



Notice

14 November 2025

Western Power 2024/25 Service Standard Performance Report

The Economic Regulation Authority has published [Western Power's Service Standard Performance Report](#) for the year ending 30 June 2025.

The performance of Western Power's network for most measures improved or stayed the same compared to 2023/24. The three areas where performance declined were:

- CBD average frequency of interruptions.
- Loss of supply events and average outage duration on the transmission network.
- Regional streetlight repair time.

Western Power's [report](#) provides more information about its performance.

Western Power is also subject to a service standard adjustment mechanism, which determines financial rewards or penalties to be included in the target revenue for the next five-year access arrangement period, depending on its service standard performance.

Based on the reported performance, the service standard adjustment for 2024/25 is a net penalty of \$14.3 million (June 2022 \$). However, as set out in our AA5 final decision, penalties for not meeting the rural long feeder average outage duration service standard will be waived providing Western Power develops and implements an overall plan to address rural long feeder reliability.¹ If the rural long feeder penalty is removed, the service standard adjustment for 2024/25 will be a net reward of \$4.8 million.

Our final decision for AA5 recognised that using average performance measures does not provide a good indication of the level of service some customers are experiencing. For AA5, we maintained average performance measures, but in the longer term, we consider that more granular standards should be set. In the interim, to provide better information for customers and to assist the development of better performance measures, we required Western Power to provide more granular

¹ The average outage duration standard for rural long feeders, which are feeders greater than 200 km supplying customers in small towns and rural areas, was reset to be in line with the standard prescribed in the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005*. Recognising that significant work would be required to meet the adjusted standard, an allowance of \$88 million was included in forecast expenditure for Western Power to develop and implement an overall plan to address rural long feeder reliability, including implementing solutions that improve reliability in pilot areas. Providing Western Power develops this plan effectively, service standard adjustment penalties for not meeting the rural long feeder average outage duration standard will be waived.

detail in its annual service standard reports. Western Power has provided estimates of disaggregated outage information by feeder and local government area in Appendix B of the report.²

We are reviewing the data provided by Western Power about its service standard performance and seeking further information on the reasons for any under-performance and the measures it is taking to address any underperformance. We will provide additional analysis in our next annual report on Western Power's progress against the AA5 decision in early 2026.

Further information

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² The data has also been provided in an excel spreadsheet.