



Notice

15 November 2017

Western Power Access Arrangement

SERVICE STANDARD PERFORMANCE REPORT 2016/17

The Economic Regulation Authority (ERA) has published Western Power's [Service Standard Performance Report](#) for the year ended 30 June 2017.

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 17 service standard benchmarks for the transmission and distribution networks.

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 in the next access arrangement period (2017/18 to 2021/22), based on its performance during the current access arrangement period (2012/13 to 2016/17).

The ERA is currently reviewing Western Power's proposed revisions to its network access arrangement for the period 2017/18 to 2021/22. Western Power has calculated the total reward for its service standard performance during the current access arrangement period to be \$255 million. The ERA's review will determine whether the values Western Power has calculated for the service standard adjustment mechanism are consistent with the determination it made for the current access arrangement period and determining the service standard benchmarks and targets for the next access arrangement period.

The proposed revisions to the access arrangement and supporting documents, together with an [Issues Paper](#) prepared by the ERA, are available on the ERA's [website](#).

The ERA is seeking public comment on Western Power's proposed revisions, including the service standard benchmarks and targets. Submissions should be made online at www.erawa.com.au/consultation by 4:00pm (WST), Monday, 11 December 2017.

For further information contact:

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