A network operator must ensure that no retailer which is its associate receives a benefit in respect of the Electricity Industry Customer Transfer Code unless the benefit is either attributable to the arms-length application of the Electricity Industry Customer Transfer Code or	2 (D & T)			
		the benefit is made available to all other retailers. A network operator must publish a request for standing data form which must comply with Annex 1 of the Electricity Industry Customer Transfer Code.	2 (D & T)			
		A network operator must publish a request for historical data form which must comply with Annex 2 of the Electricity Industry Customer Transfer Code.	2 (D & T)			
		If a network operator publishes an amended data request form it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable.	2 (D & T)			
Distribution Licence Clause 5.1	12 13 14	A network operator must use all reasonable endeavours to provide to the retailer the requested data under a valid data request.	NR (D & T)	28.6	Following receipt of a valid data request, Western Power must use all reasonable endeavours to provide the information electronically, in a format that complies	A
Transmission Licence Clause 5.1	40	A network operator must provide the requested data under a valid data request electronically in a format in accordance with the communication rules if they have been approved or otherwise in accordance with the metering code. A network operator must provide the requested data under a valid data request in accordance with a specified timetable.	2 (D & T)		with the communication rules (if any are approved by the Economic Regulation Authority), otherwise in a format that complies with the Electricity Industry Metering Code 2005 (WA); and if: • up to 5 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 2 business days after that day, or if received after 3.00 pm 3 business days after that day; • 6 to 10 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 4 business days after that day, or if received after 3.00 pm 5 business days after that day; or -11 to 20 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 5 business days after that day, or if received after 3.00 pm 5 business days after that day, or if received after 3.00 pm 5 business days after that day, or if received after 3.00 pm 6 husiness days after that day.	
Distribution Licence Clause 5.1 Transmission	46 47	A network operator must submit communication rules to the Authority within six months after the commencement of the Electricity Industry Customer Transfer Code.	NR (D & T)			A
Licence Clause 5.1		A network operator must take certain action before submitting the communication rules to the Authority.	NR (D & T)			
Distribution Licence Clause 5.1 Transmission	50	A network operator must use its reasonable endeavours to ensure that a retailer can give it a notice by post, facsimile or electronic communication and notify the retailer of a telephone number for voice communication.	NR (D & T)			В
Licence Clause 5.1						
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	55 56 57	For a dispute in respect of a matter under or in connection with the Electricity Industry Customer Transfer Code, any disputing party must meet within five business days of a request from another disputing party and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A
J. 1		If the negotiations in 7.1(1) of the Electricity Industry Customer Transfer Code do not resolve the dispute within 10 days after the first meeting, the dispute must be referred to the senior executive officer of each disputing party who must attempt to resolve the dispute by negotiations in good faith.	2 (D & T)			
		If the dispute is resolved, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.	NR (D & T)			

General	ERA	Obligation Description	Туре	Western	Western Power's Performance Requirements	Classification
Licence Element	Compliance Reporting Manual Ref.			Power Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence oblication)	
Distribution Licence Clause 5.1	58 59	A disputing party that refers a dispute to the Authority must give notice to the Authority of the nature of the dispute, including specified details.	NR (D & T)		obiloation	В
Transmission Licence Clause 5.1		A disputing party must at all times conduct itself in a manner which is directed towards achieving the objectives in clause 7.3(1) of the Electricity Industry Customer Transfer Code.				
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	68 69 70 71	A network operator and a retailer must use reasonable endeavours to ensure that its information system on which electronic communications are made is operational 24 hours a day and 7 days a week. A network operator and a retailer must establish a mechanism to generate an automated response message for each electronic communication (other than an automated response message) received at the electronic communication address. The originator of an electronic communication must identify itself in the communication. The originator of an electronic communication must use reasonable endeavours to adopt a consistent data format for information over time, to facilitate any automated processing of the	NR (D & T)			В
Distribution Licence Clause 18.1 Transmission Licence	81	Information by the addressee. A licensee must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority.	NR (D & T)			А
Clause 15.1 Distribution Licence Clause 19.1, 19.2 and 19.3 Transmission Licence Clause 16.1, 16.2 and 16.3	82 83 84	A licensee must provide for an asset management system. A licensee must notify details of the asset management system and any substantial changes to it to the Authority. A licensee must provide the Authority with a report by an independent expert as to the effectiveness of its asset management system every 24	NR (D & T) 2 (D & T) NR (D & T)			A
Distribution Licence Clause 18.1 Transmission Licence	85	months, or such longer period as determined by the Authority. A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	NR (D & T)			A
Clause 15.1 Distribution Licence Clause 18.1 Transmission Licence	86	A licensee must take reasonable steps to minimise the extent or duration of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.	NR (D & T)			A
Clause 15.1 Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	90 91 92	Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to an amendment to an extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy.	NR (D & T)			В
Distribution Licence Condition 5.1	279	A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Code of Conduct is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.	NR (D)	10.9	Obligation to provide clear and simple written information Western Power must ensure that any written information that must be given to a customer by it under the Code of Conduct for the Supply of Small Use Customers 2005 (WA) is expressed in clear, simple and concise language and is in a format that makes it easy to understand.	A & D

General Licence	ERA Compliance	Obligation Description	Туре	Western Power	Western Power's Performance Requirements	Classification
Element	Reporting Manual Ref.			Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence	
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	324 339	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards. A distributor or transmitter must take all such steps as are reasonably necessary to monitor the operation of its network to ensure compliance with specified requirements.	NR (D & T)	32.1	obligation to observe standards Western Power must, so far as is reasonably practicable, ensure that electricity supplied by it to a customer's electrical installations (components permanently connected to the wiring) at all times complies with the standards set out below. The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility levels of: Pst Compatibility level 1.0. Plt Compatibility level 0.8. The standard for the harmonic voltage distortion level of electricity supplied is a distortion level that is less than the compatibility levels set out in the table within this clause	В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	325	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply.	NR (D & T)	32.2	Duty to disconnect supply for voltage fluctuation and distortion If Western Power is unable to comply with the standards required for voltage fluctuation and harmonic voltage distortion, and the failure may result in damage to a customer's electrical installations or property, Western Power must as far as practicable, disconnect the supply of electricity to the customer unless it is in the customer's interest to maintain the supply.	В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	326	A distributor or transmitter must, as far as reasonably practicable, ensure that that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.	NR (D & T)	32.3	General standard of reliability Western Power must, as far as is reasonably practicable, ensure that the supply of electricity to a customer is maintained and the occurrence and duration of interruptions is kept to a minimum.	A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	327 328	A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer. A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption.	NR (D & T)	32.4	Duty to reduce interruption Western Power must, so far as is reasonably practicable, reduce the effect of any interruption on a customer. Western Power must consider whether to supply electricity to a customer by alternative means if the customer will be affected by an interruption, if that interruption is expected to exceed: if the customer's premises is on or south of the 26th parallel of latitude, 6 hours (or 4 hours if at the time when notice of an interruption is given the forecast temperature is 30° C or more for any part of the time of the interruption); or if the customer's premises are north of the 26th parallel of latitude, 4 hours, or if the effect of the interruption on the customer's business is likely to be substantial, or Western Power is aware that a person living in the premises has special health needs and requires electricity for the operation of equipment that caters to those needs.	В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	330 331	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. The average total length of interruptions of supply is to be calculated using the specified method.	NR (D & T)	32.6	Standards for duration of interruption Western Power must, so far as is reasonably practicable, ensure that the average total length of interruptions of supply, does not exceed: • for customers in the Perth CBD, 30 minutes; • for customers in urban areas other than the Perth CBD, 160 minutes; and • for customers in any other area of the State, 290 minutes. Average total length of interruptions is to be calculated as at 30 June in each year, by taking the average total length in minutes of interruptions of supply to a customer premises in an area during each year of the period of 4 years ending on that day, and then by taking the average of the 4 annual figures.	A
Distribution Licence Clause 5.1 Transmission Licence	348	A network operator must treat all Code participants that are its associates on an armslength basis.	NR (D & T)	31.1	Obligation to treat participants at arms length Western Power must treat all participants under the Electricity Industry Metering Code that are associates of Western Power on an arm's length basis.	A
Clause 5.1 Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	397	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database.	NR (D & T)			В
Clause 5.1 Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	398	A Code participant must not knowingly permit the registry to be materially inaccurate.	NR (D & T)			В

General	ERA	Obligation Description	Type	Western	Western Power's Performance Requirements	Classification
Licence Element	Compliance Reporting Manual Ref.	Obligation Description	Туре	Power Ref.	(i.e. Western Power's minimum performance requirements to comply with the related licence obligation)	Classification
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	407	A network operator must use all reasonable endeavours to accommodate another Code participant's requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement.	NR (D & T)	31.22	Reasonable endeavours to provide access to metering services Western Power must use all reasonable endeavours to accommodate another "Code Participant's" requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement. Western Power must also expeditiously and diligently process all requests for a service level agreement, negotiate in good faith with a "Code Participant" regarding the terms for a service level agreement, and, to the extent reasonably practicable in accordance with "good electricity industry practice", permit a "Code Participant" to acquire a metering service which the "Code Participant" wishes to acquire. Code Participant means a participant under the Electricity Industry Metering Code 2005 (WA).	В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	408	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.	NR (D & T)	31.22	Reasonable endeavours to provide access to metering services Western Power must use all reasonable endeavours to accommodate another "Code Participant's" requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement. Western Power must also expeditiously and diligently process all requests for a service level agreement, negotiate in good faith with a "Code Participant" regarding the terms for a service level agreement, and, to the extent reasonably practicable in accordance with "good electricity industry practice", permit a "Code Participant" to acquire a metering service which the "Code Participant" wishes to acquire. Code Participant means a participant under the Electricity Industry Metering Code 2005 (WA).	В
Distribution Licence Clause 5.1 Transmission Licence	410	A network operator must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12 month period.	NR (D & T)	31.24	Meter reading that generates actual value Western Power must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12-month period.	Α
Clause 5.1 Distribution Licence Clause 5.1 Transmission Licence	465	A network operator must amend any document in accordance with the Authority's final findings.	NR (D & T)			В
Clause 5.1 Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	466	Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for voice communication in connection with the Code.	NR (D & T)			В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	472	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith.	NR (D & T)			В
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	473	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A & B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	474	If the dispute is not resolved within 10 business days after the dispute is referred to senior management negotiations, the disputing parties must refer the dispute to the senior executive officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A & B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	476	The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit.	NR (D & T)			В