

A guide to the Network Quality and Reliability of Supply Code

Picture supplied by the Sustainable Energy Office of Western Australia

THE NETWORK QUALITY AND RELIABILITY OF SUPPLY CODE

The Network Quality and Reliability of Supply Code (the Code) will drive improvements in the delivery of electricity supply to customers in Western Australia.

The Code:

- replaces and improves existing standards;
- defines new minimum service standards;
- documents the recently introduced extended outage payment scheme; and
- provides a much enhanced public performance reporting regime.

Enhanced standards of delivery on Western Australia's electricity suppliers will be measured in two categories:

- *electricity reliability*
 - duration of interruptions; and
 - frequency of interruptions.
- *electricity quality*
 - voltage;
 - frequency range;
 - voltage fluctuation (flicker); and
 - harmonics (extraneous waveforms/signals).

CUSTOMER PROTECTION

All customers (both residential and business) connected to a licensed electricity supplier are covered by the prescribed standards of electricity supply enforced by the Code.

If electricity suppliers cannot meet the minimum standards for electricity supply to their metropolitan and regional customers, they will have to take action to meet the standards.

Customers who use less than 50 MWh (approximately \$8000 or less worth of electricity) per annum are further safeguarded by the extended outage payment scheme. Under this scheme, if customers are affected by power outages lasting 12 hours or more, they may be eligible to receive an \$80 payment from Western Power in recognition of the inconvenience caused.

CUSTOMER SATISFACTION

A customer who considers that supply does not conform to the standards set out in the Code may request their electricity supplier to investigate their supply of electricity.

If the supplier finds that the customer is not being supplied in accordance with the prescribed standards they must take all reasonable measures to ensure the standards are met or negotiate alternative arrangements with the customer.

Small use customers who have raised an issue with their supplier and are dissatisfied with the actions taken by their supplier may refer the matter to the Energy Ombudsman.

IMPLEMENTING THE CODE

The Code comes into operation on 1 January 2006.

MORE INFORMATION

The Office of Energy has also prepared an Explanatory Guide to the Code which is available on our website or by request by phone or email.

The Code itself is also available on the Office of Energy's website (by way of link to the State Law Publisher's website). Alternatively, you can contact the Office of Energy by phone or email to request a paper copy.

CONTACT DETAILS

Website: www.energy.wa.gov.au
Phone: (08) 9420 5600
Email: reliabilitycode@energy.wa.gov.au
Post: Level 9 Governor Stirling Tower
St George's Terrace
Perth WA 6000