

Greenfield Connections

Performance report

2023



ESC requested report content

1. Progress against commitments in the customer outcomes statement
2. Copies of minutes of consultative committee meetings
3. Performance against the measures included in your customer service standard
4. The reason why any performance measures were not achieved (where appropriate) and what actions have been or are being taken to rectify the issues.

1. Progress against commitments

Customer Commitments | All completed as reported at the end of 2021

- ✓ Exploration of creating a more interactive system for completing audit, resulting in a faster turnaround time
- ✓ Consult with industry on implementation plan based on findings learned from the exploration of a more interactive system for completing audit

- ✓ Communicate process for requesting a final audit at 'as-built' submission
- ✓ Allow design review submission for multiple adjoining stages of a development concurrently
- ✓ Create and trial rating system for those who deliver high quality products

31 Mar 2021

30 Jun 2021

30 Sep 2021

31 Dec 2021

- ✓ Publish 'allowable variation tolerances' document to guide scope decisions
- ✓ Earlier release of plans for certification (within 28 day window)

- ✓ Exploring methods to minimise the disruption to developers to rectify non-compliant audit findings without compromising quality and safety standards

Completed | All customer standards commitments have been completed

Commitment	Summary	Status
Publish 'allowable variations tolerances' document to guide scope decisions	Allowable variations published in 2021 [Link: https://media.powercor.com.au/wp-content/uploads/2021/07/13165303/Allowable-Construction-Tolerances.pdf]	Complete
Allow design review submission for multiple adjoining stages of a development concurrently	Multiple stage submissions accepted as of July 2021	Complete
Earlier release of plans for certification (within 28 Days)	From 1 April 2021, systems in place to ensure all plans are being released within 20 days from the SPEAR notification.	Complete
Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time.	The new Contractor Rating System has now been in place since 1st July 2021 Contractor Rating Certificates were issued for Q3 on 1st October 2021 that has enabled the following: <ul style="list-style-type: none"> A & B rated VEDN Auditor Companies are now eligible for a reduced audit regime that includes a desktop audit and site visit with no mechanical excavations. This has resulted in a quicker audit process, civil contractors are no longer required to be on site as equipment is now not required on site A rated Project Managers are eligible to apply for early SoC once a Network Final Audit has been scheduled as long as all other terms and conditions for apply for early SoC have been met. An Approved Audit is no longer a pre-condition for apply for SoC 	Complete
Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.		
Communicate process for requesting a final audit at 'as-built' submission	Requesting final audit as at 'as built' submission was trialled in 2021. The trial deemed that non-finalised 'as-built' designs added complexity to audit activities and did not unlock any time savings. In fact, delays were more likely due to physical assets being audited not being accurately reflected on available design documents	Complete

2. Minutes from consultative meetings

Q1 Consultative meetings | Minutes & actions

Actions

#	Who	Description	Date due	Status
1.2	Sam	Work with Sam N, Anthony G and other industry partners to implement a 'medium density/secure estate' audit process suitable to all parties [Update] Process in place on a trial basis. Formalisation to follow. Sam to arrange on site meeting to progress [Update] Another site visit conducted to simulate process; propose to close	March	Closed
1.3	Sam	Follow up fast track for Option 2 process & check in re: Q1 timings	May	New
1.4	Sam	Follow up on master plan process with regard to changes needing re-approval/resubmission [Update] Streamlined masterplan revision process; propose to close	May	Closed
1.5	JP	Shortages/cost increases in kiosks. Anything we can do? [Update] Further cost increases scheduled internally from 1 June. Wilson lead times now ~16 weeks (was 8 weeks); propose to close	May	Closed

Minutes from Q1 meeting

Agenda item	Consensus/summary
1	Action 1.2: John F suggested formal communication to industry to regarding use of Medium Density process [action]
1	Action 1.4: closed. Manoj queried masterplan review process, Manoj & Sam to take offline;
1	Action 1.5: closed
2	Sam summarized CP/PAL performance; Stephen W queried regarding tie in cycle time outside target. John F suggested fast track process hasn't been successful, not a major impact for builders but impact traffic & public lighting
2	John F was surprised Q1 design reviews in Q1 were double Q4 2022 [action 2.1]
2	Manoj asked who does the design review, does it change if there is a revision; Peter advised generally the same person pending leave etc.
2	Sam shared that CW Design Checkers now report to Peter G
2	Reference made to less on site auditing & more flexible resource pool able to do both design checking & auditing
2	Peter shared that Q1 2023 had more audits than Q1 2022
4	John F shared sales are down, April particularly tough
4	Stephen interested to know more about impact of no gas in new estates, impact on our network. For next meeting
4	[Motion] Q2 meeting, 24 August 2023 – approved
4	Congratulations to CP/PAL on recent performance from Anthony
4	Manoj commended collaborative design process
4	Next meeting 24 August at Market St

Q2 Consultative meetings | Minutes & actions

Actions

#	Who	Description	Date due	Status
1.2	Sam	<p>Work with Sam N, Anthony G and other industry partners to implement a 'medium density/secure estate' audit process suitable to all parties</p> <p>[Update] Process in place on a trial basis. Formalisation to follow. Sam to arrange on site meeting to progress</p> <p>[Update] Another site visit conducted to simulate process; propose to close</p> <p>[Update] Sam to communicate now standard/formal process moving forward to close action</p>	March	Closed
1.3	Sam	<p>Follow up fast track for Option 2 tie-in process & check in re: Q1 timings</p> <p>[Update] Sam Reidy &/or Matt Thomas to present at next meeting</p>	November	Open
2.1	Sam	<p>Check volume of design reviews received/completed in Q1 vs Q4 2022</p> <p>[Update] Q1 data was incorrect, no corrected</p>	August	Closed

Minutes from Q2 meeting

Agenda item	Consensus/summary
1	Action 1.2; Sam suggested that Powercor would agree a non-standard arrangement for audit of secure built developer built sites (Med density) by exception rather than it being a rule or described in the CWA. Proposed to close without any pushback. CLOSE ACTION.
3	John F noted that 1000 lots are likely to land per month in Q4 2023 (up from ~600 lots per month in Q2)
4	Sam N noted that the supply of kiosks could be an issue due to the change to ADMD in Ausnet and other broader supply issues. Refer concern to Anthony James.
4	Sam N noted with the removal of gas more will be infrastructure will be going in the ground. Noted that Ausnet mandate all HV goes in conduit. Suggested that we could look at stacking arrangements not requiring engineer sign off if they meet the tech standard.
4	Group conversation around extra land on council reserves for additional kiosks and or community batteries.
4	Group discussion around ADMD's and when an update will be provided to industry, interim or final. Andrew D suggested end of the year for tech standards update. Interim still to be worked through.
4	Group conversation around solar and the new privately owned domestic wind turbines on URD estates
5	John F suggested faster tie in would be good for major intersections. Group discussion around some of the challenges with this. May be part of tie in improvements stage 2.
6	Next meeting 9.30 am 24 November on MS Teams

3. Performance against service standard

2023 Performance | CitiPower/Powercor

Process step	Measure	Target	FY 2022	Q1 2023	Q2 2023	Trend
Masterplan review	% reviewed within timeframe	80% / 10 days	Average 35.1 days 34% within 10 days (549 completed)	Average 27.6 days 45.9% within 10 days (135 completed)	Average 21.6 days 34.0% within 10 days (208 completed)	→
Design review	Average business days	16 days	Average 17.4 days (993 completed)	Average 13.6 days (185 completed)	Average 12.4 days (276 completed)	↑
'As built' plan review	% reviewed within timeframe	70% / 5 days	85.8% within 5 days (1523 completed)	93.8% within 5 days (375 completed)	89.6% within 5 days (449 completed)	↑
	Average business days	8 days	Average 2.9 days	Average 2.1 days	Average 2.6 days	↑
Final audit	% completed within timeframe	70% / 6 days	56.6% within 6 days	100% within 6 days	100% within 6 days	↑
Certificate of practical completion	% issued within timeframe	90% / 5 days	91.6% within 5 days (591 completed)	96.6% within 5 days (117 completed)	96.1% within 5 days (147 completed)	↑
Time to 'tie in'	Average business days to tie in	20 days	42.4 days	51.8 days	37.1 days	↑
	% tied in within timeframe	>95% agreed date	97%	98%	99%	↑

2023 Performance | United Energy

Process step	Measure	Target	Q4 2022	FY 2022	Q1 2023	Q2 2023	Status
Offer issued	% completed within time frame	20 days	0%	57%	100% (1 URD offer in Q1 2023 – issued in 14 days)	Not applicable ¹	●
Masterplan review	% completed within time frame	10 days	Not applicable ¹	100%	100% (1 masterplan in Q1 2023 – reviewed in 8 days)	Not applicable ¹	●
Design review	% completed within time frame	20 days	100%	100%	100% (2 URD design reviews in Q1 2023 – reviewed at average 14.5 days)	Not applicable ¹	●
Authority to construct	% completed within time frame	10 days	100%	100%	100% (2 ACC issued in Q1 2023 at average 1.8 days)	Not applicable ¹	●
Authority to commission	% completed within time frame	10 days	100%	100%	100% (1 ACC issued in Q1 2023 in 1 day)	Not applicable ¹	●

4. Performance standard summary and justifications

2023 Performance | CitiPower/Powercor

Summary

- Performance across all areas in CitiPower and Powercor remains strong compared to 2022.
- Masterplan processing has been quicker on average in Q2 2023 than Q1 2023 but with a lower % completed within 10 days suggesting more completed in the 10-20 days and less pushing beyond 20 days. 20 days will be difficult to achieve without a 'stop the clock' provision due to the iterative nature of the process.
- Design review has remained steady compared to full year metric for 2022 and is trending downwards as we move through 2023. We have communicated to industry our plans to include design quality into our contractor rating scheme.
- As built review is improved in 2023 compared with 2022 and remains well below target.
- Field audit timeframes are improved in 2023 compared to last year with 100% of audits completed inside 6 business days.
- Processing and issuing of the certificate of practical completion also is improved YTD when compared to 2022 and is tracking better than target.
- Average days to tie-in has improved in Q2 and is better than the full year average for 2022. There is work in progress to further improve tie-in timeframes driven mainly by earlier commencement of the process (refer slide 19).

2023 Performance | United Energy

Summary

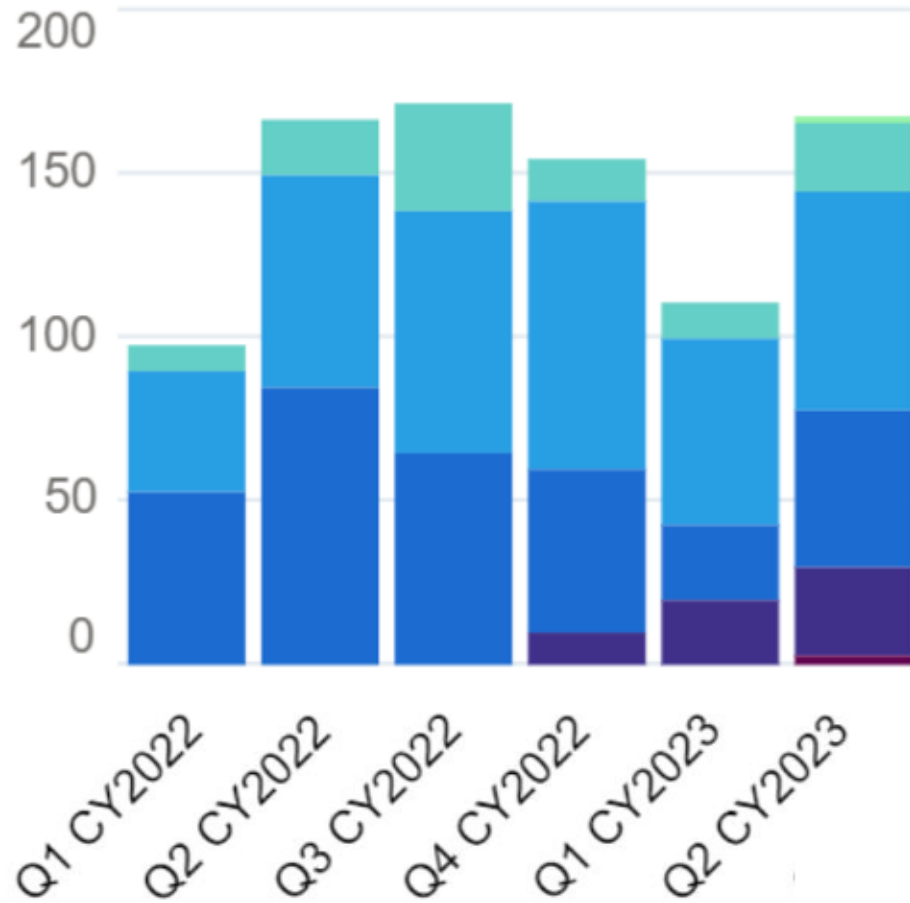
- Performance across all areas in UE are at 100% with only one URD project received YTD, all metrics are better than target.

Appendix

Content presented by VPN/UE at the Q2 consultative committee meeting

VPN audit breakdown by type

VPN Audit breakdown | Volumes YTD/Q2 2023



- 1,600 excavations were avoided in 2022
- New audit regime in Q2 2023 'Process Audit'
(Desktop and less administrative requirements for PM)

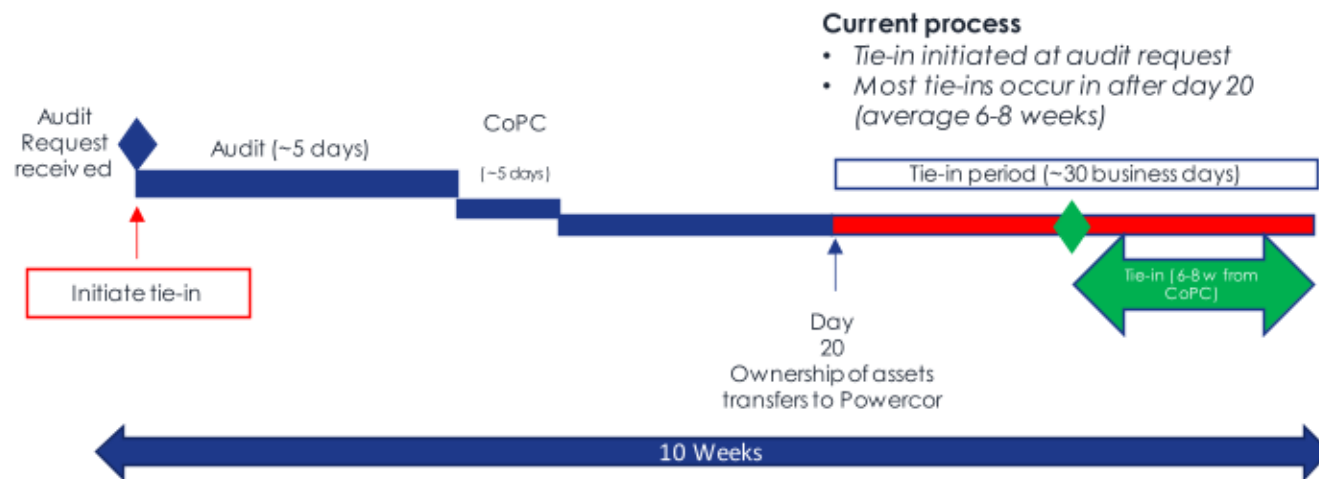
Audit Regime ■ - ■ Enhanced ■ Normal ■ Reduced ■ Compliance ■ Process

In progress initiatives

Sam Reidy
Peter Gillham
Jye McNaughton

Tie-in | Improving tie-in timeframes

We are currently working through options to reduce the timeframe and are proposing the following



Current process results in tie-ins occurring in weeks 6-10 after CoPC.

While this hasn't caused many issues to date, it is incompatible with medium density developments and adds additional security costs into the process.

Where CoPC is unable to be granted, owing to outstanding defects the tie-in will be rescheduled.

Shortening of the timeframe is largely at Powercor risk although there is a reliance on defects being completed in a timely manner.

Rescheduling fees may be applied where failure to rectify defects prevent timely tie-in.

For minor defects Powercor may opt (by agreement) to grant CoPC and rectify the defects.

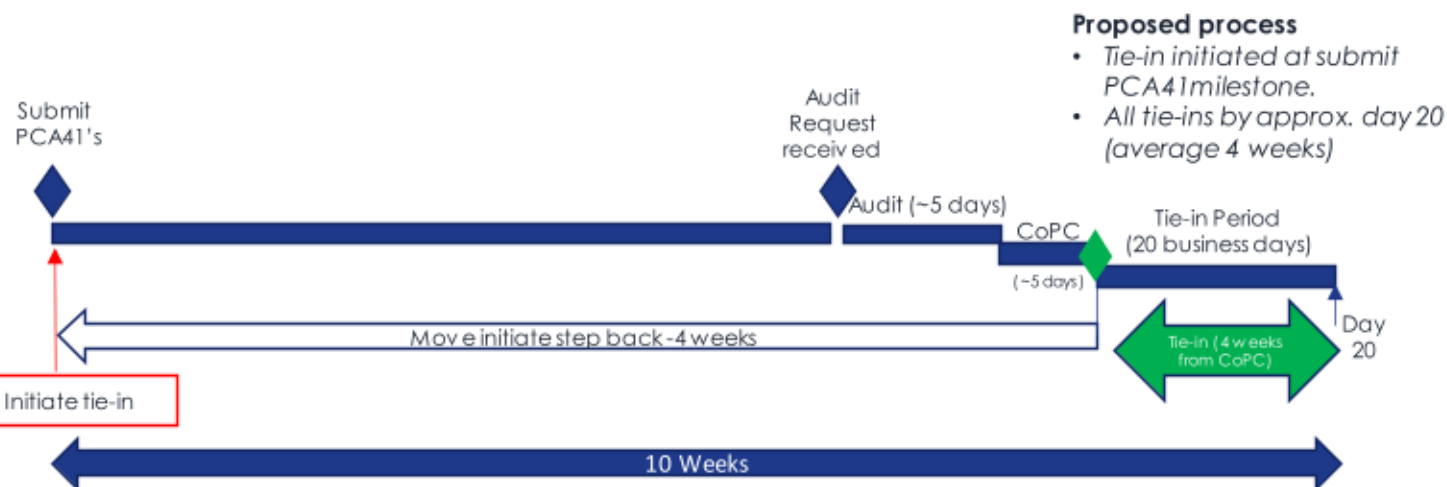
High level process

1) PM2 nominates the expected CoPC date and submits the tie-in request with their PCA41 drawings

2) If the 4 week CoPC date is missed tie-in date is cancelled, new tie in date arranged and variation fee's applied

3) Only applicable for non complex tie in's (criteria below)

- Less than 1 day construction field work required
- Less than 3 straight joints or less than 1 Kiosk termination and 1 straight joint
- Simple public lighting connections
- Upstream augmentation requirements are already completed prior to requesting 4 week tie-in (such as substations already built, upstream augmentation already completed)



Masterplan| Improving the process & customer experience

During 2023 the Contestable Works and Network Planning teams initiated regular meetings to outwork common issues and refine the masterplan process, some examples:

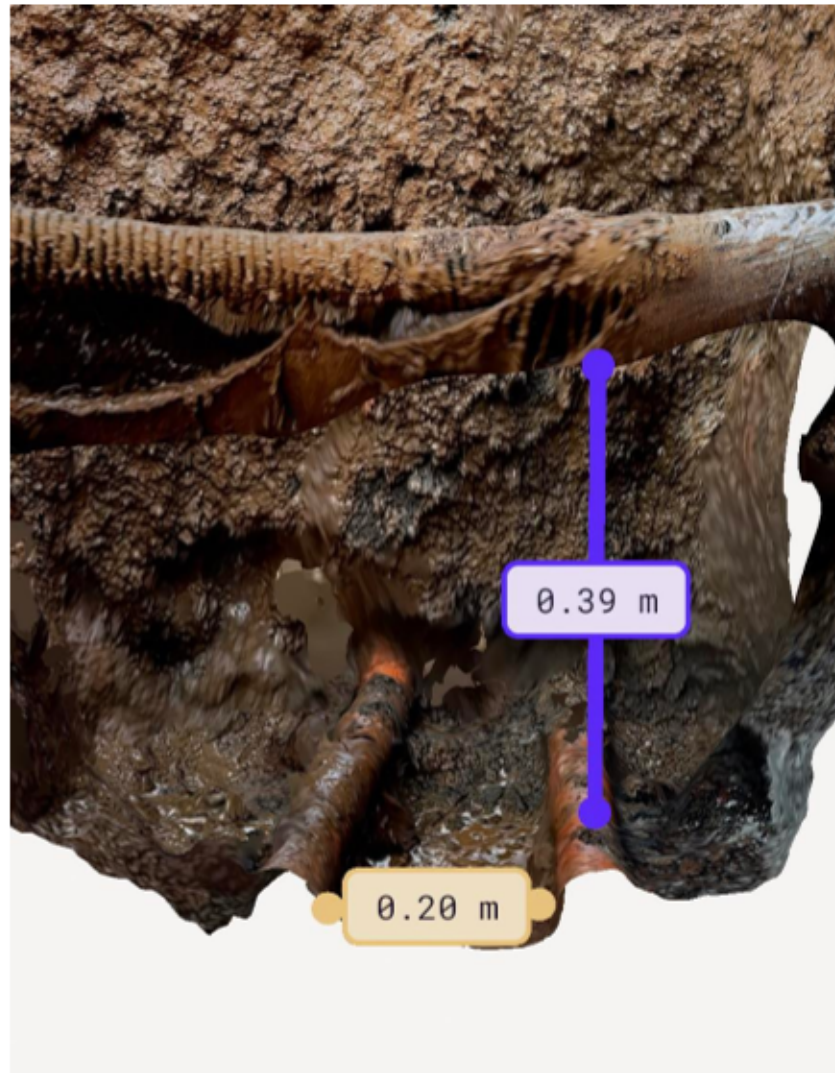
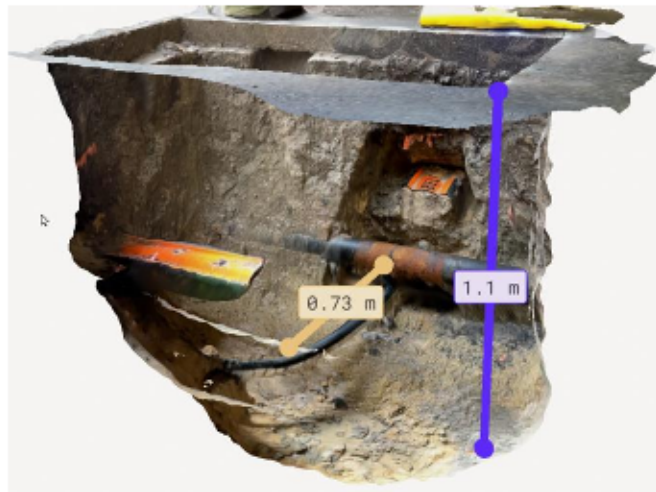
- Masterplan Submission checklist V1 (V2 to be issued in the near future).
- Focusing on potential constructability issues at masterplan review stage to prevent project delays.
- Improving the process with TRDS to get Masterplans shown in GIS & Map-insights.
- Encouraging Option 2 designers to co-ordinate HV & LV connectivity meetings between separate developments before coming to Powercor.
- PDLs vetting masterplans in more detail before referring to network planning group.
- There is an opportunity to refresh the application of fees through the master planning process, we will be looking into this in the near future.

General | Improving the process & customer experience

During 2023 the Contestable Works Group has implemented some Project Delivery process improvements, some examples:

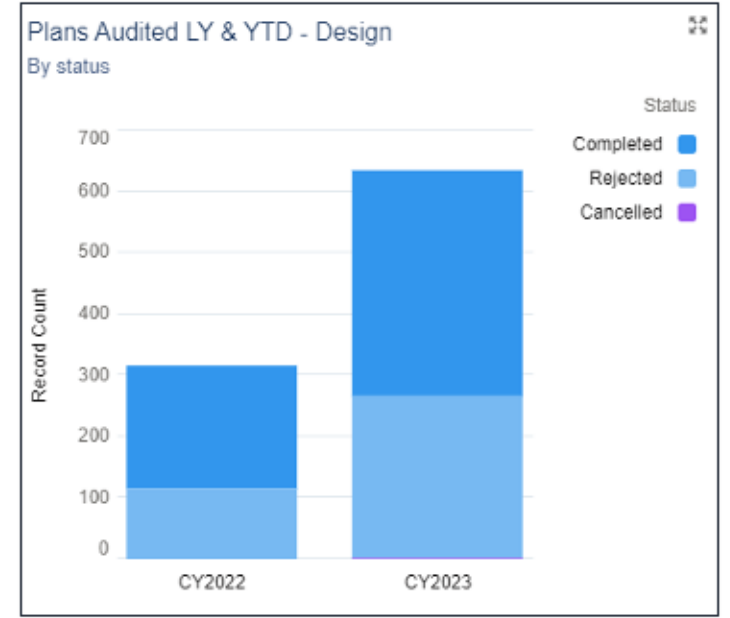
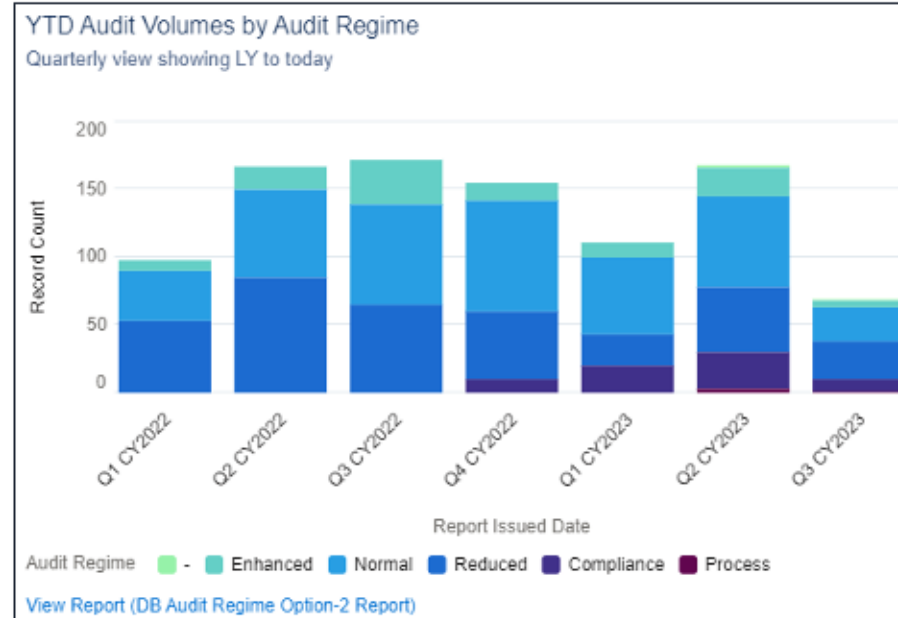
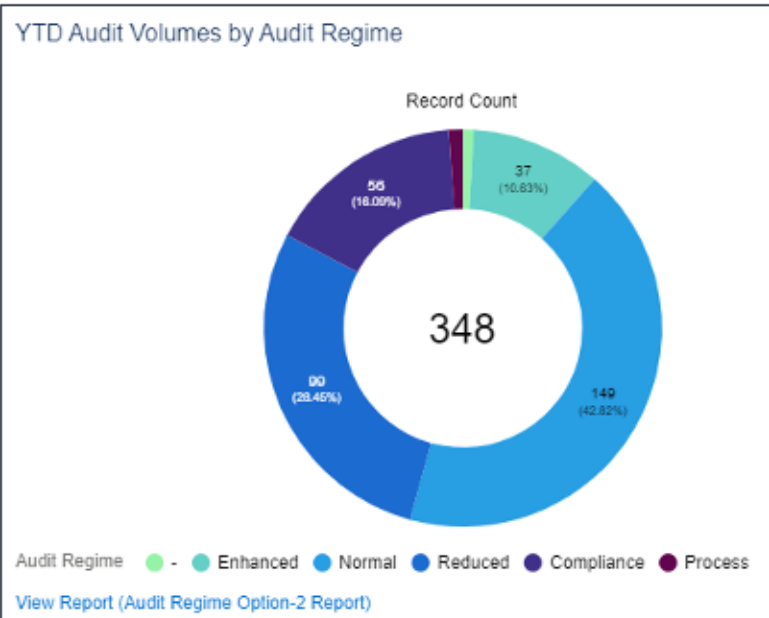
- Requesting designers provide a Gifted Assets Summary Spreadsheet.
- MySupply IT improvements – re-submission fee tick-box, PNS PDL field, Masterplan Response Date.
- Further improved timeframes with the plan of subdivision certification process in SPEAR.
- Further improved Rebate Processing timeframes.
- Design submission checklist's to streamline design approvals.

Leveraging technology | Polycam 3D Scanning Update



Contestable Works | Final audit and design check update

- Average time to complete a Final Audit or a Re-Audit and issue the report is less than 1 week
- No excavations are undertaken during final audit on 45% of projects based on the contactor rating program
- Average time to complete a Design Drawing Check from submission to issue of report or approval is less than 2 weeks
- The quality of designs presented to Powercor for checking will be linked to the Project Manager rating in the contactor rating program in mid 2024. This will reflect likely end to end process delays in the Project Manger rating. All design houses have been notified and a program is underway to assist in improving designs to ensure constructability.



Design Drawing Check Trends

Design service providers need to re-set processes to match the reduced Powercor turn around time

Final Audit Trends

The number of marker tape issues identified continues to fall

Meeting minutes | Q1 2023

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