

2015/16 Facts and statistics



Western Power is a Western Australian State Government owned corporation which connects people with safe, reliable and efficient power.

Our vast transmission and distribution network connects Western Australians to a wide range of both traditional and renewable energy sources to power a vibrant modern lifestyle. Although we have been delivering energy safely, reliably and efficiently for more than 70 years, our focus is always firmly on the future.

In a rapidly changing landscape, our customers' energy needs are evolving, and we intend to keep them connected every step of the way. Whether it's residents connecting their dream home, developers building a shopping complex or a stadium hosting a world class sporting event, we are there to deliver.

We are proud of our history and our people, and even prouder to be at the heart of WA's energy future.

363 Wellington Street Perth WA 6000
GPO Box L921 Perth WA 6842

Emergency line 13 13 51 General enquiries 13 10 87

National Relay Service (*for those who are speech or hearing impaired*) 1800 13 13 51

TIS (*interpreter services*) 13 14 50

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Our customers

Connected customers

1,109,972 total customers

- 982,585 residential
- 82,770 small and medium enterprises
- 44,560 large commercial
- 57 generators

Number of new customer connections

| 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|---------|---------|---------|---------|
| 23,994 | 29,532 | 33,925 | 25,714 |

How our customers contacted us



687,739 calls to our call centre



1,383,152 visits to our website



15,545 downloads of our mobile app



2,300 messages via social media



15,372 LinkedIn followers



5,920 Twitter followers

Safety

#Total Recordable Injury Frequency Rate

| 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|---------|---------|---------|---------|
| 7.9 | 7.6 | 5.8 | 3.3 |

*Lost Time Injury Frequency Rate

| 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|---------|---------|---------|---------|
| 0.80 | 0.80 | 0.74 | 0.24 |

Reliability

Average number of interruptions per customer

| 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|---------|---------|---------|---------|
| 2.57 | 2.45 | 2.35 | 2.11 |

Average duration of interruptions (minutes)

| 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|---------|---------|---------|---------|
| 350 | 386 | 340 | 351 |

Our people, our community

- Electrical tradesperson Jared Stone wins Australian Apprentice of the Year
- We signed a new three year agreement with Clontarf Foundation to extend our partnership to 2018, and have six Clontarf graduates in our workforce
- We invested in community and workplace safety with our campaigns:
 - Don't Risk It - Take Another Look (industry safety)
 - Make the Safe Call (public safety)
 - Shockproof, our primary school education program
 - Are You Bushfire Ready in partnership with other government agencies.



Year's highlights 2015/16

Waroona bushfire response

- 950 poles and 50km of powerlines replaced
- More than 3,000 customers reconnected
- Undergrounding to Preston Beach

Best safety results

- 43 per cent reduction in TRIFR_#
- 68 per cent reduction in LTIFR*

EnergySafety wood pole order completed

- Under the order, 170,000 poles replaced or reinforced in rural areas; 290,000 poles in total
- Likelihood of a bushfire starting from a fallen pole reduced

Serving our customers

- Our most extensive program of customer research in the past 10 years, including more than 3,500 individual conversations with residential and business customers

Continued to explore emerging tech including

- Battery systems to improve reliability in Perenjori
- Six stand-alone power systems installed in Ravensthorpe
- Microgrid trial in Kalbarri

Improved financial performance

- Dividends paid to our shareholder were \$269M higher this year than last year
- Earnings were \$1,143M, a 4 per cent improvement on last year
- New annual cash borrowings of \$143M the lowest level ever, compared with \$286M last year

Reduced costs

- Operational costs \$478M, excluding one-off costs, are 6 per cent lower than last year
- Capital expenditure of \$855M is 17 per cent lower than last year

Customer affordability within target

- Third consecutive year that our Cost per Connected Customer is within target

Meeting regulator expectations

- Met 16/17 Service Standard Benchmarks set by the Economic Regulation Authority

Network metrics

| | | | | |
|--|---|-------------|------------------------|------------------|
| Circuit length (km) | Transmission | Overhead | 7,680 | Total 101,097 |
| | | Underground | 70 | |
| | | Total | 7,750 | |
| | Distribution | Overhead | 68,190 | |
| | | Underground | 25,157 | |
| | | Total | 93,347 | |
| Poles and towers | Transmission | 40,372 | Total 816,082 | |
| | Distribution | 775,710 | | |
| Streetlights | | | 259,456 | |
| Transmission substations | Terminal substations | 26 | Total 156 | |
| | Zone substations | 130 | | |
| Combined transformer capacity | Total capacity bulk (terminal) power transformers | | 9,444MVA | |
| | Total capacity sub transmission (zone) power transformers | | 8,175MVA | |
| | Number of distribution transformers | | 68,125 | |
| | Total capacity distribution transformers | | 9,827MVA | |
| Total energy transported on the network | | | 17,356GWh | |
| SWIS summer peak (new record, previous record 4,068MW) | | | 4,304MW | |
| SWIS winter peak (new record, previous record 3,446MW) | | | 3,629 MW | |
| Solar systems connected to the network | | | 194,744 | |
| Area covered by the network | | | 255,064km ² | |