

Western Power Access Arrangement Service Standard Benchmarks

COMPARISON OF ACTUAL vs TARGET NETWORK PERFORMANCE FOR YEAR 2008/09

No	Description	Target Performance Bandwidth			Actual Performance WP Access Arrangement Definitions <sup>1</sup>	Variance to Target (%)	Western Power's Explanation of Variance Outside Normal Performance Bandwidth
		Low Limit	Target	High Limit			
AA 1	Circuit availability (% of total time)	97.7	98.2	98.7	98.3	0%	
AA 2	System minutes interrupted (meshed network)	7.0	7.8	8.6	7.6	-3%	
AA 3	System minutes interrupted (radial network)	3.5	3.9	4.3	2	-49%	This indicator can be particularly volatile and only applies to a small number of transmission circuits. Actual performance was better than the lower limit due to a fortuitous decrease of environmental factors impacting on relevant circuits.
AA 4	SAIDI - SWIN total	202	224	246	282 (221) <sup>1</sup>	26%	Actual performance was worse than the upper limit because of a general increase in targeted maintenance in poor reliability areas which interrupts services, as well as bushfires and equipment failures of underground assets. Also see Note 2.
AA 5	SAIDI - Urban	162	179	196	202 (158) <sup>1</sup>	13%	Actual performance was worse than the upper limit because of a general increase in targeted maintenance in poor reliability areas which interrupts services, as well as equipment damage from vehicles and equipment failure of overhead assets. Also see Note 2.
AA 6	SAIDI - Rural Short	309	343	377	320 (238) <sup>1</sup>	-7%	
AA 7	SAIDI - Rural Long	539	598	657	684 (573) <sup>1</sup>	14%	Actual performance was worse than the upper limit because of a general increase in targeted maintenance in poor reliability areas which interrupts services, as well as bushfires and lightning. Also see Note 2.
AA 8	SAIDI - CBD	16	17.3	19	37 (28) <sup>1</sup>	119%	Performance was worse than the normal performance range due to a cable failure in March. The CBD SAIDI performance indicator is potentially quite volatile over short periods of time due to the combined effects of small customer numbers and the relatively long repair times in a fully underground network. However, interruptions are relatively rare and performance is expected to be within the normal range in future years. Also see Note 2.
AA 9	SAIFI - SWIN total	2.5	2.78	3.06	2.46 (2.20) <sup>1</sup>	-12%	Actual performance was better than the normal performance range due to the rollout of automated switching devices, which has reduced the customer impact of unplanned interruptions.
AA 10	SAIFI - Urban	2.26	2.51	2.76	1.82 (1.65) <sup>1</sup>	-27%	
AA 11	SAIFI - Rural Short	3.56	3.95	4.34	3.04 (2.70) <sup>1</sup>	-23%	
AA 12	SAIFI - Rural Long	4.05	4.5	4.95	4.83 (4.27) <sup>1</sup>	7%	
AA 13	SAIFI - CBD	0.23	0.26	0.29	0.17 (0.15) <sup>1</sup>	-33%	Performance was better than the normal performance range due to the relatively small customer impact of each interruption. CBD SAIFI is potentially volatile over short periods of time, similar to CBD SAIDI.
AA 14	Repair time for reported faulty streetlights - Perth Metro Area (days)	-	5	-	3.72	-26%	(1) Calculated from average monthly repair time. (2) The average repair time indicates the majority of streetlight faults were repaired within a short time after the fault was reported. Although there were streetlight faults not repaired within the target, these did not significantly impact the average due to the high volumes of streetlight faults. (3) Major changes to streetlight operating model in 2008/09, resulted in a significant improvement to streetlight repair times.
AA 15	Repair time for reported faulty streetlights - Major Regional Towns (days)	-	-	-	-	-	NB: Combined within the Perth Metro Area (AA14)
AA 16	Repair time for reported faulty streetlights - Remote and Rural Towns (days)	-	9	-	4.08	-55%	(1) Calculated from average monthly repair time. (2) Low volume of streetlight faults resulted in ability to respond within KPI timeframes (3) The average repair time indicates the majority of streetlight faults were repaired within a short time after the fault was reported. Although there were streetlight faults not repaired within the target, these did not significantly impact the average due to the high volumes of streetlight faults. (4) Major changes to streetlight operating model in 2008/09, resulted in a significant improvement to streetlight repair times.

Note 1 - Values in round brackets calculated using SCNRRR Normalised Unplanned methodology but with the exclusion of single customer outages.  
 Note 2 - Future targets and performance for AA2 are expected to be calculated in accordance with the SCNRRR Normalised Unplanned methodology.  
 Future performance is expected to be within the range approved by the ERA in conjunction with the proposed expenditures for AA2.