Electricity connections – 6 month performance report AusNet Services January 2020

AusNet Services is a signatory to the ESC's Service Improvement Commitment to improve the timeliness of electricity connections by Victorian electricity distribution businesses.

Outcome 2 of the Service Improvement Commitment commits the business to:

Publishing of a regular performance report setting out:

- *Performance against the KPI*
- *Commentary on the reasons if the KPIs are not met, and any corrective actions necessary.*

*The performance report will also include matters related to audit performance described under item 4.*

Presenting performance reports to stakeholders and engaging with them to identify areas of change or for improvement.

Performance reports should be prepared every six months.

This report presents AusNet Services' results for the suite of KPIs reported to the Essential Services Commission for the period 1 July 2019 to 31 December 2019, providing further explanation of each metric and its results.

At the additional request of the ESC, AusNet Services also presents its performance on the installation of builder' temporary supplies, which are essential to the housing construction industry.

AusNet Services submits this report to the ESC for forwarding to the development industry representatives of the Governance Committee, ahead of the Feb 2020 Committee meeting.
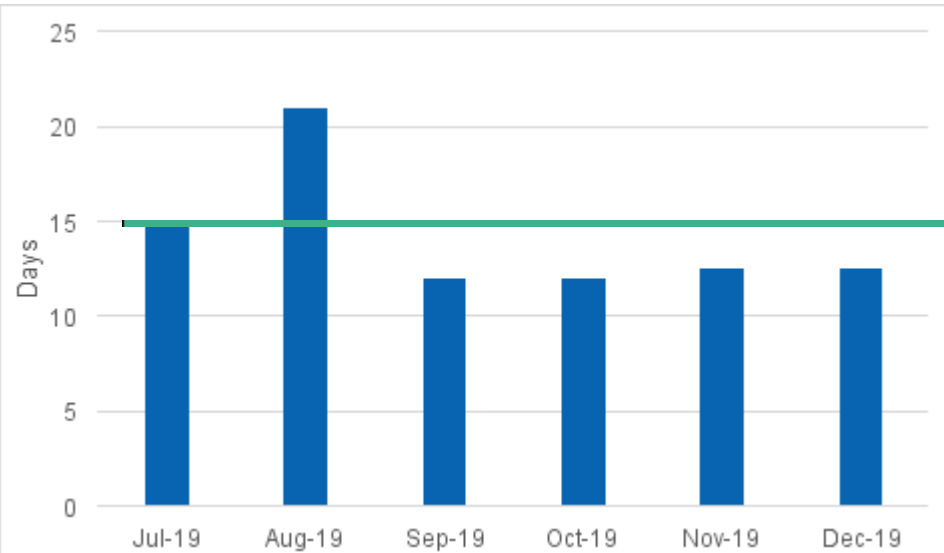
WHAT THIS METRIC MEANS

This metric measures the number of days that medium density housing estate designs are with AusNet Services for review and approval.

Through improved reporting mechanisms, AusNet Services has changed this metric in July 2019 to reflect medium density housing design approvals from the day of receipt of a design for approval to the day is approved or otherwise rejected with reasons and suggestions.

System changes impacted our ability to report in October and November 2019.

We have a target to approve designs within 15 working days.

A SUMMARY OF OUR 6 MONTH PERFORMANCE

Medium density housing in the AusNet Services area encompasses not only the rapidly expanding metropolitan growth corridors in Melbourne's north and south-east, but supports population growth in major regional centres in the Kilmore and Wodonga regions, as well as Warragul, Drouin and Traralgon. Earlier in 2019, AusNet Services has consolidated the oversight of all medium density housing projects through one centralised office and added 2 additional staff to assist the process. In the second half of 2019, we met our design approval target in all but one month.

We are developing a customer portal and automating back-end systems to streamline this approval process further. We have established an AusNet Services/URD Consultative Panel who has suggested improvements for drawing approval process, and hold regular meetings with accredited design houses. In addition, AusNet Services is collaborating with the other distribution businesses and the industry through the Technical Standards Committee to harmonize and communicate design standards.

KPI 2	NETWORK AUDITOR SITE AUDIT REPORTS RECEIVED WITHIN 10 DAYS OF REQUEST

Chart Title
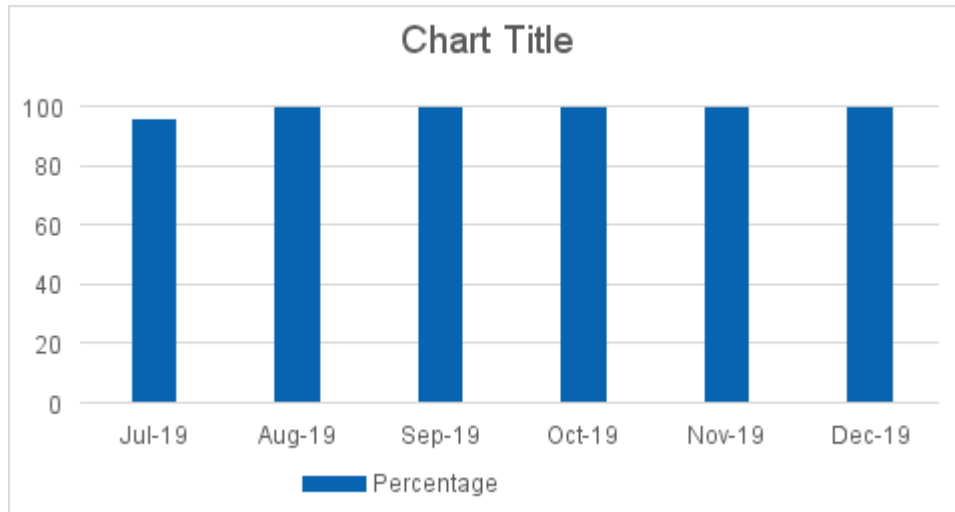
WHAT THIS METRIC MEANS

This metric measures the percentage of pre-commissioning or final audits reports that are received from AusNet Services' Network Auditor, within 10 days of AusNet Services or a developer/constructor requesting the audit.

A pre-commissiong audit pass allows the developer to obtain a Statement of Compliance for the project. A Final audit pass confirms no subsequent site works have compromised the safety of the electricity assets.

The blue column indicates the percentage achieved within 10 days for the month.

A SUMMARY OF OUR 6 MONTH PERFORMANCE

Throughout the second half of 2019, AusNet Services Network Auditors achieved a close to a 100% success rate in returning completed audits within the 10-day time frame. AusNet Services is seeking to further improve performance through expansion of the Network Audit panel with a tender with Evaluations are underway.

Our dedicated Delivery Compliance Coordinator is currently reviewing the audit data with results revealing. The results will be tabled at the meeting.

KPI 3	ALLOCATION OF NMI WITHIN 2 BUSINESS DAYS (AVERAGE DAYS)

This metric measures the average number of days taken for AusNet Services to allocate a NMI for single premise, group metering and Private Main in Public Land new connections, after the Retailer service order is received.

Blue column indicates the days taken to create the NMI – our regulatory target is 2 days.

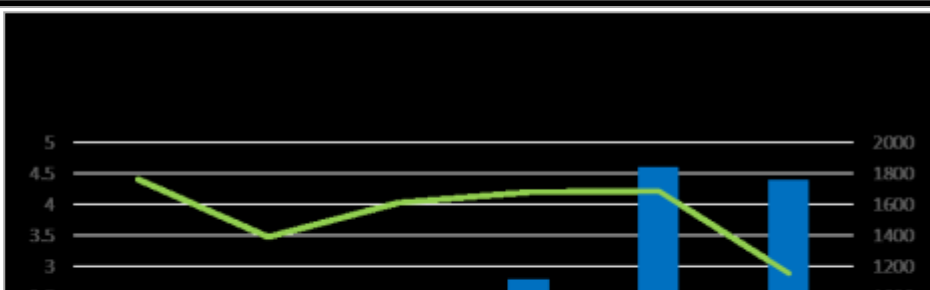The green line indicates the volume of Service Orders received during the month.

A SUMMARY OF OUR 6 MONTH PERFORMANCE

In the third quarter of 2019, AusNet Services were completing these orders within the timeframe, the orders being received throughout these months is what was expected for the period and the team was trained up accordingly.

For the last quarter of 2019 AusNet Services failed to meet these targets. Reasons for failing to meet the target were:

- Unanticipated resourcing issues.
- A surge in the solar connection service orders.
- Address discrepancies – we follow up with Local Councils to confirm addresses that are not updated in their systems and that subdivisions have been approved.

Our performance is expected to improve in 2020 actions to address resourcing issues.

KPI 4   **METER CONNECTION WITHIN 10 BUSINESS DAYS**

A SUMMARY OF OUR 6 MONTH PERFORMANCE

For the last half of 2019, AusNet services has consistently achieved the 10-day connection timeframes, by ensuring Retailer service orders are issued to the field crews as quickly as possible. The aggregate volume of new connections in the six-month period was 8,772.
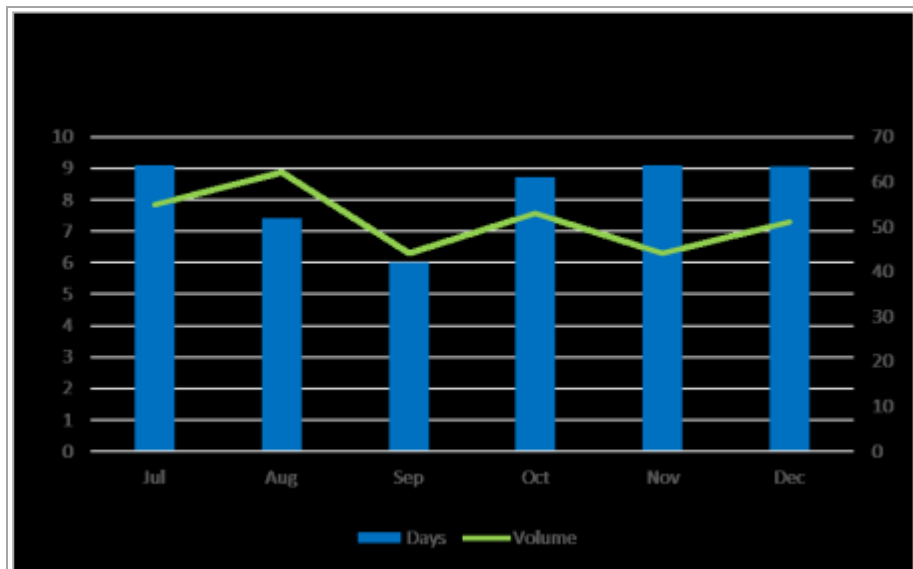
While our aim is to always meet the regulatory timeframe, should any connection fall outside the 10-day limit, the customer would be entitled to a Guaranteed Service Level payment of $70 per day for up to 5 days.
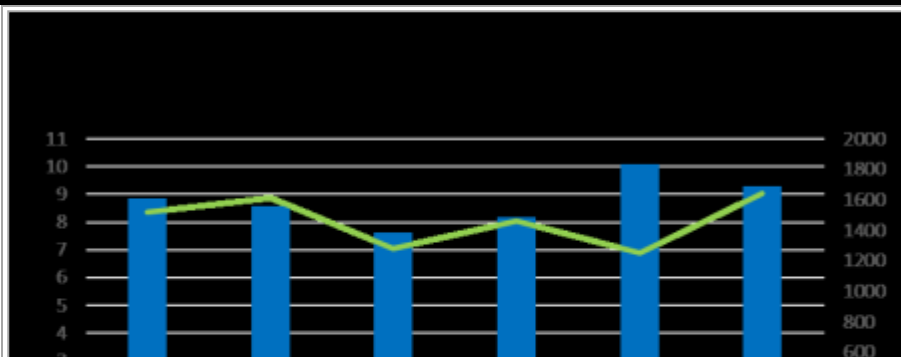
WHAT THIS METRIC MEANS

This metric measures how long it takes AusNet Services to establish a builder's temporary supply (either a free-standing tripod connection or a meter on an up-stand in a temporary position).

Blue columns indicate the days taken between our receipt of Retailer's Service Order and the day the builder's supply pole was erected – our regulatory target is 10 business days.

The green line indicates the volume of Service Orders received during the month.

A SUMMARY OF OUR 6 MONTH PERFORMANCE

Like New Connections, the target for energising a builder's supply pole is 10 days. For the 6-month period there were 28 builders supply poles that missed connection out of a total of 309 however these were only minor delays. These connections that went over were paid a GSL payment.

For further information regarding this report, please contact:

Scott Harvey

Customer Projects Manager, AusNet Services

Tel: 0423 828 551 or email: Scott.Harvey@ausnetservices.com.au

Or

Justin Betlehem

Senior Market Services Analyst, AusNet Services

Tel: +613 9695 6288 or email: justin.betlehem@ausnetservices.com.au