



23 January 2023

Energy Reform
Essential Services Commission
Level 8, 570 Bourke Street
Melbourne VIC 3000

Via: Engage Victoria (electronic submission)

Dear Energy Reform team,

Re: Resetting the Greenfields underground negotiated electricity connection customer service standards

CitiPower, Powercor and United Energy welcome the opportunity to provide clarification to the Essential Services Commission's (ESC) consultation on Resetting the Greenfields underground negotiated electricity connection customer service standards.

As discussed in the ESC engagement session held on 15 December 2022, and at our meeting held on 17 January 2023, CitiPower, Powercor and United Energy will continue to report on the performance measures reported previously. These are described in Tables 1 and 2 below.

Table 1 CitiPower/Powercor

Process step	Measure	Performance target
Masterplan review	% reviewed within timeframe	80% / 10 days
Design review	Average business days	15 days
'As built' plan review	% reviewed within timeframe	70% / 5 days
	Average business days	8 days
Final audit	% completed within timeframe	70% / 6 days
Certificate of practical completion	% issued within timeframe	95% / 5 days
	Average business days to tie in	20 days
Time to 'tie in'	% tied in within timeframe	>95% agreed date

Notes: All references to 'days' infers business days

Table 2 United Energy

Process step	Measure	Performance target
Offer issued	% completed within time frame	20 days
Masterplan review	% completed within time frame	10 days
Design review	% completed within time frame	Within 20 business days
Authority to construct	% completed within time frame	Within 10 business days
Authority to commission	% completed within time frame	Within 10 business days

Notes: All references to 'days' infers business days

These performance targets will continue to be reported to our consultative committee on a quarterly basis. However, following discussion with our consultative committee (and endorsed at the ESC engagement session), the meetings held with the consultative committee will move to 6 monthly. The consultative committee is supportive of the performance reporting and meeting approaches.

All performance reports, meeting papers, agendas and minutes will continue to be published on our corporate websites.

We are committed to working collaboratively with Victoria's building and development industry to deliver improvements which support Victorian families accessing housing more quickly.

Should you have any queries about this submission please do not hesitate to contact me on 0428 182 389 or zcrocker@powercor.com.au.

Regards

ZCrocker

Zahra Crocker
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CitiPower, Powercor and United Energy