



# Notice

17 December 2018

## Western Power Access Arrangement 2017/18 Service Standard Performance Report

The Economic Regulation Authority has published Western Power's [Service Standard Performance Report](#) for the year ended 30 June 2018.

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.

Performance exceeded the required level for all distribution service standards, call centre response times and streetlight repair times.

Performance exceeded the required level for three of the six transmission service standards. Western Power did not meet the benchmark for the following three transmission service standards:

- System Minutes Interrupted – Meshed Network
- System Minutes Interrupted – Radial Network
- Loss of Supply Events >1 System Minute Interrupted

Six weather events affected the reliability performance of the transmission network. These events occurred between December 2017 and June 2018. Five of the six events affected loads in the East Country and Eastern Goldfields areas, which are susceptible to external factors such as weather, particularly on the long line supplying the area. In addition, the assets are located in remote areas which affects the time required to repair the faults.

Western Power's service standard performance will be assessed at the next access arrangement review.

### Further information

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