



Notice

9 January 2018

REVIEW OF WESTERN POWER'S MODEL SERVICE LEVEL AGREEMENT

PUBLICATION OF WESTERN POWER'S UPDATED MODEL SERVICE LEVEL AGREEMENT

The Economic Regulation Authority (ERA) has received an updated model service level agreement from Western Power. As [requested](#) by the ERA on 29 November 2017, Western Power has updated its proposed model service level agreement to address issues raised in a [submission](#) received from Synergy in response to the ERA's public consultation on Western Power's initial proposed 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.

Western Power's updated model service level agreement and its report detailing how it has resolved the issues raised by Synergy are available on the ERA's [website](#).

The ERA will review Western Power's updated model service level agreement and Synergy's submission before publishing its draft findings.

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