

JEMENA Electricity Networks (Vic) Ltd

Greenfields Negotiated Electricity Connection Customer Service Standard

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4 December 2020



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. ONGOING CUSTOMER CONSULTATION

Jemena currently manages the consultation with our URD partners in a direct manner whereby we host weekly or fortnightly meetings with our URD partners and their representatives.

The feedback Jemena received is that a quarterly Consultative Committee would not be beneficial as direct contact and, more frequent meetings allows 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 there is potential for further growth in our distribution area and we will constantly review our resources to ensure direct contact and more frequent meetings is the best approach.

Should there be any future benefit in establishing a consultative committee based on our URD partner feedback, Jemena would be open to establishing a consultative committee.

3. PERFORMANCE REPORTING

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

Through our consultation with URD partners, the following performance measures were identified as ones that would form the basis for Jemena's reporting improvements:

- a. **Tie-in Metrics** – Average time from a 'Passed Pre-commissioning Audit' to the 'Tie-in Date'.
- b. **Design Submission Timeframes** – Time from the date of design submission to the time it enters the design review queue.
- c. **Design Review Timeframes** – Time from the design review entering the design review queue to the time the approved design is received.

In consideration of the metrics recommended within the ESC paper that have not been incorporated as part of the above performance measures, Jemena provides the following comments based on the consultation feedback received from our developers:

- a. **Audit** – All of Jemena's URD works are audited by a contestable third-party auditor, which transfers the responsibilities of audits to the developers. Jemena is not engaged in the audit process until the audits are completed and submitted to Jemena.
- b. **Statement of Compliance (SOC)** – Jemena understands the importance of this stage in the development and will negotiate the release of SOC in line with the developer's needs.

4. CLOSING STATEMENT

Whilst 2020 has had its challenges, which we acknowledge has had significant impacts on our Customers, we have nonetheless continued to prioritise the delivery of a quality service to our 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 ESC to drive improved outcomes for our developer partners. We anticipate 2021 will see further improvements in the negotiated connection space.

Sincerely,

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

Tim Nichols
Acting GM Strategy & Commercial
Jemena