

WESTERN POWER, EMERGENCY LINE, INQUIRIES, TIME LIMIT TO RESPOND

1401. Hon Jim Scott to the Minister for Local Government and Regional Development representing the Minister for Energy

- (1) Does Western Power have a commitment to answer enquiries to its emergency line within a certain time?
- (2) If yes, what is that time and what percentage of calls are answered within that set time?
- (3) How many repair staff were allocated to emergency call-outs for each of the last five years?
- (4) How many power blackouts have been reported from the Ardross area in the last year?

Hon TOM STEPHENS replied:

- (1) Yes – Western Power commits to answering calls to the 13 13 51 emergency number within 30 seconds.
- (2) For the 02/03 financial year Western Power answered 92.2% of calls to the emergency number within 30 seconds.

This total percentage is negatively influenced by severe widespread system interruptions when Western Power may receive many thousands of calls in a matter of minutes.

- (3) Western Power has a core number of staff allocated to emergency response and recovery, which is escalated when network disruption is widespread. The core allocation over the past five years is as follows:

1999	19
2000	21
2001-2003	51

- (4) There were 36 outages recorded on the three feeders supplying Ardross in the 12 months to October 2003 affecting between four and 587 customers. The average number of faults per customer was five.