



## **Clean Energy Council submission to the Essential Services Commission's Draft Decision on the Electricity Distribution Code review: Customer service standards**

The Clean Energy Council (CEC) welcomes the opportunity to provide feedback on the Draft Decision of the Essential Services Commission on the Electricity Distribution Code review – Customer service standards.

The Clean Energy Council is the peak body for the clean energy industry in Australia. We represent and work with Australia's leading renewable energy and energy storage businesses, as well as rooftop solar installers, to further the development of clean energy in Australia. We are committed to accelerating the transformation of Australia's energy system to one that is smarter and cleaner.

The CEC welcomes the proposal to require distributors to report on the time it takes to process embedded generation applications and connect solar and battery systems, which would include reporting indicators about installations, inspections, meter replacement/reconfiguration and network tariff re-assignment. We also support the proposal to further consider a guaranteed service level category for excessive delays with connecting solar and battery systems once the Commission has had an opportunity to collect more data.

We would also urge the Commission to outline in its Final Decision the format and frequency for publication of data on the time taken for processing of embedded generation applications and connection of solar and battery systems. Quarterly publication would likely be regular enough to enable detection of trends as they emerge. Segregation of data by distributors would assist with identifying where rectification is required. There might also be merit in segregating data by location (e.g. urban versus rural) or according to other factors that might assist in understanding the reasons why delays might be experienced in certain places or circumstances.

We would be very happy to discuss these issues in further detail with representatives of the Essential Services Commission and the Victorian Government. We look forward to contributing further to this important area for policy development.