



Enquiries to: Frank Edwards
Chief Executive Office
Our Ref: P1002576-5

PUBLIC

19 January 2009

Mr Doug Aberle
Managing Director
Western Power
GPO Box L921
PERTH WA 6842

Dear Mr Aberle

STREETLIGHT REPAIRS IN THE CITY OF PERTH

It is with some concern that I write to you relating to the above matter.

The City of Perth has been experiencing delays in the repair of Western Power owned street lighting for some time. This has now become a constant issue of complaint to the City from ratepayers, the general public and Councillors. A Member of Parliament has also been demanding action is taken on the grounds of safety and security.

In an attempt to improve the response time to our fault reports an evening inspection of areas of concern was arranged by City of Perth Officers. On Thursday 27 November 2008 an inspection of the City area was undertaken between City of Perth, Synergy, Western Power and High Speed Electrics (electrical contractor to the City) with representation as follows:-

City of Perth	Ray Cross, Manager Contract Management Morris Stevens, Contracts Administrator Graham Cook, Electrical Project Officer
Synergy	Neville Fry, Account Manager
Western Power	David Willey
High Speed Electrics	Bryan McGrath, Proprietor Tony Rowan, General Manager

The most significant points of concern which have been repeatedly reported through fault reports, emails and telephone conversations include the following:-

- Brook Street
- Aberdeen Street
- Mounts Bay Road
- Museum Street

Please find attached a list of faults from the November inspection that remain outstanding as of an inspection undertaken on Wednesday 14 January 2009. Included in this list is a fault with seven lights in Mounts Bay Road adjacent to the Mount Hospital reported on 12 December and also remains unresolved.

On several occasions the response to the City regarding the delays in repairs being undertaken has been that new contractors have been appointed and they are familiarising themselves with the network and supply locations etc. This reason has been provided for over four months and the City of Perth is no longer willing to accept this as a valid reason for repairs not to be undertaken within a reasonable timeframe.

I would appreciate your prompt intervention to help resolve this ongoing problem in having lighting faults rectified within the City of Perth boundaries.

Yours sincerely



FRANK EDWARDS
CHIEF EXECUTIVE OFFICER

cc:-

The Hon Peter Collier, Minister for Energy
Mr John Hyde, MLA, Member for Perth
Mr Neville Fry, Account Manager, Synergy

Att

**FAULTY WESTERN POWER LIGHTS
INSPECTED WEDNESDAY 14 JANUARY 2009**

Location	1st Report
EAST PERTH	
Plain St (NE) cnr Bronte	November 08
Plain St (SE) cnr bronte	November 08
East Parade (median) Brook to Kensington – 7 lights out	September 08
Brook St (median) Glyde to East Parade – 8 lights out	September 08
Brown St (SE) cnr East Parade	November 08
Wittenoom St (North side) Hill to Bennett – 6 lights out	November 08
Hill St (median) Wittenoom to Royal – 5 lights out	November 08
Moore St East (North side) west end near Lord St	November 08
Wittenoom St (North side) 1 st light East of Lord	November 08
Wittenoom St (SW) cnr Hill	November 08
Witttenoom St (NW) cnr Hill	November 08
Royal St (North side) opposite Hill	November 08
Fielder St (West side) opposite Brown	November 08
Brown St (North side) 1 st light west of East Parade	November 08
NORTHBRIDGE	
Stirling St (East side) 1 st light north of James St	November 08
Aberdeen St (South side) 1 st light east of Beaufort St	November 08
Aberdeen St (North side) opposite Museum St	November 08
Museum St (West side) 1 st light south of Aberdeen	November 08
William St (West side) 1 st south of James	November 08
William St (West side) 2 nd south of James	November 08
Roe St (South side) 4 th east of Fitzgerald	November 08
Roe St (North side) 1 st west of Fitzgerald	November 08
WEST PERTH	
Railway St (median – light on South side) 2 nd pole east of Plaistowe Mews	November 08
Mounts Bay Rd (West side) All 7 poles south of Cliff St	9/12/08

Doug Aberle Managing Director

Our Ref: 5423861

PUBLIC

23 February 2009

Mr Frank Edwards
Chief Executive Officer
City of Perth
GPO Box C120
PERTH WA 6001

Dear Mr Edwards

Thank you for your letter of 19 January 2009, regarding your concerns over streetlight faults in the Perth area.

I understand our Streetlight representative attended a night inspection with the City of Perth on 27 November 2008, and that a list of all non-working streetlights in the Northbridge, East Perth and West Perth areas was compiled as a result.

Upon re-inspection by the City of Perth, on 14 January 2009, it became apparent that Western Power did not repair a substantial number of these streetlights within a suitable timeframe.

I wish to apologise for this and can assure you that Western Power is taking this matter seriously. I have included the following information to keep you abreast of recent developments.

I was pleased to learn that the streetlights on Railway Street and Mounts Bay Road in West Perth have been repaired.

Further to this, the streetlights along Plain, Brook, Wittenoom, Hill, Moore, Royal, Fielder and Brown Streets and East Parade in East Perth have also been repaired.

I have been advised that although the streetlights on Stirling Street have been repaired there remain a number of streetlight faults in Northbridge. I can assure you that we will be doing our best to have these repaired by 1 March 2009. I have provided more detail of the current status of the remaining faults for your benefit.

NORTHBRIDGE

Roe Street

Western Power is working closely with the Public Transport Authority (PTA) to gain access to the railway reserve and repair these lights.

Aberdeen Street and Museum Street

An investigation of these streetlights identified a control box issue with the streetlight circuit. The streetlights will be upgraded to Photo Electric (PE) cells which will eliminate future control box issues.

Williams Street

A faulty power supply has been identified with these streetlights, and the rectification work is scheduled

While I am sure you can appreciate the complexities we face with some of these issues, I wish to reassure you of Western Power's commitment to providing a high level of customer service. I understand that our Community Relations Coordinator, Mike Read, will continue to update your Director of Technical Services on the remaining streetlight faults until they are repaired, and is happy to discuss any areas of concern the City of Perth may have with Western Power.

I thank you for your patience on this matter and look forward to building a closer relationship with the City of Perth.

Yours sincerely

A handwritten signature in black ink, consisting of a stylized 'D' followed by a horizontal line that ends in a small hook.

DOUG ABERLE
MANAGING DIRECTOR

cc: Hon Peter Collier – Minister for Energy



Minister for Energy; Training

Our ref: 01769

PUBLIC

Mr Frank Edwards
Chief Executive Officer
City of Perth
GPO Box C120
PERTH WA 6001

Dear Mr Edwards

Thank you for the copy of your letter dated 19 January 2009 to Doug Aberle, Managing Director at Western Power, regarding faulty streetlights in the East Perth, West Perth and Northbridge areas.

I am advised that Mr Aberle has provided a detailed response.

My understanding is that, following a night inspection with representatives from the City of Perth, Western Power has repaired a significant number of faulty streetlights in these areas. However there still remain several lights which, for various technical or logistical reasons, are still not working. Western Power assures me that these are being attended to as a matter of priority.

I appreciate that the delays experienced by the City of Perth have been quite lengthy, but am confident Western Power is taking the matter seriously, and making every effort to lessen the impact to the community.

I thank you once again for your letter and trust you will find this information useful.

Kind regards

Hon Peter Collier
MINISTER FOR ENERGY

25 FEB 2009