

# Quarterly Report

## March 2020

15 April 2020



## Corporate Performance – March 2020

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 2019/20*. The following table provides a summary of Western Power’s performance as at 31 March 2020.

	Indicator description	2019/20 Actual YTD	2019/20 Target
<b>Safe</b>	Total Recordable Injury Frequency Rate (TRIFR) <sup>i</sup>	3.7	≤ 2.7
	Public impact	0.2	≤ 0.4
	Reportable environmental incidents	0.5	≤ 0.4
<b>Reliable</b>	Service standards met	16	19
	Customer supply availability	99.94%	≥ 99.93%
	Net promoter score	9	≥ -5
<b>Efficient</b>	Capital expenditure <sup>ii</sup>	\$855.6M	≤ \$849.7M
	Dividend to government <sup>iii</sup>	\$294.5M	≥ \$277M
	Employee engagement	85	≥ 75%

<sup>i</sup> Calculated as a rolling 12-month average.

<sup>ii</sup> As per Western Power’s 2019-20 Mid-Year Review. Full Year Forecast. Excludes gifted assets.

<sup>iii</sup> As per Western Power’s 2019-20 Mid-Year Review. Full Year Forecast.