

NOTICE

Western Power's Access Arrangement Service Standard Performance Report

The Economic Regulation Authority today published Western Power's [Access Arrangement Service Standard Report](#) for the year ending 30 June 2008.

Under the *Electricity Networks Access Code 2004*, service providers must supply reference services at a standard at least equivalent to the benchmarks set out in their access arrangements. Also, the Authority must monitor and publish, at least once a year, the utility's actual service standard performance against its benchmarks.

Western Power's service standard report presents the company's performance for 2006/07 and 2007/08 in accordance with the criteria specified in section 5.19 of its [access arrangement](#). This requires that:

- where performance is superior, Western Power will explain the actions taken by its management, staff and contractors as well as other factors that have led to the service improvement; or
- where performance is inferior, the company will explain the reasons for the poor performance and the action taken, or to be taken, to improve it; and
- in either case, Western Power will indicate whether performance is expected to fall outside the "normal performance" range in future financial years.

Access Arrangement Review

While Western Power's service standard report has been submitted to the Authority under Chapter 11 of the Access Code, the report is relevant to the Authority's current review of Western Power's access arrangement for the South West Interconnected Network.

The review commenced on 1 October 2008, with the submission of Western Power's proposed revisions to its access arrangement in accordance with section 4.48 of the Access Code and the revisions submission date in the current access arrangement.

Western Power's proposal and related information about the access arrangement review is available on the Authority's [web site](#).

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