

31 August 2009

Mr Paul Kelly
Executive Director Licensing, Monitoring & Customer Protection
Economic Regulation Authority
Level 6, 197 St Georges Terrace
PERTH WA 6000

Dear Paul

RE WESTERN POWER'S LICENCE CONDITIONS

I refer to my letter dated 9 April 2009 requesting the Authority to remove from Western Power's operating licences EDL1 and ETL2 the temporary conditions relating to the establishment and implementation of the trouble call fault management (**TCFM**) plan. The purpose of the TCFM plan was to outline the milestones to be met by Western Power in transitioning the management of fault calls from Synergy to Western Power. As advised in my letter, Western Power's new TCFM system has been in place since the end of March 2009 and is operating effectively.

At this stage, Western Power has no intention to outsource the TCFM system. However, to ensure that the Authority is promptly notified should this approach change in the future, Western Power requests that clauses 25 and 22 of the EDL1 and ETL2 respectively be replaced with the following:

Trouble call fault management system

- 1. The licensee will operate and maintain a trouble call fault management system.*
- 2. The licensee must provide prior notification to the Authority if it intends to outsource its trouble call fault management system.*

Please do not hesitate to contact Ms Margaret Pyrchla, Manager Compliance on (08) 9326 4535 if you have any further questions on this matter.

Yours sincerely

DOUG ABERLE
MANAGING DIRECTOR

DM#: 6393735v1