



# Notice

29 November 2017

## REVIEW OF WESTERN POWER'S MODEL SERVICE LEVEL AGREEMENT

### Publication of Submissions and Extension of time for the Draft Findings

The Economic Regulation Authority (ERA) has received one submission in response to its [consultation on the review of Western Power's model service level agreement](#).

The model service level agreement is required under the *Electricity Industry (Metering) Code 2012* and details the metering services Western Power must provide and the terms and conditions it must offer, including applicable charges.

The submission from Synergy is available on the ERA's [website](#).

The ERA has asked Western Power to review Synergy's submission and to submit a report detailing how the issues raised have been resolved and, if necessary, resubmit an updated model service level agreement to the ERA by Friday, 22 December 2017.

The ERA will then consider Western Power's proposed amendments and the public submission received before publishing its draft findings on the model service level agreement.

#### PUBLICATION OF DRAFT FINDINGS

The ERA began its review of the model service level agreement on 16 October 2017. The Code specifies a period of 50 business days for the ERA to publish its draft findings, and provides for extending the deadline if required.

The ERA is also currently reviewing proposed amendments to the Western Power Network access arrangement.

The ERA published Western Power's proposed access arrangement amendments on [6 October 2017](#). Public submissions are invited by 11 December 2017.

The model service level agreement and access arrangement are key documents that are relevant to users of the Western Power network.

The ERA has extended the time required to publish its draft findings on Western Power's model service level agreement to 13 February 2018,<sup>1</sup> coinciding with the deadline for publication of the ERA's draft decision on Western Power's access arrangement.

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<sup>1</sup> Based on section 4.13 of the *Electricity Networks Access Code 2004* that requires the ERA to publish its draft decision within 42 business days after the public consultation on Western Power's proposal closes. Section 4.66(f) of the Code provides for the deadline to be extended an additional 42 business days if required.

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