



Jemena Electricity Networks (Vic) Ltd

Greenfields Negotiated Electricity Connection Customer Service Standard Reporting

July to December 2023



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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 Connections¹. Jemena Electricity Networks (Vic) Ltd (JEN), as a distribution business, must report on our performance against the “Greenfields Negotiated Electricity Connection Customer Service Standard” (**GNECCSS**) to the ESC under condition 23.2 of their electricity distribution licence. On 27 March 2023, the ESC made a final decision directing distribution businesses to report on revised Greenfields Negotiated Electricity Connection Customer Service Standards².

Under clause 24.2.2 of the Electricity Distribution Code of Practice, distribution businesses must report to the commission on their performance against the standards every six months for the regulatory period 1 April 2023 to 31 March 2026. Reporting to the ESC is required every six months as follows:

- for the period 1 January to 30 June, reporting by 31 August of that year
- for the period 1 July to 31 December, reporting by 28 February of 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 distribution businesses against their customer service standards through their Victorian Energy Market Report and updates. This report is an indication of how JEN is performing in the GNECCSS space and our ongoing commitment to meeting our customer’s expectations.

¹ 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 Essential Services Commission 2023, Resetting the Greenfields Negotiated Electricity Connection Customer Service Standards: Final Decision, 27 March 2023, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Resetting%20the%20greenfields%20underground%20negotiated%20electricity%20connection%20customer%2020230327.pdf>

1.2 About Jemena Electricity Networks

JEN is the licensed electricity distributor providing electricity distribution services in the north west of Melbourne's greater metropolitan area in Victoria. JEN's network service area—shown in below in Figure 1 below—covers 950 square kilometres. 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. Jemena serves a wide range of industrial, commercial and residential customers including Melbourne Airport in Tullamarine.

Figure 1 – JEN's network service area



2. Our Customer Outcomes Statement

JEN remains committed to improving and enhance its customer service delivery. The efforts undertaken by JEN to date will seamlessly integrate into our engagements with our greenfield developer partners.

2.1 Progress of Customer Outcomes Statement

In line with our ongoing commitment, JEN has made progress against our Customer Outcomes Statement objectives. Table 1 below provides a summary of the progress made over the reporting period from July to December 2023.

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

Customer Outcomes	Descriptions	Progress Update
Continuous Digital Customer Experience Improvements	Continuous improvement to Jemena’s digital platforms, including Jemena’s Electricity Distribution Portal.	<p>CX Uplift – New Electricity Distribution Portal:</p> <p>JEN is continuing to progress its Customer Experience ‘(CX) Uplift’ project to develop and implement new digital platforms, to improve our customer interactions. Phase two (Transform) has commenced and is currently in its UX/ Detailed design phase. The Transform Phase is split into two Phases with the expected replacement of the existing JEN Electricity Distribution Portal by 2025.</p> <p>Digital Boards:</p> <p>The JEN internal ‘Digital Boards’ have been rolled out in Q4 2023 to the relevant teams. This is now being used to aid with management and proactive monitoring of the Customer Initiated Construction (CIC) portfolio.</p> <p>Turnkey HUB:</p> <p>JEN has sought approval and is currently in the development phase of a new ‘Turnkey HUB’ to streamline the process and management of Turnkey associated requests; Tie-ins, Design Reviews, Networks Audits, Reimbursements, SOC and dispensation requests. Expected completion is by April 2024. This function is expected to be incorporated into the new Electricity Distribution Portal in the long term.</p>

3. Performance Reporting

3.1 Performance Outcomes

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jul – Dec 2023 Actual (Average Business Days)	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	79 days (target not met)	<p>During the reporting period from July to December 2023, JEN experienced a 18% rise in connection application submissions, compared to previous years. This uptick was also observed within the Greenfields Negotiated Connection domain.</p> <p>Whilst we observe there were several customer offers with extensive timeframes, JEN confirms every offer over the targeted timeframe had an agreed delivery date.</p>	<p>JEN continues to actively monitor its volumes and remains agile in adapting to the dynamic needs of the market.</p> <p>JEN is proactively working with our customers to ensure delays are clearly communicated and understood, and is negotiating expected offer dates with each of our customers.</p>
Masterplan review (average business days taken to review)	15 days	20 days	2 days (target met)	<p>JEN completed 3 masterplan reviews during the reporting period.</p> <p>JEN has achieved a significant improvement in master plan reviews for the reporting period. Notably, there has been an improvement in projects being placed on 'HOLD', pending further information requirements. The recently introduced revised approach ensures a more accurate reflection of the time dedicated solely to the review process, excluding delays caused by awaiting additional feedback and information from customers or consultants.</p>	<p>JEN will closely monitor this performance measure to ensure that reviews are conducted promptly, given its critical nature to the overall project staging.</p> <p>Following the Ministerial order from 1 January 2024, JEN will align to the new timeframe calculation methodology.</p>

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jul – Dec 2023 Actual (Average Business Days)	Performance Summary and Key Insights and Indicators	What we are doing to improve.
<p>Design review (average business days taken to review)</p>	<p>15 days</p>	<p>20 day</p>	<p>26 days (target not met)</p>	<p>JEN acknowledges that the average time to complete Greenfield Estate design reviews is above the maximum target, however it has maintained a steady review time frame given the 18% influx of applications this period received in comparison to the previous reporting period.</p>	<p>JEN process improvements detailed in section 4.2 – Table 2, to be implemented from 1 January 2024, will see significant improvements against the current design review timeframes.</p> <p>Following the Ministerial order from 1 January 2024, JEN will align to the new timeframe calculation methodology.</p>
<p>Pre-commissioning audit (average business days to complete audit)</p>	<p>5 days</p>	<p>10 days</p>	<p>10 days (within range)</p>	<p>The actual timing includes failed audit attempts, which we currently do not have visibility of due to system and reporting limitations - and has impacted the overall timeframe on this metric.</p> <p>We aim to address visibility with the implementation of the JEN 'Turnkey Hub' in March/April 2024</p> <p>Based on current practices, JEN is only seeing the initial application date and the date a pass audit outcome is achieved.</p>	<p>JEN will implement an early purchase order (PO) release process for Network Audits, from 1 January 2024. This process will allow the Network Audit PO to be created earlier in process (at the Authority to Commence Construction Phase) to assist with forward planning and audit scheduling to reduce the overall timeframe taken.</p> <p>Following the Ministerial order from 1 January 2024, JEN will align to the new timeframe calculation methodology.</p>

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jul – Dec 2023 Actual (Average Business Days)	Performance Summary and Key Insights and Indicators	What we are doing to improve.
Consent to statement of compliance (average business days to release statement)	5 days	10 days	3 days (target met)	JEN continues to maintain its performance against the target to issue SOC to our customers.	JEN is exploring opportunities to streamline the internal SOC release process, with generating numerous pre-reviewed SOC templates, to reduce manual efforts and enhance efficiency.
Time taken to tie-in (average business days of time taken between passed audit and tie-in date)	30 days	40 days	36 days (within range)	JEN has achieved the Tie-In timeframes for our customers, with an average of 36 days. JEN requires a minimum 25 days prior to the requested Tie-in date, in order to maintain compliance with outage notification requirements. Any additional timeframe is impacted by the validation and any required amendments of the customer applications, prior to approval.	JEN is exploring further options to develop process improvements with our customers, aimed at reducing the number of applications requiring amendment.

4. Ongoing Customer Engagement & Consultation

4.1 Customer Engagements

Ongoing Developer Engagement

- In line with our commitments, JEN confirms it has maintained its ongoing one to one consultation commitments with its key development partners.
- JEN's approach to customer consultation is customised to meet our individual customer's needs and aligned to their development plans.
- Dedicated project managers continue to work hand in hand with our customers to meet their needs.
- JEN will rollout an engagement plan to work with industry bodies and with Greenfield Developers, and provide support on new initiatives and policies where possible.
- JEN recognises the importance of other market participants, and will seek to engage with them on a regular basis, including in JEN's Customer Council, where relevant. JEN notes that Urban Development Institute of Australia (UDIA) has now been included in JEN's Customer Council meetings as a key stakeholder, as we recognise UDIA played a significant role in the implementation of the GNECCSS.

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.
- JEN's annual reputation survey results has been published and the feedback obtained will form the basis of our engagement strategy for the remainder of 2024.

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	<p>CX Uplift Project – Phase two (Transform) has commenced and is currently in its UX/ Detailed design phase. The Transform Phase is split into two Phases with the expected replacement of the existing JEN Electricity Distribution Portal by 2025.</p> <p>Pre-approved Stage Designs - JEN has initiated early discussions regarding the introduction of a PM2/Designer rating system. The system will aim to internally review and rate the management of contestable works completed on the JEN network, with the intention of offering pre-approved stage designs if no error are found on an ongoing basis.</p>
Process Improvements	<p>Pre-commissioning Audit – Process Improvement</p> <p>JEN is planning to implement a new process, commencing 1 January 2024, to pro-actively appoint pre-commissioning auditors at a much</p>

Ongoing Improvement Commitments	Descriptions
	<p>earlier stage of the overall URD process. This stage is referred to as the 'Authority to Commence Construction' stage.</p> <p>We expect this change to remove the need for developers to apply for pre-commissioning audits, and enable smoother engagement timelines of auditors when approaching works completion dates.</p> <p>Stage Design – Process Improvement</p> <p>JEN plans to implement a new process, commencing 1 January 2024, to streamline its work allocation and prioritization of URD stage design reviews.</p> <p>This will result in design review applications being assessed every 2 business days, as opposed to a 'next in queue' previous arrangement.</p> <p>Masterplan Review – Process Improvement</p> <p>JEN has implemented a process from November 2023 update to ensure Masterplan reviews are now placed on 'HOLD' as appropriate, when awaiting information from the applicant or customer.</p> <p>JEN believes this improvement will result in more accurate measurement and reporting of Masterplan review timeframes.</p>
Turnkey URD Portal	<p>Jemena Turnkey URD Portal - JEN has sought approval and is currently in the development phase of a new 'Turnkey HUB' to streamline the process and management of Turnkey associated request; Tie-ins, Design Reviews, Networks Audits, Reimbursements, SOC and dispensation requests. Expected completion is by April 2024.</p>