



PUBLICATION

2009/10 Annual Performance Reports

ELECTRICITY DISTRIBUTION AND GAS DISTRIBUTION LICENSEES

The Economic Regulation Authority today approved the publication of the [2009/10 Annual Performance Report – Electricity Distributors](#) (**Electricity Report**) and the [2009/10 Annual Performance Report – Gas Distributors](#) (**Gas Report**).

The Electricity Report is the fifth annual report published by the Authority that examines the performance of electricity distributors that supply small use customers (customers who consume less than 160MWh of electricity per annum) in Western Australia.

The Gas Report is the fourth annual report published by the Authority that examines the performance of gas distributors that supply small use customers (customers who consume less than 1TJ of gas per annum) in Western Australia.

The purpose of the reports is to transparently report on the performance of energy distribution businesses in relation to:

- **Customer Connections:** information about the total number of connections on the distribution network and the proportion of new connections that have been established by the distributor outside the prescribed time frames.
- **Network Reliability:** information about the frequency and duration of supply interruptions on the distribution network.
- **Customer Service:** information about customer satisfaction with the service provided by distributors, as measured by complaints and customer contact centre responsiveness.
- **Compensation Payments:** information about the number of compensation payments made by distributors for failing to meet the service standards.

The Electricity Report also provides information about the repair of faulty streetlights within the prescribed standards and the Gas Report contains information on gas consumption.

A summary of the key findings can be found in the Highlights section of the [Electricity Report](#) and [Gas Report](#), which are available on the Authority's website.

For further information contact:

General Enquiries

Paul Reid
Assistant Director Monitoring
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Sue McKenna
The Communications Branch Pty Ltd
Ph: 61 8 9254 4044
Mb: 0424 196 771

LYNDON ROWE
CHAIRMAN

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