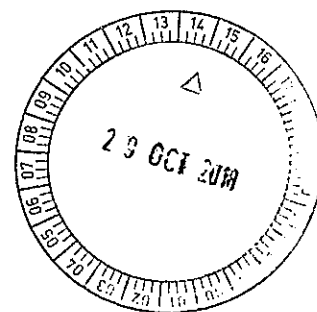


07/11/18



APPENDIX B

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

FORMAT FOR ANSWERS [QUESTION PRIOR TO HEARING]

[Western Power Corporation]
Hon Alanna Clohesy MLC asked:

1. How frequently do you review your

(a) key performance indicators

Answer: Yearly and every access arrangement period

(b) key performance indicator targets?

Answer: Yearly and every access arrangement period

2. When were your key performance indicators last reviewed?

Answer: During 2017/18 as part of the Statement of Corporate Intent process.

3. Can you provide any documentation from your last review of your key performance indicators?

Answer: The *Electricity Corporate Act 2005* requires Western Power to prepare each year a draft Statement of Corporate Intent (SCI) and submit to the Minister for their agreement.

The draft SCI includes Western Power's proposed key performance indicators for the relevant period. The Government's current practice is to consider the draft SCI as part of the State Budget process.

Once agreement between the Government and Western Power is reached, the SCI (including KPI and targets) is tabled in Parliament.

Furthermore, Western Power's KPIs under the SCI has also included the KPIs set by the Economic Regulation Authority as part of the access arrangement process. The ERA is currently making a determination on service standard benchmarks for Western Power's next access arrangement known as AA4. The ERA is expected to make its further final decision on AA4 by the end of the year. Western Power's AA4 proposal, public submissions and ERA determinations are published on its website.

4. Can you list any new key performance indicators for this year?

Answer: SCI KPIs, ERA Final Decision

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5. In relation to credit and debit card payments

- (a) Do you allow a person to pay for goods and services with credit or debit card

Answer: Yes

- (b) If so, when a person pays a fee or fine by credit or debit card

- (i) What surcharge do you apply to process that card payment

Answer: 0.59%

- (ii) Do you impose the same surcharge irrespective of which type card is used

Answer: Yes

- (iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations

Answer: Yes

- (iv) What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'

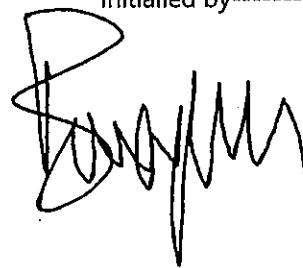
Answer: Western Power has received confirmation from our transactional bank (Commonwealth Bank of Australia) that we remain compliant.

- (v) As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?

Answer: Western Power's surcharge is lower than the average cost of the lowest cost system.

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Initialed by-----

A handwritten signature in black ink, appearing to be 'P. [unclear]', written over the 'Initialed by' line.