



Notice

9 June 2023

Western Power

Type 1 licence contravention

The Electricity Networks Corporation (trading as Western Power) has contravened its electricity distribution licence EDL1 by not adding or updating the email addresses of nine life support equipment (LSE) customers within the timeframe required by the [Conduct for the Supply of Electricity to Small Use Customers 2022](#).

Clause 83(2)(b) of the Code requires that when a retailer provides a distributor with an LSE customer's contact detail (telephone number, email address or postal address) that has changed, the distributor must update the contact detail in its LSE register within the timeframes in clause 81(b) of the Code.

On 22 March 2023, Western Power notified the ERA that it had contravened clause 83(2)(b) of the Code, which is classified as a Type 1 licence obligation. The licensee must report Type 1 contraventions to the ERA as soon as they become known, as it may endanger or threaten the health of a customer.

Details of the contravention

Western Power reported that it had not added or updated the email addresses of nine LSE customers within the required time between 20 February 2023 and 22 March 2023. Although Western Power had registered the supply address and other contact details of these customers as required, it used another process for updating email addresses, which resulted in the delay and led to the Code breach.

Impact on customers

Western Power advised that none of the nine LSE customers were adversely affected, as the customers did not experience a planned or unplanned outage during this period.

The nine customers had not nominated emails as their preferred notification method for planned outages.

Preventative actions by Western Power

Western Power has implemented a daily manual process where it extracts the customer's email address from the retailer's notification and adds it to its LSE register. This is an interim solution while Western Power investigates and implements a long-term solution.

To prevent the contravention from reoccurring, Western Power intends to implement a permanent automated solution that involves changing its systems for managing this information. This will require

the agreement of retailers, who will need to make similar changes to their systems to be compatible with Western Power's systems. The implementation of these system changes is expected to take up to 18 months.

ERA's response to the contravention

By 23 March 2023, Western Power had registered all nine LSE customers' new email addresses.

While the ERA considers Western Power's immediate response acceptable, it is important that Western Power implements a permanent long-term solution and not rely on manual processes to manage the emails addresses of LSE customers, particularly as Western Power needs to ensure it sends notifications of planned outages to the correct contact details.

The ERA will monitor Western Power's progress in implementing a long-term solution to prevent the contravention reoccurring.

The ERA will seek a status update from Western Power on those actions in November 2023.

Further information

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