

# JEMENA Electricity Networks (Vic) Ltd

## Greenfields Negotiated Electricity Connection Customer Service Standard

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17 February 2021



Attention: Aaron Yuen  
Essential Services Commission  
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## 1. OUR CUSTOMER OUTCOMES STATEMENT

Jemena Electricity Networks (Vic) Ltd (**Jemena**) has an ongoing commitment to driving change and improvement to its customer service standard, which has seen some significant improvements and achievements over the past two years. The work completed by Jemena to date will feed directly into our engagement with our greenfield developer partners.

Jemena hosted a session with our current Underground Residential Development (URD) partners on Thursday 12 November 2020 which comprised of an interactive walk through of Jemena's current URD process. This provided all participants with an opportunity to:

- a. Identify any pain points at each stage of Jemena's current process.
- b. Provide insight on what their individual customer service expectations were.
- c. Advise Jemena what performance reporting metrics would assist them.

As a group we aligned on key themes below. These will shape the activities that Jemena is committed to focusing on over the next two years. Below is a summary of the key themes highlighted in our consultations:

**Ongoing Digital Customer Experience Improvements** –Jemena's online portal has assisted in simplifying the application and offer process and timeframes. In 2020, Jemena continued to invest in opportunities to further improve our online portal tool, in support of our digital customer experience journey. Jemena's digital platforms are a key tool in driving customer experience improvements. We are continuously seeking out opportunities to leverage these platforms to further develop our relationships with our customers.

**Design Review Process Improvements** – Jemena's average design review timelines have been mostly acceptable to our URD partners; however, they note that during the busiest times of the year these timeframes can increase significantly. Whilst it was appreciated that this occurs seasonally, they noted that better tracking of the design review commencement date, and accurate expected review dates will assist in the management of construction planning.

**Project Manager Accessibility** - URD partners proposed that each URD project be appointed a dedicated project manager to assist with their end-to-end process and provided with an escalation pathway within Jemena should they require any further assistance. The feedback we received indicated there were occasionally issues in getting a timely response when a swift decision is required during the construction phase.

## 2. JEMENA PRINCIPLES

Jemena is proposing the following principles aligned with our customer outcomes statement, which will be our guide to continuing our ongoing improvements initiatives. These principles will guide Jemena's interactions with our developer partners and industry to drive the best possible customer outcomes.

- Keeping safety in the front of mind as we work through operation efficiencies.
- Maintaining a high-quality collaborative approach with our development partners.
- Ensuring Jemena remains flexible in its ability to react to industry demands.
- Ensure clear channels of communication are maintained with our developer partners and industry representatives.
- Explore further opportunities to align Jemena processes with our accredited contractors, with a focus on driving efficiencies.
- Create a feedback loop with key customers when developing improvement solutions.
- Establish clear accountabilities for both Jemena and its development partners.

## 3. ONGOING CUSTOMER CONSULTATION

Jemena currently manages the consultation with our greenfield development partners in a direct manner whereby we host weekly or fortnightly meetings between Jemena, the developer and their representatives, this is offered and encouraged to all developers within our distribution network.

The feedback Jemena has received is that a quarterly Consultative Committee would not be beneficial as direct contact and, more frequent and targeted individual meetings allow the developers more access and control of the consultation with Jemena.

Jemena has on average three to four Greenfield developments going at any time. This level of activity gives us the ability to maintain a more direct relationship with our individual greenfield partners. We acknowledge the expected future growth in our distribution area and we are constantly reviewing our resources in line with our discussions with our URD partners.

Our approach to manage any impending growth in development activity will be managed through the ongoing review and onboarding of further contracting resource. This will enable Jemena to scale up its resourcing capabilities to suit the demand of our customers and future development areas.

Should there be any future benefit in establishing a consultative committee based on our Greenfield development partners feedback, Jemena would be open to establishing a consultative committee. This would be based on feedback from developers and industry partners along with an increasing need to address broader issues faced by the industry.

Jemena propose to allow industry partners to drive the need for a consultative committee. We will be remaining open and prepared to establish the consultative committee as the need is brought to our attention. Furthermore, should Jemena consider its individual consultation practice becoming an inefficient method, it will take up the opportunity to establish the consultative committee.

## 4. PERFORMANCE REPORTING

In line with Jemena’s continuing improvements to customer service improvements, it has been determined that *monthly performance reporting* will be a beneficial supplementary tool.

Through our consultation with our development partners, the following stages of Jemena’s new housing development process and performance measures were identified as the process steps most suited for regulation:

- a. **Masterplan Review Timeframe** – Timeframe from a stage design submission date to the initial review date.
- b. **Design Review Timeframe** – Timeframe from a stage design submission date to the initial review date.
- c. **Jemena Offer Time frame** – Timeframe from the receipt of a ‘complete’ application to the date a firm offer is provided from Jemena.
- d. **Pre-commissioning Audit Time frame** – Timeframe from the Pre-commissioning Audit Request being received by Jemena’s accredited Auditing contractor, to the date a Pre-commissioning Audit Date is booked.
- e. **Tie-in Time frame** – Time from the submission of a ‘complete’ tie-in request to the date a tie-in is booked.
- f. **Issuing of Statement of Compliance (SOC)** – Timeframe from the receipt of a passed pre-commissioning audit to the issuing of SOC from Jemena.

## 5. JEMENA PROPOSED METRICS

The below metrics are proposed with the consideration of reasonably achievable maximum timeframes versus average timeframes.

Proposed Reporting	Proposed Average Target	Maximum Target
Masterplan Review Timeframe	<u>15 business days</u> - from the design receipt date of a complete design.	<u>20 business days</u> - from the design receipt date of a complete design.
Design Review Timeframe	<u>15 business days</u> - from the design receipt date of a complete design.	<u>20 business days</u> - from the design receipt date of a complete design.
Jemena Offer Time frame	<u>40 business days</u> - from the receipt date of a complete application.	<u>65 business days</u> - from the receipt date of a complete application.
Pre-commissioning Audit Time frame	<u>5 business days</u> - from receipt of request	10 business days - from receipt of request
Tie-in Time frame	<u>30 business days</u> - from receipt of request and passed pre-comm audit	<u>40 business days</u> - from receipt of request and passed pre-comm audit
Issuing of SOC	<u>5 business days</u>	<u>10 business days</u>

The use of maximum timeframes will see a strict 'First in, First serve' approach, limiting DB ability to prioritize customer works requests. The use of average timeframes allows flexibility for Jemena to prioritise stages at the request of the developer

## 6. CLOSING STATEMENT

Whilst 2020 has had its challenges, which we acknowledge has had significant impacts on our Customers, we have nonetheless continued to prioritize the delivery of a quality service to all our customers and developer partners. We are committed to delivering initiatives that support a better overall experience for our customers when they engage with Jemena.

Furthermore, Jemena looks forward to the opportunity of working with the DEWLP to drive improved outcomes for our developer partners.

Sincerely,

A handwritten signature in black ink that reads "Tim Nichols". The signature is written in a cursive, slightly slanted style.

**Tim Nichols**  
**Acting GM Strategy & Commercial**  
**Jemena**