

ESC Residential Connections

Service Improvement Commitment

2019 Performance report

03.03.20

Executive summary

Over the course of the past 12 months we've committed significant resources (people, time and investment) to deliver on the ESC Service Improvement commitments.

Whilst our work is ongoing, we have been able to improve our systems, process and methods of engagement and communication which have benefitted our stakeholders and customers.

This report summarises our performance against targets at 5 key stages of the development and connection process






1. Master plan review
2. Design review
3. Construction audit
4. Practical completion
5. Construction tie in

We've also included additional performance information relating to design audit quality

Key performance metrics

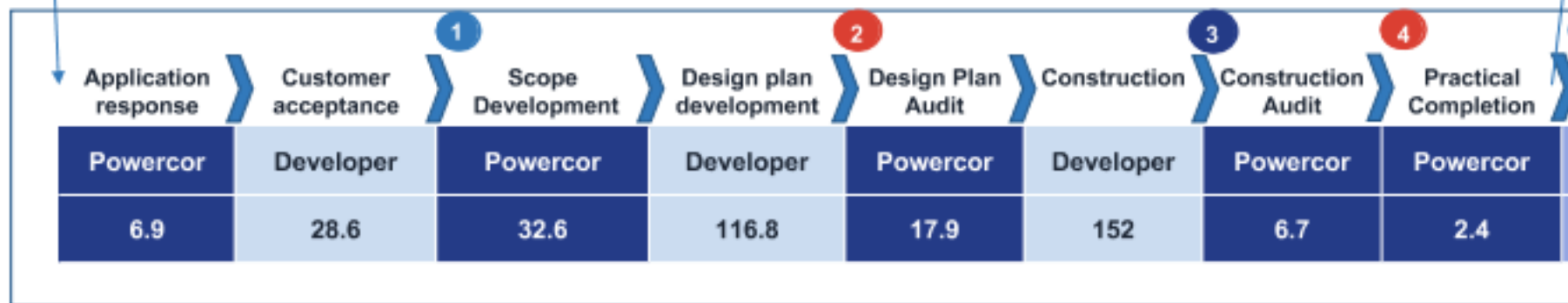
2019

Powercor has committed to improving in 5 key stages of the connection process

Stage	Target	2019 Performance
 1 Master plan review	Replace staged scopes with a revised and contestable Master Planning process – this will remove network scoping from the critical path	New process 1 Old process 3
 2 Design review	Target completion of design plan audits and re-audits within 20 business days	17.9 days
 3 Construction audit	Complete construction audit (from request to final report) within 5 to 8 business days	6.9 days
 4 Practical completion	Grant practical completion in less than 10 business days from request	2.5 days
 5 Construction 'tie-in'	Meet customer dates and implement new process to offer the option of a 20-business day construction tie in (Completed)	20 business day tie in 94% customer target

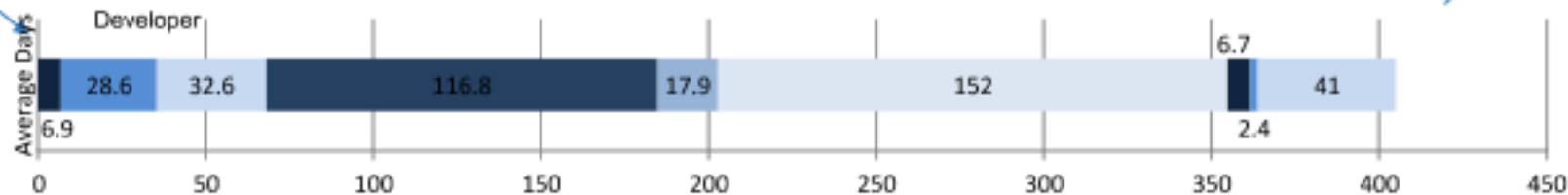
Project time with Powercor represented ~18% the total job time in 2019

Projects that were completed in 2019 took an average of ~364 business days from Application to SOC¹



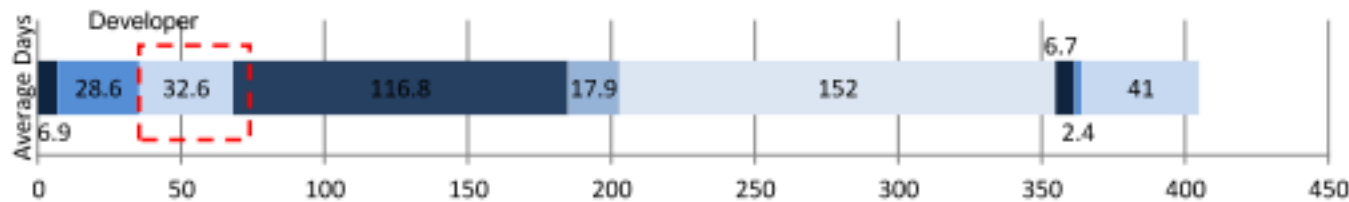
Powercor was responsible for an average ~67 business days (~18%) of project development time from application. Developers were responsible for the remaining ~297 days (~82%)

Developer application (Day 0)



Staged scopes are being replaced with a contestable Master Planning process

In the very early stages this change has resulted in a reduction in time frames from 32.6 days to 16 days¹. The change also removes network scoping from project critical path.

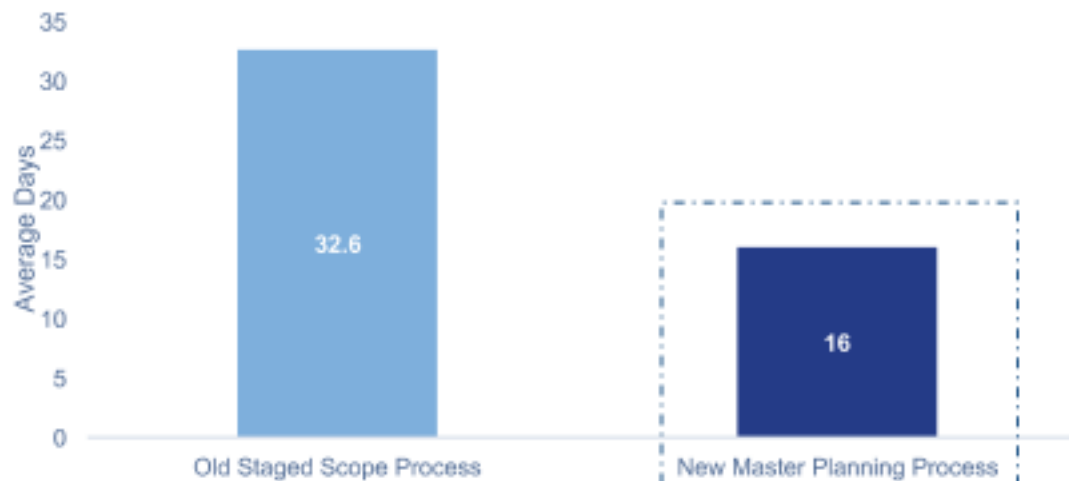


Performance

16.0

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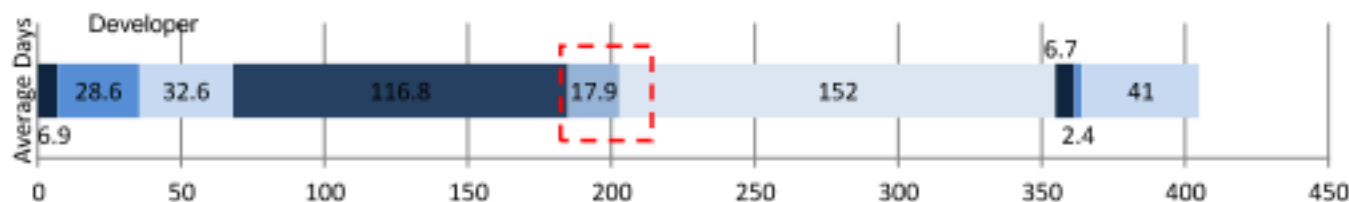
Master Planning Performance 2019



- We recognised that the staged scope process was causing unnecessary delay
- We developed and implemented a new Master Planning Process
- This process was implemented in Q4 2019 and has been widely adopted
- Our target remains to reduce the time to complete a Master Plan around in 10 business days

Our target is to complete Design review within business days.

We've consistently been under 20 business days in 2019 averaging 17.9 business



Performance

17.9

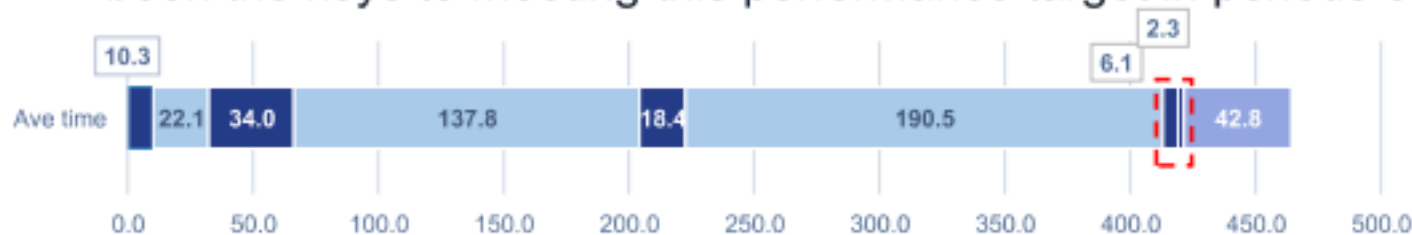
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- The focused effort Contestable works continues to improve times
- Some seasonality submission of app to be factored in

Our target is to complete construction audits w 5 to 8 business days

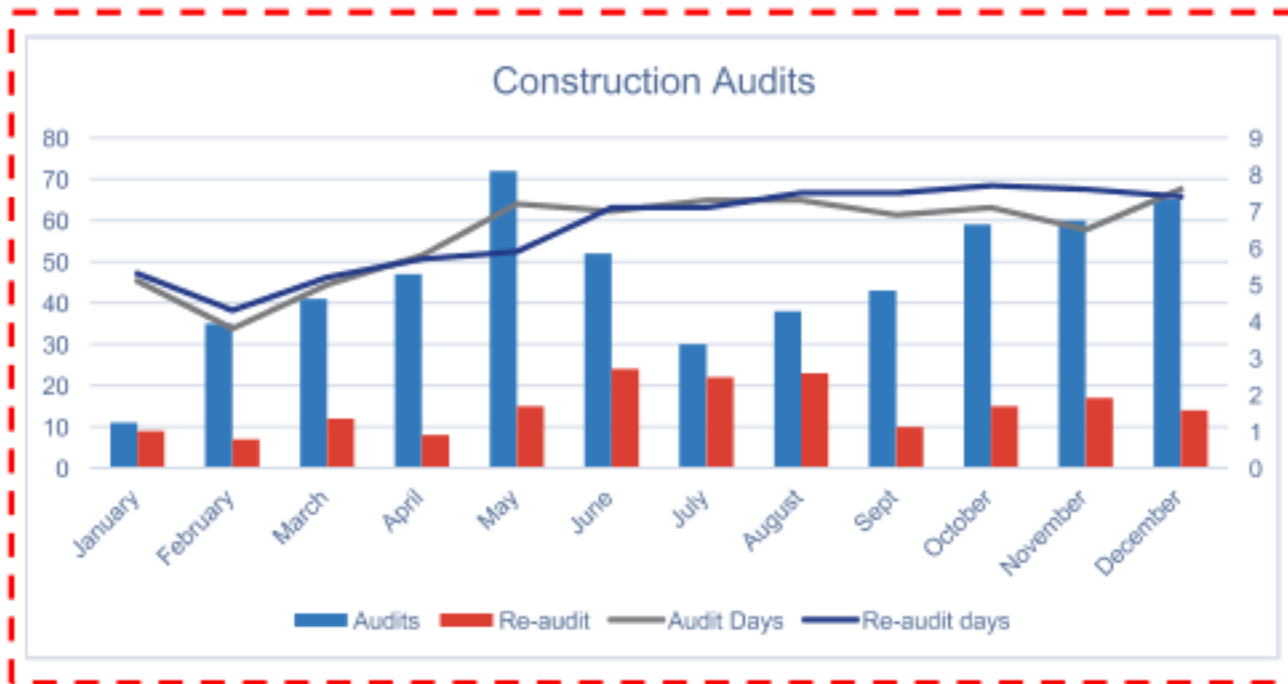
We achieved 6.7 business days in 2019. Resourcing and improved processes have been the keys to meeting this performance target in periods of high demand



Performance

6.7

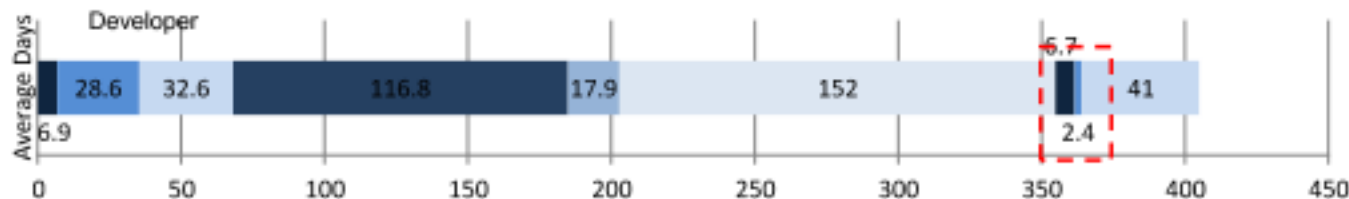
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- Demand for audits significantly in Q4 fell as a proportion
- the 5-8 day window was maintained
- There was little change in items and patterns

Our target is to provide practical completion in less than 10 business days

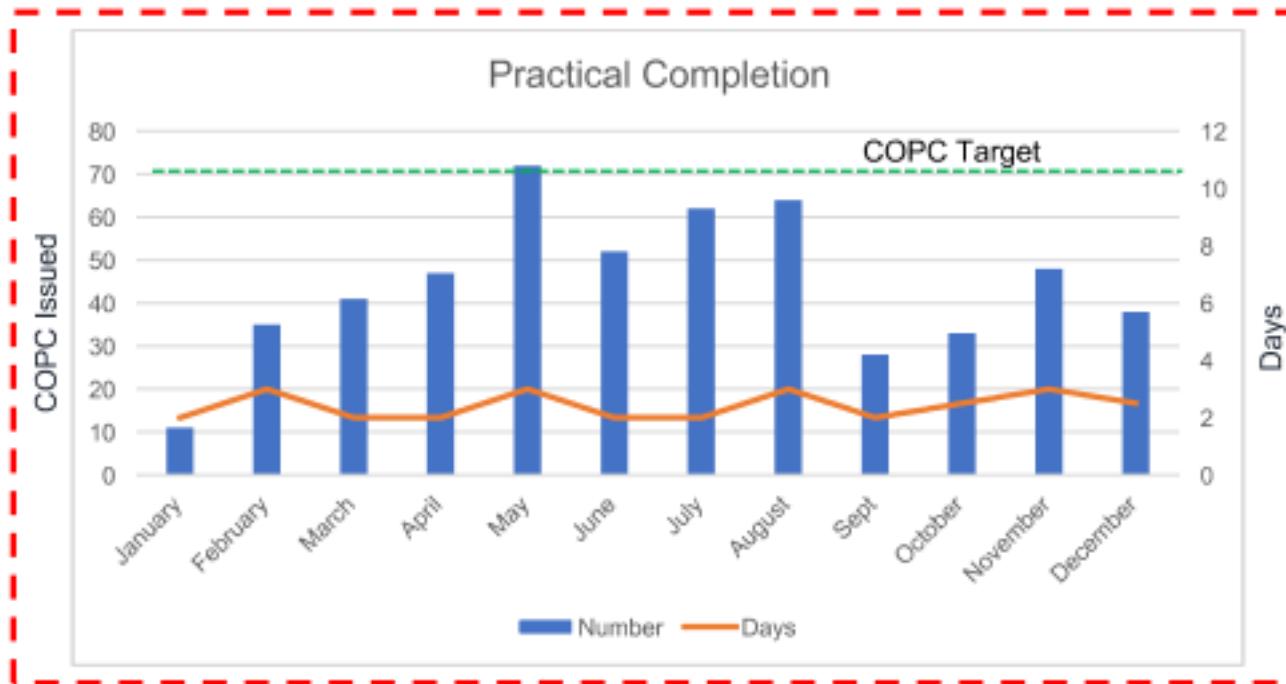
We achieved a result of 2.4 business days in 2019. Improved communication and clear view of upcoming work has driven this performance



Performance

2.4

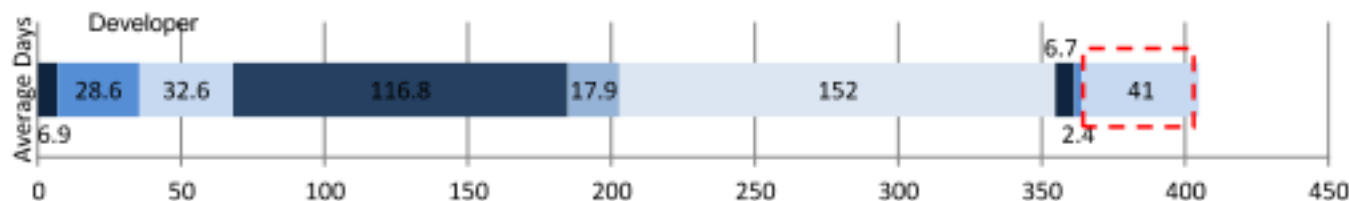
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- We've streamlined processes to ensure we be able to consistently outperform this target
- We will continue to improve stakeholder management and communication to drive performance

We are working to meet customer dates. We now provide a rapid service of 20 days¹

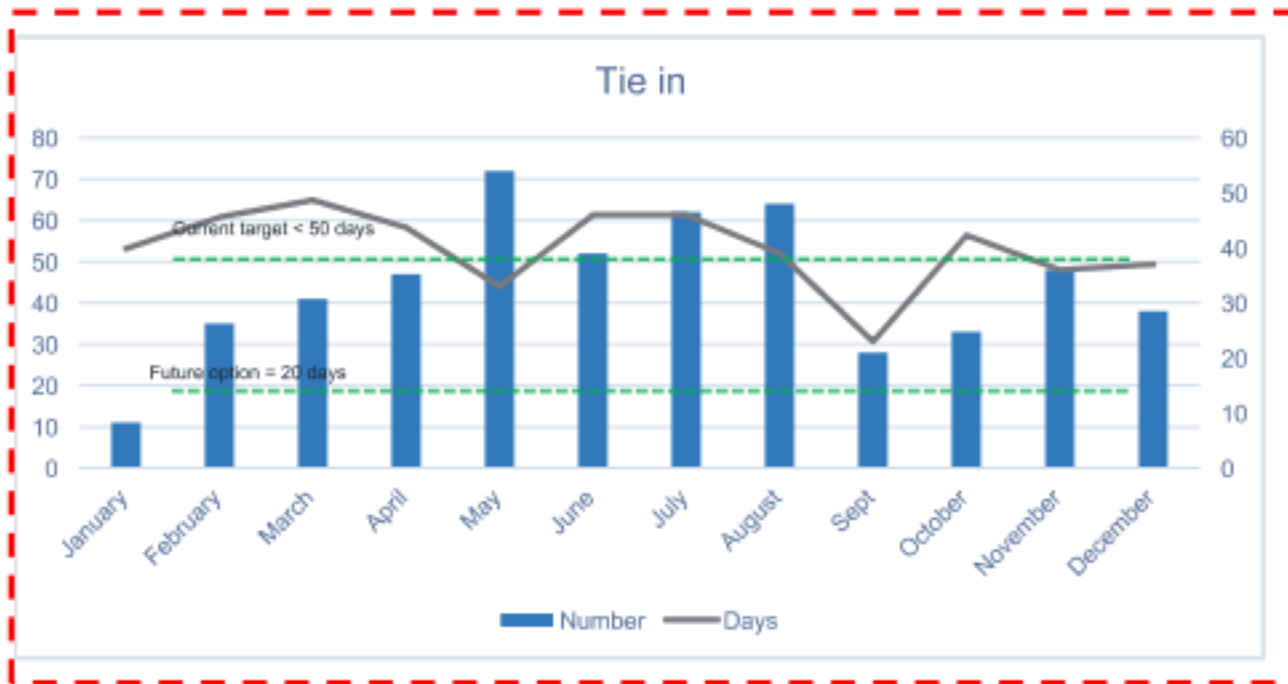
Our average performance YTD is 1 business days. We are offering the option of 20 business day tie-in.



Performance

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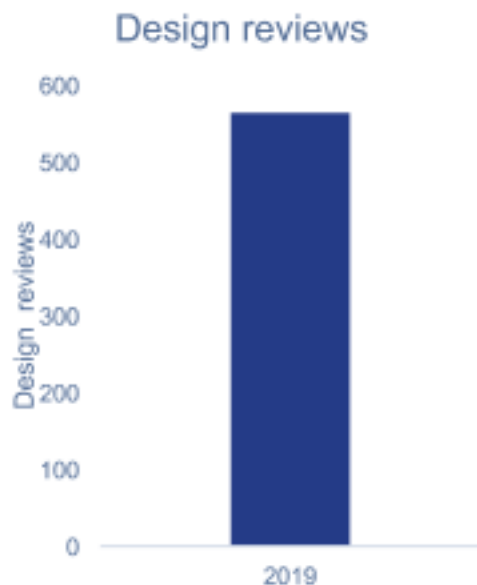
- The optional 20 day tie-in has been taken up on 41 projects and/or commercial projects however has not been utilised for 1 housing project.
- We directly negotiate with our customers to deliver to these dates.
- We achieved 93% of customer dates in 2023.

Additional performance information

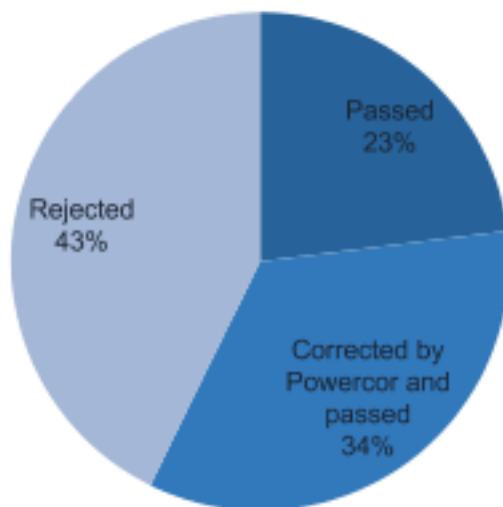
2019

Design quality has improved with ~57%¹ of submitted designs passing at the first check

We continue to work with stakeholders to improve the quality of designs submitted. Improving quality here will reduce timeframes and improve construction quality



Initial Plan Audits - 2019



- Design quality has improved marginally in the past year
- Powercor make minor corrections to 34% of designs then pass them
- Still room for further improvement in quality
- Improved quality will reduce rework and in turn improve design plan approval