

9 April 2009

Mr Lyndon Rowe
Chairman
Economic Regulation Authority
Level 6, 197 St George's Terrace
PERTH WA 6000

Dear Mr Rowe

WESTERN POWER'S TROUBLE CALL FAULT MANAGEMENT PLAN

I refer to clause 25 of Western Power's Distribution Licence (**EDL1**) and clause 22 of the Transmission Licence (**ETL2**) requiring Western Power to have in place an approved trouble call fault management plan (**the Plan**) covering the distribution and transmission networks.

The purpose of the Plan was to detail the steps Western Power will take to establish a trouble call fault management system (**Call Management System**), including the transfer of fault and emergency calls handling from Synergy to Western Power, and the time in which these steps will be completed. The target date for the full implementation of the Call Management System was set at 1 April 2009.

Western Power is pleased to advise the Authority that the Call Management System is now in place and Western Power commenced the handling of all fault and emergency calls on 23 March 2009. Going forward, Western Power will focus on expanding fault-related information channels and the continuous improvement in service offerings to customers.

As the interim licence conditions relating to the implementation of the Plan have been met by the agreed date, Western Power requests that the Authority amend the licences by removing clauses 25 and 22 of the EDL1 and ETL2 respectively.

Should you have any queries with regard to this matter please contact Ms Margaret Pырchla, Manager Compliance on (08) 9326 4535 or Mr Gino Giudice, Manager Customer Assist on (08) 9326 4609.

Yours sincerely

DOUG ABERLE
MANAGING DIRECTOR