



Notice

14 December 2023

Western Power 2022/23 Service Standard Performance Report

The Economic Regulation Authority has published Western Power's [Service Standard Performance Report](#) for the year ending 30 June 2023. The ERA monitors and publishes Western Power's actual performance against the service standard benchmarks in its access arrangement every year.

As the access arrangement for the period 2022/23 to 2026/27 (AA5) was finalised partway through the first year of the period, the previous access arrangement (AA4) service standard benchmarks apply for the 2022/23 year.

Western Power did not meet the service standard benchmarks for the CBD and Rural Short System Average Interruption Frequency Index (SAIFI). These measures indicate the service reliability customers are experiencing.

Customer reliability was a key issue in the recent review of Western Power's access arrangement (AA5). The ERA's [final decision](#) recognised that using average performance measures does not provide a good indication of the level of service some customers are experiencing and required Western Power to provide more granular detail in its annual service standard reports. Western Power has provided estimates of disaggregated outage information by feeder and local government area in Appendix B of the report.

Western Power has not included streetlight cable faults in the numbers it has reported on streetlight repair times. It states that basic cable faults can take up to 12 weeks to repair and that, if an upgrade is needed, it can take months from design and engineering to planning and scheduling of cable laying. The ERA is working with Western Power to provide performance data on streetlight cable fault repair times.

The ERA will take account of Western Power's service standard performance during the current access arrangement period (AA5) in the next access arrangement decision (AA6). In the lead up to that review, the ERA will closely monitor Western Power's service standard performance and seek further information and explanations where needed. Publishing Western Power's 2022/23 annual service standard performance report is the first step in this process.

Further information

General enquiries

Elizabeth Walters
Ph: 08 6557 7958
info@erawa.com.au

Media enquiries

Danielle Asarpota
Ph: +61 428 859 826
media@erawa.com.au