

Greenfield Connections

Performance report

Feb 2024



ESC requested report content

1. Progress against commitments in the customer outcomes statement
2. Copies of minutes of consultative committee meetings
3. Performance against the measures included in your customer service standard
4. The reason why any performance measures were not achieved (where appropriate) and what actions have been or are being taken to rectify the issues.

1. Progress against commitments

Customer Commitments | All completed as reported at the end of 2021

- ✓ Exploration of creating a more interactive system for completing audit, resulting in a faster turnaround time
- ✓ Consult with industry on implementation plan based on findings learned from the exploration of a more interactive system for completing audit

- ✓ Communicate process for requesting a final audit at 'as-built' submission
- ✓ Allow design review submission for multiple adjoining stages of a development concurrently
- ✓ Create and trial rating system for those who deliver high quality products

31 Mar 2021

30 Jun 2021

30 Sep 2021

31 Dec 2021

- ✓ Publish 'allowable variation tolerances' document to guide scope decisions
- ✓ Earlier release of plans for certification (within 28 day window)

- ✓ Exploring methods to minimise the disruption to developers to rectify non-compliant audit findings without compromising quality and safety standards

Completed | All customer standards commitments have been completed

| Commitment | Summary | Status |
|---|---|----------|
| Publish 'allowable variations tolerances' document to guide scope decisions | Allowable variations published in 2021 [Link: https://media.powercor.com.au/wp-content/uploads/2021/07/13165303/Allowable-Construction-Tolerances.pdf] | Complete |
| Allow design review submission for multiple adjoining stages of a development concurrently | Multiple stage submissions accepted as of July 2021 | Complete |
| Earlier release of plans for certification (within 28 Days) | From 1 April 2021, systems in place to ensure all plans are being released within 20 days from the SPEAR notification. | Complete |
| Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time. | The new Contractor Rating System has now been in place since 1st July 2021 Contractor Rating Certificates were issued for Q3 on 1st October 2021 that has enabled the following: | Complete |
| Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards. | <ul style="list-style-type: none"> A & B rated VEDN Auditor Companies are now eligible for a reduced audit regime that includes a desktop audit and site visit with no mechanical excavations. This has resulted in a quicker audit process, civil contractors are no longer required to be on site as equipment is now not required on site A rated Project Managers are eligible to apply for early SoC once a Network Final Audit has been scheduled as long as all other terms and conditions for apply for early SoC have been met. An Approved Audit is no longer a pre-condition for apply for SoC | |
| Communicate process for requesting a final audit at 'as-built' submission | Requesting final audit as at 'as built' submission was trialled in 2021. The trial deemed that non-finalised 'as-built' designs added complexity to audit activities and did not unlock any time savings. In fact, delays were more likely due to physical assets being audited not being accurately reflected on available design documents | Complete |

2. Minutes from consultative meetings

Q3 Consultative meetings | Minutes & actions

Actions

| # | Who | Description | Date due | Status |
|-----|-----|---|------------|--------|
| 3.1 | JP | Explore leveraging avoidance of costs related to cable theft in support of business case for alternative tie in processes | 31/03/2024 | New |
| 3.2 | PG | Discuss requirements of landscape planning amendments | 31/12/2023 | New |
| 3.3 | SR | Explore harmonization of kiosk placements | 31/03/2024 | New |

Minutes from Q2 meeting

| Agenda item | Consensus/summary |
|-------------|---|
| 2 | No further comment |
| 3 | CP/PAL will share final ministerial order once received |
| 4 | Proposed Ausnet changes presents challenges with councils agreeing placement of kiosks |
| 5 | There was a question regarding future kiosks sizes. This has not yet been determined |
| 5 | It is anticipated that people will move away from gas even where it is available. Analysis of what impact this will bring is in progress |
| 5 | Question posed regarding an interim/final ADMD to be published by CP/PAL/UE. Acknowledged there will be an interim ADMD to avoid a big jump |
| 5 | Committee raised that a way to prevent cable theft is to live the asset sooner. This was acknowledged and will be leveraged for the basis of a business case to enable alternative tie in process options |
| 6 | Next meeting 9.30 am 27 February 2024 on MS Teams |

Q4 Consultative meetings | Minutes & actions

Actions

| # | Who | Description | Date due | Status |
|-----|-----|---|------------|--------|
| 3.1 | JP | Explore leveraging avoidance of costs related to cable theft in support of business case for alternative tie in processes | 31/03/2024 | WIP |
| 3.3 | SR | Explore harmonization of kiosk placements | 31/03/2024 | WIP |
| 4.1 | SR | Schedule ADMD changes industry briefing | 30/4/2024 | New |
| 4.2 | SR | Share ADMD region boundaries | 7/3/2024 | New |

Minutes from Q4 meeting

| Agenda item | Consensus/summary |
|-------------|--|
| 3 | JF: Is gas removal likely negatively impact masterplan review timelines? SR: Possibly. We will engage thoroughly with industry |
| 3 | JF: Will there be gas and elect ADMDs in place in future? SR: Eventually no. New ADMDs reflect more than just impact of gas removal (eg, uplift of EVs) |
| 3 | [Action] AG: Where are the ADMD region boundaries? SR to share |
| 3 | MP: can I use the new ADMD now? SR: Yes |
| 3 | JT: Encouraged all to consider the importance and impacts of the transition period from current to new ADMDs |
| 3 | JF: Noted that retrofitting assets into approved plans to cater for new ADMD/standards will present challenges |
| 3 | Ti: Will the new ADMDs apply from 1 July? SR: Yes |
| 3 | JT: Was the uplift of EVs and their impact on the network considered prior to the gas announcement? SR: Yes |
| 3 | JF: Noted that gas will still exist in some for for a long time |
| 3 | JF: Noted value in shortening time to tie in for a range of reasons |
| 6 | Next report via circular in May 2024 (Q1 2024) Next meeting to be scheduled for August 2024 |

3. Performance against service standard

Quarter 3 2023

Q3 2023 Performance | CitiPower/Powercor

Summary

- Performance across all areas in CitiPower and Powercor remains strong compared to 2022.
- Masterplan processing has been quicker on average in Q3 2023 than Q2 2023 including with a higher % completed within 10 days this could be accounted for by the smaller volume completed in Q3 compared to Q2.
- Design review has remained steady compared to the full year metric for 2022 and continues to trend downwards. At the end of Q3 the average design review time is 10.7 days, compared to the 2022 full year average 17.4 days. We have communicated to industry our plans to include design quality into our contractor rating scheme, set to go live mid next year.
- As built review is improved in 2023 compared with 2022 and remains well below target.
- Field audit timeframes are improved in 2023 compared to last year with 98% of audits completed inside 6 business days at the end of Q3. The slight decrease in Q3 can be attributed to resource sharing with the design check team and broader cross skilling.
- Processing and issuing of the certificate of practical completion also is improved YTD when compared to 2022 and is tracking better than target.
- Average days to tie-in has improved further in Q3 and remains better than the full year average for 2022.

Q3 2023 Performance | CitiPower/Powercor

| Process step | Measure | Target | FY 2022 | Q2 2023 | Q3 2023 | Trend |
|-------------------------------------|---------------------------------|------------------|--|--|--|-------|
| Masterplan review | % reviewed within timeframe | 80% / 10 days | Average 35.1 days 34% within 10 days (549 completed) | Average 21.6 days 34.0% within 10 days (208 completed) | Average 12.2 days 44.0% within 10 days (116 completed) | ↑ |
| Design review | Average business days | 16 days | Average 17.4 days (993 completed) | Average 12.4 days (276 completed) | Average 10.7 days (320 completed) | ↑ |
| 'As built' plan review | % reviewed within timeframe | 70% / 5 days | 85.8% within 5 days (1523 completed) | 89.6% within 5 days (449 completed) | 89.9% within 5 days (421 completed) | → |
| | Average business days | 8 days | Average 2.9 days | Average 2.6 days | Average 2.5 days | → |
| Final audit | % completed within timeframe | 70% / 6 days | 56.6% within 6 days | 100% within 6 days | 93% within 6 days | → |
| Certificate of practical completion | % issued within timeframe | 90% / 5 days | 91.6% within 5 days (591 completed) | 96.1% within 5 days (147 completed) | 96.3% within 5 days (160 completed) | → |
| Time to 'tie in' | Average business days to tie in | 20 days | 42.4 days | 37.1 days | 36.4 days | ↑ |
| | % tied in within timeframe | >95% agreed date | 97% | 99% | 99% | → |

Q3 2023 Performance | United Energy

Summary

- Performance across all areas in UE are at 100% with three URD project received YTD, all metrics are better than target.

Q3 2023 Performance | United Energy

| Process step | Measure | Target | Q4 2022 | FY 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Status |
|-------------------------|-------------------------------|---------|-----------------------------|---------|---|-----------------------------|---|---|
| Offer issued | % completed within time frame | 20 days | 0% | 57% | 100% (1 URD offer in Q1 2023 – issued in 14 days) | Not applicable ¹ | 100% (2 URD offers in Q3 2023 – issued in 12 days) |  |
| Masterplan review | % completed within time frame | 10 days | Not applicable ¹ | 100% | 100% (1 masterplan in Q1 2023 – reviewed in 8 days) | Not applicable ¹ | Not applicable ¹ |  |
| Design review | % completed within time frame | 20 days | 100% | 100% | 100% (2 URD design reviews in Q1 2023 – reviewed at average 14.5 days) | Not applicable ¹ | 100% (2 URD design reviews in Q3 2023 – reviewed at average 15.5 days) |  |
| Authority to construct | % completed within time frame | 10 days | 100% | 100% | 100% (2 ACC issued in Q1 2023 at average 1.8 days) | Not applicable ¹ | 100% (2 ACC issued in Q3 2023 at average 2 days) |  |
| Authority to commission | % completed within time frame | 10 days | 100% | 100% | 100% (1 ACC issued in Q1 2023 in 1 day) | Not applicable ¹ | 100% (1 ACC issued in Q3 2023 in 1 day) |  |

¹ 1. Zero applications received

4. Performance against service standard

Quarter 4 2023

Q4 2023 Performance | CitiPower/Powercor

Summary

- Performance across all areas in CitiPower and Powercor was consistently on or better than target in Q4 and through 2023 full year. Masterplan processing being the outlier.
- Masterplan processing has been slower on average in Q4 2023 than Q3 and full year 2023. Resourcing challenges in Q4 in our network planning group will have attributed. Pleasingly changes have been made and we are currently tracking at 2.5 days in 2024.
- Design review has remained steady compared to the full year metric for 2022 and continues to trend downwards in 2023 with a full year average of 10.8 days which would have been aided by our strong finish in 2023 with a Q4 average of 6.9 days.
- As built review is improved full year 2023 compared with 2022 and finished favourably against target.
- Field audit timeframes are improved in 2023 compared to 2022 with 92% of audits completed inside 6 business days. The slight decrease in Q4 can be attributed to resource sharing with the design check team and the end of year rush.
- Processing and issuing of the certificate of practical completion for 2023 for the full year was favourable to target.

Q4 2023 Performance | CitiPower/Powercor

| Process step | Measure | Target | FY 2023 | Q3 2023 | Q4 2023 | Trend | Q1 2024 YTD |
|-------------------------------------|---------------------------------|---------------------------|--|--|--|-------|--|
| Masterplan review | % reviewed within timeframe | 80% / 10 days | Average 45.1 days 35% within 10 days (637 completed) | Average 12.2 days 44% within 10 days (116 completed) | Average 26.8 days 30% within 10 days (104 completed) | ↓ | Average 3.1 days 98.0% within 10 days (62 completed) |
| Design review | Average business days | 16 days | Average 10.8 days (1022 completed) | Average 10.7 days (320 completed) | Average 6.9 days (241 completed) | ↑ | Average 9 days (112 completed) |
| 'As built' plan review | % reviewed within timeframe | 70% / 5 days | 89% within 5 days (1595 completed) | 89.9% within 5 days (421 completed) | 83% within 5 days (350 completed) | ↑ | 84% within 5 days (102 completed) |
| | Average business days | 8 days | Average 2.5 days | Average 2.5 days | Average 2.8 days | ↑ | Average 3.6 days |
| Final audit | % completed within timeframe | 70% / 6 days ¹ | 92% within 6 days | 93% within 6 days | 82% within 6 days | ↑ | 86% within 6 days |
| Certificate of practical completion | % issued within timeframe | 90% / 5 days | 96% within 5 days (588 completed) | 96% within 5 days (160 completed) | 94% within 5 days (159 completed) | ↑ | 87% within 5 days (51 completed) |
| Time to 'tie in' | Average business days to tie in | 20 days | 42.4 days | 36.4 days | 55.5 days | ↓ | 65 days |
| | % tied in within timeframe | >95% agreed date | 97% | 99% | 98% | ↑ | 97% |

1. Target will align with ministerial order of 70% within 8 business days from Q1 2024

Q4 2023 Performance | United Energy

Summary

- Performance across all areas in UE are at 100% with three URD projects received YTD, all metrics are better than target.

Q4 2023 Performance | United Energy

| Process step | Measure | Target | Q4 2022 | FY 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Status |
|-------------------------|-------------------------------|---------|-----------------------------|---------|---|-----------------------------|---|-----------------------------|---|
| Offer issued | % completed within time frame | 20 days | 0% | 57% | 100% (1 URD offer in Q1 2023 – issued in 14 days) | Not applicable ¹ | 100% (2 URD offers in Q3 2023 – issued in 12 days) | Not applicable ¹ |  |
| Masterplan review | % completed within time frame | 10 days | Not applicable ¹ | 100% | 100% (1 masterplan in Q1 2023 – reviewed in 8 days) | Not applicable ¹ | Not applicable ¹ | Not applicable ¹ |  |
| Design review | % completed within time frame | 20 days | 100% | 100% | 100% (2 URD design reviews in Q1 2023 – reviewed at average 14.5 days) | Not applicable ¹ | 100% (2 URD design reviews in Q3 2023 – reviewed at average 15.5 days) | Not applicable ¹ |  |
| Authority to construct | % completed within time frame | 10 days | 100% | 100% | 100% (2 ACC issued in Q1 2023 at average 1.8 days) | Not applicable ¹ | 100% (2 ACC issued in Q3 2023 at average 2 days) | Not applicable ¹ |  |
| Authority to commission | % completed within time frame | 10 days | 100% | 100% | 100% (1 ACC issued in Q1 2023 in 1 day) | Not applicable ¹ | 100% (1 ACC issued in Q3 2023 in 1 day) | Not applicable ¹ |  |

¹ 1. Zero applications received