

# Esperance Power Station Pty Ltd

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## Treasurer; Minister for Finance; Energy; Aboriginal Affairs

11th Floor Dumas House  
2 Havelock Street  
WEST PERTH WA 6005

## Chairman

Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
Western Australia 6849

## ANNUAL PERFORMANCE REPORT FOR THE YEAR ENDING 30 JUNE 2018

Pursuant to Part 13.1 of the Compendium of Gas Customer Licence Obligations (CGCLO) contained under Gas Distribution Licence GDL10, Esperance Power Station Pty Ltd is pleased to provide its Annual Performance report to the Minister for Energy and the Economic Regulation Authority. It should be noted that the CGCLO, and hence the information contained in the report, relates only to gas customers that consume less than 1 terajoule (TJ) of gas per annum.

## ESPERANCE POWER STATION PTY LTD 2017/18 PERFORMANCE REPORT

### Section A: Customers and Customer Connections

Indicator *	Description	No.	%
D1	Total number of connections provided	2	
D2	Total number of connections not provided on or before the agreed date	0	
D3	Percentage of connections that were not provided on or before the agreed date		0
D4	Total number of reconnections provided	6	
D5	Total number of reconnections not provided within the prescribed timeframe	0	
D6	Percentage of reconnections that were not provided within the prescribed timeframe		0
D7	Total number of connections on the distribution system(s)	385	

\* Gas Distribution Licence Performance Reporting Handbook

### Section B: Gas Consumption

Indicator *	Description	No.
D8	Gas consumption – residential connections (GJ)	3932.8
D9	Gas consumption – non-residential connections (GJ)	29199.0

D10	Unaccounted for gas (GJ)	418.6
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\* Gas Distribution Licence Performance Reporting Handbook

## Section C: Gas Leaks

Indicator *	Description	No.	%
D11	Number of leak repairs to HP, MP and LP mains	1	
D12	Number of leak repairs to HP, MP and LP connections	0	
D13	Number of leak repairs to HP, MP and LP meters	6	

\* Gas Distribution Licence Performance Reporting Handbook

	Number of Leak Repairs	Number of Leak Repairs	Number of Leak Repairs
	Low Pressure	Medium Pressure	High Pressure
Mains	0	1	0
Connections	0	0	0
Meters	6	0	0
Total	6	1	0

## Section D: Network Reliability

Indicator *	Description	No.	%
D14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting period	0	
D15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting period	0	
D16	The average percentage of time that gas has been supplied to customer premises during the reporting year		100

\* Gas Distribution Licence Performance Reporting Handbook

## Section E: Network Complaints

Indicator *	Description	No.	%
D17	Total number of complaints received	0	
D18	Number of the complaints that relate to administrative process or customer service complaints	0	
D19	Number of other complaints	0	
D20	Number of connection and augmentation complaints	0	
D21	Number of reliability of supply complaints	0	
D22	Number of quality of supply complaints	0	
D23	Number of network charges and costs complaints	0	
D24	Number of complaints from customers concluded within 15 business days	0	
D25	Percentage of complaints from customers concluded within 15 business days		0
D26	Number of complaints from customers concluded within 20 business days	0	
D27	Percentage of complaints from customers concluded within 20 business days		0

\* Gas Distribution Licence Performance Reporting Handbook

## Section F: Call Centre Performance

Indicator *	Description	No.	%
D28	Total number of telephone calls to call centre of distributor	NA	
D29	Number of telephone calls to call centre answered by a call centre operator within 30 seconds	NA	
D30	The percentage of telephone calls to a call centre answered by a call centre		NA

	operator within 30 seconds		
D31	Average duration (in seconds) before a call is answered by a call centre operator	NA	
D32	Total number of calls that are unanswered	NA	
D33	Percentage of calls that are unanswered		NA

\* Gas Distribution Licence Performance Reporting Handbook

NA – Not Applicable as Esperance Power Station Pty Ltd does not have a call centre.

## Section G: Distribution Mains Installed

	Length of in service distribution mains by operating pressure (km)		
	Low Pressure	Medium Pressure	High Pressure
Cast Iron			
Unprotected Steel			
Protected Steel			
PVC			
Polyethylene (PE)		35.2	
Other			
Number of service connections per km of gas mains		10.9	

\* Gas Distribution Licence Performance Reporting Handbook

Esperance Power Station Pty Ltd will publish this report on its website, [www.esperance-energy.com.au](http://www.esperance-energy.com.au) in keeping with Clause 13.3 (2)(b) of the Compendium.

If there are any questions or concern, please do not hesitate to contact the undersigned.

Yours faithfully,  
for Esperance Power Station Pty Ltd



James Arthur  
Director

