

ESC Residential Connections

Service Improvement Commitment

2020 Performance report

06.07.20



Executive summary

Our work towards meeting the Service Improvement Commitments goes on. Despite the considerable disruption of the Covid-19 pandemic within the 1st half of 2020 we have consolidated nearly all of the gains made in delivery. The exception to this was a slippage in Powercor Master Plan approvals in March/April

This report outlines summarises our performance against targets at key stages of the development and connection process

1. Master plan review (Powercor)
2. Design review (Powercor and UE)
3. Construction audit (Powercor)
4. Practical completion (Powercor and UE)
5. Construction tie in (Powercor)

Volume and performance summary. Powercor and United Energy

1H2020

The 5 stages of the connection process

Stage	Target	2020 Performance ¹	
		Powercor	UE
1 Master plan review	Replace staged scopes with a revised and contestable Master Planning process – this will remove network scoping from the critical path	73 reviews @ 16 days	NA
2 Design review	Target completion of design plan audits and re-audits within 20 business days	413 reviews @ 16.1 days	4 reviews @ 7 days
3 Construction audit	Complete construction audit (from request to final report) within 5 to 8 business days	356 audits @ 5.4 days	NA
4 Practical completion	Grant practical completion in less than 10 business days from request	335 CoPC @ 1.6 days	5 CoPC @ 8.4 days
5 Construction 'tie-in'	Meet customer dates and implement new process to offer the option of a 20-business day construction tie in (Completed)	20 business day tie-in implemented	NA

Key performance metrics

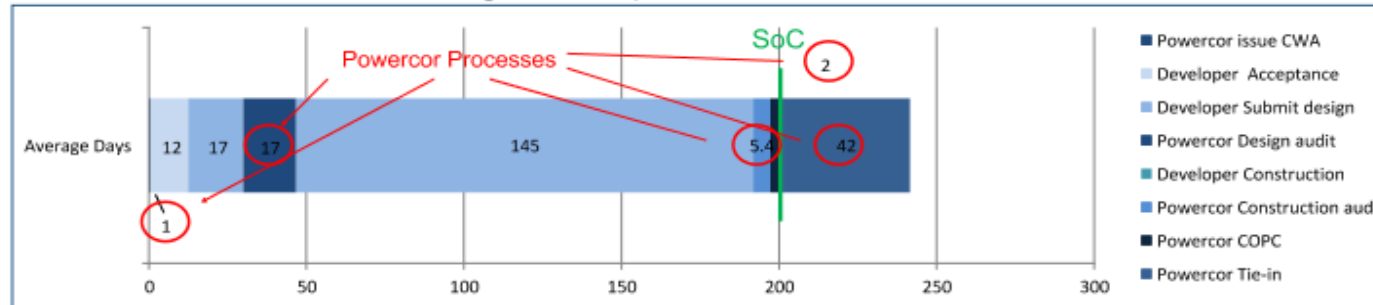
Powercor

1H2020

Key changes in the process now visible in the Powercor timeline

We are now spending ~26 days in a project, prior to Statement of Compliance if it can pass the 1st design and construction audit.

Average development turn-around times

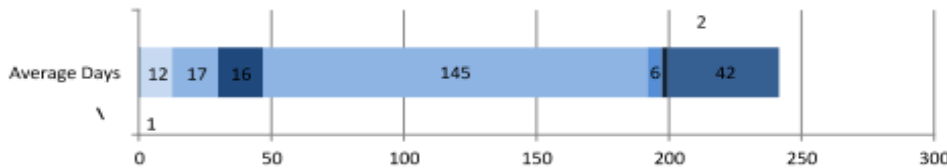


The new process is bedded in and we are looking for opportunities to further streamline:

- Encourage developers to remove design from project critical path
- Further engagement with the industry to improve construction audit outcomes

The Master Planning process

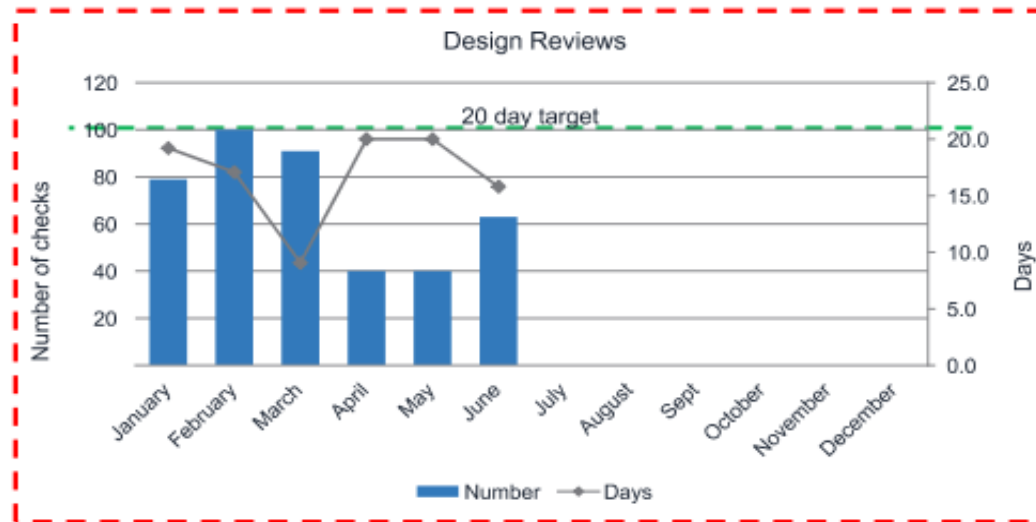
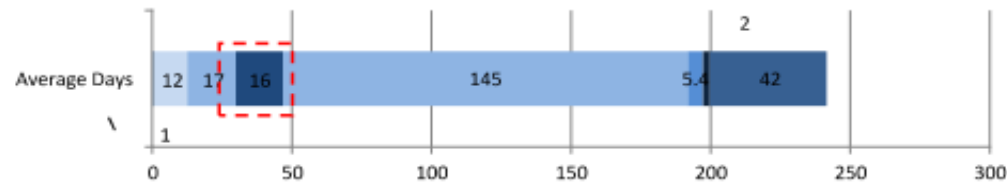
The Master Plan review has delivered a time saving at the front end of a development and delivers further savings through the staged development.



- 73 master plans reviewed YTD
- There was slippage in performance through March and April related to an increase in volume and our transition to working from home. These issues have been addressed and the performance is trending down

Our target is to complete Design review within 20 business days.

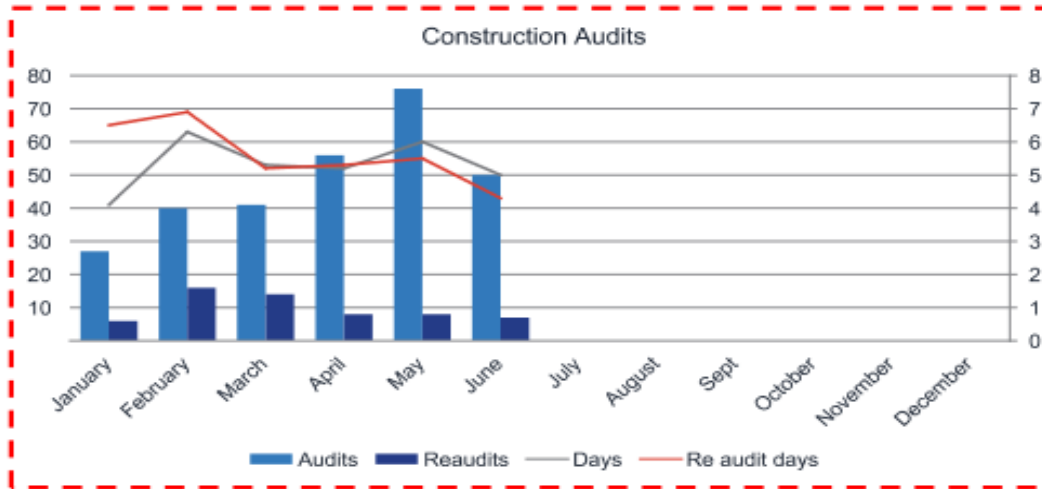
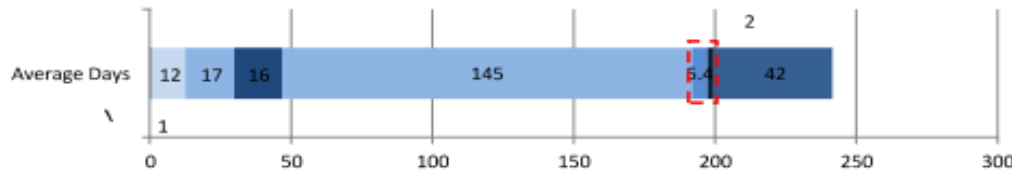
Design audits are under the 20 day target. Only ~ 65% of designs are able to be passed at 1st audit



- We continue to streamline and improve the plan checking process
- We are looking at further process improvements including 'self checking' for design houses that consistently deliver excellent results.

Our target is to complete construction audits within 5 to 8 business days

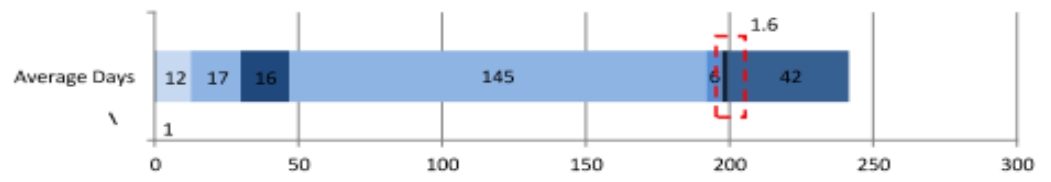
We are currently delivering at 5.4 days. Resourcing and improved processes have been the keys to meeting this performance target in periods of high demand



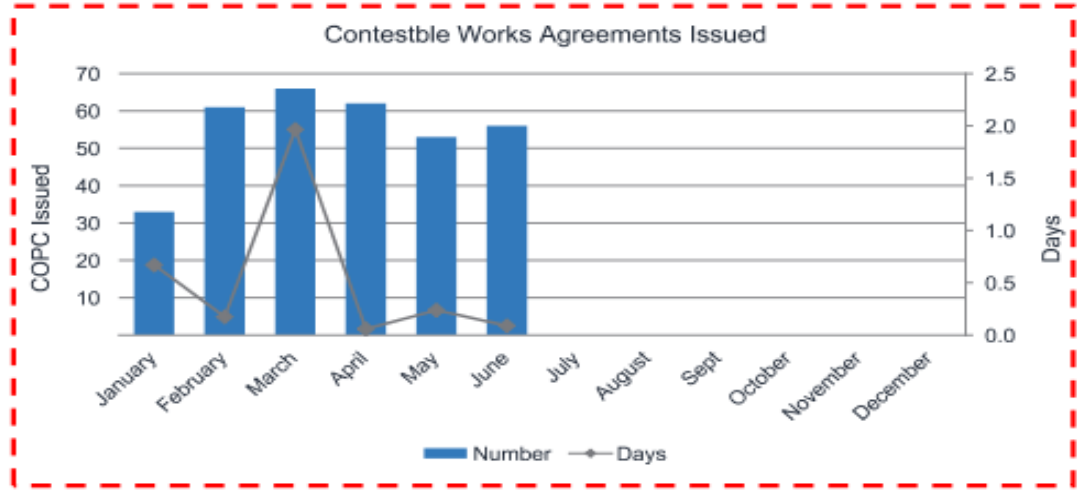
- YTD ~84% of projects pass after a single audit. Although over 90% have defects that require rectification
- the 5-8 day window for audits was maintained

Our target is to provide practical completion in less than 10 business days

YTD we have achieved a result of 1.6 business days. Improved communication and a clear view of upcoming work continues to enable this performance



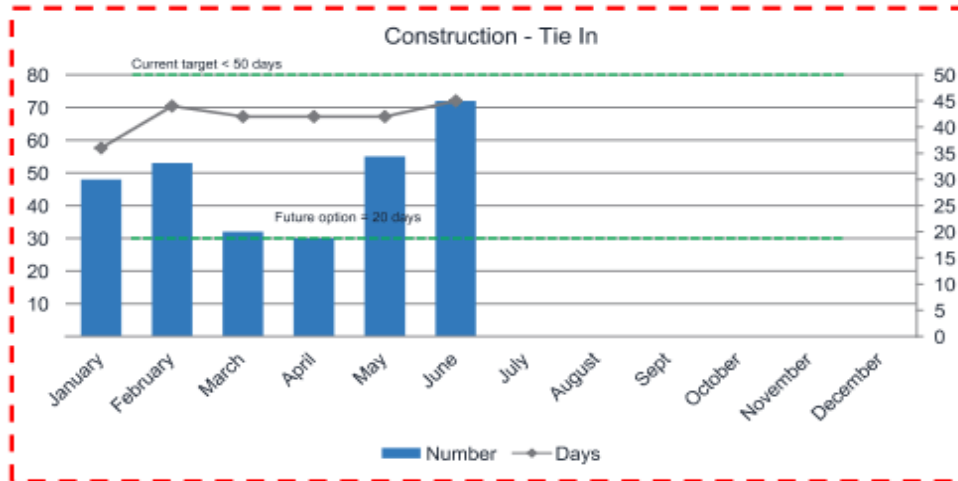
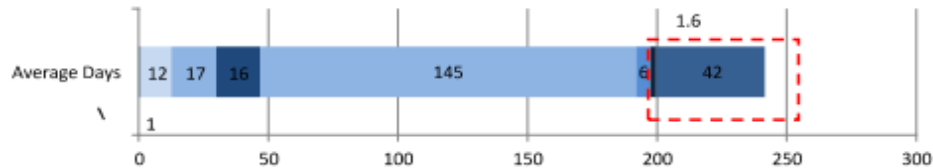
Performance	Target
1.6	10



- We've streamlined this process to be able to consistently outperform this target
- We will continue to focus on stakeholder management and communication to maintain this performance

We are working to meet customer dates. We now provide a rapid service of 20 days¹

Our average performance YTD is 42 business days. We are offering the option of 20 business day tie-in¹.



Performance	Target
42	Agreed date

- The 20 day tie in remains an attractive option for lighting and commercial
- We directly negotiate a tie in date with our customers – our focus is to deliver to these dates
- YTD we haven't had any requests for 20 day tie in
- Our performance against agreed dates is 96% YTD²