

## NOTICE

### Addendum to Western Power's Access Arrangement Service Standard Performance Report

#### STREETLIGHTING EXIT SERVICE PERFORMANCE DATA

The Authority has published Western Power's 2006/07 and 2007/08 service standard performance data for its streetlighting exit service, which is provided at [Schedule 1](#) of this notice. This performance data was inadvertently excluded from the previously published service standard performance report, which was the subject of a [notice](#) on 3 November 2008.

Under the *Electricity Networks Access Code 2004*, service providers must supply reference services to a standard at least equivalent to the benchmarks set out in their access arrangements. Also, the Authority must monitor and publish, at least annually, the utility's actual service standard performance against its benchmarks.

#### Access Arrangement Review

While Western Power's service standard performance report has been submitted to the Authority under Chapter 11 of the Access Code, the report is relevant to the Authority's current review of the utility's access arrangement for the South West Interconnected Network. The review began on 1 October 2008.

During the Authority's assessment of Western Power's proposed revisions, some discrepancies were identified between actual service standard performance data reported as part of the proposed access arrangement revisions and the service standard performance report.

Western Power has since confirmed the correct service standard performance data, which is provided at [Schedule 2](#) of this notice.

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22 December 2008

## SCHEDULE 1

Table 1 2006/07 Western Power Service Standard Performance Data – Reference Service A9 “Streetlighting Exit Service”

COMPARISON OF ACTUAL VS TARGET NETWORK PERFORMANCE FOR YEAR 2006/07							
No.	Description	Target Performance Bandwidth			Actual Performance	Variance to Target (%)	Explanation of Variance Outside Normal Performance Bandwidth*
		-10%	Target	10%			
AA 14	Repair time for reported faulty streetlights – Perth Metro Area (days)	4.5	5	5.5	<b>5.94</b>	18.80%	(1) July 06 not available due to system errors (average calculated on the 11 months data). (2) Calculated from average monthly repair time. (3) Performance drop due to contractor performance issues in early 2007, which created a backlog of fault jobs. Focus on clearing backlog meant jobs that were months old were cleared, leading to longer close timeframes. A higher than normal number of fault jobs were cleared this period.
AA 15	Repair time for reported faulty streetlights – Major Regional Towns (days)	-	-	-	-	-	Combined within the Perth Metro Area (AA 14)
AA 16	Repair time for reported faulty streetlights – Remote and Rural Towns (days)	8.1	9	9.9	<b>5.93</b>	-34.11%	(1) July 06 data not available due to system errors (average calculated on the 11 months data). (2) Calculated from average monthly repair time.

\* Western Power's explanation as submitted to the Authority.

**Table 2 2007/08 Western Power Service Standard Performance Data – Reference Service A9 “Streetlighting Exit Service”**

<b>COMPARISON OF ACTUAL VS TARGET NETWORK PERFORMANCE FOR YEAR 2007/08</b>							
<b>No.</b>	<b>Description</b>	<b>Target Performance Bandwidth</b>			<b>Actual Performance</b>	<b>Variance to Target (%)</b>	<b>Explanation of Variance Outside Normal Performance Bandwidth*</b>
		<b>-10%</b>	<b>Target</b>	<b>10%</b>			
AA 14	Repair time for reported faulty streetlights – Perth Metro Area (days)	4.5	5	5.5	<b>9.91</b>	98.20%	(1) May 08 data not available due to system errors (average calculated on the 11 months data) (2) Calculated from average monthly repair time. (3) Following the cleared backlog in late 2007, clearing of jobs resumed back to steady performance.
AA 15	Repair time for reported faulty streetlights – Major Regional Towns (days)	-	-	-	-	-	Combined within the Perth Metro Area (AA 14)
AA 16	Repair time for reported faulty streetlights – Remote and Rural Towns (days)	8.1	9	9.9	<b>5.85</b>	-35.00%	(1) May 08 data not available due to system errors (average calculated on the 11 months data). (2) Calculated from average monthly repair time.

\* Western Power’s explanation as submitted to the Authority.

## SCHEDULE 2

**Table 1 Service Standard Performance Data Provided by Western Power – Confirmed Values**

Year	Service Standard	Service Standard Performance Report <sup>(a)</sup>	Proposed Access Arrangement Revisions <sup>(b)</sup>	Confirmed Value <sup>(c)</sup>
2006/07	Circuit Availability (% of total time), actual performance	98.0%	97.9%	<b>97.9%</b>
2006/07	SAIDI – Urban, actual performance	145	142	<b>142</b>
2006/07	SAIDI – Rural Short, actual performance	333	329	<b>329</b>
2006/07	SAIDI – Rural Long, actual performance	625	629	<b>624</b>
2006/07	SAIFI – CBD, actual performance	0.26	0.25	<b>0.25</b>
2006/07	SAIFI – Urban, actual performance	1.83	1.80	<b>1.80</b>
2006/07	SAIFI – Rural Short, actual performance	3.84	3.79	<b>3.79</b>
2006/07	SAIFI – Rural Long, actual performance	4.73	4.72	<b>4.72</b>
2007/08	System Minutes Interrupted (meshed network), actual performance	8.7	8.6	<b>8.7</b>

(a) Western Power, 28 October 2008, Access Arrangement Service Standard Report Financial Year Ending June 2008. Submitted to the Authority on 28 October 2008 under Chapter 11 of the *Electricity Networks Access Code 2004*.

(b) Western Power, 1 October 2008, Proposed Revisions to the Access Arrangement for the South West Network owned by Western Power; and Revised Access Arrangement Information for the South West Interconnected System. Submitted to the Authority on 1 October 2008 in accordance with section 4.48 of the *Electricity Networks Access Code 2004* and current approved access arrangement.

(c) Confirmed by Western Power.

### Explanatory Notes (provided by Western Power):

Where the discrepancies were in the last significant digit, they were due to rounding in the transcription process from Western Power's databases into the relevant documents. Other minor discrepancies were due to system changes in the reporting systems. In these cases, the data was originally extracted in 2007 and reported to the Authority in both the annual licence compliance data sheets and a service standard performance report under the access arrangement. The Authority subsequently asked Western Power to report on the 2007 data again in 2008 and the original figures were re-used. However, Western Power recently implemented some minor coding changes in the reporting system to improve accuracy and these changes were rolled into the historical data as well. The data which was extracted for the recent access arrangement revisions submission includes the more accurate numbers resulting from the improved code changes. Western Power was not aware that the code changes would produce any noticeable difference in the reports produced.