



Notice

28 August 2019

Review of Western Power's Model Service Level Agreement

Time extended for publication of draft findings

On 10 June 2019, the Economic Regulation Authority published Western Power's [proposed updated model service level agreement](#) and invited public submissions.

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

The ERA received one submission from Synergy. Synergy considered that Western Power's proposal was not compliant with the Metering Code requirements in a number of areas, including Western Power's obligations to deliver services, the need for clearer service descriptions and outcomes, and regulatory oversight of future price increases.

In order to properly consider these matters, the ERA has extended the deadline to publish draft findings to 29 November 2019.

This extension is made under section 6.13(2) of the Metering Code.

Further information

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