

Reporting template electricity connections

This template allows each electricity distribution business to report how it is progressing against the Service Improvement Commitment – that is attached.

In Table 1, distribution businesses should report the initiatives:

- completed or begun under the column ‘What have we done’
- that have not yet begun under the column ‘What are we planning to do’


In Table 2, each distribution business should report its performance against KPIs relating to outcome 2.

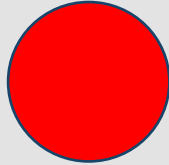


Assessment traffic lights

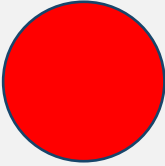

Each distribution business should report overall progress toward delivering an outcome using the traffic light system. The table below indicates the criteria to meet each traffic light.

Traffic light	Criteria
Green	All initiatives delivered or all initiatives commenced and there is a low risk of incompleteness.
Amber	All initiatives have commenced and there is a moderate risk that some initiatives may not be delivered within agreed timeframes. Or some initiatives are yet to commence.
Red	A number of initiatives have commenced and there is a significant risk that they will not be delivered within agreed timeframes. Or most initiatives have not commenced.

Table 1 - Template - Progress against each outcome

Service Improvement Commitment-Outcome	What have we done	What are we planning to do	Overall progress (traffic light assessment)
<p>1 - Improving developers and contractors understanding of the distribution business' policies and practices, or how they can influence them.</p>	<p>We have implemented processes changes that have reduced delivery of offers down from the following:</p> <p>2017: avg 82 days 2018: avg 46 days 2019: avg 33 days</p> <p>This is against the Chapter 5A target of 65 days.</p> <p>Post Power Of Choice we have set up regular forums with all key stakeholders (RECs, Developers & Councils), to ensure issues are raised & addressed. Note that the issue extends beyond DBs alone & requires better understanding across the supply chain.</p> <p>Retailer strategy implemented where all key customers (e.g. Stocklands, Vicinity, Melb Airport etc.) have a dedicated KAM</p>	<p>Meeting with RECs 04/03/19 to walk them through the new portal & go forward process change</p> <p>1st pricing template portal goes live 1st April</p> <p>2nd self service goes live 6th May</p>	


Service Improvement Commitment- Outcome	What have we done	What are we planning to do	Overall progress (traffic light assessment)
<p>2 - Minimising avoidable delays in connecting greenfield developments to existing distribution networks.</p>	<p>With outsourcing of Jemena’s field force to Zinfra we are putting in place metrics & also aligning systems that we now ensure have end to end visibility. Note, that KAMs are also the point of escalation. We have also held workshops with our key developers to address any residual issues</p>	<p>This will be reported on at next meeting</p>	
<p>3 - Improving how technical standards are managed and communicated.</p>	<p>We are working on giving external parties access to technical design, Autocad etc. This will be communicated over the next few months to our developers & general community</p>	<p>We are developing this as part of portal enhancements to drive efficiencies & allow greater competition</p>	
<p>4. Reviewing and improving audit process and practices.</p>	<p>Currently, being reviewed as part of field force outsourcing to Zinfra</p>	<p>Plan will be communicated at next meeting</p>	

Service Improvement Commitment- Outcome	What have we done	What are we planning to do	Overall progress (traffic light assessment)
5 -Promoting efficient competition in connection services (or component parts).	Report under construction.	Will be included in the report	
6- Resource constraints - increased number of developments and associated pressure on qualified industry resources.	Forecasts in-place.	Will share at the next meeting.	

Performance against KPIs

In Table 2 each distribution business should report its performance against its KPIs. Distribution businesses should provide a short explanation (in the column 'Detail') if a KPI has not been met along with proposed corrective actions.

Table 2 – Performance against KPIs

Measure (KPI)	Reporting timeframe	Result	Detail
Customer offer to customer 65 day target	Avg YTD 33 days, against target 45 days		Due to IT improvements we have set the target at 45 days internally but are actively targeting 30 days

Measure (KPI)	Reporting timeframe	Result	Detail
Compliance to 65 day target	100%		Eighth consecutive month of 100% performance
Public Lighting offer less than 100 days	100%		
Distribution works (undergrounding or other relocation or modification) ≤20 Business days or by written agreement from the customer	29% achieved		Process issue in gathering information rather than actual offer to customer returned. Changes in process will give JEN a better understanding in March.
Supply delivered 12 weeks after offer acceptance or by customer preferred date which is later than 12 weeks. ≥ 95%	7% achieved		This issue has been flagged at both the Exec level & with Zinfra. This will impact them negatively contractually. We are currently working thru RCA & a go forward plan



Service Improvement Commitment

The table below highlights the outcomes being sought, and the nature of commitments from the distribution businesses to address each issue in detail. The commitments may vary across distribution businesses, depending on measures and practices already in place. The commitment should address how and when the distribution business will implement (or has already implemented) the proposed measures, and commit to regular reporting on progress to the Governance committee.

Matters for inclusion in the service improvement commitment

Outcome sought	Commitment from distribution business
1. Improving developers and contractors understanding of the distribution business' policies and practices, or how they can influence them.	<p>Each distribution business will improve communications and customer focus by:</p> <ul style="list-style-type: none">• ensuring website material is consistent with practices.• clearly explaining each party's roles and responsibilities under the regulatory framework.• identifying opportunities for stakeholders to participate in relevant regulatory decisions. (For example, Australian Energy Regulator connection service classification decisions for distributors and distributor connection policies)• developing ways to communicate in a "two way" manner with developers about progress and reasons for delays in connecting new developments to the electricity supply. <p>Establishing a consultative panel (committee) including developers to discuss and resolve matters related to electricity connections. This committee could be dissolved once confirmation is made that issues described above have been addressed.</p>

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Outcome sought	Commitment from distribution business
<p>2. Minimising avoidable delays in connecting greenfield developments to existing distribution networks.</p> <p>Related to this:</p> <ul style="list-style-type: none"> • making the processes and reasons for delays transparent • establishing a clear process for developers to raise persistent complaints, or for addressing them 	<p>Each distribution business will draw on existing processes, and any improvement initiatives already underway, and results of stakeholder engagement to undertake the following measures:</p> <ul style="list-style-type: none"> • setting target timeframes for specified stages of the negotiated connection process • developing meaningful KPIs for each timeframe target. For example 95% of a defined action to be completed within the target timeframe. <p>Publishing a regular performance report setting out:</p> <ul style="list-style-type: none"> • performance against the KPI • commentary on reasons if the KPIs are not met, and any corrective actions necessary. <p>The performance report will also include matters related to audit performance described under item 4.</p> <p>Presenting performance reports to stakeholders and engaging with them to identify areas of change or for improvement.</p> <p>Performance reports should be prepared every six months.</p> <p>Establishing an ongoing review cycle for updating targets and KPIs.</p> <p>Exploring the development of a service level agreement (SLA).</p> <ul style="list-style-type: none"> • The SLA should be developed in consultation with stakeholders. • The SLA should be referenced or incorporated in Victorian distributors' connection policies as part of the 2021-25 network price determinations.

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Outcome sought	Commitment from distribution business
<p>2. Minimising avoidable delays in connecting greenfield developments to existing distribution networks (continued).</p>	<p>Publishing the steps to escalate a complaint in relation to new connections on the distribution business’s website. This will include placing a link on the distributor’s website to a complaints register to be established by the Commission. The register will log complaints raised by stakeholders in relation to the connections process.</p>
<p>3. Improving how technical standards are managed and communicated. Including:</p> <ul style="list-style-type: none"> • making standards across distributors consistent allowing for justifiable differences. • ensuring consistent interpretation of standards by different distribution businesses and auditors • improving certainty and transparency about which standards are applicable • ensuring timely consultation about changes to standards or their implementation. 	<p>The distribution businesses will lead the development of a new Technical Standards Committee whose indicative membership will include: the distribution businesses, developers, councils, electrical designers, civil constructors, electrical cable installers, Energy Safe Victoria and the Victorian Planning Authority.</p> <p>Technical Standards Committee will be responsible for (but not limited to):</p> <ul style="list-style-type: none"> • harmonising standards where possible • providing a forum for raising issues and sharing information • issuing practice/policy guidance notes establishing principles to follow, identifying best practice or suggesting actions. <p>The Standards Committee will draw on practical experiences (including insights from the Victorian Planning Authority, and Commission reviews) to prioritise its work.</p> <p>The Standards Committee will invite the Commission to attend committee meetings as an observer.</p> <p>The Standard Committee may choose to base its structure and governance arrangements on an organisation like the Melbourne Retail Water Agencies</p>

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Outcome sought	Commitment from distribution business
<p>4. Review and improve audit process and practices. This includes ensuring:</p> <ul style="list-style-type: none"> • audit processes are efficient, transparent, fair, predictable, and protected from inappropriate influence. • appropriate pricing of audit services. 	<p>Each distribution business will develop a program to improve its audit process and practices. Some suggestions for improving the audit process including:</p> <ul style="list-style-type: none"> • finishing audits even if it would be a fail • maximising opportunities for real time remediation of defects • auditing interim milestones and providing feedback to developers so as they can fix any defects before the final audit • including times for audit and re-audits within a service level agreement (discussed above) • adopting common audit process across all distribution businesses • increasing the number of auditors available (potentially through contestability). <p>Each distribution business will publish an audit performance for feedback every six months. The report may include data on the number of audits undertaken, the number of audits passed or failed, the number of reaudits and the reasons audits fail. This report will form part of the performance report described under item 2.</p> <p>Each distribution business will seek appropriate service descriptions and classifications for audit services as part of the AER Service Classification process for the 2021-25 Victorian electricity distribution price review (for example ,each will consider ‘fast-tracked audit services’, and ‘audit revisits’, as possible alternative control services).</p>

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Outcome sought	Commitment from distribution business
5. Promoting efficient competition in connection services (or component parts)	<p>In the next six months each distribution business will review the contestability of components of their connection services.</p> <p>This will occur where contestability can deliver timeliness, cost savings and enhanced user experiences, without compromising distribution network reliability, safety and performance.</p> <p>Each distributor to use the AER Service Classification process at the beginning of each price review (NER Chapter 6) for the AER to seek appropriate service descriptions and service classifications to facilitate competition.</p> <p>Each distribution business will prepare a report on the matters discussed above under item 5. The report is due by 28 February 2019.</p>
6. Resource constraints - increased number of developments and associated pressure on qualified industry resources	<p>Each distribution business will prepare a report outlining its initiatives to increase resourcing related to new connections. The first report is due by 30 November 2018. Annual reports will then be prepared for the next 3 years.</p>