Electricity Industry (Metering) Code 2012

ANNUAL PERFORMANCE REPORT

for the year ended 30 June 2016

SEPTEMBER 2016

INTRODUCTION

The Western Power network covers an area of 255,064 square kilometres from Kalbarri in the North, East to Kalgoorlie and South to Albany. Western Power aims to deliver safe, reliable and affordable electricity supply to over one million connected customers.

The *Electricity Industry (Metering) Code 2012* (**Metering Code**) outlines the performance requirements which Western Power needs to meet when providing metering services to users*. These performance requirements are detailed in the Metering Code Model Service Level Agreement, which was approved in 2006 by the Economic Regulation Authority, and in the Additional Metering Services Written Service Level Agreement, entered into by Western Power and Synergy in June 2016.

Clause 5.37(1) of the Metering Code requires Western Power to prepare a report setting out the information listed in clause 5.37(2) for each metering service it was requested to provide, or had scheduled to carry out, during the year.

During the 2015/16 financial year Western Power offered 31 different metering services to users.

Table 1 of this report details Western Power's performance measured against the applicable service levels for contestable and non-contestable customers. As required by the Metering Code, this information is presented on the basis of 'All Areas', 'Metropolitan Areas' and 'Non - Metropolitan Areas'.

Table 2 provides details of metering services that were cancelled by the users or by Western Power. Where relevant data exists, information is provided for contestable and non-contestable customers in the context of 'All Areas', 'Metropolitan Areas' and 'Non - Metropolitan Areas'.

This report is published on Western Power's website and is provided to the Economic Regulation Authority and the Minister for Energy.

* Users are persons who have an access contract, which is an agreement with Western Power to have access to services (as defined in the *Electricity Industry Act 2004*) on the Western Power network

TABLE 1: 2015/16 Performance

No.	Service description	Notes	Contestable Customer (N/Y)	Performance standard (as per SLA's)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
					Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance
Meter Provision													
1	**Establishment and energisation of a metering connection point**		N	95%	32,365	32,226	99.57%	28,972	28,885	99.70%	3,393	3,341	98.47%
			Y	95%	239	237	99.16%	217	216	99.54%	22	21	95.45%
2	**Meter upgrade**	Note 1	N	95%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	95%	0	0	N/A	0	0	N/A	0	0	N/A
3	**Meter change**	Note 2	N	95%	11,616	10,919	94.00%	9,445	8,835	93.54%	2,171	2,084	95.99%
			Y	95%	1,257	1,077	85.68%	1,036	878	84.75%	221	199	90.05%
4	**De-energise**	Note 3	N	95%	22,255	20,713	93.07%	18,750	17,456	93.10%	3,505	3,257	92.92%
			Y	95%	1,051	862	82.02%	918	749	81.59%	133	113	84.96%
5	**Re-energise**		N	98%	14,895	14,756	99.07%	12,902	12,791	99.14%	1,993	1,965	98.60%
			Y	98%	307	301	98.05%	284	279	98.24%	23	22	95.65%
6	**Meter investigation**	Note 4	N	95%	666	594	89.19%	539	480	89.05%	127	114	89.76%
			Y	95%	56	47	83.93%	51	44	86.27%	5	3	60.00%
7	**Communications installation (amalgamated)**	Note 4	N	95%	8	7	87.50%	5	4	80.00%	3	3	100.00%
			Y	95%	76	69	90.79%	54	49	90.74%	22	20	90.91%
8	**Supply abolishment**	Note 5	N	95%	2,648	1,782	67.30%	2,485	1,641	66.04%	163	141	86.50%
			Y	95%	68	38	55.88%	59	30	50.85%	9	8	88.89%

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Data Collection & Data Provision													
9	Scheduled bi-monthly meter reading	Note 6	N	100%	6,041,351	5,947,644	98.45%	5,440,338	5,357,155	98.47%	601,013	590,489	98.25%
			Y	100%	50,362	49,263	97.82%	45,449	44,440	97.78%	4,913	4,823	98.17%
10	Scheduled monthly meter reading	Note 6	N	100%	152,697	150,059	98.27%	151,710	149,094	98.28%	987	965	97.77%
			Y	100%	43,563	42,342	97.20%	42,839	41,629	97.18%	724	713	98.48%
11	Non-scheduled special meter reading	Note 6	N	100%	201,154	194,416	96.65%	177,574	171,214	96.42%	23,580	23,202	98.40%
			Y	100%	4,004	3,895	97.28%	3,360	3,261	97.05%	644	634	98.45%
12	Card meter reading	Note 6	N	100%	535,030	499,667	93.39%	218,088	202,291	92.76%	316,942	297,376	93.83%
			Y	100%	13,239	12,350	93.28%	4,338	4,106	94.65%	8,901	8,244	92.62%
13	Customer meter reading	Note 7	N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	100%	0	0	N/A	0	0	N/A	0	0	N/A
14	Manually collected energy interval data (monthly)	Note 6	N	100%	13,954,962	13,909,927	99.68%	12,591,746	12,548,828	99.66%	1,363,216	1,361,099	99.84%
			Y	100%	216,535,111	216,455,311	99.96%	202,728,225	202,651,587	99.96%	13,806,886	13,803,724	99.98%
15	Remotely collected energy interval data (monthly)	Note 6	N	100%	273,788,811	273,678,173	99.96%	231,420,420	231,309,674	99.95%	42,368,391	42,368,391	100.00%
			Y	100%	905,281,161	904,740,973	99.94%	723,845,209	723,306,091	99.93%	181,435,952	181,434,882	99.999%
16	Remotely collected energy interval data (daily)		N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	100%	19,368,838	19,368,838	100.00%	11,882,758	11,882,758	100.00%	7,486,080	7,486,080	100.00%
17	Historical energy interval data (up to 12 months or part thereof)	Note 8	N	100%	124	124	100.00%	105	105	100.00%	19	19	100.00%
			Y	100%	27,184	27,183	99.99%	21,900	21,899	99.99%	5,284	5,284	100.00%
18	Standing data provision	Note 9	N	100%	1,799,615	1,799,461	99.99%	1,506,276	1,506,142	99.99%	293,339	293,319	99.99%
			Y	100%	122,329	122,310	99.98%	105,316	105,299	99.98%	17,013	17,011	99.99%
19	Energy interval data produced by survey meter	Note 1	N	100%	0	0	N/A	0	0	N/A	0	0	N/A
			Y	100%	0	0	N/A	0	0	N/A	0	0	N/A
20	Additional historical energy interval data (13 to 24 months)		N	100%	21	21	100.00%	17	17	100.00%	4	4	100.00%
			Y	100%	1,309	1,309	100.00%	1,127	1,127	100.00%	182	182	100.00%
21	Verify meter data		N	98%	14,577	14,499	99.46%	11,092	11,030	99.44%	3,485	3,469	99.54%
			Y	98%	327	322	98.47%	253	248	98.02%	74	74	100.00%

No.	Service description	Notes	Contestable Customer (N/Y)	Performance standard (as per SLA's)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
					Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance	Total number of requested and scheduled metering services	Number of compliant metering services	Percentage of compliance
Technical Services													
22	**Enablement of signal capabilities**	Note 4	N	95%	1	0	0.00%	0	0	N/A	1	0	0.00%
			Y	95%	26	14	53.85%	12	5	41.67%	14	9	64.29%
23	**Meter test (laboratory) amalgamated**	Note 10	N	95%	80	54	67.50%	28	15	53.57%	52	39	75.00%
			Y	95%	5	4	80.00%	4	4	100.00%	1	0	0.00%
24	**Meter test (on-site) amalgamated**	Note 10	N	95%	289	278	96.19%	268	257	95.90%	21	21	100.00%
			Y	95%	9	8	88.89%	8	7	87.50%	1	1	100.00%
25	**CT meter test**		N	95%	1	0	0.00%	1	0	0.00%	0	0	N/A
			Y	95%	7	7	100.00%	5	5	100.00%	2	2	100.00%
26	**Meter installation repair**	Note 11	N	95%	53	49	92.45%	43	41	95.35%	10	8	80.00%
			Y	95%	1	1	100.00%	0	0	N/A	1	1	100.00%
27	**Meter reconfiguration**	Note 2	N	95%	11,217	10,590	94.41%	9,574	9,125	95.31%	1,643	1,465	89.17%
			Y	95%	1,162	1,092	93.98%	944	894	94.70%	218	198	90.83%
28	**Re-energise - Urgent**		N	100%	90	90	100.00%	80	80	100.00%	10	10	100.00%
			Y	100%	2	2	100.00%	2	2	100.00%	0	0	N/A
28	**Re-energise - Emergency**	Note 12	N	By agreement	4	4	N/A	4	4	N/A	0	0	N/A
			Y	By agreement	0	0	N/A	0	0	N/A	0	0	N/A
29	**Service Order Follow-up**	Note 13	N	98%	19	4	21.05%	16	4	25.00%	3	0	0.00%
			Y	98%	1	1	100.00%	1	1	100.00%	0	0	0
30	**Remove Meter**	Note 13	N	95%	0	0	0	0	0	0	0	0	0
			Y	95%	2	1	50.00%	2	1	50.00%	0	0	N/A
31	**Additional Reporting**	Note 1	N	By agreement	0	0	N/A	0	0	N/A	0	0	N/A
			Y	By agreement	0	0	N/A	0	0	N/A	0	0	N/A

TABLE 2: Cancelled Services for 2015/16

No.	Service Description	Contestable Customer (N/Y)	All Areas			Metropolitan Areas			Non-Metropolitan Areas		
			Total number of cancelled metering services orders	Cancelled by Western Power (Note 14)	Cancelled by retailers (Note 15)	Total number of cancelled metering services orders	Cancelled by Western Power	Cancelled by retailers	Total number of cancelled metering services orders	Cancelled by Western Power	Cancelled by the retailer
Meter Provision											
1	Establishment and Energisation of a metering connection point	-	3,984	2,539	1,445	-	-	-	-	-	-
3	Meter Change (amalgamated)	N	2,226	2,199	27	2,128	2,107	21	98	92	6
		Y	120	103	17	106	90	16	14	13	1
4	De-energise	N	258	18	240	128	15	113	130	3	127
		Y	31	0	31	20	0	20	11	0	11
5	Re-energise	N	49	5	44	41	5	36	8	0	8
		Y	22	17	5	16	11	5	6	6	0
6	Meter investigation	N	419	411	8	368	361	7	51	50	1
		Y	229	228	1	180	179	1	49	49	0
7	Communications installation (amalgamated)	N	1	1	0	1	1	0	0	0	0
		Y	7	6	1	5	4	1	2	2	0
8	Supply abolishment	N	36	20	16	32	17	15	4	3	1
		Y	8	3	5	8	3	5	0	0	0
Data Collection, Data Provision											
11	Non-scheduled special meter reading	N	9,097	7,198	1,899	7,360	5,650	1,710	1,737	1,548	189
		Y	698	646	52	559	518	41	139	128	11
17	Historical energy interval data (up to 12 months or part thereof)	N	9	0	9	5	0	5	4	0	4
		Y	656	0	656	519	0	519	137	0	137
20	Additional historical energy interval data (13 to 24 months)	N	0	0	0	0	0	0	0	0	0
		Y	13	0	13	12	0	12	1	0	1
Technical Services											
27	Meter reconfiguration	N	31	22	9	22	15	7	9	7	2
		Y	129	117	12	112	102	10	17	15	2

NOTES

Table 1: 2015/16 Performance

1. During 2015/16, Western Power did not receive any requests for these services.

2. Overall performance has improved since 2014/15 from 91.5% to 93.2% compliance, but was still lower than the agreed standard primarily due to difficulties in accessing customer sites and the time taken to travel to geographically isolated sites.

3. Overall performance has reduced since 2014/15 from 94.8% to 92.6% compliance, which is lower than the agreed standard of 95%. This was due to the need to reschedule some services to address technical and safety issues, and in country areas, emergency (storm) or other relief work took resource priority.

4. Overall performance has improved since 2014/15 from 81.5% to 88.8% compliance, but was still lower than the agreed standard due to the limited availability, at times, of highly skilled resources to conduct investigations of meters and communications equipment. Due to the low volume of service requests, Western Power takes a pragmatic approach to scheduling these services relative to the priority of other metering services.

5. While overall performance improved from 54.1% in 2014/15 to 67.0% compliance in 2015/16, it was still significantly lower than the agreed standard of 95% due to the complexity surrounding provision of this service, combined with resourcing constraints. The timeframe specified in the Model SLA is often not sufficient to allow effective coordination with customers and electrical contractors to complete the service. Supply abolishment requires the removal of the meter and the associated cabling in a safe manner and Western Power often needs to liaise with electrical contractors to schedule this service.

6. The performance generally improved compared to 2014/15, but was lower than the agreed standard, primarily due to delays in obtaining and transferring energy data into Western Power's Metering Business System (MBS), due to:
    - meter reads not being carried out in accordance with the scheduled meter read plan
    - system issues (delays in receiving energy data from field officers' hand-held devices)
    - customers not providing self-read cards to Western Power within required timeframes, which deteriorated from 97.1% compliance in 2014/15 to 93.4% in 2015/16.

7. As permitted by the Metering Code, Western Power and Synergy have agreed (in writing) that 'customer meter reading' is subject to the 'card meter reading' performance standard. As such 'customer meter reading' data (service 13) has been included in 'card meter reading' data (service 12).

8. Performance was marginally lower than the agreed standard due to one instance where meter data was not delivered within the required timeframe. A minor IT issue resulted in the data being provided one day late.

9. Performance was marginally lower at 99.99%, than the agreed standard of 100%, primarily due to manual data entry errors.

10. Overall performance has improved since 2014/15 from 85.3% to 89.8% compliance, but was still lower than the agreed standard due to:
    - resourcing constraints with specialist resources focussed on higher priority customer services

- time taken to remove meters from the field, including access to the meters
- relatively low volumes of jobs that are spread across a large geographical area, making achievement of this time based service target difficult.

11. Performance was lower than the agreed standard due to:
    - limited availability of specialist resources
    - geographically isolated customer sites
    - site access restrictions.

12. There is no specific performance standard for this service, which is to be provided "as soon as practicable and on consultation and agreement by both parties on the time needed to complete the service."

13. This is a new service introduced in June 2016. Performance was lower than the prescribed standard due to unfamiliarity with the service, but staff have now received training on providing this service.

Note: Metering services requested in June 2016 but not scheduled to be completed until after 30 June 2016 have been excluded from the performance calculations. Percentage compliance has been calculated using the following formula:

$$\frac{\text{Number of completed metering services}}{\text{Total number of requested and scheduled metering services MINUS cancellations MINUS the metering services scheduled to be completed after 30 June 2016}}$$

Table 2: Cancelled Services for 2015/16

14. Western Power generally cancelled service orders for the following reasons:
    - Potential breach of the WA Distributions Connections Manual, the WA Electricity Rules or the Australian Wiring Rules.
    - The customer or their electrical contractor cancelled the work due to, for example, cost, ownership issues, work no longer being required (e.g. temporary connection cancelled as underground pillar installed).
    - Western Power identified licensing issues (e.g. contractor has an invalid electrical licence).
    - System errors including incorrect auto-matching of service orders.
    - Safety reasons.
    - Where duplicate service requests were identified.
    - Services requested by the retailer or internally by Western Power, which upon investigation, were not required.

    Further explanation is provided for the following services due to the large number of cancellations. The cancellations were internal to Western Power and did not impact on customers:
    - **Service No. 3 - Meter change**: As a result of process changes within the 3 Phase Meter Replacement program, a portion of meter change work was reassigned from metropolitan to country crews. To reassign the work, the initial service orders were required to be cancelled.
    - **Service No. 6 - Meter Investigation:** A review of the Metering Services Quality Audit Plan found that the volume of quality audits exceeded the requirements of *ISO9001 Quality Management Systems.* As a result, sample rates were reduced and existing service orders above the limit of the sample rate were cancelled.
    - **Service No. 11 - Non-scheduled special meter reading:** If a scheduled meter read is not obtained, MBS creates a miscellaneous service order for a read to be undertaken.

In certain cases, meter readings have been obtained while performing other meter work (such as a meter exchange). Prior to dispatch to the field, desktop validation of system generated service orders has resulted in the cancellation of a number of miscellaneous service orders.

The cancelled service orders cannot be accurately presented as contestable or non-contestable, metropolitan or non - metropolitan as Western Power does not verify cancelled orders for contestability or location.

15. Western Power does not analyse the reasons behind retailer cancellations. The majority of these cancellations were performed via the B2B transaction.