



# Jemena Electricity Networks (Vic) Ltd

## Greenfields Negotiated Electricity Connection Customer Service Standard Reporting

January to June 2023



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# 1. Background

## 1.1 Greenfields Negotiated Electricity Connection Customer Service Standard

In March 2021, the Essential Services Commission (ESC) released its final decision on Timely Electricity Connections<sup>1</sup>. Jemena Electricity Networks (Vic) Ltd (JEN), along with other Victorian distribution network service providers (DNSPs) were directed to report on their performance against their “Greenfields Negotiated Electricity Connection Customer Service Standard” to the ESC, under condition 23.2 of their licence.

On 27 March 2023, the Essential Services Commission (ESC) made a final decision directing distribution businesses to report on revised Greenfields Negotiated Electricity Connection Customer Service Standards<sup>2</sup>.

Under clause 24.2.2 of the Electricity Distribution Code of Practice, distribution businesses must report to the commission on their performance against the standards every six months for the regulatory period 1 April 2023 to 31 March 2026. Reporting to the ESC will be required every six months as follows:

- for the period 1 January to 30 June, reporting by 31 August that year
- for the period 1 July to 31 December, reporting by 28 February the following year.

The report must include:

- progress against commitments in the customer outcomes statement
- copy of minutes of JEN's regular meetings with its developer partners
- performance against the measures included in JEN'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 any issues
- any initiative JEN has taken to improve the service or an update on any initiative taken.

The ESC intends to publish the performance of DNSPs against their customer service standards through their Victorian Energy Market Report and updates. JEN would like to thank the ESC for the opportunity to provide an update on our Greenfields Negotiated Electricity Connection Customer Service Standard (GNECCSS) performance. This report is an indication of how JEN is performing in the GNECCSS space and our ongoing commitments to improve our Customer Experience.

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<sup>1</sup> Essential Services Commission 2021, Timely negotiated electricity connections: Final decision, 16 March 2021, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Timely%20negotiated%20electricity%20connections%20final%20decision%2020210219.pdf>

<sup>2</sup> Essential Services Commission 2023, Resetting the Greenfields Negotiated Electricity Connection Customer Service Standards: Final Decision, 27 March 2023, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Resetting%20the%20greenfields%20underground%20negotiated%20electricity%20connection%20customer%2020230327.pdf>

## 1.2 About Jemena Electricity Networks

JEN is the licensed electricity distributor for the north west of Melbourne's greater metropolitan area in Victoria. JEN's network service area is shown in below in Figure 1 and covers 950 square kilometres of northwest greater Melbourne and includes Melbourne Airport at its approximate physical centre together with some major transport routes. The network service area ranges from Couangalt, Clarkefield and Mickleham in the north to Williamstown and Footscray in the south and Hillside, Sydenham and Brooklyn in the west to Yallambie and Heidelberg in the east.

Figure 1 – JEN's network service area



## 2. Our Customer Outcomes Statement

JEN has the ongoing commitment to improve its customer service standards. The work completed by JEN to date will feed directly into our engagement with our greenfield developer partners.

### 2.1 Progress of Customer Outcomes Statement

In line with our ongoing commitment, JEN has made some progress against our Customer Outcomes Statement. Table 1 below provides a summary of the progress made over the reporting period from January to June 2023.

**Table 1 – JEN's progress against our Customer Outcomes Statement**

Customer Outcomes	Descriptions	Progress Update
Ongoing Digital Customer Experience Improvements	Continuous improvement to Jemena's digital platforms, including Jemena's Electricity Distribution Portal.	<ul style="list-style-type: none"> <li>JEN is continuing to progress its Customer Experience (CX) Uplift project to develop and implement new digital platforms, which will improve our customer interactions. The foundation phase of CX Uplift went live in April 23. Phase two is currently in its planning and scoping stage, with an expected business case approval by end of the year, for indicative delivery kick off in early 2024 (subject to business case approval).</li> <li>JEN has developed 90% of its 'Digital Boards' to be rolled out to internal teams shortly, to provide improved visibility of all projects within Jemena.</li> <li>JEN has completed the initial scoping of the Turnkey URD Portal and is currently seeking business case approvals to fund the project deliverables. The portal will streamline the process around Pre-Comm and Final Audits, SOC request and Tie-In requests.</li> </ul>
Design Review & Planning Review Process Improvements	Deliver improved tracking of the design review process, including commencement date and accurate expected review dates, to assist in managing construction planning.	<ul style="list-style-type: none"> <li>The 'Digital Boards' currently in development will provide new insights on rolling monthly averages for design review times across the board. This initiative will help highlight key areas in our review process that can be targeted for continuous improvement and escalation.</li> </ul>
Project Manager Accessibility	Dedicated Project Manager to assist with end-to-end processes and provide an escalation pathway within JEN should any further assistance be required.	<ul style="list-style-type: none"> <li>This is now embedded as part of Jemena's processes and approach to supporting our key development partners.</li> <li>Further detailed escalation processes have been established across the business to assist customers achieve their desired outcomes in a more efficient manner.</li> </ul>

### 3. Performance Reporting

#### 3.1 Performance Outcomes

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jan – Jun 2023 Actual (Average Business Days)	Performance Summary and Key Insights and Indicators	What we are doing to improve.
Offer issued (average business days to issue offer)	40 days	65 days	58 days (within range)	<ul style="list-style-type: none"> <li>In the Jan-Jun 2023 reporting period, JEN maintained its performance under the Maximum Target of 65 days.</li> </ul>	<ul style="list-style-type: none"> <li>JEN continued to actively monitor volumes and adapt to the market needs with resourcing levels which included recruitment of additional Project Managers and Planning Engineers during the period.</li> <li>Our Digital Boards program along with further process improvement initiatives provides us with the ability to track our progress on a day-to-day basis. This has been supported by weekly progress meetings to align on actions required to progress applications.</li> </ul>
Masterplan review (average business days taken to review)	15 days	20 days	79 days (targets not met)	<ul style="list-style-type: none"> <li>JEN completed 3 masterplan reviews during the reporting period.</li> <li>JEN acknowledges the average time to complete Masterplan reviews has increased significantly, however through investigation it was confirmed that the projects in question were not placed on hold, pending further information requirements. As a result, this overstates the actual time taken to complete the design reviews,</li> </ul>	<ul style="list-style-type: none"> <li>JEN has responded to the resourcing challenges in the Network Planning team by increasing its staffing levels with new recruits. We anticipate that</li> </ul>

				as this has included time waiting for further feedback and information from the customer/ consultants to progress the review.	<p>this move will lead to further improvements to our performance.</p> <ul style="list-style-type: none"> <li>Further process improvements, project tracking and project governance will be applied to ensure 'hold' statuses are placed when further information is required from customers and relevant external stakeholders.</li> </ul>
Design review (average business days taken to review)	15 days	20 day	25 days (targets not met)	<ul style="list-style-type: none"> <li>JEN acknowledges that the average time to complete a Greenfield Estate design review is still above the maximum target, however there has been a 6 day improvement when compared to the previous reporting period. JEN expects a further reduction in timeframes before the next review period with the additional resources recruited.</li> </ul>	<ul style="list-style-type: none"> <li>JEN has recently recruited Designers to increase team resourcing, to reduce the Design review timeframe.</li> <li>JEN is completing a further review of its design review process with the aim of rolling out further efficiencies in this space.</li> </ul>
Pre-commissioning audit (average business days to complete audit)	5 days	10 days	6 days (within range)	<ul style="list-style-type: none"> <li>The actual timing includes failed audit attempts (outside of JEN's control), which we currently do not have visibility of and has impacted the overall timeframe on this metric.</li> <li>Based on current practices, JEN is only seeing the initial application date and the date a pass audit outcome is achieved.</li> </ul>	<ul style="list-style-type: none"> <li>JEN has completed the initial scoping of the Turnkey URD Portal and is currently seeking business case approvals to fund the project deliverables. The new URD Turkey Portal is expected to assist its developer-consultants, auditors and project managers by providing a centralised system to request Audits, Authority to Commence Construction, Statement of Compliance, Tie-Ins and Design Variations. We expect this portal/process improvement will</li> </ul>

					significantly improve our results, as we track the appropriate timeframes and processes involved through the project.
Consent to statement of compliance (average business days to release statement)	5 days	10 days	3 days (target met)	<ul style="list-style-type: none"> <li>JEN has maintained timeframes for issuing SOC to our customers.</li> </ul>	<ul style="list-style-type: none"> <li>JEN is continuing to explore opportunities to improve the process of triggering SOC request beyond email, including automation of this process.</li> </ul>
Time taken to tie-in (average business days of time taken between passed audit and tie-in date)	30 days	40 days	29 days (target met)	<ul style="list-style-type: none"> <li>JEN has maintained the Tie-In timeframes for our customers, with an average of 29 days.</li> <li>Increased customer activity across Jemena portfolio has impacted the overall timeframe for Jemena to action tie-in requests.</li> </ul>	<ul style="list-style-type: none"> <li>JEN continues to actively monitor volumes and adapt to the market needs including engaging additional contractors where possible.</li> </ul>



## 4. Ongoing Customer Engagement & Consultation

### 4.1 Customer Engagements

#### Ongoing Developer Engagement

- In line with our commitments, JEN confirms it has maintained our ongoing one to one consultation commitments with our key development partners.
- Our approach to customer consultation is customized to meet our individual customer's needs and aligned to their development plans.
- JEN dedicated project managers continue to work hand in hand with our customers to meet their needs.
- JEN is currently assessing the creation of an annual developer forum as part of the customer engagement plan.
- JEN recognises the importance of other market participants, and will seek to engage with them on a regular basis, including inclusion in JEN's Customer Council, where relevant. JEN notes that UDIA has been included in JEN's Customer Council meetings as a key stakeholder.

#### Annual Reputation Survey

- JEN undertakes an annual reputation survey that includes developers as part of the cohort list. The feedback received from our stakeholders, including developers, helps highlight areas for continuous improvements and provides invaluable feedback on the customer experience.
- JEN will be undertaking our annual reputation survey in August / September 2023. The feedback obtained will form the basis of our engagement strategy for the remainder of 2023 and into 2024.

### 4.2 Improvement Initiatives

As noted above, JEN has a continuous improvement commitment to deliver improvements to the customer experience. In addition to the improvements noted, Table 2 below outlines additional improvement initiatives that JEN is either currently undertaking or planning to undertake.

**Table 2 – Additional improvement initiatives**

Ongoing Improvement Commitments	Descriptions
Customer Improvements	<ul style="list-style-type: none"> <li>• <b>Jemena CX Uplift Project</b> – JEN has successfully rolled out the first phase of the Customer Experience Uplift project. First phase went live in April 23. Phase two is currently in its planning and scoping stage, with an expected business case approval by end of the year. Delivery of Phase two is expected to kick off in early 2024, subject to business case approval. Once delivered this is ultimately expected to result in a modernised and more interactive customer portal, along with various process improvements to support the Greenfield space.</li> </ul>
Process Improvements	<ul style="list-style-type: none"> <li>• <b>Jemena Accredited Contractor Program</b> – JEN continues its work developing and rolling out an accredited contractor program that will help customers manage any contestable works. This program aims to</li> </ul>

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	provide customers with a list of Jemena accredited contractors for various activities to draw from.
Turnkey URD Portal	<ul style="list-style-type: none"><li>• <b>Jemena Turnkey URD Portal</b> - JEN is continuing its work to develop and release a business case to implement new URD Turkey Portal which aims to assist its developer consultants, auditors and project managers - with a centralised system to request Audits, Authority to Commence Construction, Statement of Compliance, Tie-Ins Design Variations. The implementation of this system will drive further visibility for JEN, its project managers and developer participants on the various applications, timeframes and progress on requests.</li></ul>

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