



# Jemena Electricity Networks (Vic) Ltd

## Greenfields Negotiated Electricity Connection Customer Service Standard Reporting

July to December 2021



# 1. Background

## 1.1 Greenfields Negotiated Electricity Connection Customer Service Standard

In March 2021, the Essential Services Commission (ESC) released its final decision on Timely Electricity Connections<sup>1</sup>. Jemena Electricity Networks (Vic) Ltd (JEN), along with other Victorian distribution network service providers (DNSPs) were directed to report on their performance against their “Greenfields Negotiated Electricity Connection Customer Service Standard” to the ESC, under condition 23.2 of their licence. The customer service standards will apply for two years.

Reporting to the ESC will be required every six months as follows:

- for the period 1 January to 30 June, reporting by 31 August that year
- for the period 1 July to 31 December, reporting by 28 February the following year.

The report must include:

- progress against commitments in the customer outcomes statement
- copy of minutes of JEN’s regular meetings with its developer partners
- performance against the measures included in JEN’s customer service standard
- the reason why any performance measures were not achieved (where appropriate)
- what actions have been or are being taken to rectify any issues
- any initiative JEN has taken to improve the service or an update on any initiative taken.

The ESC intends to publish the performance of DNSPs against their customer service standards through their Victorian Energy Market Report and updates. JEN would like to thank the ESC for the opportunity to provide an update on our Greenfields Negotiated Electricity Connection Customer Service Standard (GNECCSS) performance. This report is an indication of how JEN is performing in the GNECCSS space and our ongoing commitments to improve our Customer Experience.

## 1.2 About Jemena Electricity Networks

JEN is the licensed electricity distributor for the north west of Melbourne’s greater metropolitan area in Victoria. JEN’s network service area is shown in below in Figure 1 and covers 950 square kilometres of northwest greater Melbourne and includes Melbourne Airport at its approximate physical centre together with some major transport routes. The network service area ranges from Couangalt, Clarkefield and Mickleham in the north to Williamstown and Footscray in the south and Hillside, Sydenham and Brooklyn in the west to Yallambie and Heidelberg in the east.

Figure 1 – JEN’s network service area



<sup>1</sup> Essential Services Commission 2021, Timely negotiated electricity connections: Final decision, 16 March 2021, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Timely%20negotiated%20electricity%20connections%20final%20decision%2020210219.pdf>

## 2. Our Customer Outcomes Statement

JEN has the ongoing commitment to improve its customer service standards, which we have achieved over the past three years. The work completed by JEN to date will feed directly into our engagement with our greenfield developer partners.

### 2.1 Progress of Customer Outcomes Statement

In line with our ongoing commitment, JEN has made some progress against our Customer Outcomes Statement. Table 1 below provides a summary of the progress made over the reporting period from July to December 2021.

**Table 1 – JEN’s progress against our Customer Outcomes Statement**

Customer Outcomes	Descriptions	Progress Update
Ongoing Digital Customer Experience Improvements	Continuous improvement to Jemena’s digital platforms, including Jemena Portal	<ul style="list-style-type: none"> <li>JEN has instigated a two to three-year project to develop and implement our new digital platforms, which will improve our customer interactions.</li> <li>JEN is currently developing and is expected to shortly roll out our 'Digital Boards' project – an 18-month project that will deliver improved visibility of all projects within Jemena.</li> </ul>
Design Review Process Improvements	Deliver improved tracking of the design review process, including commencement date and accurate expected review dates, to assist in managing construction planning	<ul style="list-style-type: none"> <li>End-to-End Asset Management – this is a Jemena project aimed at improving how we service our customers by reviewing our end-to-end processes, with a focus on our delivery processes.</li> <li>Our 'Digital Boards' project is aiming to provide new insights or rolling averages for design review times across the board. This initiative will help highlight key areas in our review process that can be targeted for continuous improvement.</li> </ul>
Project Manager Accessibility	Dedicated Project Manager to assist with end-to-end processes and provide an escalation pathway within JEN should any further assistance be required	<ul style="list-style-type: none"> <li>Each project now has a dedicated Project Manager who acts as the key point of contact for the project developers.</li> <li>Resourcing has increased, with Senior Project Managers put in place to support the Project Managers.</li> <li>Further detailed escalation processes have been established across the business to assist customers achieve their desired outcomes in a more efficient manner.</li> </ul>

### 3. Performance Reporting

#### 3.1 Performance Outcomes

Performance Measure	Target	Maximum Target	Jul – Dec 2021 Actual	Performance Summary and Key Insights and Indicators	What we are doing to improve.
Offer issued (average business days to issue offer)	40 days	65 days	50 days (within range)	<ul style="list-style-type: none"> <li>JEN acknowledges in the past 6 months the average time to provide a Greenfield Estate offer has increased.</li> <li>2021 saw an 18% increase (compared with 2020) in application activity across the Customer Initiated Construction (CIC) program, including Greenfield developments. This increase in activity led to increases in customer service timeframes.</li> <li>This 6-month reporting period result was exacerbated by ongoing COVID-19 impacts to JEN's resourcing, including challenges in recruitment.</li> </ul>	<ul style="list-style-type: none"> <li>JEN is actively recruiting to increase our resourcing levels to meet the increase in applications. This has been challenging in the current labour environment.</li> <li>Our Digital Boards program will allow more proactive management of our performance metrics.</li> </ul>
Masterplan review (average business days taken to review)	15 days	20 days	84 days (targets not met)	<ul style="list-style-type: none"> <li>JEN received and completed one masterplan review during this period.</li> <li>Throughout the process of this review, several 'stop the clock' activities were noted but not measured, where additional information or clarification was being sought from the customer.</li> <li>Given the multiple records of correspondence with the customer, we would expect this result to be much lower when considering stop clock measures.</li> <li>Due to reporting limitations on this exchange, stop clock measures could not be factored into the overall timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>We are improving our process to expand 'stop clock' measures into the masterplan review.</li> <li>This will provide more accurate reporting the time taken by JEN to complete these reviews.</li> </ul>
Design review (average business days taken to review)	15 days	20 day	34 days (targets not met)	<ul style="list-style-type: none"> <li>JEN acknowledges in the past 6 months the average time to complete a Greenfield Estate design review has increased.</li> <li>Increased customer activity across the Customer Initiated Construction program impacted the overall timeframe for JEN to action the design reviews.</li> <li>This 6-month reporting period result was exacerbated ongoing COVID-19 impacts to JEN's resourcing.</li> </ul>	<ul style="list-style-type: none"> <li>We are actively working to increase our resourcing availability.</li> <li>Our Digital Boards program will allow more proactive management of our performance metrics.</li> </ul>

<p>Pre-commissioning audit (average business days to complete audit)</p>	<p>5 days</p>	<p>10 days</p>	<p>16 days (targets not met)</p>	<ul style="list-style-type: none"> <li>• JEN acknowledges the result for pre-commissioning audits over the last 6 months is above the maximum target.</li> <li>• The actual timing includes failed audit attempts (outside of JEN's control), which we currently do not have visibility of and has impacted the overall timeframe on this metric.</li> <li>• Based on current practices, JEN is only seeing the initial application date and the date a pass audit outcome is achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• JEN is in the process of rolling out new reporting requirements to our Auditing contractors, which will provide further visibility of the audit timeframes, including failed audits which can increase the audit timeframes.</li> <li>• With this visibility, we expect the result to significantly improve as we track the appropriate timeframes.</li> </ul>
<p>Consent to statement of compliance (average business days to release statement)</p>	<p>5 days</p>	<p>10 days</p>	<p>3 days (target met)</p>	<ul style="list-style-type: none"> <li>• JEN confirms this was below the measurable performance target.</li> <li>• JEN's project managers are acutely aware of customer requests for SOC release, prior to the request being received.</li> <li>• This allows us to proactively anticipate these applications and have requests submitted to the Surveying and Planning through Electronic Applications and Referrals (SPEAR) system in an efficient manner.</li> </ul>	<ul style="list-style-type: none"> <li>• JEN is exploring further opportunities to improve the process of triggering SOC request beyond email, including automation of this process.</li> </ul>
<p>Time taken to tie-in (average business days of time taken between passed audit and tie-in date)</p>	<p>30 days</p>	<p>40 days</p>	<p>36 days (within range)</p>	<ul style="list-style-type: none"> <li>• JEN reports that despite achieving reductions in our timeframes compared with previous years, we are still slightly above the target timeframe.</li> <li>• Increased customer activity across the Customer Initiated Construction program impacted the overall timeframe for Jemena to action tie-in requests.</li> <li>• This 6-month reporting period result was exacerbated by ongoing COVID-19 impacts to JEN's resourcing.</li> </ul>	<ul style="list-style-type: none"> <li>• This process is currently under review through our E2E initiatives, and we will propose future improvements in this space.</li> </ul>

## 4. Ongoing Customer Engagement & Consultation

### 4.1 Customer Engagements

#### Ongoing Developer Engagement

- Inline with our commitments, JEN confirms it has maintained our ongoing one to one consultation commitments with our key development partners.
- Our approach to customer consultation is customized to meet our individual customer's needs and aligned to their development plans.
- JEN dedicated project managers continue to work hand in hand with our customers to meet their needs.

#### Annual Reputation Survey

- JEN undertakes an annual reputation survey that includes developers as part of the cohort list. The feedback received from our stakeholders, including developers, helps highlight areas for continuous improvements and provides invaluable feedback on the customer experience.

### 4.2 Improvement Initiatives

As noted above, JEN has a continuous improvement commitment to deliver improvements to the customer experience. In addition to the improvements noted, Table 2 below outlines additional improvement initiatives that JEN is either currently undertaking or planning to undertake.

**Table 2 – Additional improvement initiatives**

Ongoing Improvement Commitments	Descriptions
Customer Improvements	<ul style="list-style-type: none"> <li>• <b>Underground Residential Development (URD) Tracking Sheet</b> – JEN is working with its URD partners to implement a 'two-way' centralised working status board.</li> </ul>
Process Improvements	<ul style="list-style-type: none"> <li>• <b>Jemena Accredited Contractor Program</b> –JEN is working on developing and rolling out an accredited contractor program that will help customers manage any contestable works. This program aims to provide customers with a list of Jemena accredited contractors for various activities to draw from.</li> </ul>
Reporting Improvements	<ul style="list-style-type: none"> <li>• <b>Digital Boards</b> –JEN plans to finalise the digital boards project over the coming months. This combined with the URD tracking works will give both JEN and its customers direct visibility of performance metrics and exceptions, improving the way work together.</li> </ul>