



INFORMATION

Electricity Networks Corporation (t/a Western Power)

NOTIFICATION OF TYPE 1 LICENCE CONTRAVENTIONS

On 11 May 2012, the Economic Regulation Authority (**Authority**) was notified of three customer disconnections that had been performed outside of the permitted hours by Electricity Networks Corporation (**t/a Western Power**). Western Power has subsequently written to the Authority providing further details of the contraventions and the actions that have been taken in response to the contraventions.

Clause 7.6(e) of the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code**) prohibits a distributor from disconnecting a customer's supply address after 12.00pm on a Friday. Clause 7.6(e) of the Code is classified as a Type 1 (considered the most serious and therefore are immediately reportable) licence obligation.

Western Power has notified the Authority that three customer disconnections that were performed in July 2011 contravened clause 7.6(e) of the Code:

- On 8 July 2011, a customer in Kalbarri was disconnected at 1:45pm;
- On 15 July 2011, a customer in Kellerberrin was disconnected at 2:10pm; and
- On 29 July 2011, a customer in Australind was disconnected at 3:00pm.

Western Power had previously notified the Authority of contraventions of clause 7.6 of the Code in relation to:

- 197 customer disconnections that had been performed during the 18 months to April 2011 (reported in May 2011); and
- the disconnection of a customer during the CHOGM weekend in October 2011.

In December 2011, Western Power informed the Authority that it was implementing a compliance monitoring framework for its Type 1 licence obligations. The three customer disconnections detailed above were identified as a result of the new internal self-assurance process that Western Power has developed as part of the compliance monitoring framework. In addition to the internal monitoring process, Western Power has also implemented a number of new measures to prevent customer disconnections from taking place outside the permitted times. The Authority notes that the new self-assurance process implemented by Western Power has been able to identify historical contraventions that had previously gone undetected. Given the time that has elapsed since the three contraventions occurred, the Authority will not be taking any further action in respect of these contraventions.

Western Power has informed the Authority that it will be conducting an internal audit of the effectiveness of the Type 1 compliance monitoring framework during October 2012. The Authority has requested that Western Power provide a report on the internal audit findings to the Authority.

The effectiveness of the measures taken by Western Power to comply with clause 7.6 of the Code will also be assessed by the upcoming performance audit of Western Power's distribution licence, which will cover the period 1 May 2011 to 30 June 2012.

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