



# Notice

28 October 2021

## Western Power 2020/21 Service Standard Performance Report

The Economic Regulation Authority has published Western Power's [Service Standard Performance Report](#) for the year ended 30 June 2021. Every year, the ERA is required to monitor and publish Western Power's actual performance against the service standard benchmarks in its access arrangement.

The service standard benchmarks are minimum standards Western Power is required to meet. Western Power's distribution and transmission network performance was above the required levels for all service standard benchmarks except the system average interruption frequency index for the CBD.<sup>1</sup>

In its report, Western Power noted that it had engaged with customers in the CBD to improve access to equipment in private buildings. Targeted equipment repairs were undertaken in 2020/21 and further automation of equipment is underway to improve fast restoration of supply.

Western Power is also subject to a service standard adjustment mechanism which determines financial rewards or penalties that are included in Western Power's target revenue at the next access arrangement period. The targets set for the mechanism are more stringent than the service standard benchmarks. If Western Power meets the service standard target it receives no financial reward or penalty. If it performs above or below the service standard target it is financially rewarded or penalised.

Western Power met or exceeded the service standard target for five out of the 13 measures that are subject to the service standard adjustment mechanism. Western Power reported a net \$10.7 million penalty that will be applied at the next access arrangement review. This is an improvement on 2019/20, when Western Power reported a net \$16 million penalty.

Western Power's service standard performance will be assessed at the next access arrangement review, which is due to commence on 1 February 2022.

<sup>1</sup> The system average interruption frequency index measures the frequency of interruptions to customers' supply.

## **Further information**

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