



Department of Transport

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To whom it may concern,

ELECTRICITY DISTRIBUTION CODE REVIEW

The Department of Transport is supportive of the proposed changes detailed in the Electricity Distribution Code review – customer service standards, draft decision dated 7 May 2020.

We welcome the proposed reforms regarding planned and unplanned outage communications including modernising the methods of notification for planned outages.

The Department of Transport currently responds to planned outages by arranging temporary power generation for traffic signals and key intelligent transport system infrastructure in order to maintain public safety.

When planned outages are cancelled or rescheduled without prior notice, the Department incurs unnecessary costs, estimated to be in excess of \$30,000 per year, in arranging temporary power generation that is ultimately not required.

We seek the Commission's support in requiring Distributors to notify customers, where possible, of their decision to cancel or reschedule outages ahead of the scheduled date. The wording of the Code appears to only require Distributors to notify customers after the fact which will not provide the Department the opportunity to mitigate its costs in providing temporary power generation that is not required.

With the modernised methods of notification, it would not be a significant impost on the Distributors to issue notice of cancellation or reschedule once that decision has been made.

We thank you for taking the time to consider the submission.

Should you have any further queries, please contact me on telephone [REDACTED].

Yours sincerely

Henry Lam
Operations Lead

30 June 2020