



# Notice

20 December 2016

## Western Power Access Arrangement

### SERVICE STANDARD PERFORMANCE REPORT 2015/16

The Economic Regulation Authority (ERA) has published Western Power's [Service Standard Performance Report](#) for the year ended 30 June 2016.

Under the *Electricity Networks Access Code 2004*, Western Power must provide reference services at a service standard at least equivalent to the benchmarks set out in its access arrangement. Every year the ERA is required to monitor and publish Western Power's actual performance against the benchmarks.

#### Service Standard Benchmarks

Western Power has exceeded all service standard benchmarks with the exception of the average duration of an outage on the transmission network. Western Power attributes this to transformer and cable failures.

#### Service Standard Adjustment Mechanism

Western Power's access arrangement includes a service standard adjustment mechanism. This mechanism ensures that Western Power has an incentive to maintain service standards and improve service standards only where the improvement is of value to customers. Western Power will receive a financial reward or penalty at the next access arrangement review, based on its performance during the current access arrangement period.

Western Power has calculated an overall reward of \$49.6 million for the 2015/16 period. Distribution measures accounted for \$46.6 million of the total, with transmission accounting for \$2.9 million.

Western Power's total reward or penalty will be determined at the next access arrangement review and will be added to Western Power's revenue in the next access arrangement period. Service standard benchmarks and targets will also be revised to reflect Western Power's actual performance during the current access arrangement period.

For further information contact:

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