



Notice

31 August 2020

Review of Western Power's Model Service Level Agreement

Publication of final findings

The ERA has published its [final findings](#) on Western Power's proposed amendments to its model service level agreement.

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

This will be the first time that the model service level agreement has been amended since it was first drafted in 2006.

The changes include clarifying Western Power's obligations and responsibilities for delivering metering services and the consequences if those services are not provided in accordance with the model service level agreement.

The ERA requires Western Power to remove the key performance indicators that it proposed to include in the revised agreement. This will remove uncertainty about the service standard timeframes that Western Power is required to meet.

Under the Metering Code, users should be able to plan their retail operations based on a clear understanding of Western Power's metering service standards. Users should also be able to expect those service standards will be met or, if they are not and Western Power is at fault, that users can recover their direct additional costs.

These costs are currently being met by users. Making Western Power liable for the costs of failing to provide services within the set timeframe provides a signal to resource the efficient delivery of metering services. Western Power is best placed to balance the costs of delivering services against the risk of delivering some services late and the costs that would be incurred as a result.

Other changes to the model service level agreement will address many of the issues that currently make it difficult for Western Power to meet its service standards. These include:

- New provisions excusing Western Power from providing a service due to factors beyond its control, including not being able to gain the necessary access to a property.
- Increased timeframes for eight types of metering services.

- The ability to extend timeframes for complex de-energisations.
- A new provision for requesting users to co-operate to assist Western Power to meet the service standards.
- Increasing the prices for metering services for the first time since 2006.

If Western Power finds that, despite the changes described above, any service standard timeframes cannot be achieved, it can propose amended timeframes to the ERA for approval.

Western Power is required to amend the model service level agreement in accordance with the ERA's final findings and publish it. The ERA expects Western Power to publish the amended agreement by 30 September 2020. The amended agreement should commence as soon as possible after it is published, allowing adequate time for the changes to be communicated to users and any required system changes implemented. Western Power has advised that it anticipates a commencement date of 1 November 2020.

Further information

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