

Statement of Corporate Intent

2017/2018



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STATEMENT OF CORPORATE INTENT

This Statement of Corporate Intent:

1. Documents the level of performance for the 2017/18 financial year agreed between Western Power and the Minister for Energy, with the concurrence of the Treasurer
2. Is prepared in accordance with Part 5 of the *Electricity Corporations Act 2005 (WA)* ("the Act")
3. Reflects the business intentions of Electricity Networks Corporation (trading as Western Power) for the financial year 2017/18
4. Complies with Section 99 of the Act by outlining Western Power's:
 - a. objectives, functions, main undertakings and performance targets for the year
 - b. community service obligations
 - c. dividend and accounting policies
 - d. obligations to inform the Minister
5. Is consistent with Western Power's *2017/18 - 2021/22 Strategic Development Plan*

SECTION 1

ABOUT WESTERN POWER

Western Power builds, maintains and operates the electricity transmission and distribution networks in Western Australia's south west. For over 100 years we have been connecting Western Australians to a wide range of both traditional and renewable energy resources, and play an integral role in the safe, reliable and efficient operation of the state's energy market.

As a Western Australian State Government owned corporation, Western Power is governed by an independent Board of non-executive directors that reports to the Minister for Energy, representing Western Power's owner.

Western Power's economic performance is subject to the oversight of the Economic Regulation Authority (ERA), primarily by means of regulatory contracts (known as Access Arrangements) negotiated for fixed terms regulated under *Electricity Networks Access Code 2004* (Access Code). The Access Arrangement prescribes both service performance targets and network tariffs and charges that are efficient and consistent with the principles defined in the Access Code.

Western Power will submit its Fourth Access Arrangement (known as AA4) on 2 October 2017 for approval by the ERA, which will apply for the 5 year period 2017/18-2021/22. The ERA has until March 2019 to provide it's determination on AA4. Delays to the AA4 determination date may worsen potential price increases for customers as revenue will need to be recovered over a shorter period. Western Power's safety performance is regulated by EnergySafety.

An important change over the past 12 months is that Western Power is no longer responsible for management of the network, with transition of its system management function to the Australian Energy Market Operator (AEMO) in July 2016 as part of energy market reforms. Western Power is now working closely with AEMO to ensure that new processes and interfaces are adopted to safely and reliably operate the network.

THE WESTERN POWER NETWORK

The Western Power Network connects more than one million customers over an area larger than the United Kingdom, with power lines spanning 101,097 km. Because of Western Australia's geography, it is the only major Australian power network not interconnected with other large networks.

The Western Power Network forms the vast majority of the South West Interconnected Network that, together with electricity generators, comprises the South West Interconnected System.

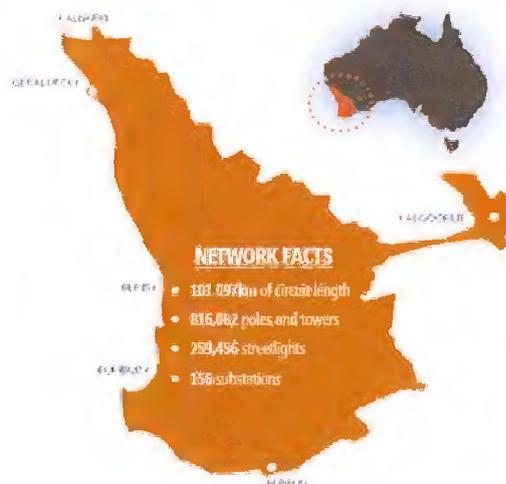


Figure 1 Western Power's Operating Area

REVIEW OF PERFORMANCE 2016/17



SAFE

- The **2016/17 safety initiative** focused on delivering a step change in safety performance, consistent with Western Power's vision that 'everyone goes home safe and healthy every day'. The integrated approach considers both behaviours and equipment, ensuring that the safety risks associated with the protection, operation and management of the network were understood and managed.
- **Workforce Safety Performance:** In the past 12 months, Western Power achieved its best safety results ever: a Total Recordable Injury Frequency Rate of 3.2, an improvement of 0.1 from 2016.
- **Public Safety Performance:** In 2015/16 Western Power introduced a new risk based measure that better represents the impact of public safety incidents¹. The period saw Western Power make a significant improvement in public safety performance (a score of 0.3 against the target of below 0.8).
- **Wood Pole Management:** Western Power reinforced 7,204 wood poles and replaced 8,620 during the year.
- **Type 1 Compliance Breaches:** There were zero Type 1 Compliance Breaches² reported during 2016/17.



RELIABLE

- Western Power met all 17 regulatory **Service Standard Benchmarks** in 2016/17.
- **Supply availability** was maintained with an average number of supply interruption experienced annually by customers of 2.14 in 2016/17 (2.11 in 2015/16). This means that the network was available 99.9% of the time on average.
- With the majority of customers experiencing a high level of reliability, Western Power is prioritising works to improve performance in targeted areas with characteristics that contribute to lower levels of reliability.
- The past 12-months has seen Western Power work together with its customers to explore the potential of innovative network technologies as they become more economically viable and more reliable.
 - Partnering with Curtin University to understand the commercial implications of integrating technologies (renewable energy, battery storage, smart grid, electric vehicles) in an urban strata environment in White Gum valley.
 - Using battery energy storage systems to improve reliability to the Perenjori town site.
 - Completed a trial of six stand-alone power systems in Ravensthorpe, which supplied farms with units powered by solar and batteries for a year to test system reliability and customer acceptance
 - Completed detailed planning for a battery storage centric micro grid (including existing wind power) to improve reliability to Kalbarri.

¹ This risk-based KPI, Public impact, is influenced by intolerable third-party outcomes associated with the network (e.g. any third-party injury or third-party property damage valued at \$20,000 or more).

² This is defined as a situation that could: cause major damage, loss or disruption to customers; or endanger or threaten to endanger the safety or health of a person.



AFFORDABLE

- Western Power has improved **the efficiency of its operations** with 2016/17 operational costs, excluding one-off costs of \$61.1 million, 14.5% lower than the previous year and capital expenditure of \$633.0 million, 21.6% below the previous year. Through this improvement in efficiency Western Power achieved a cost per connected customer of \$927, 9% lower than the target.
- This has been achieved whilst continuing to provide a safe, reliable and secure network service. This achievement followed continuation of a significant Business Transformation Program, with the majority of recurring cost savings realised as a result of changes to corporate overhead, asset management strategies and an increase in commercial discipline across contract spend, materials handling and logistics. The outcomes of the Transformation Program are accounted for in our AA4 submission, which will be submitted in October 2017.
- Western Power connected 16,657 new customers network in 2016/17.

SECTION 2

OPERATING ENVIRONMENT

Our operating environment is evolving at a rapid rate, with change being the new normal. The traditional energy value chain has been fundamentally changed by technological and affordable advances in energy generation, and customers are becoming more willing to take more control of their energy use. This has a substantive impact on Western Power’s direction as a business, both in how we manage our existing asset base and business activities, and how we plan for our customers’ future demands of the network.

The Impact of Change

Despite the Western Australian population boom, the significant uptake of solar photovoltaic (PV) systems, higher electricity prices combined with more efficient appliances and buildings has seen a decline in per capita residential consumption over the past seven years.

Technological advancement is expected to further disrupt the fundamental operations of network businesses worldwide, enabling more wide-spread usage of distributed generation and storage, stand-alone power systems and micro-grids, and other electric vehicles, consumption monitoring appliances, and data analytics. It will also drive increasingly complex consumption and production patterns that challenge the traditional approach of delivering electricity one-way across a standardised network.

Increased customer expectations of how energy is supplied and used is increasing the rate of disruption. More affordable energy storage combined with residential solar photovoltaic systems is set to accelerate reduced demand for grid-based delivery of electricity. Commercial customers are also looking to the network to enable them to better manage their energy costs and the potential of commercial solar to lower their energy bills.

Western Power is responding to these local and global trends through the development and implementation of its Strategic Plan, particularly the interaction of new technologies and customer demands with the grid. Western Power anticipates that a fully integrated network will not be the only solution available to customers in the future, with a ‘modular network’ the most likely future network configuration (Figure 1).

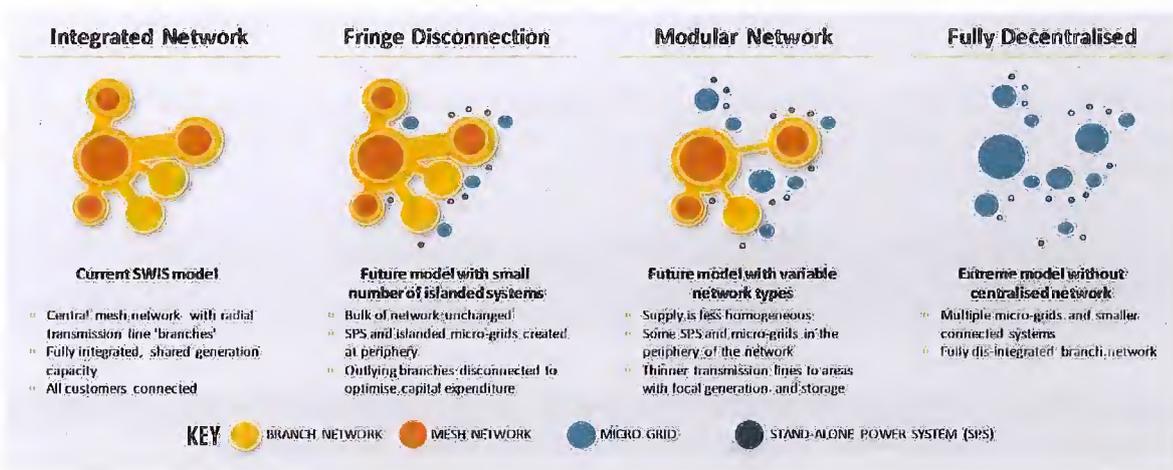


Figure 1: Potential future network configurations

SECTION 3

OUR STRATEGY

Western Power plays an integral role in Western Australia's economy, and is committed to providing services in the future of an increasingly dynamic and customer-centric energy market. Western Power's new Strategic Plan 2017-22 is designed to set the foundations of our business for the next 10-15 years in this context. The focus is ensuring that Western Power continues to deliver a high level of service for the community, but also evolves the business by leveraging our assets to enable emerging customer and energy market needs. The Strategic Plan recognises three essential changes for Western Power over the next five years;

- Our customers, whether they are residential, small-medium sized businesses or larger corporations, expect that Western Power ensures the network integrates and stays cost competitive to emerging alternatives. As a result Western Power will be continuing the journey commenced over the last three years to look at ways to lower cost, whilst continuing to provide a safe, reliable and efficient network service for customers.
- Operating a network that accommodates a substantial amount of distributed energy and has a much larger component of large-scale renewables and micro-grids throughout the SWIS requires that we transform how we think, plan, build and operate our network to keep pace with, and integrate, these industry changes.
- Western Power must adapt its service offerings to this new energy market. This will require Western Power to identify new opportunities, linked to our core services that leverage new technology and meet emerging customer demands.

The aspirations of the Strategic Plan are that by 2022:

Western Power achieves and maintains industry-leading safety outcomes for our employees, and manages public safety and environmental impacts aligned with our customers' and our regulators' expectations.

The Western Power network continues to meet the reliability demands of its customer base, and delivers a high quality service in line with our customers' and our regulators' expectations.

Western Power out-performs its regulatory contract where possible, delivers a strong financial position for our owner, and is well positioned for future regulatory periods and to respond to industry changes.

Western Power builds a strong capability beyond its traditional service offering that meets customer and stakeholder expectations in the new energy environment.

This strategy will build on Western Power's strong financial and operational performance and be reinforced by the parameters of its next Access Arrangement due for submission in October 2017.

In the first year of this plan, 2017/18, Western Power expects to invest circa \$930 million in capital expenditure in the network, aimed at ensuring safety, reliability and security continues to be aligned with community expectations.

SECTION 4

OPERATIONAL ACTIVITY

Safety

Western Power continues to prioritise investment in its safety programs as its number one priority. Western Power utilises a risk-based approach to network asset management, with the Network Risk Management Tool (NRMT) seen as best practice within the industry.

Western Power intends to invest circa \$290 million in capital expenditure in 2017/18 to ensure the safety of the network. This will include treating 21,900 distribution poles and replacing 417km of conductor.

Security

Investment in security expenditure improves the network's resilience to supply interruptions resulting from single outages of transmission infrastructure (e.g. bushfires, lightning strikes, storms, wildlife, human error, asset failure, maintenance on existing assets and safety reasons). Western Power intends to invest \$9.8 million in capital expenditure in 2017/18 in this category, addressing voltage stability and thermal management.

Growth

While forecasts indicate overall consumption has flattened, there are still areas of the network where demand projections exceed current capacity. As a result, Western Power intends to invest capital expenditure of \$322.3 million in this category.

Key investment activities in 2017/18 include:

- **Installation of a third transformer at Rangeway:** To address multiple asset condition issues with the supplies to and at Durlacher substation, this investment will facilitate the transfer and decommissioning of the Durlacher substation.
- **Installation of third transformer at Meadow springs:** The Meadow Springs Substation has already exceeded the substation planned capacity. Part of a staged investment path for the area, an additional transformer is currently in the project execution phase to address the existing substation capacity shortfall.
- **Installation of an additional 132/22kV transformer at Busselton:** The Busselton Substation has already exceeded the substation planned capacity. This investment is currently in the project execution phase and will facilitate future conversion at Busselton Substation to 132kV operation.
- **Partial decommissioning on Nedlands substation:** Load transfers to neighbouring substations are facilitating the partial decommissioning of the Nedlands substation to address multiple asset condition issues.
- **Decommissioning of substations:** Decommissioning of the existing Shenton Park and Herdsman substations following the recently established 132kV Shenton Park substation.
- **Central Business District Improvements:** Commence augmentation of Central Business District substation cable interconnectors to improve reliability and create capacity for growth. This project is expected to take multiple years to complete.

- **Goldfields Region capacity expansion:** Commence replacement of Static Compensators in West Kalgoorlie to improve reliability as a precursor to augmentation of assets (Transformers and Transmission line) to create additional load capacity in the Goldfields region. This work is expected to take multiple years to complete.
- **Connection of large scale renewable projects:** Commence design and development of new system management tools in conjunction with the Australian Energy Market Operator (AEMO) to allow the connection in 2018/19 of new large-scale renewable energy projects.

Service

The Service expenditure class includes investment in network assets and reliability compliance, metering, non-network technologies, and business support programs, such as information technology and corporate real estate. Investment is focussed on maintaining service levels in terms of network reliability, power quality and regulatory compliance. Western Power intends to invest \$266.2 million in this category in 2017/18.

Key works include:

- **Network assets and reliability compliance:** Western Power will continue to invest in the prioritised replacement of the Network's large and diverse population of plant and equipment assets to ensure they are able to deliver committed service levels, in terms of network reliability and power quality, and comply with legislative and other obligations.
- **Metering:** Western Power plans to deploy advanced meters across its network for new connections and replacement of metering equipment that is at the end of its service life. This will commence alignment of the meter population to modern specifications and grant the ability for the network to realise metering and network service benefits. Western Power will replace and install over 53,000 meters in 2017/18, as part of a programme that will replace around 30% of the total meter population over the next five years.
- **IT investment in Customer Service:** Western Power is upgrading its legacy contact centre platforms and starting to build a customer service management system. Both these investments improve customer service and better integrate channels such as social media, which are increasingly favoured by customers. Western Power is also continuing to respond to customer feedback to make more services online and automate payments in 2017/18.
- **Non-network technologies:** Western Power is investing in pilot programs of non-network technologies to confirm their capacity to support network operations: It expects to move beyond pilots to more deployment of these technologies in partnership with other providers, maximising opportunities to fund programs in substitution of network investments. Current pilots include:
 - Stand Alone Power System (SPS) pilot – in 2016, Western Power commenced a pilot SPS program in the Great Southern/Southern Wheatbelt to establish the feasibility of this technology as an alternative to network upgrades. The pilot will continue in 2017 to understand customers' behaviour and ability to adapt to an SPS solution.
 - Battery Energy Storage System (BESS) pilot – Western Power has procured a 1MWh battery storage system to be installed at Perenjori to assess whether BESS is a reliable and affordable solution for providing temporary supply during unplanned outages for regional centres. The battery will be commissioned in the first quarter of 2017 with the trial to run for two years.

- Kalbarri Micro-grid pilot – Western Power is piloting a micro-grid in Kalbarri to improve the town's reliability. The pilot will investigate alternative options for supplying the town, and trial Western Power's ability to own and operate a micro-grid.
- Western Power will also be involved in trials of peer-to-peer trading that will allow customers to trade surplus energy from their PV systems.
- **Corporate real estate:** Western Power's corporate real estate was largely acquired and constructed in the 1960s and 70s, with a number of buildings requiring an upgrade. Modernisation of the portfolio will commence in 2017/18 with the construction of a new depot in Vasse in the South West of Western Australia. Western Power is also continuing to dispose of property assets identified as no longer required, and maximise revenue associated with assets that have been identified as still being required for future operations.

Government Initiatives

On 27 January 2017, 17 projects were announced in Perth which will receive underground power under Round Six of the State Underground Power Program, with \$41 million committed for about 18,000 properties to benefit from underground power in this round. The projects, which will start in 2017, are expected to be completed by the end of 2021. The projects selected are; Floreat West, Floreat North, Floreat East, Kardinya South, Alfred Cove East, Melville North, South Perth, Collier, Manning, Victoria Park West, Victoria Park East, Carlisle North, Trigg, Menora, Maylands Central, South Lake East & Shelley West.

Unregulated activity

Western Power continues to operate a material sales business. This business leverages core procurement functions with the effect of increasing volume with Western Power suppliers. It supplies materials to a range of external customers including Horizon Energy and private sector land developers. Sales in this business have been highly impacted by the downturn in the land development and building sectors in recent years.

Western Power has entered into a sale of its light fleet portfolio and entered into a lease-back arrangement with an external provider of its fleet and fleet management, following a robust review of its fleet strategy. Western Power continues to internally provide fleet servicing for specialised heavy fleet equipment, and externally to Horizon Power, Water Corporation, and the Public Transport Authority.

Operating Expenditure

The majority of Western Power's operating expenditure is for recurrent network operating and maintenance activities required to deliver service levels consistent with average historical performance. Western Power will maintain and refine its focus on operating efficiency based on reductions embedded through the Business Transformation Program and seek ongoing efficiencies through delivery of the strategic plan.

SECTION 5

PERFORMANCE MEASURES AND TARGETS

Error! Reference source not found. details Western Power's key performance measures and targets for 2017/18. Targets may be revised following the ERA's final determination on Western Power's AA4 submission.

Objective	Measure	2017/18 target
Safety	Total Recordable Injury Frequency Rate (TRIFR)	≤ 2.9
	Public impact	≤ 0.4
	Reportable environmental incidents	≤ 0.4
Reliable	Service Standards met	All*
	Customer supply availability	≥99.92%
	Net Promoter score	≥ -7
Efficient	Capital Expenditure	≤\$932M
	Dividend to Government	≥ \$390M
	Employee engagement	≥ 75%

Table 1: Key performance measures and targets for 2017/18

* Service Standards are agreed as part of the Western Power's next regulatory contract. The Service Standards include measures of network and service performance such as network reliability, call centre performance and streetlight repair.

SECTION 6

ACCOUNTING CONSIDERATIONS

General Trading Enterprise (GTE) efficiency measures

In May 2017, Cabinet approved a range of efficiency measures applicable to Western Power including:

- State Net Debt reduction of \$61.3 million to be met through GTE revenue, operating or capital expenditure measures by 30 June 2021
- increased dividend payout ratios from 65% to 75% to apply for the 2016/17 financial year (with payments at this higher ratio to be made from 2017/18)
- deferral of the interim dividend payments for 2016/17, and instead pay a full dividend in 2017/18
- introduction of regulations to allow the Salaries and Allowances Tribunal (SAT) to set GTE Chief Executive Officer remuneration

The financial implications of these efficiency measures (where applicable) have been included in this document.

Dividend policy

Final dividend

Section 126 of the *Electricity Corporations Act 2005 (WA)* ("the Act") requires Western Power to recommend a final dividend to the Minister for Energy as soon as practicable after the end of the financial year. Since the 2009/10 financial year, this dividend has been calculated at 65% of the audited June year-end net profit after income tax equivalent (NPAT), as agreed with our owner, the State Government.

In support the efficiency measure to increase the dividend payout ratios from 65% to 75%, Western Power's recommended 2016/17 dividend includes a special dividend equivalent to 10% of the audited June 2017 year-end NPAT for 2016/17.

Payment of the final dividend, once accepted by the Minister and with the concurrence of the Treasurer, is generally paid no later than six months after the end of the financial year to which it relates.

Interim dividend

In June 2015, the Act was amended to require state-owned energy utilities to recommend an interim dividend where given written notice by the Minister to do so. Any interim dividend is generally calculated at 75% of the budgeted final dividend and once accepted by the Minister and with the concurrence of the Treasurer, is paid within the financial year to which it relates. Where an interim dividend is paid, the amount is offset from the final dividend payment.

In line with the efficiency measure approved by cabinet, the interim dividend for 2016/17 was deferred and instead will be paid as a full dividend in 2017/18.

Special dividend

Western Power is required to pay a special dividend at the written notice of the Minister and concurrence of the Treasurer. Since the 2015/16 financial year, Western Power has paid special dividends for our share of the Electricity Market Review costs and proceeds on the sale of land surplus to requirements.

The June 2015 amendments to the Act also require Western Power to satisfy a "dividend solvency" test similar to those performed by listed companies, before recommending and/or paying any dividend to the State Government (Section 127B).

Equity contribution

In November 2012, the State Government endorsed an annual equity contribution to Western Power equal to the dividend payment attributable to capital contributions. Since the 2015/16 financial year, Western Power has also received equity contributions from the State Government to offset dividends paid on the sale of land surplus to requirements and for the income tax equivalent expense on residential capital contributions.

Accounting policy

Western Power is classified as a not-for-profit entity for the purpose of applying accounting standards, and is required to prepare annually audited statutory financial statements. These statements and supporting accounting policies are in accordance with:

- Australian accounting standards (including not-for-profit elections), other authoritative pronouncements of the Australian Accounting Standards Board (AASB) (including Australian interpretations) and Schedule 4 of the Act.
- The historical cost convention (excluding derivative financial instruments and certain employee benefit liabilities measured at fair and present values respectively) and the accrual accounting basis (except for cash flow information prepared on the cash accounting basis).

In addition, the following guidelines and standards are considered to be most relevant to Western Power's corporate governance:

- Government of Western Australia: Principles of Good Governance for Western Australian Public Sector Boards and Committees
- Australian Standard AS 8000-2003: Corporate Governance - good governance principles
- Australian Standard AS 3806-2006: Compliance Programs
- Australian Standard ISO AS/NZS 31000-2009: Risk Management
- Australian Stock Exchange Corporate Governance Council: Corporate Governance Principles and Recommendations with 2010 amendments (ASX Guidelines)

Although Western Power is not obliged to comply with the ASX Guidelines, the business has committed to adopt best practice principles and practices that are in the best interests of its stakeholders to the extent that they are applicable and not inconsistent with the requirements of the Act and other applicable laws.

SECTION 7

NATURE AND EXTENT OF COMMUNITY SERVICE OBLIGATIONS

Section 99(1) of the Act defines "community service obligations" as "*obligations to perform functions or to meet performance targets that it is not in the commercial interests of the corporation concerned to perform or meet*".

In 2017/18, the State Government is expected to make payments to Western Power totalling \$3.1 million to support the State Underground Power Program.

SECTION 8

MINISTERIAL REPORTING

To meet the reporting requirements as outlined in the Act, Western Power will provide the Minister the following information.

Quarterly reporting

As a Government Trading Enterprise, and in accordance with the Act, Western Power will provide the Minister and the Western Australian Treasurer with a quarterly report for the first three quarters of the financial year.

Quarterly reports will detail year-to-date performance of the business, provide comparisons to SCI targets and highlight any significant issues. The business will submit the quarterly reports in accordance with the requirements of Section 106 of the *Electricity Corporations Act 2005 (WA)*.

The quarterly reports will be provided to the Minister for Energy and the Treasurer within one month of the end of the quarter.

Annual reporting

The Annual Report will be provided to the Minister, following the end of the financial year within the time specified by the Act.

In addition to the financial statements, the Annual Report will include an overview of major achievements, a comparison of performance with the SCI targets, and other information required to be included by the Act.

In addition to quarterly and annual reports, the Act requires that the Minister for Energy be provided with:

- A five-year Strategic Development Plan and this one-year Statement of Corporate Intent
- A report on staff compliance with any Board-issued codes of conduct
- Any information in Western Power's possession requested by the Minister

Quarterly Network Safety reporting

Western Power will provide quarterly reports on network safety performance outcomes to the Minister and the Director of EnergySafety. The report is in accordance with regulation 32 of the *Electricity (Network Safety) Regulations 2015*.

SECTION 9

NOTES

Access to information

Copies of Western Power's major public documents (including the SCI, quarterly and annual reports) are available from its website, www.westernpower.com.au.

Network pricing and tariffs

Western Power's reference tariffs are approved by the Economic Regulation Authority (ERA) annually as required under the *Electricity Networks Access Code 2004* (Access Code).

A key determinant of reference tariffs is the revenue cap defined in the access arrangement. The ERA sets the revenue cap at the beginning of each access arrangement period. The cap determines how much revenue Western Power can recover in each year and is fixed for each year of the access arrangement period. Prices are then set at a level to recover the revenue cap accordingly.

The ERA sets the revenue cap to allow Western Power to invest in new assets, operate the network to provide services to customers and earn a reasonable commercial return on its investment. The ERA oversees the performance of Western Power's business to ensure that Western Power is operating in a manner that is economically efficient and will continue to provide value for money network access services.

System Management

Western Power is no longer responsible for management of the network following transition of the system management function the Australian Energy Market Operator (AEMO) in July 2016.

Government Guarantee Fee

Western Power pays a Government Guarantee Fee (GGF) of 0.7% to the Department of Treasury for the use of an implied credit rating.

The Government Guarantee Fee is a competition neutrality measure that encourages Government businesses to operate in a commercial manner and to perform comparably with private sector businesses of similar risk. The Guarantee fee serves to expose Government businesses to the risk-related cost of debt they would face if they were required to borrow funds based on their stand-alone credit rating.

State of the Infrastructure reporting

Western Power will provide a report on the state of the infrastructure to the Minister. The report is in accordance with one of the actions identified in the Government's Response to Report 14 of the Legislative Council's Standing Committee on Public Administration.

SECTION 10

GLOSSARY OF KPIS

	Term	Explanation
SAFE	Total Recordable Injury Frequency Rate (TRIFR)	The number of injuries resulting in medical treatment, a lost work shift or restricted work duties per million hours worked over a 12 month period.
	Public impact	Measurement of the number of public safety incidents which resulted in an injury to a member of the public, or property damage > \$20,000.
	Reportable environmental incidents	Rolling 12 month average of the number of environmental incidents that have been reported to Regulators where the underlying cause of the incident is attributed to Network asset failure or workforce actions.
RELIABLE	Service Standards met	The number of service standard that meet their benchmark performance as defined in the Western Power's Access Arrangement.
	Customer Supply Availability	The percentage of time that the average customer experiences supply over a year. Unlike the previous measure of Supply Unavailability, this measure also includes outages due to generation or third party systems (such as customer equipment)
	Net Promoter Score	A measure of customer experience for customers who have contacted Western Power in the previous quarter. Calculated as the
EFFICIENT	Capital expenditure	Annual capital expenditure program in millions of dollars.
	Dividend to Government	A percentage of NPAT that is formally agreed with the State Government.
	Employee Engagement	The employee engagement survey measures the level of employee engagement and the employment experience across different aspects of the work environment

