

Overview of distribution businesses performance reports

Governance Committee
meeting #5



Overview of performance reports

Last year we provided advice to the Minister for Finance about causes and solutions to remedy delays in connecting new developments to electricity networks.

Through our consultation we found the main points where delays occurred were:

- Service master planning
- Construction audit
- Tie –in
- Temporary connections

Master planning review

Distribution business	2017-18 Result*	H1 2019 Target	H1 2019 Result
AusNet Services	5-10 days	15 days	> 15 days
Jemena	>10 days	15 days	20 days
Powercor	40-100 days	10 days	16 days

* Estimated results from stakeholder feedback underpinning 2018 review

AusNet reported that they have put in place remedial actions to address this result

Powercor have made the master planning process contestable. A small number of projects in H1 2019 have gone through this process taking an average of 16 business days. This process will be rolled out broadly over H2 2019.

Powercor still offer the old process where they prepare the master plan and stage scopes. This process took an average of 34 business days in H1 2019.

Construction Audit

Distribution business	2017-18 Result*	H1 2019 Target	H1 2019 Result
AusNet Services	5 days	100% return within 10 days	from March onwards 100 %
Jemena	5 days	Not measured	
Powercor	10 days	5-8 days	6.1 days

* Estimated results from stakeholder feedback underpinning 2018 review

Powercor measure time from receipt of complaint audit request to report completion.

Tie -in

Distribution business	2017-18 Result *	H1 2019 Target	H1 2019 Result
AusNet Services	20- 180 days	Not measured	
Jemena	20 -180 days	25 days or by agreed date	Not measured
Powercor	40 -180 days		42.8 days 90 % by customer agreed date in June

* Estimated results from stakeholder feedback underpinning 2018 review

Powercor's target is to offer the option of a 20 day tie in (for suitable projects) and to meet agreed customer target dates greater than 90% of the time.

Not all projects will be suitable for or seeking a 20 day tie in – for these projects. Powercor will negotiate a tie in date. Powercor seek to meet the date >90 per cent of the time.

Temporary connections

Distribution business	2017-18 Result *	H1 2019 Target	H1 2019 Result
AusNet Services	>> 10 days	10 days	7-9.5 b days
Jemena	> 10 days	< 10 days	99.5% < 10 days
Powercor	> 10 days		Meter temp – 6.1 b days Meter perm – 6.3 b days

*Estimated results from stakeholder feedback underpinning 2018 review

Other KPIs

Powercor also measured :

- Design review time
- Time to provide practical completion

Powercor reported that these KPIs were met

AusNet also measured:

- Time to allocate NMI
- Meter connection time

AusNet reported that these KPIs were met

Jemena measured:

- 90 % of negotiated connection offers within 45 days

Jemena reported this KPI was met.

Summary

Against a background of similar audit volumes to 2017 and 2018 and increasing volumes in May 2019. We have seen clear improvements in:

- Master planning review (Powercor)
- Construction audit processing (AusNet and Powercor)
- Tie –in times (Powercor)
- Temporary connection times (AusNet and Powercor)

Improvements are due to:

- Process changes (Service master planning is now contestable Powercor)
- Increasing resourcing for audits and improving processes (Powercor)
- Improving audit processes (AusNet)
- Trialling new process for tie-in (Powercor)
- Increasing staff numbers, training and cross skilling staff in relation to connections (AusNet)
- We note Jemena has developed its portal to automate the application process which will also provide regular updates on project status to customers.