



Notice

13 March 2014

Publication

2013 Annual Performance Report - Energy Distributors

The Economic Regulation Authority (Authority) today published the 2013 Annual Performance Report – Energy Distributors (Distributor Report).

- [Summary of Key Findings](#)
- [2013 Annual Performance Report – Energy Distributors](#)

The Distributor Report, which covers the year ending 30 June 2013, is the latest in a series of annual reports published by the Authority that examines the performance of energy distributors who supply small use customers in Western Australia. Small use customers are residential and small business customers who consume less than 160MWh of electricity or less than 1 Terajoule of gas per annum.

The purpose of the Distributor Report is to bring transparency and accountability to the performance of energy distribution businesses that supply small use customers. The Distributor Report examines the performance of electricity and gas distribution licensees in relation to: customer connections, network reliability, customer service (complaints handling and call centre performance), compensation payments/guaranteed service level payments, street light repairs, gas consumption and unaccounted for gas and gas leak repairs.

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