



25/07/2024

CM/24/16145

CitiPower, Powercor and United Energy
Level 1/40 Market St
Melbourne VIC 3000

By email to: CitiPower, Powercor and United Energy

Dear CitiPower, Powercor and United Energy,

Re: Reporting against the Greenfields Negotiated Electricity Connection Customer Service Standards and greenfields negotiated connection Ministerial licence conditions.

This letter is to inform you that reporting obligations in relation to the Greenfields Negotiated Electricity Connection Customer Service Standards (standards) are changing.

On 24 July 2024, the commission decided to amend its direction for electricity distributors to report on the standards.

The new reporting directions align with the timeframes specified in the Ministerial Orders made under section 33AB(1) of the *Electricity Industry Act 2000*. They also specify the manner and form in which electricity distributors must report to the commission on their performance against the criteria specified in the Ministerial Orders.

Additionally, the commission has removed the requirement to report against the customer outcomes statement component of the standards.

The commission has made this decision after considering the regulatory burden on electricity distributors and feedback from development industry stakeholders and the Department of Energy, Environment and Climate Action.

Amended direction to report

Pursuant to clause 24.2.2 of the Electricity Distribution Code of Practice, electricity distributors must report to us on their Greenfields Negotiated Electricity Connection Customer Service Standards as follows:

- For the period 1 January to 30 June – reporting due 31 August that year.
- For the period 1 July to 31 December – reporting due 31 March the following year.

The report must include:

- a copy of minutes of their consultative committee meetings or other records detailing of one-on-one consultations
- performance against the reporting framework metrics included in the distributor'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 the issue (where appropriate).

The report must be submitted on or before the due dates specified above and submitted by email to energyreform@esc.vic.gov.au.

Pursuant to section 7(3)(c) of the Ministerial Licence Condition Order dated 21 December 2023, we require electricity distributors to report to the commission on their target timeframes in the following manner and form:

- For the period 1 January to 30 June – reporting due by 31 August that year.
- For the period 1 July to 31 December – reporting due 31 March the following year.

The report must be made:

- through the Essential Services Commission's [Retailer Distributor Portal](#), using the relevant template available on our website
- in .xlsx format.

If you have any questions, please feel free to contact us at energyreform@esc.vic.gov.au.

Kind regards,



Nathan Zhivov
Executive Director, Energy