

ELECTRICITY DISTRIBUTION & TRANSMISSION LICENCES - CLAUSE 5.1 and LICENCE OBLIGATIONS
Obligations not specifically addressed in the Audit Program

Ref.	Classification
A	Included within specific testing performed on obligations or encompassed as part of key processes and/or controls tested under another obligation.
B	Non-reporting (NR) obligation tested on a sample basis under D02 and T02 of the Distribution and Transmission Audit Programs respectively.
C	Obligation does not apply to Distribution.
D	Obligation does not apply to Transmission.

ELECTRICITY DISTRIBUTION & TRANSMISSION LICENCES - CLAUSE 5.1 and LICENCE OBLIGATIONS

Note: Obligations classified as NR (per the Electricity Compliance Reporting Manual) have been tested on a sample basis under Audit Program references D02 and T02. These do not include NR obligations that are encompassed within other sections of the audit program.

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
ELECTRICITY INDUSTRY CUSTOMER TRANSFER CODE 2004								
Distribution Licence Clause 5.1	1	A network operator must treat all retailers which are its associates on an arms-length basis.	NR (D & T)	28.1			A	D03 D06 T03 T06
Transmission Licence Clause 5.1	2	A network operator must ensure that no retailer which is its associate receives a benefit in respect of the Electricity Industry Customer Transfer Code unless the benefit is either attributable to the arms-length application of the Electricity Industry Customer Transfer Code or the benefit is made available to all other retailers.	2 (D & T)					
	3	A network operator must publish a request for standing data form which must comply with Annex 1 of the Electricity Industry Customer Transfer Code.	2 (D & T)					
	4	A network operator must publish a request for historical data form which must comply with Annex 2 of the Electricity Industry Customer Transfer Code.	2 (D & T)					
	5	If a network operator publishes an amended data request form it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable.	2 (D & T)					
		Retail Account Managers and other customer facing staff are coached to treat retailers on arms length basis. Account Management Principles, DMS# 4394639. This principle is part of the account management ethic.						

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	10 11	A network operator must, subject to clause 3.7(3) of the Electricity Industry Customer Transfer Code, electronically notify a retailer if its data request is not valid. A network operator must comply with clause 3.7(1) of the Electricity Industry Customer Transfer Code within defined timeframes depending on the number of standing or historical data requests that the retailer submits.	2 (D & T)	28.5	Western Power must notify a retailer electronically if it receives a data request from it that is not valid, if: <ul style="list-style-type: none"> the data request is one of up to 10 submitted by the retailer to Western Power on the same business day or up to 1 business day after the business day on which the invalid request was received; and if the data request is one of up to 10 submitted by the retailer to Western Power on the same business day or up to 2 business days after the business day on which the invalid request was received. 	MBS has been designed to meet this requirement – it is an automated process.	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	12 13 14	A network operator must use all reasonable endeavours to provide to the retailer the requested data under a valid data request. A network operator must provide the requested data under a valid data request electronically in a format in accordance with the communication rules if they have been approved or otherwise in accordance with the metering code. A network operator must provide the requested data under a valid data request in accordance with a specified timetable.	NR (D & T) 2 (D & T)	28.6	Following receipt of a valid data request, Western Power must use all reasonable endeavours to provide the information electronically, in a format that complies with the communication rules (if any are approved by the Economic Regulation Authority), otherwise in a format that complies with the Electricity Industry Metering Code 2005 (WA); and if: <ul style="list-style-type: none"> up to 5 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 2 business days after that day, or if received after 3.00 pm 3 business days after that day; 6 to 10 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 4 business days after that day, or if received after 3.00 pm 5 business days after that day; or 11 to 20 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 5 business days after that day, or if received after 3.00 pm 6 business days after that day. 	Metering staff processing these requests are aware of the requirements.	A	D06 T06

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	15 37	<p>A network operator must electronically notify the retailer of the most likely exit points to which a data request relates, up to a maximum of 10, if a retailer submits a data request under clause 3.4 and the network operator has not allocated a UMI for the exit point and it is unable to determine a single exit point to which the data request relates.</p> <p>In certain circumstances a network operator must electronically notify the retailer of the most likely exit points to which a customer transfer request relates, up to a maximum of 10, if the network operator has not allocated the exit point a UMI and it is unable to determine a single exit point to which the customer transfer request relates, within the specified timeframe.</p>	2 (D & T)	28.7	<p>Western Power must electronically notify the retailer within 1 business day of receiving the request the retailer of the most likely exit points to which the data request relates, up to a maximum of 10 most likely exit points if:</p> <ul style="list-style-type: none"> it receives a data request; and it has not allocated a UMI for the contestable customer's exit point; and it is unable to determine a single exit point to which the data request relates 	<p>MBS has been designed to meet this requirement – an automated process.</p> <p>Staff are aware that the code is the policy. There is no additional policy to complement the code.</p>	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	20 21	<p>A network operator must not charge for the provision of standing data.</p> <p>A network operator must not charge more for historical consumption data than the defined amounts.</p>	2 (D & T)	28.8		<p>No charge is applied – staff have access to the code and are aware of the prohibition.</p> <p>MBS has been designed to meet this requirement – an automated process. Staff are aware that the code is the policy. There is no additional policy to complement the code.</p>	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	22	A network operator must publish a customer transfer request form which must comply with Annex 3 of the Electricity Industry Customer Transfer Code.	2 (D & T)				A	D06 T06

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Distribution Licence Clause 5.1	60 61 64 67	A network operator's request for standing data must require a retailer to provide certain information. A network operator's request for historical consumption data must require a retailer to provide certain information. A network operator must provide certain metering data, if available, in a prescribed manner to a retailer who submits a request for historical consumption data. A network operator must, unless otherwise advised by the retailer, provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum.	2 (D & T)	28.3	(i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	The form has been designed to meet this requirement.	A	D06 T06
Transmission Licence Clause 5.1	62 63 64 65 66 32 34 35 36	A network operator's customer transfer request form must require a retailer to provide certain information. A network operator must provide certain information, if available, to a retailer who submits a request for standing data. A network operator must provide certain metering data, if available, in a prescribed manner to a retailer who submits a request for historical consumption data. A network operator must respond to a request from a retailer for a UMI and checksum for an exit point within one business day of receiving a retailer's request. A network operator must provide the most likely matches to the retailer, up to a maximum of 99, if a request does not return a single UMI and checksum. A network operator must not object to a customer transfer request otherwise that in accordance with clause 4.9(1) of the Electricity Industry Customer Transfer Code.	2 (D & T)	28.2	Western Power must electronically notify the retailer within 1 business day of receiving the request notify the retailer of the most likely exit points to which the data request relates, up to a maximum of 10 most likely exit points if: • it receives a data request; and • it has not allocated a UMI for the contestable customer's exit point; and • it is unable to determine a single exit point to which the data request relates	The forms published on the Metering Service Centre portal have been designed to meet these requirements. • MBS (Metering Business System) • Functional specifications • System operational processes • B2B processes • Web Portal MBS provide meter data process	A	D06 T06

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		<p>A network operator and retailer must agree to a revised nominated transfer date in certain circumstances.</p> <p>A network operator must take certain action in accordance with a defined timetable following the receipt of a valid customer transfer request, subject to clauses 4.10(2) and 4.10(3) of the Electricity Industry Customer Transfer Code and using all reasonable endeavours to affect the transfer.</p> <p>A network operator must take certain action if it considers that it is unlikely to be able to meet its obligations under clause 4.10(1) of the Electricity Industry Customer Transfer Code within the defined timetable.</p>						
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	67 22 38 39 40	<p>A network operator must, unless otherwise advised by the retailer, provide the UMI and checksum for the relevant exit point if a request returns a single UMI and checksum.</p> <p>A network operator must publish a customer transfer request form which must comply with Annex 3 of the Electricity Industry Customer Transfer Code.</p> <p>A transfer may only occur on a day the contestable customer's meter is actually read.</p> <p>A network operator and the retailer must take certain action if the contestable customer's meter is not read on the nominated transfer date.</p> <p>The parties to an access contract must negotiate in good faith any necessary amendments to the access contract arising from certain circumstances.</p>	2 (D & T)	28.4		The form has been designed to meet this requirement.	A	D04 D06 T04 T06

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements to a customer transfer request)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	31 33	A network operator must object to a customer transfer request in certain circumstances as set out in clause 4.9(1) of the Electricity Industry Customer Transfer Code. A network operator that objects to a customer transfer request must give an electronic notice detailing specified information to a retailer within the timeframe prescribed.	2 (D & T)	28.9	Conditions on objecting to a customer transfer request <ul style="list-style-type: none"> the retailer does not comply with its prerequisites to submitting a request; information provided by the retailer is inconsistent with Western Power's information about the contestable customer; the meter type at the connection point is inconsistent with that required under a metering code before the contestable customer may transfer, and the request does not request a new meter; the nominated transfer date is less than 3 days after the customer transfer request was submitted for an exit point in the metropolitan area, or less than 5 days after for an exit point not in the metropolitan area, or more than 50 days after the customer transfer request was submitted for any exit point; or the request is not valid because the retailer has already submitted the maximum number of 20 requests on the same business day as the relevant request, or 20 requests with the same nominated transfer date as the relevant request. 	MBS has been designed to meet this requirement. Customer transfer process includes reasons for objecting to CTR.	A	D04 T04
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	41 42 43	A network operator must within two business days after the transfer date give an electronic notice of the transfer and the transfer date to the incoming retailer, the previous retailer and, if applicable, the independent market operator.	2 (D & T)	28.10	If Western Power validly objects to a customer transfer request, it must within 2 business days after the request was submitted give an electronic notice to the retailer which: <ul style="list-style-type: none"> sets out all the reasons for the objection; if the retailer does not have an access contract for the network, advises the retailer of the steps it needs to follow to enter into an access contract; if the information provided by the retailer in the request is inconsistent with the network operator's records in respect of the contestable customer, identifies the data that is inconsistent; if the meter type at the connection point is inconsistent with that required under a metering code, and the request does not request a new meter, advises the retailer of the meter change required under the metering code and gives an estimate of the likely costs of doing so; and 	Metering staff are aware of these requirements under the CTC. Objections state the reason, data omission, meter incompatibility or inability to process within requested timeframe. In accordance with the CTC attempts are made to negotiate with retailer where transfer date is not achievable.	A	D04 T04

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Distribution Licence Clause 5.1	46 47	A network operator must submit communication rules to the Authority within six months after the commencement of the Electricity Industry Customer Transfer Code. A network operator must take certain action before submitting the communication rules to the Authority.	NR (D & T)		<ul style="list-style-type: none"> if the nominated transfer date is less than 3 days after the request was submitted for an exit point in the metropolitan area, or less than 5 days after for an exit point not in the metropolitan area, or more than 50 days after the request was submitted for any exit point, advises the retailer why the nominated transfer date is not appropriate. <p>A network operator must, following a transfer, do all that is necessary to ensure that charges up to the transfer time are paid by or charged to the previous retailer and charges from the transfer time are paid by or charged to the incoming retailer.</p> <p>In the case of a transfer to reverse an erroneous transfer, a network operator and all affected retailers (and the independent market operator if applicable) must act in good faith to ensure that the rights and obligations of the affected contestable customer are as they would have been had the erroneous transfer not occurred.</p>		A	D07 T07
Distribution Licence Clause 5.1	48 49	A network operator and a retailer must comply with approved communication rules. A licensee's notice in relation to a data request or customer transfer request must identify the exit point to which it relates.	2 (D & T)				A	D07 T07
Distribution Licence Clause 5.1	50	A network operator must use its reasonable endeavours to ensure that a retailer can give it a notice by post, facsimile or electronic communication and notify the retailer of a telephone number for voice communication.	NR (D & T)				B	D02 T02 (see note)

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	51	A network operator must notify each retailer of its initial contact details, and any amended contact details at least three business days before the change takes effect.	2 (D & T)				A	D07 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	54	A network operator or a retailer must send required electronic communications to the applicable electronic communication address, in accordance with Annex 6.	2 (D & T)				A	D07 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	55 56 57	For a dispute in respect of a matter under or in connection with the Electricity Industry Customer Transfer Code, any disputing party must meet within five business days of a request from another disputing party and attempt to resolve the dispute by negotiations in good faith. If the negotiations in 7.1(1) of the Electricity Industry Customer Transfer Code do not resolve the dispute within 10 days after the first meeting, the dispute must be referred to the senior executive officer of each disputing party who must attempt to resolve the dispute by negotiations in good faith. If the dispute is resolved, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.	NR (D & T) 2 (D & T) NR (D & T)				A	D31 D32 T26

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	58 59	<p>A disputing party that refers a dispute to the Authority must give notice to the Authority of the nature of the dispute, including specified details.</p> <p>A disputing party must at all times conduct itself in a manner which is directed towards achieving the objectives in clause 7.3(1) of the Electricity Industry Customer Transfer Code.</p>	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	68 69 70 71	<p>A network operator and a retailer must use reasonable endeavours to ensure that its information system on which electronic communications are made is operational 24 hours a day and 7 days a week.</p> <p>A network operator and a retailer must establish a mechanism to generate an automated response message for each electronic communication (other than an automated response message) received at the electronic communication address.</p> <p>The originator of an electronic communication must identify itself in the communication.</p> <p>The originator of an electronic communication must use reasonable endeavours to adopt a consistent data format for information over time, to facilitate any automated processing of the information by the addressee.</p>	NR (D & T)				B	D02 T02 (see note)

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Distribution Licence Clause 5.1	72 73 74	<p>A distributor must attach or connect premises to a distribution system if a retailer or customer takes certain action and the circumstances in regulation 5(1) of the Electricity Industry (Obligation to Connect) Regulations exist.</p> <p>A distributor that is obliged to attach or connect premises to the distribution system under regulation 4 of the Electricity Industry (Obligation to Connect) Regulations must extend the distribution system to a suitable connection point.</p> <p>The capacity and standard of an extension must be adequate for the supply required and in accordance with accepted good industry practice as it would be applied by a prudent distributor.</p>	2 (D)		<p>Western Power must connect a premises to a distribution system for the supply of electricity if:</p> <ul style="list-style-type: none"> • an electricity retailer makes arrangements with Western Power connection of the premises; or • a customer applies to Western Power for the premises to be connected, <p>and must connect the premises within 20 business days (or at any later time to which the customer agrees in writing) when:</p> <ul style="list-style-type: none"> • the distribution system would not need to be extended by more than 100 meters to enable the connection; and • any requirements Western Power chooses to impose on the connection have been satisfied (within the limits specified by the Electricity Industry (Obligation to Connect) Regulations 2005 (WA)). <p>The obligation to connect premises includes extending the distribution system to a suitable connection point, to a standard and capacity adequate for the supply required and in accordance with good industry practice as it would be applied by a prudent distributor of electricity.</p>		A & D	D28

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Distribution Licence Clause 5.1	75 76 77	A distributor that is obliged to attach or connect premises to the distribution system under regulation 4 of the Electricity Industry (Obligation to Connect) Regulations must do so within a defined timeframe. A distributor must energise premises in certain prescribed circumstances. A distributor that is obliged to energise premises must do so within a defined timeframe.	2 (D)		Western Power must energise a premises if: <ul style="list-style-type: none"> the premises are attached to a distribution system but are not energised; a retailer applies to Western Power for the premises to be energised; and any requirements imposed by Western Power (within the limits specified in the Electricity Industry (Obligation to Connect) Regulations 2005 (WA)) have been satisfied, within: <ul style="list-style-type: none"> if the premises are within the metropolitan area, after 1 business day after the day on which the application is received (if received before 3.00 pm on a business day), or after 2 business days after the day on which the application is received (if received after 3.00 pm on a day which is not a business day); or if the premises are not within the metropolitan area, after 5 business days after the day on which the application is received (if received before 3.00 pm on a business day), or after 6 business days after the day on which the application is received (if received after 3.00 pm on a day which is not a business day). 		A & D	D28
ELECTRICITY INDUSTRY ACT								
Distribution Licence Clause 18.1	81	A licensee must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority.	NR (D & T)				A	D51 T40
Transmission Licence Clause 15.1	82 83 84	A licensee must provide for an asset management system. A licensee must notify details of the asset management system and any substantial changes to it to the Authority. A licensee must provide the Authority with a report by an independent expert as to the effectiveness of its asset management system every 24 months, or such longer period as determined by the Authority.	NR (D & T) 2 (D & T) NR (D & T)				A	D51 T40

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Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	85	A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	NR (D & T)				A	D01 T01
Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	86	A licensee must take reasonable steps to minimise the extent or duration of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.	NR (D & T)				A	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	87	A licensee must pay the costs of taking an interest in land or an easement over land.	2 (D & T)				A	D48 T37
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	90 91 92	Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to an amendment to an extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy.	NR (D & T)				B	D47 T37
Distribution Licence condition 14.1	94	A retail, distribution or integrated regional licensee must not supply electricity to small use customers unless the licensee is a member of an approved scheme and is bound by and compliant with any decision or direction of the electricity ombudsman under the approved scheme.	2 (D)				A & D	D45

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	95	A licensee that is a network service provider or an associate of a network service provider, in relation to network infrastructure covered by the Code, must not engage in conduct for the purpose of hindering or prohibiting access by any person to services in accordance with the Code, the making of access agreements or any particular agreement in respect of those facilities, or the access to which a person is entitled under an access agreement or a determination made by way of arbitration.	2 (D & T)				A	D28 T28
Transmission Licence Clause 5.1	96	A licensee that has, or is an associate of a person that has, access to services under an access agreement must not engage in conduct for the purpose of hindering or prohibiting access.	2 (T)				A & C	T08
ELECTRICITY LICENCES								
Distribution Licence Clause 12.2	102	A licensee must, unless otherwise notified in writing by the Authority, review the customer service charter within the timeframe specified, and submit to the Authority the results of that review within 5 days after it is completed.	2 (D)				A & D	D42
Distribution Licence Clause 15.2 Transmission Licence Clause 12.2	103	A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems and notify the Authority in the manner prescribed, if the expansion or reduction is not provided for in the asset management system.	2 (D & T)				A	D48 T37
Distribution Licence Clause 15.3 Transmission Licence Clause 12.3	104	A licensee must not expand the generating works, distribution systems or transmission systems outside the licence area.	2 (D & T)				A	D48 T37

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Distribution Licence Clause 16.1	105	A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.	2 (D & T)				A	D49 T38
Transmission Licence Clause 13.1	106	A licensee must comply with any individual performance standards prescribed by the Authority.	2 (D & T)				A	D50 T39
Distribution Licence Clause 17.4								
Transmission Licence Clause 14.4								
Distribution Licence condition 18.2	107	A licensee must comply, and require its auditor to comply, with the Authority's standard audit guidelines dealing with the performance audit.	2 (D & T)				A	D51 T40
Transmission Licence Clause 15.2								
Distribution Licence condition 19.4	108	A licensee must comply, and must require the licensee's expert to comply, with the relevant aspects of the Authority's standard guidelines dealing with the asset management system.	2 (D & T)				A	D52 T41
Transmission Licence Clause 16.4								
Distribution Licence condition 20.1	109	A licensee must report to the Authority, in the manner prescribed, if a licensee is under external administration or there is a significant change in the circumstances upon which the licence was granted which may affect a licensee's ability to meet its obligations.	2 (D & T)				A	D63 T42
Transmission Licence Clause 17.1								
Distribution Licence condition 21.1	110	A licensee must provide the Authority, in the manner prescribed, any information the Authority requires in connection with its functions under the Electricity Industry Act	2 (D & T)				A	D54 T43
Transmission Licence Clause 18.1								
Distribution Licence condition 22.2	111	A licensee must publish any information it is directed by the Authority to publish, within the timeframes specified.	2 (D & T)				A	D55 T44
Transmission Licence Clause 19.2								

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Distribution Licence condition 23.1	112	Unless otherwise specified, all notices must be in writing.	2 (D & T)				A	D56 T45
Transmission Licence Clause 20.1								
CODE OF CONDUCT FOR THE SUPPLY OF ELECTRICITY TO SMALL USE CUSTOMERS 2004								
Distribution Licence Condition 5.1	242	A distributor who disconnects a customer's supply address for emergency reasons must provide a 24 hour emergency line and use its best endeavours to restore supply as soon as possible.	2 (D)	10.1 10.4	If Western Power has disconnected a customer's supply address on request by the customer's retailer, and the retailer has subsequently requested Western Power to reconnect the customer's supply address, Western Power must reconnect the customer's supply address: <ul style="list-style-type: none"> for supply areas located within the metropolitan area: <ul style="list-style-type: none"> within 1 business day of receipt of the request (if the request is received prior to 3.00 pm on a business day); or within 2 business days of receipt of the request (if the request is received after 3.00 pm on a business day or on a Saturday, Sunday or public holiday in Western Australia); for supply areas located within the regional area (areas other than the metropolitan area): <ul style="list-style-type: none"> within 5 business days of receipt of the request (if the request is received prior to 3.00 pm on a business day); or within 6 business days of receipt of the request (if the request is received after 3.00 pm on a business day or on a Saturday, Sunday or public holiday in Western Australia). 	System Management - Network Operations is responsible for Emergency management, see the following Network Operations procedures: <ul style="list-style-type: none"> The Fault Process (DMS# 4471544) The emergency management plan (DMS#2072196) Restoration Of Customers (Load) After An UFLS Event (DMS# 3363555) Unplanned Switching programs/schedule (DMS#2081872) 	A	D28 T08
Distribution Licence Condition 5.1 & 23.1	245	A distributor must undertake the actions specified in circumstances where the distributor has been informed by a retailer or a relevant government agency that a person residing at a customer's supply address requires life support equipment.	1 (D)	10.3	Where Western Power has been informed by a retailer or relevant government agency that a person residing at a customer's supply address requires life support equipment, Western Power must: <ul style="list-style-type: none"> register the customer's supply address as a life support equipment address; not disconnect that customer's supply address for failure to pay a bill while the person continues to reside at that address and requires the use of life support equipment; and give the customer at least 3 days written notice of any planned interruptions to supply at the customer's supply address (the 3 days to be counted from the date of receipt of the notice). 	Network Operations is notified by the Retailer (Synergy) of Life Support Customers as these are non-contestable customers. See applicable Network Work Instructions: <ul style="list-style-type: none"> Processing of Sensitive Customer Requests (DMS# 2442151) Program Writers sensitive customer check (DMS# 3340542) Field Service and Customer Service are also involved in this obligation in regard to the 3 days written notice.	A	D29

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1	243	A retailer or a distributor must not arrange for disconnection or disconnect a customer's supply address in the circumstances specified.	1 (D)	10.2	Western Power must not arrange for disconnection or disconnect a customer's supply address: <ul style="list-style-type: none"> where the customer has made a complaint, directly related to the reason for the proposed disconnection, to Western Power or the electricity ombudsman or another external dispute resolution body and the complaint remains unresolved; after 3.00 pm Monday to Thursday; after 12.00 pm on a Friday; and on a Saturday, Sunday, public holiday or on the business day before a public holiday, except in the case of a planned interruption. 	Western Power disconnects customer on request from Retailers – it is not in a position to determine if any limits on disconnection are in place because of issues between customer and Retailer. Western Power instigated disconnections are only in circumstances such as planned works or safety. <ul style="list-style-type: none"> MBS (Metering Business System) manages work distribution and allocation as per code obligations within small use customer code. Contract Specification details times and obligations. Introduction of metering technology to restrict energy usage as alternative to disconnecting supply due first QTR 2008. Where a complaint is made to the Network operator Metering Services will record complaint against the NMI and cancel any pending disconnection requests. Complaint will be managed and reported as per the corporate complaints process. 	A	D29
Distribution Licence Condition 5.1	260	A distributor must keep a record of the pre-payment meter indicators specified.	2 (D)	10.5		Not applicable - no prepayment meters used in SWIS	N / A	N / A
Distribution Licence Condition 5.1	272	A distributor must give a customer on request, at no charge, the specified information that is particular to a distributor.	2 (D)	10.6		<ul style="list-style-type: none"> General enquiries are recorded in CUSREMS and categorised according to the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. All enquiries are individually tracked by CUSREMS to ensure they are resolved in an appropriate timeframe. Information on Western Power's requirements is also found on Western Power's website. The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. Customers' right to information is also emphasised in the Customer Charter available from WP's website. Western Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within target times. 	A	D30

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1	248 273 274 275 276	<p>A distributor must reconnect the customer's supply address upon the request of a retailer, within the timeframes specified.</p> <p>A distributor must, on request, give a customer its consumption data.</p> <p>A distributor must give a customer the requested consumption data at no charge in the circumstances specified.</p> <p>A distributor must give a customer the requested consumption data within 10 business days of the receipt of the request or payment of the distributor's reasonable charge for providing the consumption data.</p> <p>A distributor must keep a customer's consumption data for seven years.</p>	2 (D)	10.7	<p>Western Power must give a customer, on request, the customer's consumption data within 10 business days of the date of the receipt of the request (or the date of payment of Western Power's reasonable charge for providing the data).</p> <p>Western Power must provide the consumption data free of charge if the customer requests the data for a period less than the previous 2 years and no more than twice a year, or in relation to a dispute with Western Power.</p> <p>Western Power must keep a customer's consumption data for 7 years.</p>	<ul style="list-style-type: none"> MBS (Metering Business System). Data storage within MBS 2 years current online. Data prior to this period archived but available for data requests. Electronic data stored as per record management obligations. Data Provision Business Processes in place to retrieve data requests via web portal and market service order transactions. Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar). MBS configurations eliminate charges for provision of applicable historical data requests. 	A	D29
Distribution Licence Condition 5.1	279	<p>A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Code of Conduct is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.</p>	NR (D)	10.9		<ul style="list-style-type: none"> Western Power reviews all of its publicly available information to ensure it is clear and easily understood by customers. Western Power's website contains information and contact points to ensure customers have access to easy to understand information. A number of fact sheets are available (i.e. "Why my trees should be trimmed") that are tailored specifically for customers. Western Power has a complaints team trained to provide simple, easy to understand responses to customers. Review of public information is conducted when any issues or clarity requirements are brought to Western Power's attention or when such documentation is changed or upgraded by the various document owners within the business. 	A & D	D02 (see note)
Distribution Licence Condition 5.1 & 12.1	280	<p>A retailer and distributor must tell a customer on request how the customer can obtain a copy of the Code of Conduct.</p>	2 (D)	10.10		<ul style="list-style-type: none"> Code of Conduct is referred to in the Call Centre knowledge base and a link is on the WP web site directing customers to a copy of the code. Should a customer ask to review a copy, it will be made available as requested. 	A & D	D80

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1 & 12.1	277 281 282 283 284 285 286	A distributor must, on request, tell a customer how the customer can obtain information on distribution standards and metering arrangements that are relevant to the customer.	2 (D)	10.11		<p>Customer Charter</p> <ul style="list-style-type: none"> • General enquiries are recorded in CUSREMS and categorised according to the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. • All enquiries are individually tracked by CUSREMS to ensure they are resolved in an appropriate timeframe. • Information on Western Power's requirements is also found on Western Power's website. • The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. • Customers' right to information is also emphasised in the Customer Charter available from WP's website. • Western Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within target times. 	A & D	D30
Distribution Licence Condition 5.1	278	A distributor must publish information on distribution standards and metering arrangements on the distributor's website.	2 (D)	10.12		<ul style="list-style-type: none"> • General enquiries are recorded in CUSREMS and categorised according to the enquiry type. If the information required is not available then the enquiry is allocated to an appropriate expert within the business. • All enquiries are individually tracked by CUSREMS to ensure they are resolved in an appropriate timeframe. • Information on Western Power's requirements is also found on Western Power's website. • The Call Centre has an established knowledge base to ensure the correct and most up to date information is being passed to customers. • Customers' right to information is also emphasised in the Customer Charter available from WP's website. • Western Power monitors a number of performance reports to ensure enquiries are managed, responded to and closed within target times. 	A & D	D30

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1 & 12.1	288 289 290 291 292	<p>A retailer and distributor must produce and publish a Customer Service Charter.</p> <p>A retailer and distributor must address the specified information in their Customer Service Charters.</p> <p>A retailer and distributor must give a customer on request, at no charge, a copy of the Customer Service Charter.</p> <p>A retailer and distributor must make available to contestable customers, at no charge, a copy of the Customer Service Charter.</p> <p>A retailer and distributor must provide a copy of the Customer Service Charter to a customer who requests a copy, within two business days of the request.</p>	2 (D)	10.13	(i.e. Western Power's minimum performance requirements to comply with the related licence)	Customer Service Charter is published on Western Power's web site and is available in a hard copy from Western Power offices.	A & D	D41 D42
Distribution Licence Condition 5.1	293 294 295	<p>A retailer, distributor and marketer must develop, maintain and implement an internal process for handling complaints and resolving disputes.</p> <p>A retailer, distributor and marketer must develop, maintain and implement a complaints handling process that meets the specified requirements.</p> <p>A retailer, distributor and marketer must at least provide the specified advice to a customer when handling a complaint.</p>	2 (D)	10.14		Western Power has an established complaints handling system (CUSERMIS) where all complaints are automatically tracked and resolution times reported monthly. Also see DMS 3582036.	A & D	D33
Distribution Licence Condition 5.1 & 12.1	297 298	<p>A retailer, distributor and marketer must develop a guideline that assists their staff in delineating customer queries and complaints, and provides for the classification of customer complaints.</p> <p>A retailer and distributor must refer to their respective guidelines in their Customer Service Charter.</p>	2 (D)	10.15		Western Power has a guideline – DMS#1603686 (currently under review). The review is expected to be completed in the 1st quarter 2009.	A & D	D20

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1	299	A retailer, distributor and marketer must give a customer on request, at no charge, information that will assist the customer in utilising the respective complaints handling processes.	2 (D)	10.16		Information about the complaints handling process is provided: <ul style="list-style-type: none"> on Western Power's website via the Call Centre in the customer Charter. In addition, each complainant receives an information leaflet when their complaint is acknowledged. Formal procedure?	A & D	D20
Distribution Licence Condition 5.1	300	A retailer, distributor and marketer who receives a complaint that does not relate to its functions, must refer the complaint to the appropriate entity and inform the customer of the referral.	2 (D)	10.17		Complaints are referred to other entities when required and all details are recorded in CUSREMS. CUSREMS data is maintained for a least 3 years after the complaint has been resolved.	A & D	D33
Distribution Licence Condition 5.1	301 302 303	A retailer, distributor and marketer must keep a record of each complaint and provide information regarding the complaint to the Authority or electricity ombudsman upon request. A retailer, distributor and marketer must keep records of complaints and dispute resolution for at least three years after the date on which the complaint was resolved. A retailer, distributor or marketer must keep a record or other information as required to be kept by the Code of Conduct for at least three years from the last date on which the information was recorded, unless expressly provided otherwise.	2 (D)	10.18	Western Power must keep a record of each customer complaint for at least 3 years after the date on which the complaint was resolved.	All information is recorded in CUSREMS	A & D	D33
Distribution Licence Condition 5.1	308	A distributor must keep a record of the total number of customer connections established and customer connections not established within the period prescribed by the Code of Conduct or by a date agreed with the customer.	2 (D)	10.19	Western Power must keep a record of the total number of customer connections established and the total number of customer connections not established for at least 3 years (or for another period of time as agreed with the customer).	Connection records maintained to corporate standards and code requirements with DMS, MBS (Metering Business System) and Data Warehouse.	A & D	D27
Distribution Licence Condition 5.1	309	A distributor must keep a record of the street light faults and repair indicators specified.	2 (D)	10.20	Western Power must keep a record of the number of street lights reported faulty each month and the number of occasions that it failed to repair a faulty street light within 5 business days (for the metropolitan area) or 6 business days (for regional areas), and the average number of days to repair faulty street lights.	TMS captures information relating to the number of street lights reported faulty and the number of street lights that were not repaired. DFIS and DFMS maintain the records and produce monthly KPI reports to management. A new system, TCMS, which will become operational in March 2008 will interface with MIMS. This will enhance recording and provide flexibility of reporting. Streetlight monthly report Detailed procedures	A & D	D27

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1	301 302 303 310	A retailer, distributor and marketer must keep a record of each complaint and provide information regarding the complaint to the Authority or electricity ombudsman upon request. A retailer, distributor and marketer must keep records of complaints and dispute resolution for at least three years after the date on which the complaint was resolved. A retailer, distributor or marketer must keep a record or other information as required to be kept by the Code of Conduct for at least three years from the last date on which the information was recorded, unless expressly provided otherwise.	2 (D)	10.21		All information is recorded in CUSREIMS.	A & D	D33
Distribution Licence Condition 5.1	310 311	A distributor must keep a record of the customer complaint indicators specified. A distributor must keep a record of the total number of payments made under the compensation indicators specified.	2 (D)	10.22	Western Power must keep a record of the total number of payments made for compensation for planned interruptions and for failure to acknowledge or respond to queries or complaints within 10 business days and 20 business days respectively.	A record book is kept of all payments made with details of the complaint/claim recorded in CUSREIMS for all obligations resulting from compensation payments obligations in the Code.	A & D	D25
Distribution Licence Condition 5.1	312	A distributor must keep a record of the total number of connections.	2 (D)	10.23	Western Power must keep a record of the total number of connections.	Connection records maintained to corporate standards and code requirements with DMS, MBS (Metering Business System) and Data Warehouse.	A & D	D27
Distribution Licence Condition 5.1	314	A distributor must compensate a retailer for the payment if a retailer is liable to and makes a payment due to an act or omission of the distributor.	2 (D)				A & D	D25 D26
Distribution Licence Condition 5.1	318	A distributor must notify an eligible customer affected by a planned interruption at least three days before the interruption.	2 (D)				A & D	D25
Distribution Licence Condition 5.1	319	A distributor must pay the stated compensation to an eligible customer where the distributor has failed to provide the prescribed notification and an exception to payment does not apply.	2 (D)				A & D	D25 D26
Distribution Licence Condition 5.1	320	A distributor must acknowledge and respond to a written query or complaint by an eligible customer within the timeframes prescribed.	2 (D)				A & D	D33

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Condition 5.1	321	A distributor must pay the stated compensation to an eligible customer where the retailer has failed to acknowledge or respond to a query or complaint within the timeframes prescribed and an exception to payment does not apply.	2 (D)				A & D	D25 D26
Distribution Licence Condition 5.1	323	A distributor who is required to make a compensation payment for failing to satisfy a service standard, must do so in the manner specified.	2 (D)				A & D	D25 D26
ELECTRICITY INDUSTRY (NETWORK QUALITY & RELIABILITY OF SUPPLY) CODE 2005								
Distribution Licence Clause 5.1	324	A distributor or transmitter must, as far as reasonably practicable, ensure that electrical supply to a customer's electrical installations complies with prescribed standards.	NR (D & T)	32.1	Western Power must, so far as is reasonably practicable, ensure that electricity supplied by it to a customer's electrical installations (components permanently connected to the wiring) at all times complies with the standards set out below: • The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility levels of: Pst Compatibility level 1.0. Plt Compatibility level 0.8. • The standard for the harmonic voltage distortion level of electricity supplied is a distortion level that is less than the compatibility levels set out in the table within this clause.	Definition of reasonably practicable is key here. PQ management process. Note this is a reactive process and not proactive.	B	D02 T02 (see note)
Transmission Licence Clause 5.1	325	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply.	NR (D & T)	32.2		PQ management process.	B	D02 T02 (see note)
Distribution Licence Clause 5.1	326	A distributor or transmitter must, as far as reasonably practicable, ensure that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.	NR (D & T)	32.3		The core role of System Management - Network Operations, apart from the safe operation of the network, is to minimise the magnitude and duration of customer outages as outlined in Network Operations role description DMS#4011080.	A	D02 T02 (see note)

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	327 328	A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer. A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption.	NR (D & T)	32.4	Western Power must, so far as is reasonably practicable, reduce the effect of any interruption on a customer. Western Power must consider whether to supply electricity to a customer by alternative means if the customer will be affected by an interruption, if that interruption is expected to exceed: <ul style="list-style-type: none"> • if the customer's premises is on or south of the 26th parallel of latitude, 6 hours (or 4 hours if at the time when notice of an interruption is given the forecast temperature is 30° C or more for any part of the time of the interruption); or • if the customer's premises are north of the 26th parallel of latitude, 4 hours, • or if the effect of the interruption on the customer's business is likely to be substantial, • or Western Power is aware that a person living in the premises has special health needs and requires electricity for the operation of equipment that caters to those needs. 	The core role of System Management - Network Operations, apart from the safe operation of the network, is to minimise the magnitude and duration of customer outages as outlined in Network Operations role description DMS#4011080. See applicable Network Work Instructions: <ul style="list-style-type: none"> • Program Writers sensitive customer check (DMS# 3340542) • DNAR Workflow Process (DMS#3265477) • Program Writers Guidelines (DMS#2183449) • Program Writers Loss of Supply to Majority of a Country Town (DMS# 3353306) • Rapid Response Generators – LV (DMS# 2123938) Not applicable Still some gaps in the process and needs more work.	B	D02 T02 (see note)
Distribution Licence Condition 5.1	329 334	A distributor must take prescribed action in the event of a significant interruption to a small use customer. A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe for a failure to give required notice of planned interruption.	2 (D)	32.5	If the supply of electricity by Western Power to a "small use customer": <ul style="list-style-type: none"> • has been interrupted for more than 12 hours continuously; or • has in the preceding year been interrupted more than 9 times for customers in the Perth CBD or urban areas, or 16 times for customers in other areas, and Western Power considers that the prescribed standards are unlikely to be met in respect of the "small use customer", Western Power must either: <ul style="list-style-type: none"> • remedy the cause or causes of interruption so that the standards are met; or • enter into an alternative arrangement to the "small use customer's" satisfaction for the supply of electricity. Small use customer means a customer who consumes 160 MWh of electricity per year or less.	Reliability Management Plan Power quality management process Maintenance plan Emergency Fault repair process	A	D25 D26

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	330 331	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. The average total length of interruptions of supply is to be calculated using the specified method.	NR (D & T) 2 (D & T)	32.6	Western Power must, so far as is reasonably practicable, ensure that the average total length of interruptions of supply, does not exceed: <ul style="list-style-type: none"> for customers in the Perth CBD, 30 minutes; for customers in urban areas other than the Perth CBD, 160 minutes; and for customers in any other area of the State, 290 minutes. Average total length of interruptions is to be calculated as at 30 June in each year, by taking the average total length in minutes of interruptions of supply to a customer premises in an area during each year of the period of 4 years ending on that day, and then by taking the average of the 4 annual figures.	Reasonably practicable the key here. Reliability Management Plan Power quality management process Maintenance plan Emergency Fault repair process Approved Works Program AA1 submission which redefines reliability targets.	A	D25 D26
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	332	A distributor or transmitter must, on request, provide to an affected customer a free copy of an instrument issued by the Minister and of any notice given under section 14(7) of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005. section 14 (7) The Minister may at any time, after obtaining the advice of the Authority, by notice in writing to the transmitter or distributor, revoke or vary an instrument under subsection (3), including by imposing any further condition to be complied with by the transmitter or distributor.	2 (D & T)				A	D25 D26 T25
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	333	A distributor or transmitter that agrees with a customer to exclude or modify certain provisions must set out the advantages and disadvantages to the customer of doing so in their agreement.	2 (D & T)				A	D25 D26 T25

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	335 336	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. A distributor operating a relevant distribution system must provide eligible customers with information about applying for payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.	2 (D)	32.9		<ul style="list-style-type: none"> Information is available on WP website and via 13 10 87. A menu option is also on the 13 13 51 faults number for forms to be automatically mailed to customers upon request. Information on the process and information required is included with each application form. All information on individual claims is held in EOPS. Information also included in the Customer Service Charter 	A & D	D19
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	337 338	A distributor operating a relevant distribution system must provide written notice to customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005. A distributor operating a relevant distribution system must provide written notice to eligible customers about payments for failure to meet the requirements in sections 18 and 19 of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 not less than once in each financial year.	2 (D)				A & D	D19
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	340	A distributor or transmitter must keep records of information regarding its compliance with specific requirements for the period specified.	2 (D & T)	32.10	Western Power must take all steps as reasonably necessary to monitor the operation of its network. Western Power must keep records of the information for at least 5 years after the day on which a report containing the information is published.	<ul style="list-style-type: none"> Distribution Management System Issuing of General and Unusual Operating Instructions (DMS# 1531086) Processing of DVAR's and Switching Programs/Schedules (DMS# 1531092) Retention and Storage of NOCC Quality Records (DMS# 1531101) NWI-087 Operations Requiring a Switching Program (DMS# 2249252) 	A	D23 T20

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	341	A distributor or transmitter must complete a quality investigation requested by a customer in accordance with specified requirements.	2 (D & T)	32.11	If a customer makes a request for Western Power to investigate whether their electricity supply met the quality standards for voltage fluctuation and harmonic voltage distortion, Western Power must complete an investigation within 20 working days and take such field measurements as may be required for the investigation. Western Power does not have to investigate if it believes on reasonable grounds that the request is frivolous or vexatious or is not made in good faith. Western Power must report the results of any investigation to the customer concerned.	Power quality management process. Time frame not achievable for all faults. May take many months for some types of faults.	A	D19 T19
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	342	A distributor or transmitter must report the results of an investigation to the customer concerned.	2 (D & T)				A	D19 T19
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	343 344	A distributor or transmitter must make available, at no cost, a copy of a document setting out its complaint handling processes to a small customer who makes a complaint to the distributor or transmitter or who asks to be given such information. A document setting out a distributor's or transmitter's complaint handling process must contain the specified information.	2 (D & T)	31.12		<ul style="list-style-type: none"> Information is available on WP website, via 13 10 87 and in Western Power's Customer Charter. An information sheet is available from the complaints and resolutions team. 	A	D20 T19
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	345	A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring, and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 June.	2 (D & T)	32.13		Audit requirement in branch governance plan. A responsible person has been assigned for arranging the audit. Audit report	A	D21 T20

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements in respect of each year ending on 30 June:	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	346	A distributor or transmitter must prepare and publish a report about its performance in accordance with specified requirements.	2 (D & T)	32.14	<p>Western Power must prepare a report setting out the following information in respect of each year ending on 30 June:</p> <ul style="list-style-type: none"> • In respect of each failure by Western Power to comply with the provisions of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 (WA), the total number of breaches of each provision and the remedial action taken in each case; • the number of premises of "small use customers" the supply of electricity to which has been interrupted for more than 12 hours continuously (and the number of interruptions there have been and the length of each interruption) or more than the permitted number of times; • the total number of complaints received; • the number of complaints received from customers in each of the discrete areas (being the Perth CBD, urban areas other than the Perth CBD, and all other areas of the State); • the total amount spent by Western Power in addressing complaints, other than payments of compensation for interruptions to supply; • the information relating to the above points for the year immediately preceding the year to which the report relates; • for each of the discrete areas of the Perth CBD, urban areas other than the Perth CBD, and all other areas of the State: • the average length of interruption of supply to customer premises expressed in minutes; • the average number of interruptions of supply to customer premises; • the average percentage of time that electricity has been supplied to customer premises; and • the average total length of all interruptions of supply to customer premises expressed in minutes; • the information relating to all of the above for each of the 3 years ending 30 June preceding the year to which the report relates; • the average of the 4 amounts (the year to which the report relates and each of the 3 years preceding it) for each calculation for each discrete area listed above; and • for customer premises in each discrete area, an estimate of the 25th, 50th, 75th, 90th, 95th, 98th and 100th percentile values of: 	<p>Responsible person assigned for preparation of report</p> <p>Report independently audited</p>	A	D24 T23

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements to interrupt of supply to customer premises in minutes; • the total number of interruptions; • the total length of interruptions, • and for each of these categories of information a graph showing the distribution of customer premises across the range of that category, • and publish that report not later than the following 1 October, by making copies of it available to the public at any place where Western Power transacts business with the public and by posting a copy on its website. Small use customer means a customer who consumes 160 MWh of electricity per year or less.	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	347	A distributor or transmitter must give a copy of its report about its performance to the Minister and the Authority within the specified period.	2 (D & T)				A	D24 T23
Transmission Licence Clause 5.1								
ELECTRICITY INDUSTRY METERING CODE 2005								
Distribution Licence Clause 5.1	348	A network operator must treat all Code participants that are its associates on an arms-length basis.	NR (D & T)	31.1		Retail Account Managers and other customer facing staff are coached to treat retailers on arms length basis. Account Management Principles, DMS# 4394639. This principle is part of the account management ethic.	A	D02 T02 (see note)
Transmission Licence Clause 5.1								
Distribution Licence Clause 5.1	349	A network operator must ensure that no Code participant that is its associate receives a benefit in respect of the Code unless the benefit is attributable to an arm's length application of the Code or is also made available to all other Code participants on the same terms and conditions.	2 (D & T)				A	D03 T03

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	350	A network operator must ensure that its meters meet the requirements specified in the applicable metrology procedure and also comply with any applicable specifications or guidelines (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act.	2 (D & T)	31.2		<ul style="list-style-type: none"> Western Power's Meter Management Plan ensure that its meters meet the requirements specified in the applicable metrology procedure Western Power's meters comply with the Technical Specifications (Purchasing Standards). Continuous technical review process with supplier. NATA accreditation for meter testing and evaluation. 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	351	An accumulation meter must at least conform to the requirements specified in the applicable metrology procedure and display, or permit access to a display of, the accumulated electricity production or consumption at the metering point in the manner prescribed.	2 (D & T)	31.2		<ul style="list-style-type: none"> Western Power's Meter Management Plan ensure that its meters meet the requirements specified in the applicable metrology procedure Western Power's meters comply with the Technical Specifications (Purchasing Standards). Continuous technical review process with supplier. NATA accreditation for meter testing and evaluation. 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	352	An interval meter must at least have an interface to allow the interval energy data to be downloaded in the manner prescribed using an interface compatible with the requirements specified in the applicable metrology procedure.	2 (D & T)	31.2		<ul style="list-style-type: none"> Western Power's Meter Management Plan ensure that its meters meet the requirements specified in the applicable metrology procedure Western Power's meters comply with the Technical Specifications (Purchasing Standards). Continuous technical review process with supplier. NATA accreditation for meter testing and evaluation. 	A	D08 D10 T08 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	353	If a metering installation is required to include a communications link, the link must (where necessary), include a modem and isolation device approved under the relevant telecommunications regulations, to allow the interval energy data to be downloaded in the manner prescribed.	2 (D & T)				A	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	354	A network operator must ensure that there is a metering installation at every connection point on its network which is not a Type 7 connection point. Unless it is a Type 7 metering installation, the metering installation must meet the functionality requirements prescribed.	2 (D & T)	31.3		<ul style="list-style-type: none"> Meter Management Plan Technical Specifications (Purchasing Standards). <p>Monitored by:</p> <ul style="list-style-type: none"> Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. Revenue Protection Policy Ticket Lodgment Process Service Connect Scheme Contractor Connect Scheme Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar). 	A	D08 T08

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	355	A network operator must, for each metering installation on its network, on and from the time of its connection to the network, provide, install, operate and maintain the metering installation in the manner prescribed (unless otherwise agreed).	2 (D & T)	31.4		<ul style="list-style-type: none"> • Inspection System Plan • WAER (wiring requirements) • Meter Management Plan • Technical Specifications (Purchasing Standards). <p>Monitored by:</p> <ul style="list-style-type: none"> • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. • Revenue Protection Policy • Ticket Lodgment Process • Service Connect Scheme • Contractor Connect Scheme • Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar). 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	356	A network operator must ensure that, except for a Type 7 metering installation, the metering point for a revenue metering installation is located as close as practicable to the connection point in accordance with good electricity industry practice.	2 (D & T)	31.4		<ul style="list-style-type: none"> • Inspection System Plan • WAER (wiring requirements) • Meter Management Plan • Technical Specifications (Purchasing Standards). <p>Monitored by:</p> <ul style="list-style-type: none"> • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. • Revenue Protection Policy • Ticket Lodgment Process • Service Connect Scheme • Contractor Connect Scheme • Performance is measured by monthly performance reporting, daily outstanding service order reports and dashboard reporting (busbar). 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	357	A network operator may only impose a charge for providing, installing, operating or maintaining a metering installation in accordance with the applicable service level agreement between it and the user.	2 (D & T)				A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	358	If a network operator becomes aware that a metering installation does not comply with the Code, the network operator must advise affected parties of the non-compliance and arrange for the non-compliance to be corrected as soon as practicable.	2 (D & T)				A	D08 T08

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	359	All devices that may be connected to a telecommunications network must be compatible with the telecommunications network and comply with all applicable State and Commonwealth enactments.	2 (D & T)				A	D10 T10
Transmission Licence Clause 5.1	360	A network operator must, for each metering installation on its network, ensure that the metering installation is secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	2 (D & T)	31.5		<ul style="list-style-type: none"> • WAER (wiring requirements) • Meter seals • Inspections process • Revenue Protection processes • Meter Management Plan • Technical Specifications (Purchasing Standards). • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. 	A	D13 T13
Distribution Licence Clause 5.1	361	Each metering installation must meet at least the requirements for that type of metering installation specified in Table 3 in Appendix 1 of the Code.	2 (D & T)				A	D08 D09 D10 D11 T08 T09 T10 T11
Transmission Licence Clause 5.1	362	For a metering installation used to supply a customer with requirements above 1000 volts that require a VT and whose annual consumption is below 750MWh, the metering installation must meet the relevant accuracy requirements of Type 3 metering installation for active energy only.	2 (D & T)				A	D09 T09
Distribution Licence Clause 5.1	363	If compensation is carried out within the meter then the resultant metering system error must be as close as practicable to zero.	2 (D & T)				A	D10 T10

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	364	A network operator must ensure that any programmable settings within any of its metering installations, data loggers or peripheral devices, that may affect the resolution of displayed or stored data, meet the relevant requirements specified in the applicable metrology procedure and comply with any applicable specifications or guidelines specified by the National Measurement Institute under the National Measurement Act.	2 (D & T)	31.6	(i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	<ul style="list-style-type: none"> System Tolerances (through data processing) Reading Meters (Display) Tech Review process with (vendor) Meter error database Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	365	A network operator must ensure that a metering installation on its network permits collection of data within the timeframes and to the level of availability specified.	2 (D & T)	31.7	Western Power must ensure that a metering installation on its network permits collection of data: <ul style="list-style-type: none"> within the time specified in the applicable service level agreement; at a level of availability of at least 99% per annum for instrument transformers and other components of the metering installation, not including the communications link; and if the metering installation has a communications link, at a level of availability of at least 95% per annum for the communications link. If an outage or malfunction occurs to a metering installation, Western Power must make repairs to the metering installation in accordance with the applicable service level agreement.	<ul style="list-style-type: none"> Data Gaps Measurements Scheduling Processes System Process (MBS MV90 M/RS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	366	A network operator must make repairs to the metering installation in accordance with the applicable service level agreement if an outage or malfunction occurs to a metering installation.	2 (D & T)	31.7	Reliability of metering installations Western Power must ensure that a metering installation on its network permits collection of data: <ul style="list-style-type: none"> within the time specified in the applicable service level agreement; at a level of availability of at least 99% per annum for instrument transformers and other components of the metering installation, not including the communications link; and if the metering installation has a communications link, at a level of availability of at least 95% per annum for the communications link. If an outage or malfunction occurs to a metering installation, Western Power must make repairs to the metering installation in accordance with the applicable service level agreement.	<ul style="list-style-type: none"> Data Gaps Measurements Scheduling Processes System Process (MBS MV90 M/RS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D10 T10

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	367	A Code participant who becomes aware of an outage or malfunction of a metering installation must advise the network operator as soon as practicable.	2 (D & T)				A	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	368	A network operator must ensure that each metering installation complies with, at least, the prescribed design requirements.	2 (D & T)	31.8		<ul style="list-style-type: none"> • Post commissioning audit process • Test Certificate evaluation • WAER - meter fuses or service protective devices • Corporate Filing System in place (DMS) • Meter Management Plan • Technical Specifications (Purchasing Standards). • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. • AA2 funding request for CT compliance program during 2009-2014 	A	D08 D10 T08 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	369	A network operator must ensure that instrument transformers in its metering installations comply with the relevant requirements of any applicable specifications or guidelines (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act and any requirements specified in the applicable metrology procedure.	2 (D & T)	31.8		<ul style="list-style-type: none"> • Post commissioning audit process • Test Certificate evaluation • WAER - meter fuses or service protective devices • Corporate Filing System in place (DMS) • Meter Management Plan • Technical Specifications (Purchasing Standards). • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. • AA2 funding request for CT compliance program during 2009-2014 	A	D08 D10 T08 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	370	A network operator must provide isolation facilities, to the standard of good electricity industry practice, to facilitate testing and calibration of the metering installation.	2 (D & T)	31.8		<ul style="list-style-type: none"> • Post commissioning audit process • Test Certificate evaluation • WAER - meter fuses or service protective devices • Corporate Filing System in place (DMS) • Meter Management Plan • Technical Specifications (Purchasing Standards). • Technical Review process with Supplier. • NATA accreditation for meter testing and evaluation. • AA2 funding request for CT compliance program during 2009-2014 	A	D10 T10

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	371	A network operator must maintain drawings and supporting information, to the standard of good electricity industry practice, detailing the metering installation for maintenance and auditing purposes.	2 (D & T)	31.8		<ul style="list-style-type: none"> Post commissioning audit process Test Certificate evaluation WAER - meter fuses or service protective devices Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014 	A	D08 D09 D10 T08 T09 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	372	A network operator must procure the user or the user's customer to install (or arrange for the installation of) a full check metering installation or partial check metering installation in accordance with the prescribed requirements.	2 (D & T)	31.9	<p>Western Power must procure the user, or the user's customer, to install or arrange for the installation of a "full check metering installation" (if energy per metering point is greater than 1000 gigawatt hours per annum) or "partial check metering installation" (if the energy per metering point is between 100 and 1000 gigawatt hours per annum).</p> <p>A check metering installation for a metering point must not exceed twice the error level permitted for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point.</p>	<ul style="list-style-type: none"> MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Post commissioning audit process Test Certificate evaluation WAER – specifies requirements. Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014 	A	D28 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	373	A partial check metering installation must be physically arranged in a manner determined by the network operator, acting in accordance with good electricity industry practice.	2 (D & T)	31.9	<p>Western Power must procure the user, or the user's customer, to install or arrange for the installation of a "full check metering installation" (if energy per metering point is greater than 1000 gigawatt hours per annum) or "partial check metering installation" (if the energy per metering point is between 100 and 1000 gigawatt hours per annum).</p> <p>A check metering installation for a metering point must not exceed twice the error level permitted for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point.</p>	<ul style="list-style-type: none"> MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Post commissioning audit process Test Certificate evaluation WAER – specifies requirements. Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014 	A	D28 T08

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	374	A check metering installation for a metering point must not exceed twice the error level permitted under clause 3.9 for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point, and must be otherwise consistent with the prescribed requirements.	2 (D & T)	31.9	Western Power must procure the user, or the user's customer, to install or arrange for the installation of a "full check metering installation" (if energy per metering point is greater than 1000 gigawatt hours per annum) or "partial check metering installation" (if the energy per metering point is between 100 and 1000 gigawatt hours per annum). A check metering installation for a metering point must not exceed twice the error level permitted for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point.	<ul style="list-style-type: none"> MBS records type of metering installation details. Program to identify if installations above 1000 gigawatt hours completed. Post commissioning audit process Test Certificate evaluation WAER – specifies requirements. Corporate Filing System in place (DMS) Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. AA2 funding request for CT compliance program during 2009-2014 	A	D28 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	375	If, under clause 3.14(2) of the Code, a metering installation uses metering class CTs and VTs that do not comply with the prescribed requirements, then the network operator must either (or both) install meters of a higher class accuracy or apply accuracy calibration factors within the meter in order to achieve the overall accuracy requirements prescribed.	2 (D & T)	31.10		<ul style="list-style-type: none"> Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. MBS allows recording of values to correct variations in pulse multipliers, data validation, meter constant and calibration tables. 	A	D09 T09
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	376	A network operator must ensure that a Type 1 metering installation to Type 5 metering installation on the network has the facilities and functionality prescribed.	2 (D & T)	31.11		<ul style="list-style-type: none"> In accordance with Metrology Procedure Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D11 T11
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	377	A network operator must ensure that a Type 1 metering installation to Type 4 metering installation on the network includes a communications link.	2 (D & T)	31.11		<ul style="list-style-type: none"> In accordance with Metrology Procedure Meter Management Plan Technical Specifications (Purchasing Standards). Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	378	If a device is used as a data logger, the energy data for a metering point on the network must be collated in trading intervals within the metering installation unless it has been agreed between the network operator and the Code participant that energy data may be recorded in sub-multiples of a trading interval.	2 (D & T)				A	D08 D10 T08 T10

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	379	A network operator or a user may require the other to negotiate and enter into a written service level agreement in respect of the matters in the metrology procedure dealt with under clause 3.16(4) of the Code.	2 (D & T)				A	D08 T08
Transmission Licence Clause 5.1	380	A network operator may only impose a charge for the matters dealt with in the metrology procedure in accordance with the applicable service level agreement between it and the user.	2 (D & T)				A	D08 T08
Distribution Licence Clause 5.1	381	If the Electricity Retail Corporation supplies electricity to a contestable customer at a connection point under a non-regulated contract, and in circumstances where immediately before entering into the contract, the electricity retail corporation supplied electricity to the contestable customer under a regulated contract, then the metering installation for the connection point must comply with the prescribed wholesale market metering installation requirements.	2 (D & T)				A	D08 T08
Distribution Licence Clause 5.1	382	A network operator must, if reasonably requested by a Code participant, provide enhanced technology features in a metering installation.	2 (D & T)	31.12		<ul style="list-style-type: none"> • Requests reviewed and SLAs negotiated • Technical Specifications (Purchasing Standards). • Technical review process with supplier. • NATA accreditation for meter testing and evaluation. 	A	D08 T08
Transmission Licence Clause 5.1	383	A network operator may only impose a charge for the provision of metering installations with enhanced technology features in accordance with the applicable service level agreement between it and the user.	2 (D & T)	31.12		<ul style="list-style-type: none"> • Requests reviewed and SLAs negotiated • Technical Specifications (Purchasing Standards). • Technical review process with supplier. • NATA accreditation for meter testing and evaluation. 	A	D08 T08
Distribution Licence Clause 5.1	384	Meters containing an internal real time clock must maintain time accuracy as prescribed. Time drift must be measured over a period of 1 month.	2 (D & T)				A	D10 T10

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	385	If a metering installation includes measurement elements and an internal data logger at the same site, it must include facilities on site for storing the interval energy data for the periods prescribed.	2 (D & T)				A	D10 T10
Transmission Licence Clause 5.1	386	A network operator providing one or more metering installations with enhanced technology features must be licensed to use and access the metering software applicable to all devices being installed and be able to program the devices and set parameters.	2 (D & T)	31.13		<ul style="list-style-type: none"> License Agreements included in contract for purchase of meters. Update process not required upgrades free of charge for meters purchased. 	A	D08 D10 T08 T10
Transmission Licence Clause 5.1	387	Where signals are provided from the meter for the user or the user's customer use, a network operator must ensure that signals are isolated by relays or electronic buffers to prevent accidental or malicious damage to the meter.	2 (D & T)	31.14		<ul style="list-style-type: none"> Installation Process Technical Specifications (Purchasing Standards). Technical review process with supplier. NATA accreditation for meter testing and evaluation. 	A	D08 D10 T08 T10
Distribution Licence Clause 5.1	388	Where signals are provided from the meter for the user or the user's customer use, a network operator must provide the user or the user's customer with sufficient details of the signal specification to enable compliance with clause 3.23(c) of the Code.	2 (D & T)	31.14		<ul style="list-style-type: none"> Installation Process Technical Specifications (Purchasing Standards). Technical review process with supplier. NATA accreditation for meter testing and evaluation. 	A	D08 D10 T08 T10
Distribution Licence Clause 5.1	389	A network operator that operates and maintains a pre-payment meter on its network must operate and maintain the pre-payment meter in accordance with good electricity industry practice and, as far as reasonably practicable, minimise any departure from what the requirements of the Code would have been in respect of the pre-payment meter if clause 3.24 were deleted.	2 (D & T)	31.15		Not applicable, no prepayment meters in SWIS	N / A	N / A
Transmission Licence Clause 5.1	390	A person must not install a metering installation on a network unless the person is the network operator or a registered metering installation provider for the network operator doing the type of work authorised by its registration.	2 (D & T)				A	D08 T08

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Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	391	A network operator must publish a list of registered metering installation providers, including the prescribed details, and at least annually, update the list.	2 (D & T)	31.16	(i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	<ul style="list-style-type: none"> Service Connect Scheme linked to Western Power's external website Notification provided as per the communications rules for the Metering Code and the Customer Transfer Code. 	A	D12 T12
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	392	A network operator must establish, maintain and administer a metering database containing standing data and energy data for each metering point on its network.	2 (D & T)	31.17	Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	<ul style="list-style-type: none"> Metering Business System (MBS) - functional specifications Site security IT security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	393	A network operator must ensure that its metering database and associated links, circuits, information storage and processing systems are secured by means of devices or methods which, to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	2 (D & T)	31.17	Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	<ul style="list-style-type: none"> Metering Business System (MBS) - functional specifications Site security IT security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	394	A network operator must prepare, and if applicable, must implement a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to Code participants.	2 (D & T)	31.17	Western Power must prepare, and if applicable must implement, a disaster recovery plan to ensure that it is able, within 2 business days after the day of any disaster, to rebuild the metering database and provide energy data to participants under the Electricity Industry Metering Code after the disaster (including energy data for any days during which Western Power was affected by the disaster).	<ul style="list-style-type: none"> Metering Business System (MBS) - functional specifications Site security IT security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place 	A	D14 T14
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	395	A network operator must ensure that its registry complies with the Code and the prescribed clause of the market rules.	2 (D & T)	31.17		<ul style="list-style-type: none"> Metering Business System (MBS) - functional specifications Site security IT security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place 	A	D13 T13

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	396	The standing data for a metering point must comprise at least the items specified	2 (D & T)	31.17		<ul style="list-style-type: none"> Metering Business System (MBS) - functional specifications Site security IT security policy Application security Application Auditing Corporate continuity plan, back up and redundancy infrastructure in place 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	397	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database.	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	398	A Code participant must not knowingly permit the registry to be materially inaccurate.	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	399	If a Code participant (other than a network operator) becomes aware of a change to or an inaccuracy in an item of standing data in the registry, then it must notify the network operator and provide details of the change or inaccuracy within the timeframes prescribed.	2 (D & T)				A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	400	If a network operator is notified of a change to or inaccuracy in an item of standing data by a Code participant which is the designated source for the item of standing data, then the network operator must update the registry.	2 (D & T)				A	D13 T13

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	401	If a network operator is notified of a change to or inaccuracy in an item of standing data by a Code participant which is not the designated source for the item of standing data, or otherwise becomes aware of a change to or inaccuracy in an item of standing data, then the network operator must undertake investigations to the standard of good electricity industry practice to determine whether the registry should be updated, and update the registry as required.	2 (D & T)				A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	402	A network operator must notify any affected user for a metering point of the updated standing data within the timeframes prescribed, where that user would otherwise be entitled to the updated standing data.	2 (D & T)	31.18	Western Power must notify any affected users of updates to the "standing data" within 2 business days after updating the registry.	<ul style="list-style-type: none"> MBS (Metering Business System) Process in accordance with communications rules and the required timings. 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	403	A network operator must allow a user who supplies, purchases or generates electricity to have local and (where a suitable communications link is installed) remote access to the energy data for metering points at its associated connection points, using a 'read only' password provided by the network operator.	2 (D & T)	31.19		<ul style="list-style-type: none"> Technical Specifications (Purchasing Standards) details requirement for 'read only' password provision and access. Technical Review process with Supplier. NATA accreditation for meter testing and evaluation. 	A	D10 T10
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	404	A network operator must have security devices and methods in place that ensure that energy data held in its metering installation and data held in its metering database is secured from unauthorized local or remote access, in the manner prescribed, sufficient to the standard of good electricity industry practice.	2 (D & T)	31.20		<ul style="list-style-type: none"> Site security IT security policy MBS Application security MBS Application Auditing WAER (wiring requirements) Meter seals Inspections process Revenue Protection processes Contract terms & conditions 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	405	A network operator must ensure that electronic passwords and other electronic security controls are secured from unauthorized access and are only issued to authorized personnel.	2 (D & T)	31.20		<ul style="list-style-type: none"> Site security IT security policy MBS Application security MBS Application Auditing WAER (wiring requirements) Meter seals Inspections process Revenue Protection processes Contract terms & conditions 	A	D13 T13

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	406	A network operator must retain energy data in its metering database for each metering point on its network for at least the periods, and with the level of accessibility, prescribed.	2 (D & T)	31.21	Western Power must retain energy data in its metering database for at least 13 months from the date it was obtained in a readily accessible format, and after that period for a further 5 years and 11 months in a format that is accessible within a reasonable period of time.	<ul style="list-style-type: none"> • Metering Business System (MBS) - retain energy data in its metering database for each metering point on its network for 24 months from the date it was obtained, and after that period for a further 5 years is archived for data retrieval. 	A	D15 T15
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	407	A network operator must use all reasonable endeavours to accommodate another Code participant's requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement.	NR (D & T)	31.22		<ul style="list-style-type: none"> • Metering Code model SLA available to all code participants. • Additional services available on an as requested basis for inclusion into off market 	B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	408	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.	NR (D & T)	31.22		<ul style="list-style-type: none"> • Metering Code model SLA available to all code participants. • Additional services available on an as requested basis for inclusion into off market 	B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	409	A network operator must, for each metering point on its network, obtain energy data from the metering installation and transfer the energy data into its metering database within the timeframes prescribed.	2 (D & T)	31.23	Western Power must, for each metering point on its network, obtain energy data from the metering installation for the metering point, and transfer the energy data into its metering database by no later than 2 business days after the date for a scheduled meter reading for the metering point (or such other time as is specified in applicable service level agreements).	<ul style="list-style-type: none"> • MV90 and MVRS are the meter reading data collection systems that collect the energy data before transferring it into the metering database (MBS). 	A	D13 T13
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	410	A network operator must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12 month period.	NR (D & T)	31.24	Western Power must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12-month period.	<ul style="list-style-type: none"> • MBS (Metering Business System) • Resource contract specification supports code requirements. • Business Processes for annual read obligation. 	A	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	412	A network operator may only impose a charge for the provision of data under this Code in accordance with the applicable service level agreement between it and the user and must not impose a charge for the provision of data if another enactment prohibits it from doing so.	2 (D & T)				A	D08 T08

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	414	A network operator must provide validated, and where necessary, substituted or estimated energy data for a metering point to the user for the metering point and the IMO within the timeframes prescribed.	2 (D & T)	31.25	Western Power must provide validated, and where necessary substituted or estimated, energy data for a metering point to the user for the metering point, and the IMO, before 5.00 pm on the first business day after Western Power obtains energy data for the metering point (or any other time as specified in the applicable service level agreement).	<ul style="list-style-type: none"> Data is provided to meet the requirements using the following systems: <ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	415	A network operator must provide replacement energy data to the user for the metering point and the IMO within the timeframes prescribed.	2 (D & T)	31.26	Western Power must provide validated, and where necessary substituted or estimated, energy data for a metering point to the user for the metering point, and the IMO, before 5.00 pm on the first business day after Western Power obtains energy data for the metering point (or any other time as specified in the applicable service level agreement).	<ul style="list-style-type: none"> Data is provided to meet the requirements using the following systems: <ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	416	A network operator must provide a user with whatever information the network operator has that is necessary to enable the user to comply with its obligations under the Code of Conduct, within the time necessary for the user to comply with the obligations.	2 (D & T)	31.27		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D30 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	417	A network operator must provide standing data, provided to or obtained by it under this Code, to users where required to do so under any enactment.	2 (D & T)	31.28		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	418	A network operator must provide a subset of the standing data to a retailer in accordance with the provisions of Annex 4 of the Customer Transfer Code.	2 (D & T)	31.29		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	419	If a transfer occurs at a connection point, a network operator must provide an incoming retailer with a copy of the standing data for each metering point associated with the connection point within the timeframes prescribed.	2 (D & T)	31.30	If a transfer occurs at a connection point, then within 2 business days after the transfer date Western Power must provide the incoming retailer with a copy of the relevant "standing data" for each metering point associated with the connection point.	<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	420	If a network operator is given a request in accordance with the communication rules and the energy data request relates only to a time or times for which the user was the current user at the metering point, a network operator must provide a user with a complete set of energy data for a metering point within the timeframes prescribed.	2 (D & T)	31.31	Current user may request energy or standing data "standing data" request for a metering point in accordance with the communication rules, and the energy data or standing data request relates only to a time or times for which the user was the current user at the metering point, then Western Power must within 2 business days after receipt of the request provide the user with the complete set of energy data or "standing data" for the metering point (and in the case of "standing data", advise whether there is a communications link for the metering point) for the time requested.	<ul style="list-style-type: none"> Web Portal MBS provide meter data process MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	421	A network operator must provide a current user with a complete current set of standing data for a metering point and advise whether there is a communications link for the metering point, within the timeframes prescribed, if it is given a request in accordance with the communication rules.	2 (D & T)	31.31	Current user may request energy or standing data "standing data" request for a metering point in accordance with the communication rules, and the energy data or standing data request relates only to a time or times for which the user was the current user at the metering point, then Western Power must within 2 business days after receipt of the request provide the user with the complete set of energy data or "standing data" for the metering point (and in the case of "standing data", advise whether there is a communications link for the metering point) for the time requested.	<ul style="list-style-type: none"> Web Portal MBS provide meter data process MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	422	A network operator must acknowledge receipt of a bulk standing data request from a user and provide the requested standing data within the timeframes prescribed in accordance with the communication rules.	2 (D & T)				A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	423	A network operator that provides energy data to a user or the IMO must also provide the date of the meter reading.	2 (D & T)	31.32		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D06 T06
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	431	A network operator must give notice to a user, or (if there is a different current user) the current user, acknowledging receipt of any customer, site or address attributes from the user within the timeframes prescribed.	2 (D & T)				A	D06 T06

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	433	A network operator must, within 6 months from the date this Code applies to the network operator, develop, in accordance with the communication rules, an energy data verification request form.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	434	An Energy Data Verification Request Form must require a Code participant to provide the information prescribed.	2 (D & T)	31.33	If a "Code Participant" requests verification of energy data, then Western Power must, in accordance with the metrology procedure, use reasonable endeavours to verify the energy data (though a field visit is not required), and inform the requesting "Code Participant" of the results and provide the verified energy data as soon as possible after completing the verification and no later than 5 business days after receiving the request.	<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes (MDV) 	A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	435	If a Code participant requests verification of energy data, a network operator must, in accordance with the metrology procedure, use reasonable endeavours to verify energy data and inform the requesting Code participant of the result of the verification and provide the verified energy data within the timeframes prescribed.	2 (D & T)	31.33	If a "Code Participant" requests verification of energy data, then Western Power must, in accordance with the metrology procedure, use reasonable endeavours to verify the energy data (though a field visit is not required), and inform the requesting "Code Participant" of the results and provide the verified energy data as soon as possible after completing the verification and no later than 5 business days after receiving the request.	<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes (MDV) 	A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	436	A network operator must comply with any reasonable request by a Code participant to undertake either a test or an audit of the accuracy of the metering installation or the energy or standing data of the metering installation.	2 (D & T)	31.34		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes and transactions NACK only unreasonable 	A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	437	A test or audit is to be conducted in accordance with the metrology procedure and the applicable service level agreement.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	440	A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or both, in accordance with the applicable service level agreement between it and the user.	2 (D & T)				A	D17 T17

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	441	Any written service level agreement in respect of the testing of the metering installations, or the auditing of information from the meters associated with the metering installations, must include a provision that no charge is to be imposed if the test or audit reveals a non-compliance with this Code which results in energy data errors in the network operator's favour.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	442	A network operator must advise the affected parties as soon as practicable of errors detected under a test or audit, the possible duration of the errors, and must restore the accuracy of the metering installation in accordance with the applicable service level agreement.	2 (D & T)	31.34		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes and transactions NACK only unreasonable 	A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	443	The original stored error correction data in a meter must not be altered except during accuracy testing and calibration of a metering installation.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	444	A network operator must validate energy data in accordance with this Code applying, as a minimum, the prescribed rules and procedures and must, where necessary, substitute and estimate energy data under this Code applying, as a minimum, the prescribed rules and procedures.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	445	The network operator must use check metering data, where available, to validate energy data provided that the check metering data has been appropriately adjusted for differences in metering installation accuracy.	2 (D & T)				A	D16 D17 T16 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	446	A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required.	2 (D & T)				A	D16 T16

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	447	A network operator that detects a loss of energy data or incorrect energy data from a metering installation must notify each affected Code participant of the loss or error within 24 hours after detection.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	448	Substitution or estimation of energy data is to be required when energy data is missing, unavailable or corrupted, including in the circumstances described.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	449	A network operator must review all validation failures before undertaking any substitution.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	450	A network operator that determines that there is no possibility of determining an actual value for a metering point must designate an estimated or substituted value for the metering point to be a deemed actual value for the metering point.	2 (D & T)	31.35		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes and transactions NACK only unreasonable 	A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	451	A network operator that has designated a deemed actual value for a metering point must repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	452	A network operator that uses an actual value (first value) for energy data for a metering point, and a better quality actual or deemed actual value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practice.	2 (D & T)	31.36		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D16 T16

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	453	A network operator that uses a deemed actual value (first value) for energy data for a metering point, and a better quality deemed actual value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practice.	2 (D & T)	31.36		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	454	A network operator that uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality actual, deemed, estimated or substituted value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practice or the user and its customer jointly request it to do so.	2 (D & T)	31.36		<ul style="list-style-type: none"> MBS (Metering Business System) Functional specifications System operational processes B2B processes 	A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	455	A network operator (acting in accordance with good electricity industry practice) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced.	2 (D & T)				A	D16 T16
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	456	A network operator must ensure the accuracy of estimated energy data in accordance with the methods in its metrology procedure and ensure that any transformation or processing of data preserves its accuracy in accordance with the metrology procedure.	2 (D & T)	31.37		<ul style="list-style-type: none"> MBS estimation algorithms in accordance with Metrology Procedure. MBS Functional specifications System operational processes 	A	D18 T18
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	458	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, then, except to the extent that the metering data agency agreement provides otherwise, the parties must undertake the activities prescribed.	2 (D & T)				A	D17 T17

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	459	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, then the electing network operator and the electricity networks corporation must enter into a metering data agency agreement in relation to the network, which must deal with at least the matters prescribed.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	460	If a network operator makes an election for the electricity networks corporation to be its metering data agent in relation to a network, the electricity networks corporation must assess the compliance of each metering installation in the network with this Code and notify the electing network operator of each non-compliant metering installation.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	461	An electing network operator may, by notice to the electricity networks corporation, require the electricity networks corporation to upgrade a non-compliant metering installation, in which case the electricity networks corporation must undertake the upgrade in accordance with the metering data agency agreement and good electricity industry practice.	2 (D & T)				A	D17 T17
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	462	Except to the extent that the metering data agency agreement provides otherwise, the costs which may be recovered by the electricity networks corporation for acting as the network operator's metering data agent must not exceed the amounts prescribed.	2 (D & T)				A	D17 T17

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	463	A network operator must, in relation to its network, comply with the agreements, rules, procedures, criteria and processes prescribed.	2 (D & T)	31.38		<ul style="list-style-type: none"> IT Systems (MBS, MW90, MWRS, ELIS) Business Processes Management process and service reporting Meter Management Plan Inspection System Plan Service & Contractor Connect Schemes Contract Management 	A	D08 T08
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	465	A network operator must amend any document in accordance with the Authority's final findings.	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	466	Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for voice communication in connection with the Code.	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	467	A network operator must notify each Code participant of its initial contact details and of any change to its contact details at least 3 business days before the change takes effect.	2 (D & T)	31.39	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	A	D30 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	468	A Code participant must notify its contact details to a network operator with whom it has entered into an access contract within 3 business days after the network operator's request.	2 (D & T)	31.39	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	A	D30 T07

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence requirements)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	469	A Code participant must notify any affected network operator of any change to the contact details it notified to the network operator at least 3 business days before the change takes effect.	2 (D & T)	31.39	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	A	D30 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	470	A Code participant must not disclose, or permit the disclosure of, confidential information provided to it under or in connection with the Code and may only use or reproduce confidential information for the purpose for which it was disclosed or another purpose contemplated by the Code.	2 (D & T)	31.39	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	A	D30 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	471	A Code participant must disclose or permit the disclosure of confidential information that is required to be disclosed by the Code.	2 (D & T)	31.39	Western Power must notify each participant under the Electricity Industry Metering Code 2005 (WA) of its initial contact details, and of any change to its contact details at least 3 business days before the change takes effect.	Infrequent occurrence. Contact details for notices are provided in the schedules to the Electricity Transfer Access Contracts with each retailer. Notifications have been and will be provided in event of changes.	A	D30 T07
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	472	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith.	NR (D & T)				B	D02 T02 (see note)
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	473	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)				A & B	D02 T02 (see note)

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	474	If the dispute is not resolved within 10 business days after the dispute is referred to senior management negotiations, the disputing parties must refer the dispute to the senior executive officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)				A & B	D02 T02 (see note)
Distribution Licence Clause 5.1	475	If the dispute is resolved by representative negotiations, senior management negotiations or CEO negotiations, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.	2 (D & T)				A	D32 T27
Transmission Licence Clause 5.1	476	The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit.	NR (D & T)				B	D02 T02 (see note)
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CODE OF CONDUCT								
Distribution Licence Clause 5.1	222	A distributor must create and maintain a Priority Restoration Register.	1 (D)			Requirement has been communicated to the relevant branch manager.	A	D61
Distribution Licence Clause 5.1	223	The Priority Restoration Register must comply with any criteria determined by the Minister.	1 (D)			Requirement has been communicated to the relevant branch manager.	A	D62
Distribution Licence Clause 5.1	284	A distributor must keep a copy of each customer complaint referred to in clause 13.10(1).	2 (D)				A	D63
Distribution Licence Clause 5.1	286	A distributor must keep a record of the call centre performance indicators specified.	2 (D)				A	D64
Distribution Licence Clause 5.1	287	A distributor must keep a record of the number of complaints relating to the installation and operation of a pre-payment meter at a pre-payment meter customer's supply address and the complaints information specified.	2 (D)			Western Power does not operate prepayment meters, hence this obligation is not applicable.	N / A	N / A

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence)	Western Power Controls	Classification	Audit Program Ref.
Distribution Licence Clause 5.1	289	A retailer and a distributor must prepare a report setting out the information required by Part 13 of the Code of Conduct, in respect of each year ending on 30 June. The report must be published no later than the following 1 October.	2 (D)			Reports provided and published.	A	D65
Distribution Licence Clause 5.1	290	A copy of each report must be given to the Minister and the Authority not less than 7 days before it is published.	2 (D)				A	D66

NR Obligations

Note: We have selected 1/3 of NR obligations classified "B" for testing under Audit Program references D02 and T02. These exclude NR obligations already included within other sections of the Audit Program (classified "A"). Please note that each line item may contain more than one NR obligation.

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence obligation)	Classification
Distribution Licence Clause 5.1	1	A network operator must treat all retailers which are its associates on an arms-length basis.	NR (D & T)	28.1		A
Transmission Licence Clause 5.1	2	A network operator must ensure that no retailer which is its associate receives a benefit in respect of the Electricity Industry Customer Transfer Code unless the benefit is either attributable to the arms-length application of the Electricity Industry Customer Transfer Code or the benefit is made available to all other retailers.	2 (D & T)			
	3	A network operator must publish a request for standing data form which must comply with Annex 1 of the Electricity Industry Customer Transfer Code.	2 (D & T)			
	4	A network operator must publish a request for historical data form which must comply with Annex 2 of the Electricity Industry Customer Transfer Code.	2 (D & T)			
	5	If a network operator publishes an amended data request form it must comply with Annex 1 or Annex 2 of the Electricity Industry Customer Transfer Code, as applicable.	2 (D & T)			
Distribution Licence Clause 5.1	12	A network operator must use all reasonable endeavours to provide to the retailer the requested data under a valid data request.	NR (D & T)	28.6	Following receipt of a valid data request, Western Power must use all reasonable endeavours to provide the information electronically, in a format that complies with the communication rules (if any are approved by the Economic Regulation Authority), otherwise in a format that complies with the Electricity Industry Metering Code 2005 (WA); and if: <ul style="list-style-type: none"> • up to 5 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 2 business days after that day, or if received after 3.00 pm 3 business days after that day; • 6 to 10 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 4 business days after that day, or if received after 3.00 pm 5 business days after that day; or • 11 to 20 of that type of data request have been submitted by the retailer on the same business day, if received before 3.00 pm no later than 5.00 pm 5 business days after that day, or if received after 3.00 pm 6 business days after that day. 	A
Transmission Licence Clause 5.1	13	A network operator must provide the requested data under a valid data request electronically in a format in accordance with the communication rules if they have been approved or otherwise in accordance with the metering code.	2 (D & T)			
	14	A network operator must provide the requested data under a valid data request in accordance with a specified timetable.				
Distribution Licence Clause 5.1	46	A network operator must submit communication rules to the Authority within six months after the commencement of the Electricity Industry Customer Transfer Code.	NR (D & T)			A
Transmission Licence Clause 5.1	47	A network operator must take certain action before submitting the communication rules to the Authority.	NR (D & T)			
Distribution Licence Clause 5.1	50	A network operator must use its reasonable endeavours to ensure that a retailer can give it a notice by post, facsimile or electronic communication and notify the retailer of a telephone number for voice communication.	NR (D & T)			B
Distribution Licence Clause 5.1	55	For a dispute in respect of a matter under or in connection with the Electricity Industry Customer Transfer Code, any disputing party must meet within five business days of a request from another disputing party and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A
Transmission Licence Clause 5.1	56	If the negotiations in 7.1(1) of the Electricity Industry Customer Transfer Code do not resolve the dispute within 10 days after the first meeting, the dispute must be referred to the senior executive officer of each disputing party who must attempt to resolve the dispute by negotiations in good faith.	2 (D & T)			
	57	If the dispute is resolved, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution.	NR (D & T)			

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence obligation)	Classification
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	58 59	A disputing party that refers a dispute to the Authority must give notice to the Authority of the nature of the dispute, including specified details. A disputing party must at all times conduct itself in a manner which is directed towards achieving the objectives in clause 7.3(1) of the Electricity Industry Customer Transfer Code.	NR (D & T)			B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	68 69 70 71	A network operator and a retailer must use reasonable endeavours to ensure that its information system on which electronic communications are made is operational 24 hours a day and 7 days a week. A network operator and a retailer must establish a mechanism to generate an automated response message for each electronic communication (other than an automated response message) received at the electronic communication address. The originator of an electronic communication must identify itself in the communication. The originator of an electronic communication must use reasonable endeavours to adopt a consistent data format for information over time, to facilitate any automated processing of the information by the addressee.	NR (D & T)			B
Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	81	A licensee must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority.	NR (D & T)			A
Distribution Licence Clause 19.1, 19.2 and 19.3 Transmission Licence Clause 16.1, 16.2 and 16.3	82 83 84	A licensee must provide for an asset management system. A licensee must notify details of the asset management system and any substantial changes to it to the Authority. A licensee must provide the Authority with a report by an independent expert as to the effectiveness of its asset management system every 24 months, or such longer period as determined by the Authority.	NR (D & T) 2 (D & T) NR (D & T)			A
Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	85	A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	NR (D & T)			A
Distribution Licence Clause 18.1 Transmission Licence Clause 15.1	86	A licensee must take reasonable steps to minimise the extent or duration of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.	NR (D & T)			A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	90 91 92	Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to a draft extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must comply with a direction given by the Coordinator in relation to an amendment to an extension and expansion policy. Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy.	NR (D & T)			B
Distribution Licence Condition 5.1	279	A retailer, distributor and marketer must, to the extent practicable, ensure that any written information that must be given to a customer under the Code of Conduct is expressed in clear, simple, and concise language and is in a format that makes it easy to understand.	NR (D)	10.9	Obligation to provide clear and simple written information Western Power must ensure that any written information that must be given to a customer by it under the Code of Conduct for the Supply of Small Use Customers 2005 (WA) is expressed in clear, simple and concise language and is in a format that makes it easy to understand.	A & D

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence obligation)	Classification
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	324 339	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards. A distributor or transmitter must take all such steps as are reasonably necessary to monitor the operation of its network to ensure compliance with specified requirements.	NR (D & T)	32.1	Obligation to observe standards Western Power must, so far as is reasonably practicable, ensure that electricity supplied by it to a customer's electrical installations (components permanently connected to the wiring) at all times complies with the standards set out below. • The standard for the voltage fluctuation of electricity supplied is a level of fluctuation that is less than the compatibility levels of: Pst Compatibility level 1.0. Plt Compatibility level 0.8. • The standard for the harmonic voltage distortion level of electricity supplied is a distortion level that is less than the compatibility levels set out in the table within this clause.	B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	325	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply.	NR (D & T)	32.2	Duty to disconnect supply for voltage fluctuation and distortion If Western Power is unable to comply with the standards required for voltage fluctuation and harmonic voltage distortion, and the failure may result in damage to a customer's electrical installations or property, Western Power must as far as practicable, disconnect the supply of electricity to the customer unless it is in the customer's interest to maintain the supply.	B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	326	A distributor or transmitter must, as far as reasonably practicable, ensure that the supply of electricity is maintained and the occurrence and duration of interruptions is kept to a minimum.	NR (D & T)	32.3	General standard of reliability Western Power must, as far as is reasonably practicable, ensure that the supply of electricity to a customer is maintained and the occurrence and duration of interruptions is kept to a minimum.	A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	327 328	A distributor or transmitter must, so far as reasonably practicable, reduce the effect of any interruption on a customer. A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption.	NR (D & T)	32.4	Duty to reduce interruption Western Power must, so far as is reasonably practicable, reduce the effect of any interruption on a customer. Western Power must consider whether to supply electricity to a customer by alternative means if the customer will be affected by an interruption, if that interruption is expected to exceed: • if the customer's premises is on or south of the 26th parallel of latitude, 6 hours (or 4 hours if at the time when notice of an interruption is given the forecast temperature is 30° C or more for any part of the time of the interruption); or • if the customer's premises are north of the 26th parallel of latitude, 4 hours, • or if the effect of the interruption on the customer's business is likely to be substantial, • or Western Power is aware that a person living in the premises has special health needs and requires electricity for the operation of equipment that caters to those needs.	B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	330 331	A distributor operating a relevant distribution system must, in specified circumstances, make a payment to a customer within a specific timeframe if a supply interruption exceeds 12 hours. The average total length of interruptions of supply is to be calculated using the specified method.	NR (D & T) 2 (D & T)	32.6	Standards for duration of interruption Western Power must, so far as is reasonably practicable, ensure that the average total length of interruptions of supply, does not exceed: • for customers in the Perth CBD, 30 minutes; • for customers in urban areas other than the Perth CBD, 160 minutes; and • for customers in any other area of the State, 290 minutes. Average total length of interruptions is to be calculated as at 30 June in each year, by taking the average total length in minutes of interruptions of supply to a customer premises in an area during each year of the period of 4 years ending on that day, and then by taking the average of the 4 annual figures.	A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	348	A network operator must treat all Code participants that are its associates on an arms-length basis.	NR (D & T)	31.1	Obligation to treat participants at arms length Western Power must treat all participants under the Electricity Industry Metering Code that are associates of Western Power on an arm's length basis.	A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	397	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database.	NR (D & T)			B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	398	A Code participant must not knowingly permit the registry to be materially inaccurate.	NR (D & T)			B

General Licence Element	ERA Compliance Reporting Manual Ref.	Obligation Description	Type	Western Power Ref.	Western Power's Performance Requirements (i.e. Western Power's minimum performance requirements to comply with the related licence obligation)	Classification
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	407	A network operator must use all reasonable endeavours to accommodate another Code participant's requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement.	NR (D & T)	31.22	Reasonable endeavours to provide access to metering services Western Power must use all reasonable endeavours to accommodate another "Code Participant's" requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement. Western Power must also expeditiously and diligently process all requests for a service level agreement, negotiate in good faith with a "Code Participant" regarding the terms for a service level agreement, and, to the extent reasonably practicable in accordance with "good electricity industry practice", permit a "Code Participant" to acquire a metering service containing only those elements of the metering service which the "Code Participant" wishes to acquire. Code Participant means a participant under the Electricity Industry Metering Code 2005 (WA).	B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	408	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must, to the extent reasonably practicable in accordance with good electricity industry practice, permit a Code participant to acquire a metering service containing only those elements of the metering service which the Code participant wishes to acquire.	NR (D & T)	31.22	Reasonable endeavours to provide access to metering services Western Power must use all reasonable endeavours to accommodate another "Code Participant's" requirement to obtain a metering service and requirements in connection with the negotiation of a service level agreement. Western Power must also expeditiously and diligently process all requests for a service level agreement, negotiate in good faith with a "Code Participant" regarding the terms for a service level agreement, and, to the extent reasonably practicable in accordance with "good electricity industry practice", permit a "Code Participant" to acquire a metering service containing only those elements of the metering service which the "Code Participant" wishes to acquire. Code Participant means a participant under the Electricity Industry Metering Code 2005 (WA).	B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	410	A network operator must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12 month period.	NR (D & T)	31.24	Meter reading that generates actual value Western Power must, for each accumulation meter on its network, use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any 12-month period.	A
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	465	A network operator must amend any document in accordance with the Authority's final findings.	NR (D & T)			B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	466	Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for voice communication in connection with the Code.	NR (D & T)			B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	472	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith.	NR (D & T)			B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	473	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A & B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	474	If the dispute is not resolved within 10 business days after the dispute is referred to senior management negotiations, the disputing parties must refer the dispute to the senior executive officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith.	NR (D & T)			A & B
Distribution Licence Clause 5.1 Transmission Licence Clause 5.1	476	The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit.	NR (D & T)			B