
AusNet Greenfields Negotiated Electricity Connections

Progress Report for the ESC

1 January – 30 June 2023

Thursday, 10 August 2023

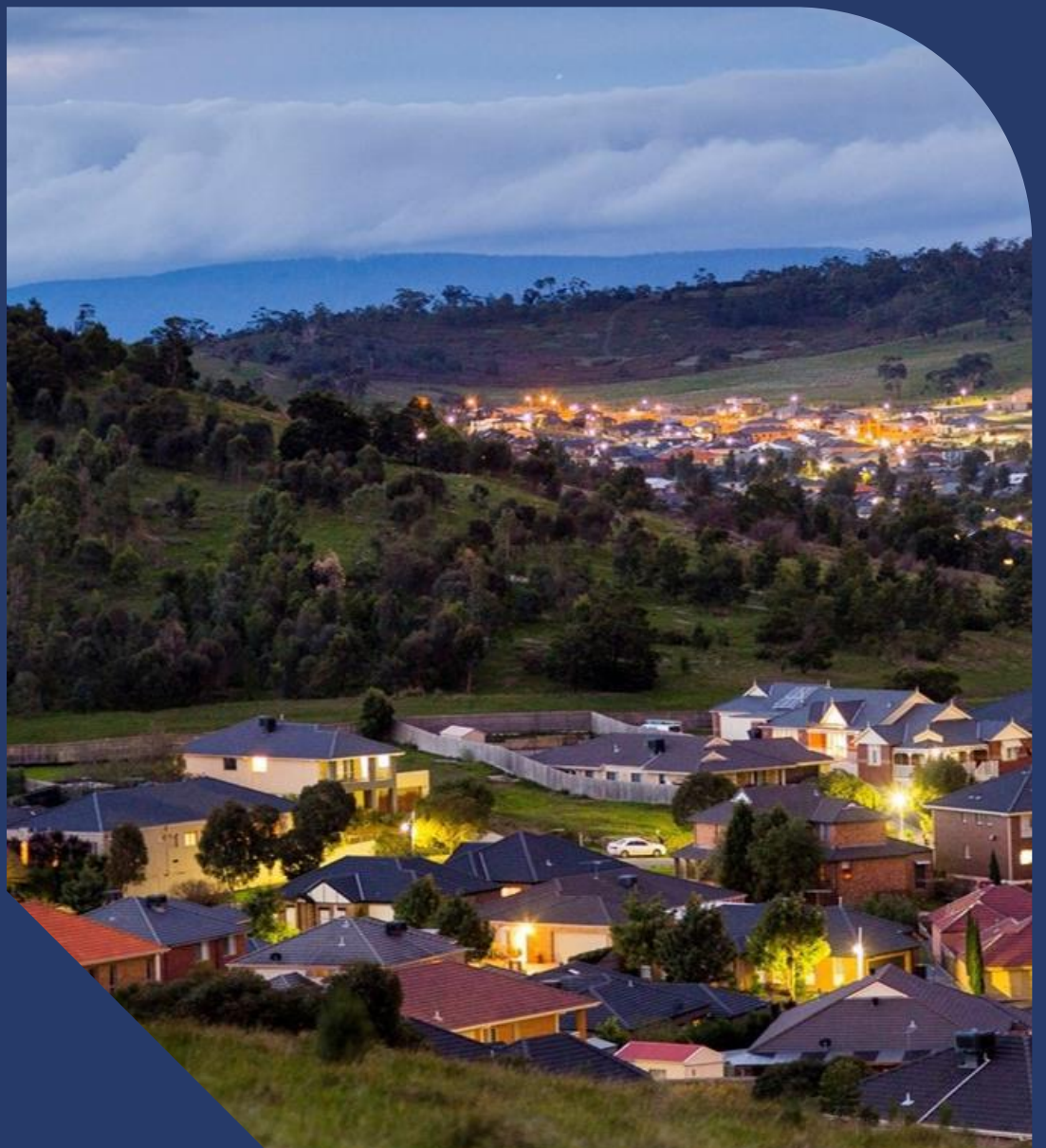


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Introduction

AusNet remains committed to improving how customers experience our services. As was the case previously, residential greenfield developers continue to be a key customer group for AusNet. Greenfield development lots remain the source of most new connections for our distribution networks. More so than any other distribution business, we encourage the contestable industry to perform this work with our role being that of managing the quality and safety of delivered assets. In this capacity, we highly value our engagement with housing developers and industry associations.

Following a review by the Essential Services Commission of Victoria (ESC) of the Customer Service Standard (the Standard) for Greenfields Negotiated Electricity Connections in 2022 we welcomed the decisions as outlined in the 'Resetting the greenfields negotiated electricity connection customer service standards', which came into effect from 1 April 2023.

The decisions and guidance within this document was largely consistent with our [Customer Service Standards Proposal](#), and which we believe reflects that our engagement with developers has improved since we implemented the original Standard and continues delivering significant benefits for developers and AusNet alike.

The progress and achievements outlined in this report demonstrate that our engagement with developers continues to mature.

As with the last reporting period, the energy transition continues to present opportunities and challenges to stakeholders and consumers. Our focus remains on understanding what is important to property developers their consultants and contractors in the greenfields negotiated electricity connections process.

About this document

Consistent with the ESC's requirements, this document and its appendices include:

- a report of our progress against commitments in the Customer Outcomes Statement
- minutes of consultative committee meetings, in AusNet's case, DCC meeting minutes
- details of our performance, reported against measures included in our Customer Service Standard
- initiatives the distribution business has taken to improve the service, or an update on any initiative taken.

During the reporting period AusNet met or exceeded targets for three performance measures. We narrowly missed the fourth performance metric due to what we believe is a one-off event, which is explained further in the quarterly performance section of this report.

A full copy of AusNet's current [Customer Service Standard](#) is available via the ESC website.

Customer Outcomes Statement and summary of actions

The following table presents outcomes and summarises actions taken to deliver on them during the current reporting period January –June 2023. These complement AusNet's previous actions, as outlined in [reports](#) to the ESC.

Maintain current high standards for connections timeframes	Maintain publicly reporting on our performance	Maintain channels for proactively identifying and resolving issues with, and sharing information on, the greenfield connection process
<p>During the reporting period, AusNet continued its focus on maintaining high standards for connection timeframes. Further information is provided below in the section <i>Quarterly Performance for Key Metrics</i>.</p>	<p>Aggregated audit results and trends continue to be presented and discussed at quarterly DCC meetings. A summary of these discussions is shared publicly via DCC minutes on Community Hub.</p>	<p>Industry members' direct contact with subject matter experts in AusNet's Delivery & Design Compliance Team continued throughout the reporting period, via DCC meetings, and affiliated pages on Community Hub. Additional contacts were shared via the DCC as needed.</p> <p>Offers to contact AusNet are repeatedly made at each DCC meeting (as evidenced in meeting minutes). Members can contact AusNet at any time, and contact channels are detailed via Community Hub and in DCC meeting materials.</p> <p>Attendance at DCC meetings has continued to be quite strong.</p> <p>In agreement with the DCC, we did not hold an industry briefing in the first half of 2023. Note that developers are time-poor and are supportive of us holding industry briefings only when there is a topic/s that is meaningful and interesting enough to warrant convening this forum, though do have plans for one in the next half-year (see Next Steps).</p>

Progress against commitments and metrics

AusNet has continued to productively engage with the industry and strive to meet or exceed all our performance targets. Links to meeting minutes and slide packs from our Developer Consultative Committee meetings, which provide further detail, are included in the appendix.

Summary of Topics Engaged On

DCC MEETING #7 (FEB 2023)	DCC MEETING #8 (APR 2023)	DCC MEETING #9 (JUL 2023)	OTHER ITEMS
1. Welcome	1. Welcome Actions from past meetings	1. Welcome Actions from past meetings	Another example of ongoing productive engagement between AusNet and developers is on an issue one developer had with AusNet's three-strikes policy. ESC convened a meeting on this and we received very positive feedback from the ESC, the developer and the Property Council of Australia on how productively we had worked together to resolve the issue, via introduction of a trial we expect to become BAU. This trial was communicated to the DCC via item 4 on the July 2023 agenda.
2. Safety moment Heatwaves and summer heat	2. Safety moment	2. Safety moment Look up and live app	
3. ESC Customer Services Standards Review Update	3. ESC Customer Services Standards review Update	3. Metrics Quarterly performance April to June 2023	
4. Metrics Quarterly performance October to December 2022	4. Metrics Quarterly performance January to March 2023	4. Process Change Trial - Multiple updates on a single plan revision	
5. DCC Terms of Reference and membership Annual review	5. HV conduits Likely standards change	5. Victorian Government's General Exemption Order 2022 (GEO) Update & discussion	
6. AusNet's approach to easements and substation reserves	6. Navigating a new connection post commissioning of infrastructure	6. Open floor with developers	
7. Open floor with developers	7. Reminder about audit staging	7. Next steps & Close	
8. Next steps & Close	8. Open floor with developers		
	9. Next steps & Close		

Quarterly performance for key metrics

Between January and June 2023, AusNet received 346 applications for 5,777 greenfield development lots on our electricity network. 2023 continues at a slower pace compared to 2022 and 2021, indicating the development trend is softening. For the same Jan-Jun period in 2021, we had applications for 8,319 lots, and in 2022 we had applications for 9,499 lots.

During the reporting period, **AusNet met or exceeded all its performance targets across all 3 process steps:** Design reviews (approvals); As built plan review; Pre-commission network audits.

AusNet **fell short of one performance target** (95% completion within 10 business days) for Final network audit in the Jan-Mar quarter (85%) and Apr-Jun quarter (94%). This dip was discussed with the DCC at the April 2023 meeting, and AusNet explained that it suspected the drop in audit processing times was due to changes within audit companies and the summer holiday leave period. AusNet do not anticipate these issues to occur again. Developers accepted this explanation and by the following quarter, processing times had rebounded to just below the target.

Key metric performance: Jan-Mar 2023

As outlined below, AusNet exceeded all performance targets during this period.

Process step	Description	Target	QTR performance
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	QTR Performance: 95% Volume: 677 Rejected: 20%
As Built Plan Review	Review of Cable Detailing quality to ensure compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	QTR Performance: 100% Volume: 589 Rejected: 25%
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	QTR Performance: 97% Volume: 130 Failed: 8%
Final network audit	Our accredited auditors assess the tie-in work to ensure it meets compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	QTR Performance: 85% Volume: 124 Failed: 10%

Note: Rejections for design or as-built reviews are a result of designs not meeting AusNet's technical standards. Rejections for audits are outlined in the audit trends section.

Key metric performance: Apr-Jun 2023

AusNet exceeded all performance targets during this period.

Process step	Description	Target	QTR performance
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	QTR Performance: 93% Volume: 856 Rejected: 23%
As Built Plan Review	Review of Cable Detailing quality to ensure compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	QTR Performance: 100% Volume: 819 Rejected: 27%
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	QTR Performance: 99% Volume: 154 Failed: 19%
Final network audit	Our accredited auditors assess the tie-in work to ensure it meets compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	QTR Performance: 94% Volume: 96 Failed: 30%

Note: Rejections for design or as-built reviews are a result of designs not meeting AusNet's technical standards. Rejections for audits are outlined in the audit trends below.

Audit Trends

In April 2022 network auditors requested that AusNet provide more granular information and reporting on audit non-conformance. Stating in July 2022, this more detailed information has been being provided to developers for further discussion at the DCC meetings.

Jan-Mar 2023

Audit trends

Update on key audit trends for the period Jan – Apr 2023

246 URD Network audits completed on Accredited service providers in the first quarter of 2023.

207 were compliance audit pass

39 were nonconforming.

Total Major – Minor
non-conformance
items



JAN - APR '23

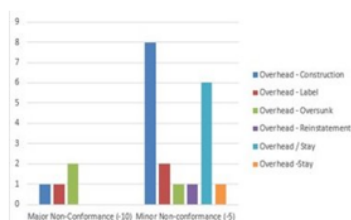
Breakdown of total non-conformance items

Major non-conformance	7
Minor non-conformance	75
Major safety non-conformance	3
Minor safety non-conformance	0

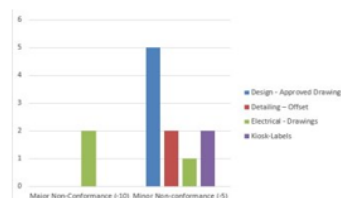
Identified findings

Civil / Kiosk	42
Electrical / Lighting	25
Design / Detail	13
Overhead	5

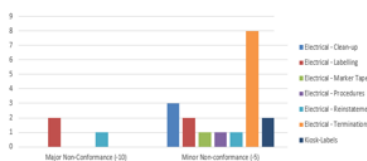
OVERHEAD ISSUES



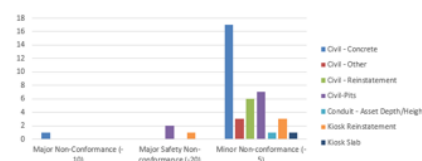
DESIGN / DETAIL ISSUES



ELECTRICAL ISSUES



CIVIL / KIOSK ISSUES



Audit trends

Detailed non-conformance for the period January – April 2023

Trending **civil non-conformance** items:

- Civil Concrete issues re cracking / Tool joints and lids.
- Civil pit Bottom Entry / Trip Hazards

Trending **Overhead non-conformance** items:

- 20mm Washers is the common Non-Conformance (No Major trends)

Trending **electrical non-conformance** items:

- Terminations (8) Various i.e. Loose Earths, Pillar Earth missing, Insufficient cable

Audit trends

Update on key audit trends for the period April - June 2023

275 URD Network audits completed on Accredited service providers in the second quarter of 2023.

203 were compliance audit pass

69 were nonconforming.

3 Overhead Quality Audits

Total Major – Minor non-conformance items April - June '23



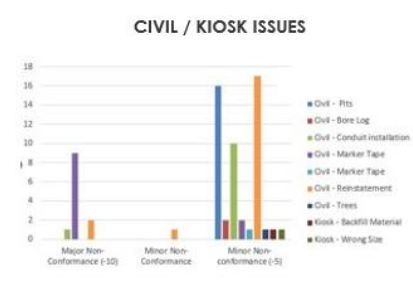
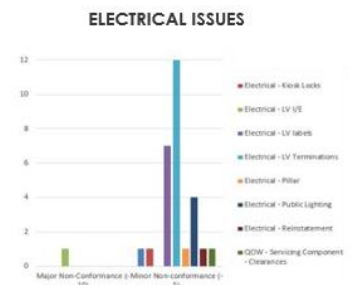
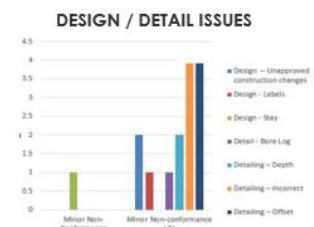
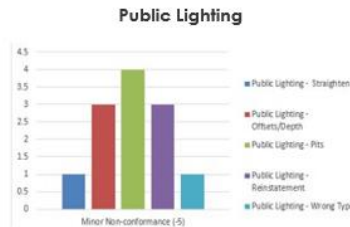
Breakdown of total non-conformance items

Major non-conformance	13
Minor non-conformance	105
Major safety non-conformance	0
Minor safety non-conformance	2

Identified findings

Civil / Kiosk	64
al	29
Design / Detail	15
Public Lighting	12

Electric



Audit trends

Detailed non-conformance for the period April – June 2023

Trending **civil non-conformance** items:

- Pits installed as tripping hazards (8) and Offset from boundary (4)
- Conduit installation Over depth (5) Under depth (2) Separation to assets (3)
- Reinstatement Concrete (8) Backfill (9)



Trending **electrical non-conformance** items:

LV terminations

- Loose connections (4)
- Connected (3)
- Neutral Tags missing (4)



Trending **Detail / Design non-conformance** items:

- Detailing Offset incorrect (4)
- Design Un Approved (2)
- Labels (5)



Next steps

As we facilitate the energy transition, understanding what is important to property developers and their consultants and contractors in the greenfields negotiated electricity connections process remains a priority.

We continue to find the ongoing feedback and collaboration with the DCC and Industry Briefings to be extremely valuable. The progress and achievements outlined in this report provide further support that our engagement with developers has greatly improved since we implemented the original Standard and that this is continuing delivering significant benefits for developers and AusNet alike.

Our reported metrics have demonstrated a track record of improvements to the point where we are substantially meeting our targets. We have an ongoing focus on maintaining efficient connection processes for new housing developments with extensive contestability options for design, construction, and the connection. More so than any other distribution business, we encourage the contestable industry to perform this work with our role being that of managing the quality and safety of delivered assets. In this capacity, we highly value our engagement with housing developers and industry associations.

Actions aligned to our updated Standard, and planned for the next six months, include:

- Continuing to hold quarterly meetings with the DCC and continuing to expand membership to include new developers as requested. We have welcomed 2 new members in last month (July 2023).
- Continuing to help the development industry understand the changing policy and technology environment for the transition to net-zero emissions, particularly as it relates to the infrastructure needed in new developments.
- Continuing to listen to and work with developers on the investigation and implementation of process improvements.
- Continuing to liaise with the ESC and industry members as we implement our updated service standards.
- Continuing the current quarterly frequency and formatting of reporting on our metrics.
- Expanding reporting of our metrics to include comparison of quarterly metrics to the average (as calculated from all data since 2021)
- 'Spotlighting' more detailed presentation of a specific metric and changes and trends over time e.g., civil non-conformances.
- A discussion of the issue of cable theft is scheduled for DCC Meeting #10, based on an increase in theft and its implications for both developers and electricity distributors.
- The next Industry Briefing is tentatively planned for October 2023 on the topic of all-electric estates. This is anticipated to be highly relevant to developers given the recent announcement regarding the banning of new gas connections to homes from 1 January 2024.

Appendices

Appendix 1 – Meeting minutes

Materials from meetings held in the reporting period can be found via the following links:

- **DCC Meeting #7 (February 2023)**
 - [Minutes](#)
 - [Slide Pack](#)
- **DCC Meeting #8 (April 2023)**
 - [Minutes](#)
 - [Slide Pack](#)
- **DCC Meeting #9 (July 2023)**
 - [Minutes](#)
 - [Slide Pack](#)

Appendix 2

End-to-end greenfield connection process and associated metrics

