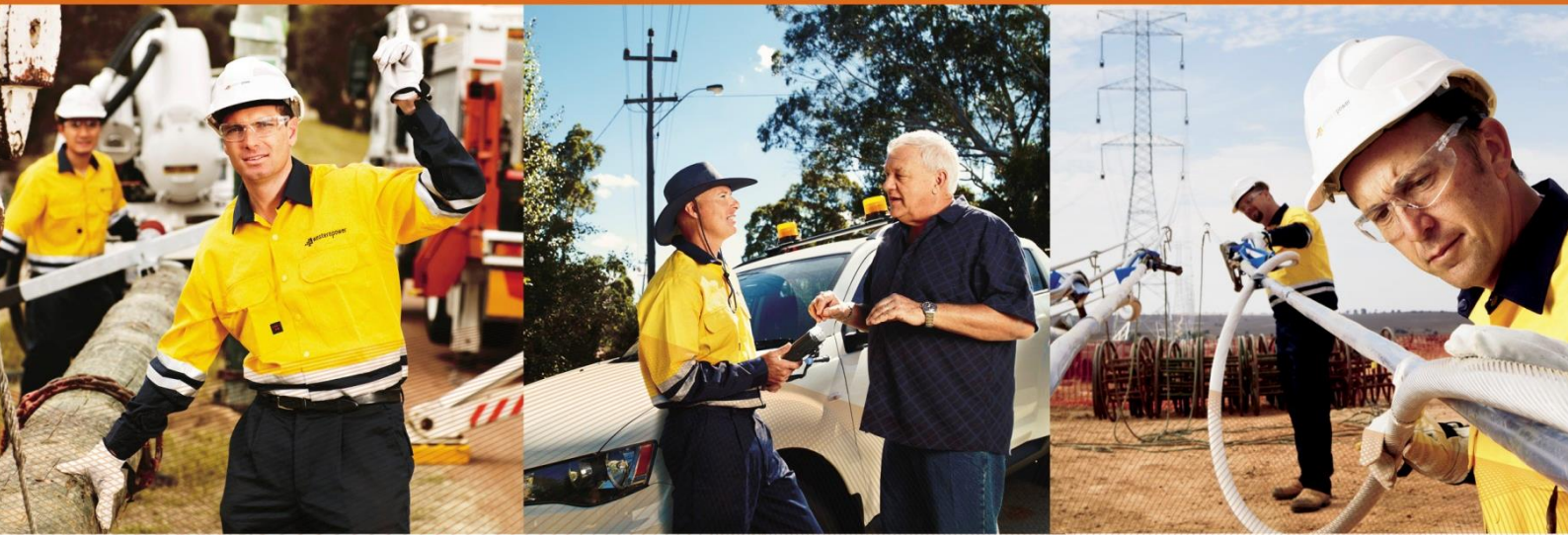


# QUARTERLY REPORT MARCH 2015



## Corporate performance

This report has been prepared in accordance with Western Power's requirement to report to the Minister for Energy under Section 106 of the *Electricity Corporations Act 2005*.

Western Power's performance is tracked against key performance indicators detailed in the *Western Power Statement of Corporate Intent 2014/15\**. The following table provides a summary of Western Power's performance as at 31 March 2015.

In relation to the Mid West Energy Project (stage 1), Western Power can advise it officially finalised this phase of the project on 31 March 2015, and that this was delivered under budget.

	Indicator description	Year to date actuals 31 March	2014/15 target
<b>Safe</b>	Total Recordable Injury Frequency Rate (TRIFR) <sup>1</sup>	7.2	≤ 8.1
	Public safety incidents (per month) <sup>1</sup>	18.3	≤ 9.5
	Number of wood poles reinforced	41,220	≥ 55,720*
	Number of wood poles replaced	11,804	≥ 20,100**
<b>Reliable</b>	Average supply unavailability per customer per year <sup>1</sup>	357 mins	≤ 650 mins
	Average number of interruptions (greater than 60 seconds) per customer per year <sup>1</sup>	2.44	≤ 2.94
<b>Affordable</b>	Average cost per connection <sup>2</sup>	\$983	≤ \$1,027
	Return on regulated assets <sup>1</sup>	2.05%	≥ 1.80%
	Customer experience – mass market	77%	≥ 80%
	Employee Engagement <sup>3</sup>	44%	≥ 48%

Note - The targets reported reflect the proposed key performance indicators from the draft *Statement of Corporate Intent 2014/15* sent to the Minister for Energy and are subject to change.

\*Year to Date (YTD) target for wood poles reinforced = 39,895

\*\*Year to Date (YTD) target for wood poles replaced = 15,115

\*\*YTD target for wood poles replaced has been impacted by Western Power's new Zone Based Asset Management approach which has been agreed with Government.

<sup>1</sup> Rolling 12 month average

<sup>2</sup> This is calculated excluding TEC

<sup>3</sup> Western Power has changed the methodology applied to track this metric, and as such previous scores are not comparable.