



WESTERN
AUSTRALIAN | **ENERGY DISPUTES ARBITRATOR**

Annual Report

2012-2013

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This report will be made available in alternative formats on request.

The Western Australian Energy Disputes Arbitrator 2012/13 annual report and previous annual reports are available on the Arbitrator's website www.edawa.com.au

Statement of Compliance

Hon Dr Mike Nahan BEd MS PhD MLA
Minister for Energy
12th Floor, Dumas House
2 Havelock Street
WEST PERTH WA 6005

Dear Minister

Energy Disputes Arbitrator 2012/13 Annual Report

In accordance with section 61 of the *Financial Management Act 2006*, we submit for your information and presentation to Parliament, the Annual Report of the Western Australian Energy Disputes Arbitrator for the financial year ended 30 June 2013.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006*, the *Public Sector Management Act 1994* and the Treasurer's Instructions.

Yours sincerely

Laurie James
Energy Disputes Arbitrator
16 September 2013

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From the Arbitrator



I have not been asked to arbitrate on any matters over the past year, nor has there been activity associated with the work of the Electricity Review Board (Review Board).

The Review Board is responsible for reviewing specific decisions of the Economic Regulation Authority. In relation to such reviews, I am responsible for ensuring that appropriate services are available to the Review Board. Details of these reviews are available on the Arbitrator's

website www.edawa.com.au.

Contacts were made foreshadowing possible applications for review, but those applications did not eventuate. In case of need, I authorised the appointment of the Registrar should an application be received.

In my principal role as Arbitrator, I may be called upon to adjudicate the terms, conditions and prices that should apply where there is a dispute between parties seeking access to electricity or gas infrastructure and the owners of such infrastructure. Having no disputes lodged is a desirable outcome indicating that the regulatory regime is working.

During the year, I attended the 2012 Public Sector Excellence Conference. At the Conference I was impressed with the very high standards of service delivery which the public sector in Western Australia has achieved.

My assistance was sought in commenting upon proposed amendments to the Electricity Metering Code 2005. Those amendments were being developed at that time by the Public Utilities Office.

In presenting this report, I would like to thank the Registrar of the Electricity Review Board, the Public Utilities Office and the Economic Regulation Authority for their ongoing support.

Laurie James
Arbitrator

Overview of the Agency

Executive Summary

The Office of the Western Australian Energy Disputes Arbitrator (Arbitrator) is established under the *Energy Review and Arbitration Act 2009*. The Office was set up to resolve disputes between providers of gas pipeline services and other parties seeking access to a regulated gas pipeline. The Arbitrator also has functions under the *Electricity Industry Act 2004* to resolve disputes in relation to the negotiation of contracts and contractual disputes in relation to access to regulated electricity networks.

On 15 August 2012, the Arbitrator gained dispute resolution functions under the *Gas Supply (Gas Quality Specifications) Regulations 2010*. The Arbitrator is available to resolve disputes between a gas producer and an operator of a pipeline relating to a pipeline impact agreement or a proposed pipeline impact agreement. Further, the Arbitrator is available to resolve disputes between a gas producer and a customer, gas storage facility operator or other pipeline operator. These disputes would arise over compensation associated with the use, storage or transportation of broad specification gas.

On 7 December 2012, the Minister for Energy amended the Electricity Industry Metering Code 2005 (Metering Code) to

replace the Economic Regulation Authority (ERA) with the Arbitrator.

The ERA is a Metering Code participant with a number of functions which could result in a conflict with other Metering Code participants in undertaking an arbitration. The Arbitrator is considered a more suitable arbitrator of disputes. This amendment to the Metering Code makes it consistent with the Electricity Networks Access Code 2004.

The Arbitrator also has responsibility for the financial management and provision of administrative support to the Western Australian Electricity Review Board (Review Board) which is also established under the *Energy Arbitration and Review Act 1998*.

There were no matters being considered by the Review Board during the reporting year.

There were no applications lodged with the Arbitrator to resolve disputes during this reporting year.

Operational Structure

The Arbitrator has no supporting organisation, but may, by arrangement, make use of facilities and staff of other Government departments and agencies other than employees of the Electricity Generation Corporation, the Electricity Networks Corporation, the Electricity Retail Corporation or the Regional Power Corporation. The Arbitrator has an arrangement with the Economic Regulation Authority for corporate services.

When required, a consultant is appointed to perform the services of Registrar to facilitate hearings of the Review Board.

Enabling Legislation

The Office of the Arbitrator is established under section 62 of the *Energy Arbitration and Review Act 1998*.

Responsible Minister

The Minister responsible for administering the *Energy Arbitration and Review Act 1998* changed during the reporting year.

The Minister responsible from 1 July 2012 to 20 March 2013 was the Hon. Peter Collier BA DipEd MLC, Minister for Education, Energy and Indigenous Affairs. The Minister responsible from 21 March 2013 was the Hon. Dr Mike Nahan BEc MS PhD MLA, Minister for Energy, Finance, Citizenship and Multicultural Interests.

Organisational Structure

Vision

To achieve vigorously competitive energy markets in Western Australia with minimal regulatory oversight.

Mission

To promote competition in energy markets by seeking the effective and efficient resolution of disputes and facilitating reviews of regulatory decisions relating to energy infrastructure in Western Australia at the lowest practical regulatory cost.

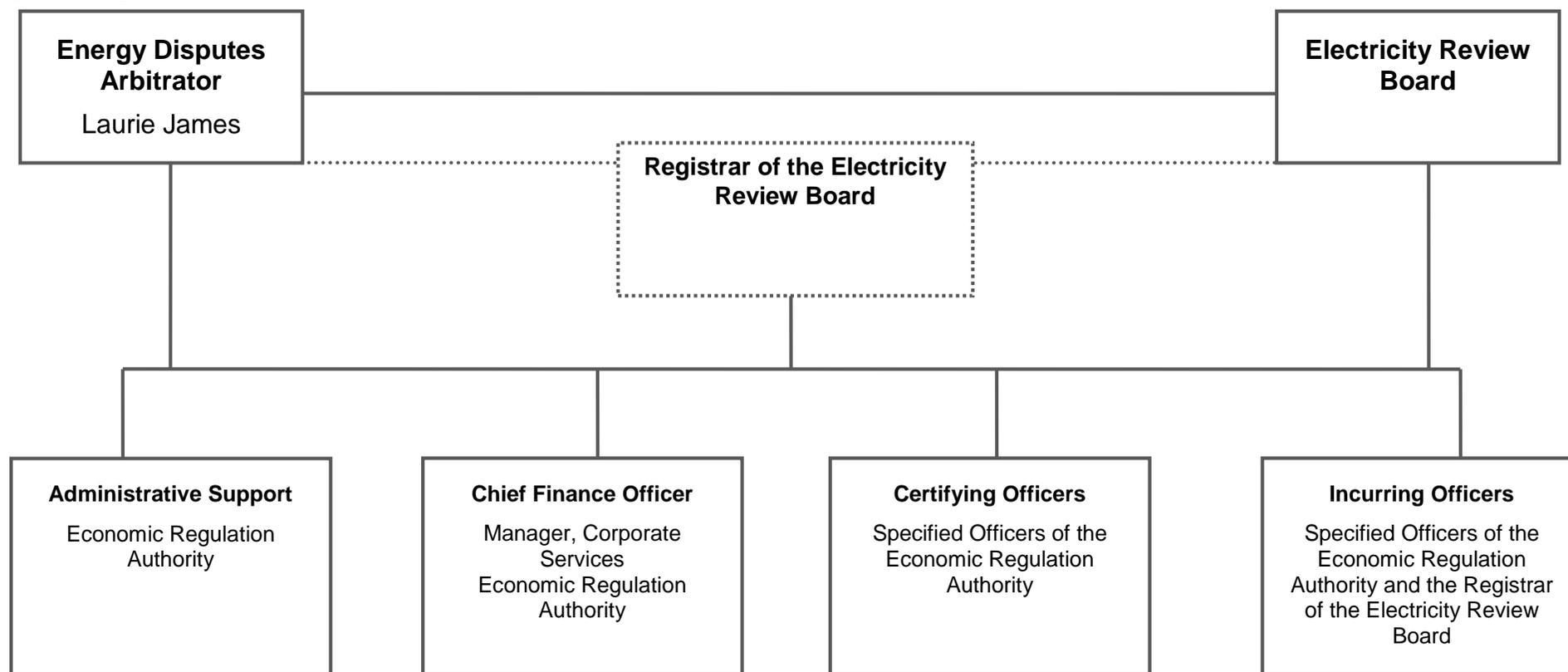
Values

- Promote a competitive market for energy in which customers may choose suppliers, including producers, retailers and traders.
- Prevent abuse of monopoly power.
- Provide for resolution of disputes.
- Provide rights of access to regulated energy infrastructure on conditions that are fair and reasonable for the owners and operators of those assets and persons wishing to use the services provided by the assets.
- Facilitate the development and operation of a market for energy in Western Australia.

Organisational Chart

The following chart represents the organisational structure of the Arbitrator as at 30 June 2013. The Economic Regulation Authority continues to provide corporate services support to the Arbitrator. This support is provided by staff who are not involved in regulatory decision making. Processes are in place to ensure that information about the activities of the Arbitrator and Review Board are not made available to staff of the Economic Regulation Authority outside of the corporate services division.

Figure 1: Organisational Chart



Funding

The Arbitrator is funded through provisions in the National Gas Access (WA) (Local Provisions) Regulations 2009, the Electricity Industry (Arbitrator and Board) Funding Regulations 2009 and the Gas Supply (Gas Quality Specifications) Regulations 2010. These regulations allow for the costs of the Arbitrator's oversighting role for regulated infrastructure in Western Australia to be recovered from operators of regulated gas pipelines, regulated electricity networks and producers of broad specification gas in the State.

Administered Legislation

Gas industry

The functions of the Arbitrator in relation to the gas industry include:

- those conferred under the *National Gas Access (WA) Act 2009* including the arbitration functions under the National Gas Law;
- regulations under the *Gas Supply (Gas Quality Specifications) Act 2009*; and

The Arbitrator may resolve a dispute between a user, or prospective user, and a service provider about one or more aspects of access to a service provided by means of a gas pipeline.

The Arbitrator may also resolve disputes between parties which arise over compensation associated with the use, storage or transportation of broad specification gas.

Electricity Industry

The functions of the Arbitrator in relation to the electricity industry include those conferred under:

- Chapter 10 of the Electricity Networks Access Code 2004.
- The Electricity Industry Metering Code 2012.

The Arbitrator may resolve disputes in relation to proposed or existing contracts for access to regulated electricity networks.

The Arbitrator may also resolve disputes in relation to the obligations of Metering Code participants associated with the measurement of electricity, the provision of metering services, metering installations at connection points or the provision of metering services standing data and energy data.

Other legislation impacting the Arbitrator

The Arbitrator performs his functions in compliance with other legislation. These are listed in [Appendix 1 - Other Legislation Impacting the Arbitrator](#).

Independence of direction

Section 75 of the *Energy Arbitration and Review Act 1998* specifies that the Arbitrator is independent of direction or control by the Crown or any minister or officer of the Crown in the performance of his functions. The Minister for Energy can only direct the Arbitrator in respect of general policies to be followed by the Arbitrator with regard to administration and financial administration.

The *Energy Arbitration and Review Act 1998* also provides the Arbitrator with financing and immunity provisions.

Support

The Arbitrator does not appoint permanent staff, but public service employees can be assigned to assist the Arbitrator perform his functions. The Arbitrator has an administrative arrangement with the ERA for the provision of corporate services.

For part of the year, the ERA's financial management system was provided by the Office of Shared Services, who provided a certification service for the payment of invoices. From October 2012, the ERA transitioned its financial management system to an in-house system and officers of the ERA provided the certification service from that date.

Clients

The Arbitrator's clients are:

- regulated gas and electricity transmission and distribution operators and users
- gas producers and operators of pipelines in respect of broad specification gas
- the Review Board

Western Australian Electricity Review Board

The Western Australian Electricity Review Board (Review Board) is established under section 50 of the *Energy Review and Arbitration Act 1998* as an appeals body formed from time to time to make determinations and review decisions.

Review Board panel members are nominated by the Minister for Energy and appointed by the Governor. Two panels are established, one for legal practitioners and one for experts.

When required to be constituted, the Review Board comprises a presiding member chosen by the Attorney General from the panel of legal practitioners, and two experts, chosen by the presiding member from the panel of experts. The Review Board may be separately constituted to hear and determine different appeals.

The Review Board can be constituted to conduct proceedings under:

- The National Gas Law in relation to the Goldfields Gas Pipeline until that pipeline operator lodges revisions to its access arrangement
- The *Electricity Industry Act 2004* including in relation to the Wholesale Electricity Market

The Review Board can be constituted to review decisions of:

- the Economic Regulation Authority:
 - regarding access to electricity networks under the Electricity Networks Access Code 2004
 - concerning electricity licences and standard form contracts under the *Electricity Industry Act 2004*
- the Independent Market Operator under the Wholesale Electricity Market Rules
- the Minister for Energy on the coverage of network infrastructure under the *Electricity Industry Act 2004*.

Table 1: Review Board Panel members

Panel Members whose appointment ends 20 September 2015		Panel Members whose appointment ends 5 August 2016	
<i>Legal practitioner</i>	<i>Experts</i>	<i>Legal practitioners</i>	<i>Experts</i>
Mr Graham Castledine	Mr Michael Carr Dr Leslie Farrant Mr Brendan Gaynor Dr Frank Harman Mr Albert Koenig Mr David Lyne Mr Kevan McGill Mr Nenad Ninkov Dr John Williams Mr Ted Woodley	Mr Scott Ellis Mr Adam Bisits Mr Charles Merriam Mr Michael Sweeney Mr Simon Adams	Mr Graham Mathieson Ms Jenny Davis Mr John Collins Mr Mark Johnston Mr Simon Orme

Performance Management Framework

Outcome Based Management Framework

The strategic high-level government goal relevant to the Arbitrator is “greater focus on achieving results in key service delivery areas for the benefit of all Western Australians”. The desired outcome of the activities of the Arbitrator in support of this high-level strategic goal is “the efficient, safe and equitable provision of utility services in Western Australia”.

Although the Arbitrator’s role does not directly contribute to this desired outcome, the services he provides to bodies such as the Review Board are consistent with this outcome.

The desired outcome for the Arbitrator is the effective and efficient delivery of the following programs:

- arbitration of disputes; and
- provision of administrative services to the Electricity Review Board for the review of decisions.

These programs are facilitated by maintaining a state of readiness for the arbitration of disputes and the review of decisions by the Review Board.

The Arbitrator’s outcome is achieved by assisting parties to resolve disputes and providing timely and efficient support to the Review Board when it is constituted.

Changes to Outcome Based Management Framework

The Arbitrator’s Outcome Based Management Framework did not change during 2012/13.

Shared Responsibilities with Other Agencies

The Arbitrator did not share any responsibilities with other agencies during this reporting period.

Agency Performance

Energy Disputes Arbitrator

No applications to conduct an Arbitration hearing were lodged in 2012/13. This is consistent with an objective of having no disputes.

Electricity Review Board

There were no applications for review by the Electricity Review Board lodged in 2012/13.

Actual financial results versus approved estimates

Financial targets

In accordance with Section 40 of the *Financial Management Act 2006*, the Arbitrator prepares and submits an annual estimate of expenditure to the Minister for approval. Treasurer's Instructions require that information about the approved annual estimate be included in the annual report. The approved annual estimate is not to form part of the financial statements subject to audit by the Office of the Auditor General.

The following estimate was approved by the Minister for 2012/13.

Table 2: Estimate approved by the Minister for 2012/13

Expenditure Estimate	2012/13
Staff Costs	
Total remuneration including on-costs	\$31,000
Administration Costs	
Supplies and services	\$13,000
Audit fees	\$6,000
Total Annual Estimate	\$50,000

The total expenditure for 2012/13 was \$57,719. Expenditure relating to the ongoing costs of the Arbitrator against the approved annual estimate was \$50,034.

The Arbitrator does not allow for costs associated with arbitration, review or appeal in the annual estimates. The total expenditure of the Arbitrator includes an amount of \$7,685 associated with the activities of the Review Board.

There was an increase in services received free of charge due to additional work being carried out by the ERA relating to the Arbitrator's records management compliance. (\$12,671 in 2012/13 compared to \$7,832 in 2011/12.)

The following charts provide a comparison of costs over the last three years for the Arbitrator and the Review Board.

Figure 2: Arbitrator Costs

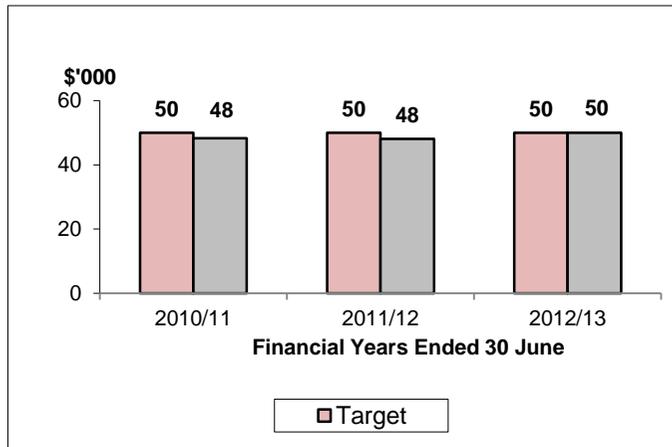
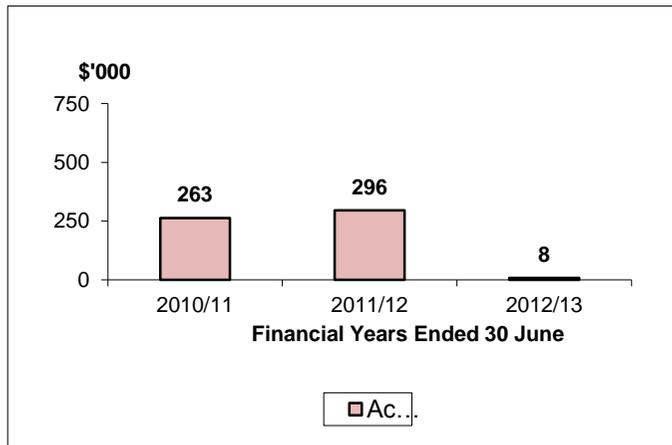


Figure 3: Electricity Review Board Costs



Summary of Key Performance Indicators

The desired outcome for the Arbitrator is the effective and efficient delivery of the following programs:

- resolution of disputes; and
- provision of administrative services to the Review Board for the review of decisions.

The Arbitrator's outcome is achieved by maintaining a state of readiness for the resolution of disputes and providing timely and efficient support to the Review Board when it is constituted.

Table 3: Summary of Key Performance Indicators

	2012/13 Target	2012/13 Actual	Variation
<p><i>Outcome 1 To provide for resolution of disputes</i></p> <p>Key Effectiveness Indicator</p> <p>The number of disputes resolved as a proportion of total disputes registered</p> <p><i>Service 1: Arbitration of disputes</i></p> <p>Key Efficiency Indicator:</p> <p>Average cost per dispute</p>	<p>100%</p> <p>\$0 (no disputes)</p>	<p>0% (no disputes)</p> <p>\$0 (no disputes)</p>	<p>N/A no disputes</p> <p>\$0</p>
<p><i>Outcome 2 To provide administrative services to the Electricity Review Board for the review of decisions</i></p> <p>Key Effectiveness Indicator</p> <p>Percentage of Electricity Review Board members satisfied or very satisfied with the services provided by the Arbitrator in support of review processes</p> <p><i>Service 1: Provision of administrative services</i></p> <p><i>The survey was not undertaken in 2012/13 as no review board was active during the year</i></p> <p>Key Efficiency Indicator:</p> <p>Average cost per review application</p>	<p>75%</p> <p>\$0</p>	<p>0%</p> <p>\$7,685</p>	<p>75%</p> <p>\$7,685</p>

Maintaining a state of readiness

To facilitate the measurement of the cost efficiency associated with the Arbitrator's availability to address matters arising from the regulation of infrastructure, the concept of a standard unit of regulated infrastructure was established. This is used to recognise and allow for the fact that the size, value and complexity of regulated infrastructure varies from one asset to another. It also recognises that the size, cost and complexity of regulation and arbitration work will vary accordingly.

For example, the demands placed on the Arbitrator by several smaller regulated assets in one year may be equivalent to those of a single larger piece of regulated infrastructure in another year. To ensure that the units of measurement are reasonably consistent from one year to the next, a standard unit of regulated infrastructure has been defined as one having a capital base value of \$500 million.

Number of units of regulated infrastructure overlooked

During 2012/13, the Arbitrator had oversight of 21.98 equivalent standard units (\$500 million) of regulated infrastructure, against a target of 19.01. The asset value of electricity infrastructure overlooked by the Arbitrator was reset during the year following the review of the access arrangement for Western Power's electricity network in the south-west of Western Australia.

The calculation of units of regulated infrastructure does not include the value of generation facilities covered by the

wholesale electricity market overlooked by the Arbitrator. No value has been attributed to generation facilities in calculating the number of units of regulated infrastructure as no such value is available and, it is not cost effective to calculate such a value.

During 2012/13, the Arbitrator was given an arbitration function under the Gas Supply (Gas Quality Specifications) Regulations 2010. This new function aligns with the existing key performance indicators of resolution of disputes and maintaining a state of readiness.

Arbitrator's costs

The cost of the Arbitrator being available to address matters arising from the regulation of infrastructure for 2012/13 was \$50,034 compared to \$48,080 in 2011/12. The Arbitrator is able to recover this cost from operators of regulated gas pipelines, electricity networks and producers of broad specification gas.

Electricity Review Board costs

There were no applications for review underway with the Review Board during the year. There was a cost of \$7,685 in 2012/13 which related to work undertaken with hearing Appeals 1/2010 and 2/2010 which were finalised in 2011/12.

Average cost of oversighting

As a result of the increase in the actual number of units of regulated infrastructure oversighted in 2012/13, the average cost of oversighting an equivalent standard unit of regulated infrastructure decreased from to \$2,530 in 2011/12 to \$2,275 in 2012/13.

Provision of Administrative Services to the Electricity Review Board

To assess satisfaction with the administrative services provided by the Arbitrator to the Review Board, the members of Review Boards active during the year are invited to respond to a survey to rate their satisfaction in relation to:

- venues and facilities;
- timeliness of services; and
- general administrative services.

As no Review Boards were active during the year, the survey was not undertaken.

Significant Issues Impacting the Arbitrator

The Arbitrator is not aware of any significant issues that will impact his role in 2013/14.

Disclosures and Legal Compliance



Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

WESTERN AUSTRALIAN ENERGY DISPUTES ARBITRATOR

Report on the Financial Statements

I have audited the accounts and financial statements of the Western Australian Energy Disputes Arbitrator.

The financial statements comprise the Statement of Financial Position as at 30 June 2013, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

Arbitrator's Responsibility for the Financial Statements

The Arbitrator is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Arbitrator determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Arbitrator's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Arbitrator, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Western Australian Energy Disputes Arbitrator at 30 June 2013 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

Report on Controls

I have audited the controls exercised by the Western Australian Energy Disputes Arbitrator during the year ended 30 June 2013.

Controls exercised by the Western Australian Energy Disputes Arbitrator are those policies and procedures established by the Arbitrator to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions.

Arbitrator's Responsibility for Controls

The Arbitrator is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Western Australian Energy Disputes Arbitrator based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Arbitrator complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the controls exercised by the Western Australian Energy Disputes Arbitrator are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions during the year ended 30 June 2013.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Western Australian Energy Disputes Arbitrator for the year ended 30 June 2013.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

Arbitrator's Responsibility for the Key Performance Indicators

The Arbitrator is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions and for such controls as the Arbitrator determines necessary to ensure that the key performance indicators fairly represent indicated performance.

Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Arbitrator's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the key performance indicators of the Western Australian Energy Disputes Arbitrator are relevant and appropriate to assist users to assess the Arbitrator's performance and fairly represent indicated performance for the year ended 30 June 2013.

Independence

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and Australian Auditing and Assurance Standards, and other relevant ethical requirements.

Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators

This auditor's report relates to the financial statements and key performance indicators of the Western Australian Energy Disputes Arbitrator for the year ended 30 June 2013 included on the Arbitrator's website. The Arbitrator is responsible for the integrity of the Arbitrator's website. This audit does not provide assurance on the integrity of the Arbitrator's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.

GLEN CLARKE
DEPUTY AUDITOR GENERAL
Delegate of the Auditor General for Western Australia
Perth, Western Australia
16 August 2013

Certification of Financial Statements

For the year ended 30 June 2013

The accompanying financial statements of the Western Australian Energy Disputes Arbitrator have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2013 and the financial position as at 30 June 2013.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.

Pam Herbener
CHIEF FINANCE OFFICER
15 August 2013

Laurie James LLB Hons.
ENERGY DISPUTES ARBITRATOR
15 August 2013

	Note	2013 \$	2012 \$
Statement of Comprehensive Income			
For the year ended 30 June 2013			
COST OF SERVICES			
Expenses			
Employee benefits expense	4.	30,487	30,605
Supplies and services	5.	21,732	308,019
Other expenses	6.	5,500	5,200
Total cost of services		<u>57,719</u>	<u>343,824</u>
Income			
<i>Revenue</i>			
Regulatory fees	7.	37,364	40,248
Interest revenue	8.	640	4,615
Other revenue	9.	-	1,173
Total Revenue		<u>38,004</u>	<u>46,036</u>
Total income other than income from State Government		<u>38,004</u>	<u>46,036</u>
NET COST OF SERVICES		<u>19,715</u>	<u>297,788</u>
Income from State Government			
Services received free of charge	10.	12,671	7,832
Total income from State Government		<u>12,671</u>	<u>7,832</u>
SURPLUS/(DEFICIT) FOR THE PERIOD		<u>(7,044)</u>	<u>(289,956)</u>
OTHER COMPREHENSIVE INCOME		-	-
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		<u>(7,044)</u>	<u>(289,956)</u>

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

	Note	2013 \$	2012 \$
Statement of Financial Position			
As at 30 June 2013			
ASSETS			
Current Assets			
Cash and cash equivalents	11.,16.	28,584	26,043
Receivables.....	12.	7,924	18,748
Other current assets.....	13.	44	-
Total Current Assets		<u>36,552</u>	<u>44,791</u>
TOTAL ASSETS		<u>36,552</u>	<u>44,791</u>
LIABILITIES			
Current Liabilities			
Payables	14.	<u>770</u>	<u>1,965</u>
Total Current Liabilities		<u>770</u>	<u>1,965</u>
TOTAL LIABILITIES		<u>770</u>	<u>1,965</u>
NET ASSETS		<u>35,782</u>	<u>42,826</u>
EQUITY			
Contributed Equity.....	15.	880,000	880,000
Accumulated surplus/(deficit)	15.	<u>(844,218)</u>	<u>(837,174)</u>
TOTAL EQUITY		<u>35,782</u>	<u>42,826</u>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

**Statement of Changes in Equity
For the year ended 30 June 2013**

	Note	Contributed Equity \$	Reserves \$	Accumulated surplus/(deficit) \$	Total Equity \$
Balance at 1 July 2011		-	-	(547,218)	(547,218)
Total comprehensive income for the period		-	-	(289,956)	(289,956)
Transactions with owners in their capacity as owners:					
Capital appropriations		880,000	-	-	880,000
Balance at 30 June 2012		880,000	-	(837,174)	42,826
Balance at 1 July 2012		880,000	-	(837,174)	42,826
Total comprehensive income for the period		-	-	(7,044)	(7,044)
Transactions with owners in their capacity as owners:					
Capital appropriations		-	-	-	-
Balance at 30 June 2013		880,000	-	(844,218)	35,782

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

	Note	2013 \$	2012 \$
Statement of Cash Flows			
For the year ended 30 June 2013			
CASH FLOWS FROM STATE GOVERNMENT			
Capital appropriation		-	880,000
Net cash provided by State Government		-	880,000
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits.....		(30,488)	(30,487)
Supplies and services		(10,299)	(381,563)
GST payments on purchases.....		(1,451)	(30,281)
Other payments.....		(5,500)	(5,200)
Receipts			
Regulatory fees		41,401	47,548
Interest received.....		640	5,788
GST receipts from taxation authority.....		8,238	32,646
Net cash provided by/(used in) operating activities	16.	2,541	(361,549)
CASH FLOWS FROM FINANCING ACTIVITIES (a)			
Payments			
Repayment of borrowings		-	(880,000)
Receipts			
Proceeds from Treasurer's Advances		-	180,000
Net cash provided by/(used in) financing activities		-	(700,000)

	Note	2013 \$	2012 \$
Net increase/(decrease) in cash and cash equivalents		2,541	(181,549)
Cash and cash equivalents at the beginning of period		<u>26,043</u>	<u>207,592</u>
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	16.	<u>28,584</u>	<u>26,043</u>

(a) Cash Flows from financing activities has been restated in 2012 to show repayment of borrowings as (\$880,000) instead of (\$700,000) and proceeds from Treasurer's Advances as \$180,000 instead of Nil.

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

Notes to the Financial Statements

For the year ended 30 June 2013

Note 1. Australian Accounting Standards

General

The Arbitrator's financial statements for the year ended 30 June 2013 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

The Arbitrator has adopted any applicable new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Arbitrator cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not operative) by the Arbitrator for the annual reporting period ended 30 June 2013.

Note 2. Summary of significant accounting policies

(a) General statement

The Arbitrator is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's instructions to vary application, disclosure, format and wording.

The *Financial Management Act* and the Treasurer's instructions impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest dollar.

(c) Reporting entity

The reporting entity comprises the Western Australian Energy Disputes Arbitrator.

(d) Contributed equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.

(e) Income

Revenue recognition

Revenue is recognised and measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Provision of services

Revenue is recognised by reference to the stage of completion of the transaction.

Interest

Revenue is recognised as the interest accrues.

Regulatory fees

Revenue for Standing Charges is recognised at the time the charge is raised on a client as per the *National Gas Access (WA) (Local Provisions) Regulations 2009*, the *Gas Supply (Gas Quality Specifications) Regulations 2010* and the *Electricity Industry (Arbitrator and Board Funding) Regulations 2009*.

(f) Financial instruments

In addition to cash, the Arbitrator has two categories of financial instrument:

- Receivables; and
- Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

- Financial Assets
 - Cash and cash equivalents
 - Receivables
- Financial Liabilities
 - Payables

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

(g) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

(h) Accrued Salaries

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year. Accrued salaries are generally settled within a fortnight of the financial year end. The Arbitrator considers the carrying amount of accrued salaries to be equivalent to its fair value.

(i) Receivables

Receivables are recognised at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Arbitrator will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days.

(j) Payables

Payables are recognised when the Arbitrator becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement is generally within 30 days.

(k) Superannuation

The Arbitrator has an amount included as part of his remuneration, which is deducted from each payment and remitted to a complying superannuation fund.

The Government has no unfunded superannuation liability in respect to the Arbitrator.

(l) Assets and Services received free of charge or for nominal cost

Services received free of charge or for nominal cost that can be reliably measured are recognised as income at fair value. Where the resource received represents a service that the Arbitrator would otherwise pay for, a corresponding expense is recognised.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

(m) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

Note 3. Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Arbitrator has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2012 that impacted on the Arbitrator.

AASB 2011-9

Amendments to Australian Accounting Standards - Presentation of items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 and 1049]

This Standard requires to group items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). There is no financial impact.

Voluntary changes in accounting policy

There were no voluntary changes in accounting policy which have been adopted by the Arbitrator.

Future impact of Australian Accounting Standards not yet operative

The Arbitrator cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Arbitrator has not applied early any of the following Australian Accounting Standards that have been issued that may impact the Arbitrator. Where applicable, the Arbitrator plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
<i>AASB 9</i>	<i>Financial Instruments</i>	1 Jan 2015
	<p>This Standard supersedes AASB 139 <i>Financial Instruments: Recognition and Measurement</i>, introducing a number of changes to accounting treatments.</p> <p>AASB 2012-6 Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures amended the mandatory application date of this Standard to 1 January 2015. The Arbitrator has not yet determined the application or the potential impact of the Standard.</p>	
<i>AASB 1053</i>	<i>Application of Tiers of Australian Accounting Standards</i>	1 Jul 2013
	<p>This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. There is no financial impact.</p>	
<i>AASB 1055</i>	<i>Budgetary Reporting</i>	1 Jul 2014
	<p>This Standard specifies the nature of budgetary disclosures, the circumstances in which they are to be included in the general purpose financial statements of not-for-profit entities within the GGS. The Arbitrator will be required to disclose additional budgetary information and explanations of major variances between actual and budgeted amounts, though there is no financial impact.</p>	

		Operative for reporting periods beginning on/after
<i>AASB 2010-2</i>	<p><i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 & 1052 and Int 2, 4, 5, 15, 17, 127, 129 & 1052]</i></p> <p>This Standard makes amendments to Australian Accounting Standards and Interpretations to introduce reduced disclosure requirements for certain types of entities. There is no financial impact.</p>	1 Jul 2013
<i>AASB 2010-7</i>	<p><i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Int 2, 5, 10, 12, 19 & 127]</i></p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.</p> <p>AASB 2012-6 amended the mandatory application date of this Standard to 1 January 2015. The Arbitrator has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2015
<i>AASB 2011-2</i>	<p><i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 & 1054]</i></p> <p>This Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. There is no financial impact.</p>	1 Jul 2013

		Operative for reporting periods beginning on/after
<i>AASB 2011-8</i>	<i>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 & 1038 and Int 2, 4, 12, 13, 14, 17, 19, 131 & 132]</i>	1 Jan 2013
	This Standard replaces the existing definition and fair value guidance in other Australian Accounting Standards and Interpretations as the result of issuing AASB 13 in September 2011. There is no financial impact.	
<i>AASB 2011-10</i>	<i>Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 & 2011-8 and Int 14]</i>	1 Jan 2013
	This Standard makes amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 119 in September 2011. There is no financial impact.	
<i>AASB 2011-11</i>	<i>Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements</i>	1 Jul 2013
	This Standard gives effect to Australian Accounting Standards – Reduced Disclosure Requirements for AASB 119 (September 2011). There is no financial impact.	

		Operative for reporting periods beginning on/after
<i>AASB 2012-2</i>	<i>Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & 132]</i>	1 Jan 2013
	<p>This Standard amends the required disclosures in AASB 7 to include information that will enable users of an entity’s financial statements to evaluate the effect or potential effect of netting arrangements, including rights of set-off associated with the entity’s recognised financial assets and recognised financial liabilities, on the entity’s financial position. There is no financial impact.</p>	
<i>AASB 2012-3</i>	<i>Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]</i>	1 Jan 2014
	<p>This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of “currently has a legally enforceable right of set-off” and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact.</p>	
<i>AASB 2012-5</i>	<i>Amendments to Australian Accounting Standards arising from Annual Improvements 2009-11 Cycle [AASB 1, 101, 116, 132 & 134 and Int 2]</i>	1 Jan 2013
	<p>This Standard makes amendments to the Australian Accounting Standards and Interpretations as a consequence of the annual improvements process. There is no financial impact.</p>	

		Operative for reporting periods beginning on/after
<i>AASB 2012-6</i>	<p><i>Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures [AASB 9, 2009-11, 2010-7, 2011-7 & 2011-8]</i></p> <p>This Standard amends the mandatory effective date of AASB 9 <i>Financial Instruments</i> to 1 January 2015. Further amendments are also made to consequential amendments arising from AASB 9 that will now apply from 1 January 2015 and to consequential amendments arising out of the Standards that will still apply from 1 January 2013. There is no financial impact.</p>	1 Jan 2013
<i>AASB 2012-7</i>	<p><i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 7, 12, 101 & 127]</i></p> <p>This Standard adds to or amends the Australian Accounting Standards to provide further information regarding the differential reporting framework and the two tiers of reporting requirements for preparing general financial statements. There is no financial impact.</p>	1 Jul 2013
<i>AASB 2012-10</i>	<p><i>Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049 & 2011-7 and Int 12]</i></p> <p>This Standard makes amendments to AASB 10 and related Standards to revise the transition guidance relevant to the initial application of those Standards, and to clarify the circumstances in which adjustments to an entity's previous accounting for its involvement with other entities are required and the timing of such adjustments.</p> <p>The Standard was issued in December 2012. The Arbitrator has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013

		Operative for reporting periods beginning on/after
<i>AASB 2012-11</i>	<i>Amendments to Australian Accounting Standards – Reduced Disclosure Requirements and Other Amendments [AASB 1, 2, 8, 10, 107, 128, 133, 134 & 2011-4]</i>	1 Jul 2013
	<p>This Standard makes various editorial corrections to Australian Accounting Standards – Reduced Disclosure Requirements (Tier 2). These corrections ensure that the Standards reflect decisions of the AASB regarding the Tier 2 requirements.</p> <p>This standard also extends the relief from consolidation and the equity method (in the new consolidation and Joint Arrangements Standards) to entities complying with Australian Accounting Standards – Reduced Disclosure Requirement. There is no financial impact.</p>	

Changes in accounting estimates

There were no changes in accounting estimates that will have an effect on the current reporting period.

	2013	2012
	\$	\$

Note 4. Employee benefits expense

Salary	27,970	28,078
Superannuation - complying superannuation fund ^(a)	2,517	2,527
	<u>30,487</u>	<u>30,605</u>

(a) Reflects the superannuation paid to the Arbitrator in terms of his contract conditions.

Note 5. Supplies and services

Professional services	13,858	11,888
Communications	23	2,105
Legal costs	7,630	72,777
Electricity Review Board Fees.....	-	219,452
Other	221	1,797
	<u>21,732</u>	<u>308,019</u>

Note 6. Other expenses

Audit fee ^(a)	5,500	5,200
	<u>5,500</u>	<u>5,200</u>

(a) See also note 22 'Remuneration of auditor'.

Note 7. Regulatory fees

Regulatory fees ^(a)	37,364	40,248
	<u>37,364</u>	<u>40,248</u>

(a) User charges and fees re-classified as regulatory fees in 2013

Note 8. Interest revenue

Interest revenue	640	4,615
	<u>640</u>	<u>4,615</u>

	2013	2012
	\$	\$

Note 9. Other revenue

Refund of expenditure	-	1,173
	<u>-</u>	<u>1,173</u>

Note 10. Income from State Government

Services received free of charge from other State Government agencies during the period:

Economic Regulation Authority	12,671	7,832
	<u>12,671</u>	<u>7,832</u>

Note 11. Cash and cash equivalentsCurrent

Cash at Bank.....	28,584	26,043
	<u>28,584</u>	<u>26,043</u>

Note 12. ReceivablesCurrent

Accrued revenue	7,901	11,938
GST receivable	23	6,810
Total current	<u>7,924</u>	<u>18,748</u>

There were no allowances made in the current year for the impairment of receivables (2011/12: nil)
The Arbitrator does not hold any collateral or other credit enhancements as security for receivables.

	2013	2012
	\$	\$

Note 13. Other AssetsCurrent

Prepayments	44	-
Total current	44	-

Note 14. PayablesCurrent

Trade payables	67	240
Accrued salaries	703	704
Accrued expenses	-	1,021
Total current	770	1,965

Note 15. EquityContributions by owners

Capital appropriation	880,000	880,000
	880,000	880,000

Accumulated surplus/(deficit)

Balance at start of period	(837,174)	(547,218)
Result for the period	(7,044)	(289,956)
Balance at end of period	(844,218)	(837,174)
Total Equity at end of period	35,782	42,826

	2013	2012
	\$	\$

Note 16. Notes to the Statement of Cash Flows**(a) Reconciliation of cash**

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash and cash equivalents	28,584	26,043
	<u>28,584</u>	<u>26,043</u>

(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(19,715)	(297,788)
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Non-cash items:

Services received free of charge	12,671	7,832
--	--------	-------

(Increase)/decrease in assets:

Current receivables ^(a)	4,037	(1,555)
Other current assets	(44)	45

Increase/(decrease) in liabilities:

Current payables ^(a)	(1,195)	(78,938)
---------------------------------------	---------	----------

Net GST receipts/(payments) ^(b)	(6,786)	(2,365)
--	---------	---------

Change in GST in receivables/payables ^(c)	13,573	11,220
--	--------	--------

Net cash provided by/(used in) operating activities	<u>2,541</u>	<u>(361,549)</u>
--	---------------------	-------------------------

(a) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.

(b) This is the net GST paid/received, i.e. cash transactions.

(c) This reverses out the GST in receivables and payables.

Note 17. Contingent liabilities and contingent assets**Contingent liabilities**

The Arbitrator had no contingent liabilities as at 30 June 2013.

Contingent assets

The Arbitrator had no contingent assets as at 30 June 2013.

Note 18. Events occurring after the end of the reporting period

There were no events occurring after the reporting date that impact on the financial statements.

Note 19. Explanatory Statement

This statement provides details of any significant variations between estimates and actual results for 2013 and between the actual results for 2012 and 2013. Significant variations are considered to be those greater than 10% and \$10,000.

Significant variances between actual results for 2012 and 2013

	2013	2012	Variance
	\$	\$	\$
<u>Expenses</u>			
Supplies and services - Review Board	7,685	295,738	288,053

Supplies and services

The Arbitrator provides administrative support to the Review Board. Applications that were lodged in 2010-11 were finalised by the Review Board in early 2012-13. There were no new applications lodged in 2012-13.

Note 20. Financial instruments

(a) Financial risk management objectives and policies

Financial instruments held by the Arbitrator are cash and cash equivalents, receivables and payables. The Arbitrator has limited exposure to financial risks. The Arbitrator's overall risk management program focuses on managing the risks identified below.

Credit risk

Credit risk arises when there is the possibility of the Arbitrator's receivables defaulting on their contractual obligations resulting in financial loss to the Arbitrator.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any allowance for impairment as shown in the table at note 20(c) 'Financial instruments disclosure' and note 12 'Receivables'.

Credit risk associated with the Arbitrator's financial assets is minimal because the Arbitrator trades only with recognised, creditworthy third parties. The Arbitrator has policies in place to ensure that services are only provided to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Arbitrator's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

Liquidity risk

Liquidity risk arises when the Arbitrator is unable to meet its financial obligations as they fall due.

The Arbitrator is exposed to liquidity risk through its trading in the normal course of business.

The Arbitrator has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Arbitrator's income or the value of its holdings of financial instruments.

The Arbitrator does not trade in foreign currency and is not materially exposed to other price risks.

(b) Categories of financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2013	2012
	\$	\$
<u>Financial Assets</u>		
Cash and cash equivalents.....	28,584	26,043
Receivables ^(a)	7,901	11,938
<u>Financial Liabilities</u>		
Financial liabilities measured at amortised cost.....	770	1,965

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial instrument disclosures**Credit risk**

The following table discloses the Arbitrator's maximum exposure to credit risk and ageing analysis of financial assets. The Arbitrator's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Arbitrator.

The Arbitrator does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

Aged analysis of financial assets**Aged analysis of financial assets**

	Carrying Amount	Not past due and not impaired	Past due but not impaired					Impaired financial assets
			Up to 1 month	1 - 3 months	3 months to 1 year	1-5 years	More than 5 years	
	\$	\$	\$	\$	\$	\$	\$	\$
2013								
Cash and cash equivalents	28,584	28,584	-	-	-	-	-	-
Receivables ^(a)	7,901	7,901	-	-	-	-	-	-
	36,485	36,485	-	-	-	-	-	-
2012								
Cash and cash equivalents	26,043	26,043	-	-	-	-	-	-
Receivables ^(a)	11,938	11,938	-	-	-	-	-	-
	37,981	37,981	-	-	-	-	-	-

(a) The amount of receivables excludes the GST recoverable from the ATO (statutory receivable).

Liquidity risk and interest rate exposure

The following table details the Arbitrator's interest rate exposure and the contractual maturity analysis of financial assets and financial liabilities.

The maturity analysis section includes interest and principal cash flows. The interest rate exposure section analyses only the carrying amounts of each item.

2013 Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted Average Effective Interest Rate %	<u>Interest rate exposure</u>				<u>Maturity dates</u>					
		Carrying Amount \$	Fixed interest rate \$	Variable interest rate \$	Non- interest bearing \$	Nominal Amount \$	Up to 1 month \$	1 - 3 months \$	3 months to 1 year \$	1 - 5 years \$	More than 5 years \$
2013											
<u>Financial Assets</u>											
Cash and cash equivalents	3.40%	28,584	-	28,584	-	28,584	28,584	-	-	-	-
Receivables (a)		7,901	-	-	7,901	7,901	7,901	-	-	-	-
		36,485	-	28,584	7,901	36,485	36,485	-	-	-	-
<u>Financial Liabilities</u>											
Payables		770	-	-	770	770	770	-	-	-	-
		770	-	-	770	770	770	-	-	-	-

(a) The amount of receivable excludes the GST recoverable from the ATO (statutory receivable).

2012 Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted Average Effective Interest Rate %	<u>Interest rate exposure</u>					<u>Maturity dates</u>				
		Carrying Amount \$	Fixed interest rate \$	Variable interest rate \$	Non- interest bearing \$	Nominal Amount \$	Up to 1 month \$	1 - 3 months \$	3 months to 1 year \$	1 - 5 years \$	More than 5 years \$
2012											
<u>Financial Assets</u>											
Cash and cash equivalents	4.71%	26,043	-	26,043	-	26,043	26,043	-	-	-	
Receivables (a)		11,938	-	-	11,938	11,938	-	-	-	-	
		37,981	-	26,043	11,938	37,981	37,981	-	-	-	
<u>Financial Liabilities</u>											
Payables		1,965	-	-	1,965	1,965	1,965	-	-	-	
		1,965	-	-	1,965	1,965	1,965	-	-	-	

(a) The amount of receivable excludes the GST recoverable from the ATO (statutory receivable).

Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of the Arbitrator's financial assets and liabilities at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

	Carrying amount \$	-100 basis points		+100 basis points	
		Surplus \$	Equity \$	Surplus \$	Equity \$
2013					
<u>Financial Assets</u>					
Cash and cash equivalent	28,584	(286)	(286)	286	286
Total Increase/(Decrease)		(286)	(286)	286	286

	Carrying amount \$	-100 basis points		+100 basis points	
		Surplus \$	Equity \$	Surplus \$	Equity \$
2012					
<u>Financial Assets</u>					
Cash and cash equivalent	26,043	(260)	(260)	260	260
Total Increase/(Decrease)		(260)	(260)	260	260

Fair Values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

Note 21. Remuneration of members of the accountable authority and senior officers**Remuneration of members of the accountable authority**

The number of members of the accountable authority, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

\$	2013	2012
30,001 - 40,000	1	1
	\$	\$
Base remuneration and superannuation	30,487	30,605
The total remuneration of members of the accountable authority	<u>30,487</u>	<u>30,605</u>

The total remuneration includes the superannuation expense incurred by the Arbitrator in respect of members of the accountable authority.

Note 22. Remuneration of auditor

Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2013	2012
	\$	\$
Auditing the accounts, financial statements and key performance indicators.....	<u>5,700</u>	<u>5,500</u>

Note 23. Schedule of income and expenses by service

The Arbitrator has only one (1) service, which is 'To provide administrative support to the Electricity Review Board'. Therefore there is no need to prepare the Schedule of income and expenses by service. Please refer to the Statement of Comprehensive Income.

Note 24. Related and affiliated bodies

There were no related and/or affiliated bodies requiring disclosure for the year.

Certification of Key Performance Indicators

We hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Western Australian Energy Disputes Arbitrator's performance, and fairly represent the performance of the Western Australian Energy Disputes Arbitrator for the financial year ended 30 June 2013.

Pam Herbener
CHIEF FINANCE OFFICER
15 August 2013

Laurie James LLB Hons.
ENERGY DISPUTES ARBITRATOR
15 August 2013

Key Performance Indicators

Formulating the Arbitrator's Performance Indicators

The Office of the Arbitrator was established by the *Energy Arbitration and Review Act 1998* and funded through provisions in the *National Gas Access (WA) (Local Provisions) Regulations 2009*, the *Electricity Industry (Arbitrator and Board Funding) Regulations 2009* and the *Gas Supply (Gas Quality Specifications) Regulations 2010*.

The strategic high-level government goal relevant to the Arbitrator is:

“Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians”.

The desired outcome of the activities of the Arbitrator in support of this high-level strategic goal is:

“The efficient, safe and equitable provision of utility services in Western Australia”.

Although the Arbitrator's role does not directly contribute to this desired outcome, the services provided to the Electricity Review Board are consistent with this outcome.

The desired outcome for the Arbitrator is the effective and efficient delivery of the following programs:

- arbitration of disputes; and

- provision of administrative services to the Electricity Review Board (Review Board) for the review of decisions.

These programs are facilitated by maintaining a state of readiness for the arbitration of disputes and the review of decisions by the Review Board. The outcome is achieved by assisting parties to resolve disputes and providing timely and efficient support to the Review Board when it is constituted.

The Arbitrator is only required to report in relation to his administrative and management functions. Therefore, the performance indicators have been prepared to comply with section 84(2) of the *Energy Arbitration and Review Act 1998* which states that:

“any requirement under the Treasurer's Instructions (issued under section 78 of the Financial Management Act 2006) that the Arbitrator prepare performance indicators is to be limited to the Arbitrator's management functions (including financial management), and is not to apply to the performance of any function referred to in section 73.”

The Arbitrator's key performance indicators derive from the processes and support that he provides in meeting the objectives set by the enabling legislation, including the *National Gas Access (WA) Act 2009*, the *Electricity Industry Act 2004* (section 122) and the *Gas Supply (Gas Quality Specifications) Act 2009*.

Key Effectiveness Indicators

Resolution of Disputes

The most meaningful measure of the effectiveness of this first program is the number of disputes resolved as a proportion of total disputes registered. The number of resolved disputes includes disputes withdrawn or extended until the next year or sine die.

Provision of Administrative Services to the Electricity Review Board

The Arbitrator provides administrative support to the Review Board when it is constituted. The effectiveness of this program can be established through a survey of the respective Review Board members who have first-hand experience of the support provided and are best placed to respond as to their level of satisfaction with the services provided by the Arbitrator. As the Review Board was not active during the year, a measure of the Arbitrator's effectiveness is not available.

2012/13 Performance – Effectiveness

The two effectiveness indicators for the Arbitrator's outcome are shown below.

1. Arbitration of disputes

The target for this measure of effectiveness is 100 per cent. Such an outcome reflects a situation where all disputes that were registered were also resolved during the year. There were no active disputes during the year.

2. Provision of administrative services to the Electricity Review Board

The Arbitrator's effectiveness in supporting the Review Board in its review of decisions is measured by determining the percentage of Review Board members involved in reviews of decisions that are satisfied or very satisfied with the way the Arbitrator has provided general administrative support. This includes sourcing accommodation and associated services for hearings and facilitating liaison with the various parties outside the formal hearings process.

The Review Board was not active during the year and therefore the Arbitrator was not required to provide administrative services.

Table 4: Effectiveness Survey Outcomes

Desired outcome	Measure	Target	2012/13	2011/12	2010/11
Arbitration of disputes	The number of disputes resolved as a proportion of total disputes registered	100%	n/a (no disputes)	n/a (no disputes)	n/a (no disputes)
Provision of administrative services to the Electricity Review Board for the review of decisions	Percentage of Electricity Review Board members satisfied or very satisfied with the services provided by the Arbitrator in support of review processes	75%	n/a (no reviews)	100%	100%

Key Efficiency Indicators

Resolution of Disputes

The efficiency indicator for the Arbitrator's program of arbitrating disputes is the average cost per dispute during the year. There may be costs incurred in dealing with a particular arbitration matter during any given year, even though the arbitration is not resolved during that year. This measure ensures that, to the extent that there are arbitration matters active during the year, there will be a measure of the cost associated with the arbitration process. This is a measure of the cost efficiency of providing the arbitration of disputes program.

Provision of Administrative Services to the Electricity Review Board

The efficiency indicator for the Arbitrator's program of providing administrative services to the Review Board is the average cost per review application before the Review Board during the year. There may be costs incurred in dealing with a particular review application during the year, even though the review is not completed by year's end. The measure ensures that, to the extent that there are review matters active during the year, there will be a measure of the cost associated with the support provided by the Arbitrator to the review process. This is a measure of the cost efficiency of providing administrative services to the Review Board program.

Maintaining a State of Readiness

The efficiency indicator for the Arbitrator's program of maintaining a state of readiness is the average cost per standard unit of regulated infrastructure. This facilitates the measurement of the cost efficiency associated with the Arbitrator's ability to respond to matters brought before him, such as disputes and reviews.

The availability of the Arbitrator to resolve disputes and establish and support a review body when required is an important feature of an efficient regulatory regime. This is implemented by providing parties with assistance in settling disputes and providing owners of regulated infrastructure with an opportunity and means of having regulatory decisions reviewed to ensure that they are fair and reasonable.

The concept of a standard unit of regulated infrastructure is used to recognise and allow for the fact that the scale, value and complexity of regulated infrastructure, including gas pipelines and electricity networks, varies from one asset to another. It also recognises that the cost and complexity of regulation and arbitration work will vary accordingly. For example, the demands placed on the Arbitrator by several smaller regulated assets in one year may be equivalent to those of a single larger piece of regulated infrastructure in another year. To ensure that the units of measurement are reasonably consistent from one year to the next, a standard unit of regulated infrastructure has been defined as one having a capital base value of \$500 million.

It should be noted, however, that the Arbitrator overlooks generation facilities covered by the Wholesale Electricity

Market. If the value of these generation facilities were taken into account then the number of units in 2012/13 would far exceed 21.98 units. As the generation facilities overlooked by the Arbitrator are owned by both private and public electricity market participants, no readily available value exists that may be ascribed to this infrastructure. Indeed, to ascribe a value to such infrastructure would not be justified, as this would involve significant cost and serve no other purpose. Accordingly, no value has been ascribed to generation facilities, which are therefore not reflected in the 21.98 equivalent standard units of regulated infrastructure.

During 2012/13 the Arbitrator was given an arbitration function under the *Gas Supply (Gas Quality Specifications) Act 2009*. This new function aligns with the existing key performance indicators of resolution of disputes and maintaining a state of readiness.

2012/13 Performance – Efficiency

The three efficiency indicators for the Arbitrator are:

1. average cost per dispute;
2. average cost per review application; and
3. average cost per standard unit of infrastructure.

The efficiency indicators 1 and 2 are reported as disputes/reviews that are active during the year, regardless of whether they have been completed. This approach reflects the costs incurred, particularly where a dispute/review spans more than one year.

Table 5: Efficiency Survey Outcomes

Service	Performance Indicator	Target	2012/13	2011/12	2010/11
Arbitration of disputes	Average cost per dispute	\$0 (no disputes)	\$0 (no disputes)	\$0 (no disputes)	\$0 (no disputes)
Review of regulatory decisions	Average cost per review application	\$0	\$7,685	\$147,872	\$131,349
Maintaining a state of readiness	Average cost per standard unit of regulated infrastructure	\$2,630	\$2,275	\$2,530	\$3,105

1. *Average cost per dispute*

As there were no disputes active or initiated during the 2012/13 financial year, the average cost per dispute is zero. The average cost was zero in 2011/12 as there were no disputes. The target for this indicator is zero, consistent with an objective of having no disputes.

2. *Average cost per review application*

The indicator represents the average cost per review in the reporting year. There were no applications considered by the Review Board in 2012/13.

However, there was a cost of \$7,685 in 2012/13 which related to work undertaken with hearing Appeals 1/2010 and 2/2010

which were finalised in 2011/12. The average cost of reviews varies between years related to the amount of work undertaken by the Registrar and Members of the Review Board in each year. The average cost of reviews was \$7,685 in 2012/13 compared with \$147,872 in 2011/12, \$131,349 in 2010/11 and \$44,560 in 2009/10.

As the costs for review applications are highly dependent on the nature of the review and the actions of the parties to it, a target of zero has been used. The target for this indicator is zero, consistent with an objective of having no applications for review lodged.

3. *Average cost per standard unit of infrastructure*

The average cost per standard unit of regulated infrastructure oversights in the 2012/13 financial year is the cost necessary to ensure that procedures are in place to address matters that fall within the jurisdiction of the Arbitrator. The target for this indicator in 2012/13 was \$2,630 which is established on the basis of the Arbitrator's approved budget (\$50,000) divided by the target of standard units of regulated infrastructure.

The actual number of standard units of regulated infrastructure was 21.98 against a target of 19.01. This resulted in an actual cost of \$2,275 in 2012/13 compared with \$2,530 in 2011/12, \$3,105 in 2010/11 and \$2,469 in 2009/10. The decrease in the average cost per standard unit of regulated infrastructure reflects that over the last two years, the asset value of regulated infrastructure oversights by the Arbitrator was reset following the review of the access arrangements for the Dampier to Bunbury Natural Gas Pipeline and Western Power's electricity network in the south-west of Western Australia.

Ministerial Directives

Section 75(2) of the *Energy Arbitration and Review Act 1998* provides for the Minister for Energy to give directions in writing to the Arbitrator in relation to general policies to be followed by the Arbitrator in matters of administration, including financial administration. The text of any such direction is required to be included in the Arbitrator's annual report.

No ministerial directives under section 75(2) of the *Energy Arbitration and Review Act 1998* were given to the Arbitrator during the year.

Other Financial Disclosures

Pricing policies of services provided

Expenditure other than that directly associated with the hearing of disputes and reviews by the Review Board or the Arbitrator is funded from regulated industries.

Gas Industry

Funding of the Arbitrator's gas industry functions has been arranged through 'standing charges' levied by the Arbitrator on operators of the regulated pipelines. These charges are determined in line with regulation 3 of the National Gas Access (WA) (Local Provisions) Regulations 2009. The pipeline operators that are liable for quarterly standing charges, and the percentage of allocation of costs between them, are set out in schedule 1 of the regulations.

On 15 August 2012 the Gas Supply (Gas Quality Specifications) Regulations 2010 became effective and producers of broad specification gas are required to fund 50% of the Arbitrator's gas industry function costs. BHP Billiton are currently the only producers of broad specification gas that are party to a Pipeline Impact Agreement. A quarterly 'standing charge' effect from 15 August 2012 was levied on BHP Billiton.

Electricity Industry

Funding of the Arbitrator's electricity industry functions has also been arranged through 'standing charges' levied by the Arbitrator on operators of regulated networks. These charges are determined in line with regulation 4 of the Electricity Industry (Arbitrator and Board) Funding Regulations 2009. The network operators that are liable for quarterly standing charges, and the percentage of allocation of costs between them, are set out in schedule 1 of the regulations.

Annual Reporting

Included in the funding regulations is a requirement that the Arbitrator's annual report provides details of the total amount of standing charges received by the Arbitrator in a financial year. This information for the year ended 30 June 2013 is listed in Table 6:.

Table 6: Standing Charges Paid

Service provider	Standing charges (\$)
WA Gas Networks Pty Limited (ATCO)	\$2,992
Goldfields Gas Transmission	\$2,245
Southern Cross Pipelines Pty Limited	\$301
DBNGP (WA) Transmission Pty Limited	\$5,538
BHP Billiton	\$7,605
Western Power	\$18,682
Total	\$37,363

The *Gas Pipelines Access (Western Australia) Act 2009* and the *Electricity Industry Act 2004* allows the Arbitrator to recover costs incurred in arbitrating disputes. As there were no disputes in 2012/13, no costs were recovered.

The Arbitrator is also able to recover certain costs and expenses of the Review Board for hearings and determinations of the Review Board. The Review Board is able to fix an amount that represents the costs and expenses incurred by it for the hearing and determination of particular proceedings before it, and to assign costs to the parties of the relevant proceedings. The Review Board reviewing Appeal 1/2010 and Appeal 2/2010 did not make an Order in relation to costs. The Arbitrator is therefore unable to recover expenditure of \$7,685 relating to these two reviews.

Capital works

There were no major capital works undertaken during 2012/13.

Treasurer's advances

Section 83 of the *Energy Arbitration and Review Act 1998* allows for the Arbitrator to borrow from the Treasurer. As the Arbitrator does not allow for costs associated with arbitration, review or appeal in his annual estimates, application is made for a Treasurer's Advance to fund these functions on an as-needed basis. At the beginning of 2012/13, the Arbitrator received a capital appropriation from Government of \$880,000 which was used to repay Treasurer's advances that were provided in 2011/12.

Compliance with Public Sector Management Act 1994 Section 31(1)

Under section 64(1) of the *Energy Arbitration and Review Act 1998*, the office of the Arbitrator is assumed to be a tribunal that comes within item 4 of schedule 1 of the *Public Sector Management Act 1994*.

While the *Energy Arbitration and Review Act 1998* allows the Arbitrator to make arrangements to use the services of any public sector officer or employee and to have administrative authority over the officer, no arrangement was in place during 2012/13. The Arbitrator has an arrangement for the provision of corporate services from the ERA.

Public Sector Standards

The ERA ensures that information about the Public Sector Commissioner Standards are available to all staff via the ERA's intranet and is incorporated into the ERA's induction and training processes. No applications for a breach of the Public Sector Standards were lodged with the ERA this year.

Western Australian Code of Ethics

The ERA ensures that staff are aware of the Code of Ethics developed by the Commissioner for Public Sector Standards. As part of the ERA's approach to continuous learning and training, the code of conduct and conflict of interest procedures and processes are available on the intranet, incorporated into the staff training program and discussed regularly at internal staff meetings.

Occupational Health and Safety

The ERA is committed to the provision of a safe work environment, ensuring the health and wellbeing of its employees, contractors and visitors.

Further information on the ERA's commitment of occupational health and safety is reported in the ERA's annual report 2012/13, which is available on the ERA's website at www.erawa.com.au.

Governance Disclosures

Shares in statutory authority

While the office of the Arbitrator is a statutory body, there are no shares for senior officers to hold.

Interests in contracts by senior officers

There were no interests in contracts by senior officers in 2012/13.

Benefits to senior officers through contracts with the office of the Arbitrator

This is not applicable, as no senior officers have received any benefits in the 2012/13 financial year.

Insurance premiums

This is not applicable, as the office of the Arbitrator does not have any directors as defined in Part 3 of the *Statutory Corporations (Liability of Directors) Act 1996*.

Other Legal Requirements

Advertising

Section 175ZE of the *Electoral Act 1907* requires public agencies to include a statement in their annual reports detailing all the expenditure incurred by or on behalf of the public agencies during the reporting period in relation to advertising agencies, market research organisations, polling organisations, direct mail organisations and media advertising agencies.

The only costs the Arbitrator incurs relates to a market research organisation carrying out an annual survey of stakeholders. Data Analysis Australia were commissioned to undertake a survey in 2011/12 at a cost of \$580.

Government Policy Requirements

The Arbitrator does not appoint permanent staff so there is an administrative arrangement in place for the ERA to provide corporate services. The ERA's annual report provides detailed information on complying with Government policy. The following areas of compliance carried out by the ERA apply to compliance obligations of the Arbitrator.

Disability Access and Inclusion Plan

The ERA adopted and published its new Disability Access and Inclusion Plan for 2012-16 in September 2012 following a public consultation period and consultation with the Disabilities Services Commission.

The ERA is committed to:

- ensuring that people with disabilities, their families and carers are able to fully access the ERA's information, services and facilities, providing them with the same opportunities, rights and responsibilities that other people in the community enjoy.
- consulting with people with disabilities, their families and carers and disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

Further information about the ERA's Disability Access and Inclusion Plan is available on the ERA's website at www.erawa.com.au.

Compliance with public sector standards and ethical codes

The ERA is committed to ensuring the highest standards of accountability and transparency in all activities. The ERA actively encourages all employees to demonstrate a high level of integrity, consistent with public sector standards and ethical codes, at all times.

The ERA places high priority on ensuring that staff are familiar with human resource management policies and procedures. These policies and procedures are regularly reviewed and updated to ensure they reflect current minimum standards of merit, equity and probity in human resource management

activities. Policies and procedures are made available to staff on the intranet.

Compliance with the State Records Act 2000

The records of the Arbitrator are maintained by the ERA as part of the agreement for provision of corporate services. Compliance with the *State Records Act 2000* is carried out by the ERA as part of that agreement.

The Arbitrator undertakes evaluations of its recordkeeping systems in concurrence with the ERA.

A separate Retention and Disposal (R&D) schedule covering the Arbitrator's records (which includes records relating to reviews by the Electricity Review Board) was completed and submitted to the State Records Office in April 2013. The R&D was subsequently submitted to the State Records Advisory Committee and endorsed on 17 July 2013.

A review of the ERA's Recordkeeping Plan (RKP) identified that a separate RKP is to be developed for the Arbitrator. This RKP will be developed during 2013/14 and will be submitted in October 2014.

During the financial year, an internal audit was conducted to review the ERA's record keeping practices. The results of this audit identified that the ERA complies with its record keeping obligations under the *State Records Act 2000*.

Risk management and audit program

During the year the ERA undertook an annual audit plan that reviewed:

- Financial Management
- Records Management
- Risk Management
- Corporate Governance

The financial management and records management audits undertaken by the ERA ensure that controls are in place for activities relating to the Arbitrator that are undertaken by the ERA's Corporate Services staff.

Public interest disclosures

The ERA has procedures in place to enable a public interest disclosure to be made. These procedures can be used if a person wished to lodge a public interest disclosure in relation to the Office of the Arbitrator.

Complaints Handling

There are three main areas that can be the source of complaints in the case of the Arbitrator. These relate to:

- administration
- matters relating to reviews carried out by the Review Board
- matters relating to the arbitration of disputes

Complaints relating to the provision of corporate services provided to the Arbitrator by the ERA are dealt with under the ERA's Code of Conduct.

Complaints relating to the review of decisions and the arbitration of disputes are dealt with through the formal review and arbitration processes.

There were no complaints lodged during the reporting period.

Boards and Committees

The Arbitrator did not participate on any boards or committees during the reporting period.

Publications

During the reporting period, the Arbitrator published his annual report for 2011/12. This report was published on the Arbitrator's website at www.edawa.com.au.

Appendix 1 - Other Legislation Impacting the Arbitrator

- *Commercial Arbitration Act 1985*
- *Copyright Act 1968 (Commonwealth)*
- *Corruption and Crime Commission Act 2003*
- *Criminal Code Act Compilation*
- *Disability Services Act 1993*
- *Electoral Act 1907*
- *Electronic Transactions Act 2003*
- *Equal Opportunity Act 1984*
- *Evidence Act 1906*
- *Financial Management Act 2006*
- *Freedom of Information Act 1992*
- *Industrial Relations Act 1979*
- *Interpretation Act 1984*
- *Limitation Act 1935*
- *Limitation Act 2005*
- *Minimum Conditions of Employment Act 1993*
- *Occupational Safety and Health Act 1984*
- *Public Interest Disclosure Act 2003*
- *Public Sector Management Act 1994*
- *Salaries and Allowances Act 1975*
- *State Records Acts 2000*
- *State Records (Consequential Provisions) Act 2000*
- *State Supply Commission Act 1991*
- *Statutory Corporations (Liability of Directors) Act 1996*
- *Workers' Compensation and Injury Management Act 1981*