

# Quarterly Report

March 2017

10 April 2017

## Corporate Performance – March 2017

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 the key performance indicators detailed in the *Western Power Statement of Corporate Intent 2016/17*. The following table provides a summary of Western Power's performance as at 31 March 2017.

	Indicator description	2016/17 actual YTD	2016/17 Target
<b>Safe</b>	Total Recordable Injury Frequency Rate (TRIFR) <sup>i</sup>	3.3	≤ 4
	Public impact incidents	0.2	≤ 0.80
	Number of wood poles reinforced	5,620	≥ 6,048
	Number of wood poles replaced <sup>ii</sup>	5,156	≥ 12,549
<b>Reliable</b>	Average supply unavailability per customer per year <sup>i</sup>	373 mins	≤ 650 mins
	Average number of interruptions (greater than 60 seconds) per customer per year <sup>i</sup>	2.31	≤ 2.94
<b>Affordable</b>	Average cost per connection <sup>iii</sup>	\$963.9	≤ \$993
	Return on regulated assets	2.52%	≥ 2.25%
	Employee engagement <sup>iv</sup>	79.5%	≥ 50%

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i Rolling 12-month averages.

ii The number of poles replaced is below target due to lower than forecast pole replacements resulting from faults or defects found during inspections. The number of pole reinforcements however has increased due to improved asset knowledge and will exceed the target for the Financial Year.

iii This is calculated excluding the Tariff Equalisation Contribution.

iv The result for the March quarter is shown. The methodology used to underpin the survey was changed during the year as part of the Business Transformation initiative and the result is not directly comparable to the target (as they use differing approaches to determine the % of engagement). The new methodology will be used going forward.