



Economic Regulation Authority

WESTERN AUSTRALIA

Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth Western Australia 6000

GPO Box 8469
Perth Business Centre
Western Australia 6849

Telephone 61 8 9213 1900
Facsimile 61 8 9213 1999
Website www.era.wa.gov.au

Promoting fair prices, quality services and choice.

NOTICE

Western Power's Access Arrangement Service Standard Performance Data for 2008/09

The Economic Regulation Authority today published Western Power's access arrangement [service standard performance data](#) for the year ending 30 June 2009.

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

Where there are significant variances between target benchmarks and the actual service standard performance achieved, Western Power's service standard performance data for 2008/09 includes commentary provided by Western Power.

The performance data covers the following measures:

- Circuit availability;
- System minutes interrupted;
- System Average Interruption Duration Index (SAIDI); and
- System Average Interruption Frequency Index (SAIFI).

[Schedule 1](#) of this notice provides general explanations of these measures.

For further information contact:

General Enquiries

Ms Karen Tilsed
A/Assistant Director (Electricity)
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Ms Sue McKenna / Ms Joanne Fowler
The Communications Branch Pty Ltd
Ph: 61 8 9472 4411
Mb: 0424 196 771 (Sue)
0408 878 817 (Joanne)

LYNDON ROWE
CHAIRMAN

26 October 2009

SCHEDULE 1

The following explanations are provided for general information purposes only.

More detailed information about these performance measures can be found in Western Power's [current access arrangement](#).

Measure	Explanation / Description
Circuit availability	Circuit availability refers to the availability of the transmission network, that is, the transmission network available to users that are directly connected. Essentially, the circuit availability benchmark is used to measure network availability and is measured as a percentage of total possible hours available (i.e. the actual circuit hours available for transmission circuits divided by the total possible defined circuit hours available), where the higher the percentage the higher the service standard.
System minutes interrupted	System minutes interrupted aims to record the effect on customers of a network outage measured in minutes and is recorded for meshed and radial networks separately. A meshed network refers to an electricity network where there is more than one path between network nodes. Specifically, the system minutes interrupted benchmark is the summation of MW Minutes of unserved energy at substations that are connected to the meshed/radial transmission network divided by the system peak MW (where MW equals megawatt). Given that the system minutes interrupted benchmark aims to record the effect on customers of an outage, a higher service standard is reflected by a lower number of minutes.
System Average Interruption Duration Index (SAIDI)	SAIDI and SAIFI are reliability measures and are provided for different feeder classifications. SAIDI measures the number of minutes, on average, which a customer on a distribution network is without electricity in a year, whereas SAIFI measures the average number of times a customer's supply is interrupted per year. For these measures, the lower the number of minutes and interruptions, the higher the service standard.
System Average Interruption Frequency Index (SAIFI)	

Proposed Revisions to Western Power's Access Arrangement

The Authority is currently assessing proposed revisions to Western Power's access arrangement, which include proposed revisions to the measures of SAIDI and SAIFI. Further information about these proposed revisions and the Authority's assessment process can be obtained from the Authority's [web site](#).