



## Media Statement

18 December 2014

### Release of Performance Report on Energy Distributors

The *2014 Annual Performance Report – Energy Distributors*, released today by the Economic Regulation Authority (ERA), includes information about the performance of energy distributors that supply Western Australian electricity and gas consumers.

The report shows that the number of electricity customers who were affected by an extended supply interruption (longer than 12 hours) was higher in 2013/14.

- Compared to the previous year, the number of Western Power customers affected by an extended interruption increased by almost 13% (from 38,820 to 43,750 customers).
- The number of customers affected by extended interruptions on regional networks operated by Horizon Power increased by 545% (from 587 to 3,785 customers) in 2013/14.

Both Western Power and Horizon Power said that the increase in interruptions was due to adverse weather events, with Horizon Power attributing 92% of interruptions to Cyclone Christine, which struck the Pilbara in December 2013.

The number of gas customers affected by extended interruptions on the ATCO Gas Australia (ATCO) networks increased by 140% (from 640 to 1,534 customers) in 2013/14. ATCO said that 79% of the customer interruptions were caused by two incidents involving third party damage to their network.

ERA Chairman, Dr Stephen King, said “although the number of extended interruptions on electricity and gas networks has risen in 2013/14, the ERA notes that a large proportion of the increase was caused by factors beyond the reasonable control of the network operators, such as extreme weather events and third party damage.”

Dr King said “A better measure of how well the network operator is performing is achieved by removing the interruptions caused by bad weather and third party events. On this basis, the Authority is pleased to see that the overall performance of Horizon Power and Western Power improved in 2013/14.”

When the effect of bad weather and third party events are removed, the data shows that, in 2013/14 Horizon Power improved its total network performance by 44 minutes and Western Power improved its total network performance by 3 minutes.

The Perth CBD, operated by Western Power, was an exception – average interruption length increased from 8 minutes in 2012/13 to 18 minutes in 2013/14. The increase was caused by underground cable failures.

Complaints made to Western Power about quality of service issues increased by 53% in 2013/14. Faulty equipment and network limitations accounted for 19% and 13% of complaints, respectively.

The [2014 Energy Distributors Report](#) and a [Summary of Key Findings](#) are available on the ERA website [www.erawa.com.au](http://www.erawa.com.au).

The purpose of the Distributor Report is to bring transparency and accountability to the performance of energy distribution businesses that supply small use customers (who consume less than 160MWh of electricity, or 1 Terajoule of gas per annum).

ENDS

For further information contact:

**General Enquiries**

Paul Reid  
Economic Regulation Authority  
Phone: 08 6557 7900  
Email: [records@erawa.com.au](mailto:records@erawa.com.au)

**Media Enquiries**

Richard Taylor  
Riley Mathewson Public Relations  
Phone: 08 9381 2144  
Email: [admin@rmpr.com.au](mailto:admin@rmpr.com.au)