



Notice

30 November 2020

Annual data report and data 2019/20

Energy distributors

The Economic Regulation Authority has published the [annual data report and data for energy distributors 2019/20](#).

The report includes information on the number of connections on distribution systems, reliability of supply, gas consumption, streetlight repairs, customer complaints and other service standards.

Performance reporting obligations apply only to distributors serving small-use customers, who are residential and small business customers consuming less than 160 megawatt hours of electricity or 1 terajoule of gas a year.

The 2019/20 report shows that electricity system reliability was affected by pole top fires in January 2020 and severe storms in February and May 2020. The number of Western Power's CBD and urban customer connections having more than the permitted nine interruptions and extended interruptions was the highest for the six years reported.

The number of faulty metropolitan and regional streetlights reported to Western Power in 2019/20 was the highest in the six years reported, mostly due to increased reporting by local government authorities and the public.

Further information

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