



# Greenfields connections — customer service standard

Performance report 1: July to December 2021

28 February 2022

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## 1 Overview

Electricity distribution businesses, CitiPower, Powercor and United Energy supply power to a region spanning 65 per cent of Victoria including some of the highest growth areas for residential development.

Through connecting greenfield housing estates to our electricity networks, we play a critical role in keeping the housing industry moving forward, which in turn supports Victoria's growth. We understand the importance of making the connection process as efficient as possible while retaining safety standards.

We are delivering on our customer service standard that we made to industry and the Essential Services Commission (ESCV). This standard was developed with industry representatives in line with the ESCV objectives. The initiative built on service improvements already delivered since the ESCV's review of connections processes for new residential housing developments in 2018.

This performance report demonstrates a full 12 months of progress in streamlining and expediting electricity connections at greenfield sites since new customer services standards came into place in December 2020.

Powercor has met or exceeded our targets in five of six measures agreed in collaboration with industry representatives. Further process improvements and structural changes were introduced in 2021 that will assure a continued high level of process efficiency, consistency, and positive customer experience. These changes, and subsequent improvement in process timeliness, have received positive feedback from our industry partners.

United Energy has met all its targets.

We are continuing to work collaboratively with Victoria's building and development industry to deliver further improvements that will support more Victorian families access housing more quickly.

### 1.1 Purpose

This report provides evidence of our progress against commitments in the customer outcomes statement and performance against the measures included in their customer service standard for the period 1 July 2021 to 31 December 2021.

In March 2021, the ESCV released its final decision on Timely Electricity Connections which required us to provide a report 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.

CitiPower, Powercor and United Energy reported against the four 2021 quarters and held four consultative committee meetings reporting in line with our customer service standard, as shown in the table below.

**Table 1 Quarterly customer consultative committees**

Year	Quarter	Consultative Committee meeting date
2021	1	April 2021
2021	2	July 2021
2021	3	November 2021
2021	4	February 2022

Source: CitiPower, Powercor and United Energy

As required under condition 23.2 of our Licences, this report contains the following information:

- progress against commitments in the customer outcomes statement
- copy of minutes of their consultative committee meetings
- performance against the measures included in their 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
- any initiative the distribution business has taken to improve the service, or an update on any initiative taken.

## 2 Progress on achieving our customer service standard

### 2.1 CitiPower Powercor customer outcomes statement

CitiPower and Powercor and the residential development industry aim to achieve the same result: safe, secure, and reliable power for residents.

To achieve this while ensuring that connections are timely and Victorians can move into their new homes promptly, CitiPower and Powercor and the industry representatives agreed to work together to achieve an overall reduction in the timelines across the design and audit process. CitiPower and Powercor and industry agreed on the following outcomes:

#### Time reduction in the final stage

A reduction in the turnaround time on Greenfield projects between when the development either receives practical completion from the local Council or the local Council deems the work completed following a Council inspection and when CitiPower and Powercor consents to the issue of the Statement of Compliance.

#### Continued focus on process efficiency

A continued focus on reducing the overall time across the audit process. This will be delivered through a customer-focused approach at all stages of the approval process. CitiPower and Powercor will look to recognise and reward consistent high quality and safe work of contractors and consultants through fast approval processes. The time saved will be allocated to working with developers and contractors that need more assistance to improve the quality of their connection work.

To achieve these outcomes in two years, CitiPower and Powercor and the industry agreed on a number of step changes to be implemented during the next two years.<sup>1</sup>

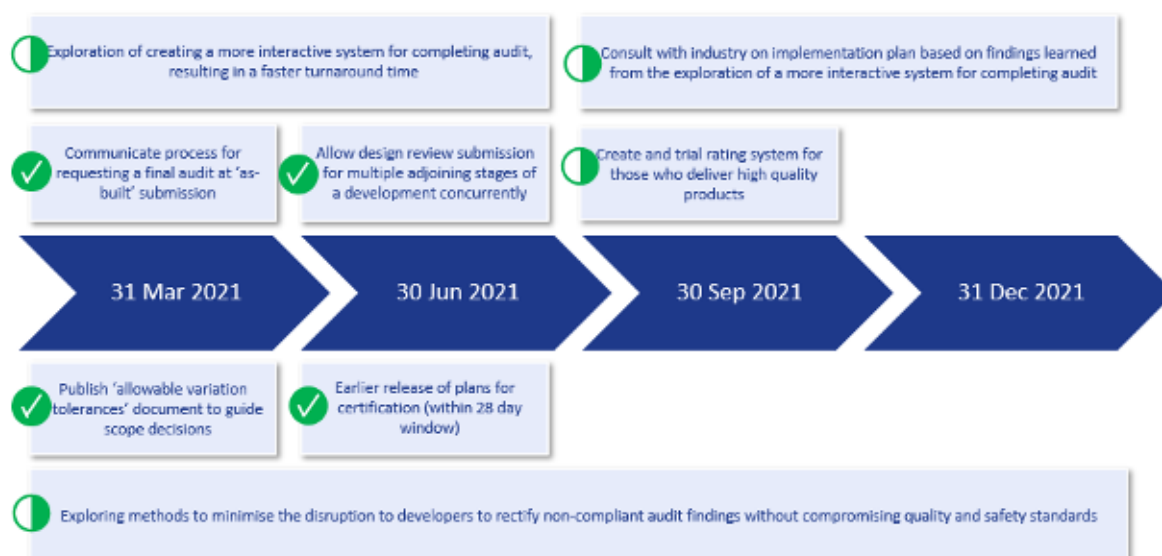
#### 2.1.1 Progress against the commitment

After one year, CitiPower and Powercor have progressed each of the commitments contained within the customer service standard. An overview of the progress against each of the step changes is shown in the figure below.

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<sup>1</sup> See CitiPower, Powercor and United Energy, Greenfields connections customer service standard, December 2020, p. 8.

**Figure 1 Timeline of step changes to CitiPower and Powercor process in 2021**



Source: CitiPower and Powercor

An explanation of our progress is provided in the table below.

**Table 2 Progress in 2021 against step changes**

Commitment	Status	Explanation
Communicate process for requesting a final at 'as-built' submission	Complete	Powercor has undertaken a comprehensive review of the audit function including consultation with external stakeholders and other utilities.  The review outcomes seek to enable a more flexible, timely and efficient audit process that better aligns with developer milestones and rewards high performing industry participants with a less intrusive audit regime.
Publish 'allowable variations tolerances' document to guide scope decisions.	Complete	Communication and information sessions were completed in late 2020. An allowable construction tolerance document was created and communicated to the industry.  Information sessions were conducted for VEDN auditors, PM2s and representatives from every accredited design house, where the document was presented.  Feedback from the industry has been positive and we planning 'fine tuning' for further engagement in 2022.

Allow design review submission for multiple adjoining stages of a development concurrently.	Complete	We are now accepting multiple stage submissions
Earlier release of plans for certification (within 28 Days)	Complete	Since 1 April 2021 CitiPower and Powercor have put systems in place to ensure all plans are being released within 20 days from the Victorian Government's Surveying and Planning through Electronic Applications and Referrals (SPEAR) notification.
Exploration of creating a more interactive system for completing audit, resulting in a faster turnaround time.	Ongoing	<p><u>Introduction of the Contractor Rating Program</u></p> <p>We have Introduced a new contractor rating program whereby industry participants (e.g. Option 2 Project Managers and Victorian Electrical Distribution Networks (VEDN) auditors) who have demonstrated high quality work over time are able to participate in a reduced audit regime.</p> <p>The performance of these industry participants was evaluated throughout 2021 with audit outcomes collated and assessed to award all participants with an overall contractor rating (A, B, C or D).</p> <p>The program rewards those that build high quality electricity network assets, allowing Powercor to provide extended support to projects that need additional oversight.</p> <p>Those rated A will experience a reduced audit regime, involving zero mechanical excavations for ~70% of their projects and will also receive consent to Statement of Compliance independent of a completed final audit.</p> <p>Per above, the contractor Rating Certificates under the new program were issued for Q3 on 1 October 2021 which has enabled the following:</p> <ul style="list-style-type: none"> <li>A &amp; 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</li> </ul>
Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.		

	<p>to be on site as equipment is now not required on site.</p> <ul style="list-style-type: none"> <li>• A rated Project Managers are eligible to apply for early Statement of Compliance (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.</li> <li>• 19 of 25 industry participants (VEDN auditors and Project Managers) achieved an A rating at the end of 2021.</li> </ul>
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Source: CitiPower and Powercor

## 2.2 United Energy customer outcomes statement

United Energy and the development industry are committed to maintaining a strong working relationship to deliver a small but important number of electricity connections each year. United Energy will continue to seek improvements in its due diligence process to maintain and where possible, improve timelines without sacrificing the delivery of safe, secure and reliable power for residents.

By engaging with industry, United Energy will work to refine internal processes to reduce the effort on the part of developers and their contractors to progress through a contestable project lifecycle. An improvement opportunity identified through our consultation has been a review of United Energy’s early release of statement of compliance process. This will seek to streamline the way developers can be granted this early release without having the onus on them to specifically request it for each development.

United Energy’s progress against the customer outcomes statement is shown in the table below.

**Table 3 Progress in 2021 against commitments**

Stage	Progress	Status
<b>Improving timelines without sacrificing the delivery of safe, secure, and reliable power for residents</b>	We remain committed to working together with industry to improve timelines	Delivering
<b>Aiming to maintain a strong working relationship with the development industry</b>	Through individual connections and the regular forums we are delivering on this commitment	Delivering



<b>Delivering a small but important number of negotiated electricity connections each year</b>	We have delivered a small number of connections to greenfield housing estates in 2021	Delivering
<b>Aiming to refine internal processes</b>	<p>We have applied a consultative approach at the project initiation phase where UE personnel are more involved in defining the scope of UE requirements in unity with the customer’s development.</p> <p>Upon a customer’s application, UE undertakes a risk and impact assessment of our assets affected in the vicinity of the proposed development where UE’s project manager and network planning team collaborate with the customer’s consultant to advise of any upstream or connectivity requirements.</p> <p>Also, UE has improved communication and transparency during the design and construction phases of the project. This is discussed in section 5.3.</p>	Complete
<b>Streamlining the way developers can be granted early release</b>	<p>Consultants and their clients have been advised that SoC will automatically be processed once project handover documentation is received, reviewed and accepted by UE.</p> <p>UE continues to permit early release of SoC to be requested prior to asset handover in accordance with UE’s “Subdivision Release Policy”.</p>	Complete

Source: United Energy

### 3 Performance reporting

#### 3.1 CitiPower and Powercor

The targets and actuals achieved in each quarter of 2021 are shown in the table below.

The timeframes are calculated from the date the distributor has received a request with all relevant information, including any further information requested to remedy a deficiency in the information provided, or any further information requested by the distributor to enable an assessment of the application.

**Table 4 CitiPower and Powercor performance metrics and additional metrics**

Metric	Description	2021 target (business days)	Q1 2021 Actuals	Q2 2021 Actuals	Q3 2021 Actuals	Q4 2021 Actuals	Average 2021 Totals
<b>Master plan review</b>	Master plans show how a new staged development will ultimately connect into the distribution network	70% reviewed with 10 days	Average 12 days. 58% within 10	Average 10.9 days. 66% within 10	Average 8.6 days. 77% within 10	Average 13.4 days. 64% within 10 days	Average 10.7 days 69% within 10 days (683 completed)
<b>Design review</b>	Design plans show, amongst other things, how each lot is connected to the network and the clearances between the electrical	18 days (average days across a six month period)	Average 10.8 days.	Average 10.9 days	Average 16.1 days	Average 19.2 days	Average 14.3 days (1,329 completed)

Metric	Description	2021 target (business days)	Q1 2021 Actuals	Q2 2021 Actuals	Q3 2021 Actuals	Q4 2021 Actuals	Average 2021 Totals
	infrastructure and other services						
<b>As-built plans reviewed</b>	Time taken to review as built drawings once submitted to CitiPower and Powercor	70% within 5 days 8 days	Average 2.5 days. 91% within 5 days.	Average 2.5 days. 95% within 5 days	Average 2.5 days. 93% within 5 days	Average 2.7 days 97% within 5 days	Average 2.6 days 93% within 5 days (1,483 completed)
<b>Requested final audit (first audit)</b>	Final construction audit undertaken by CitiPower and Powercor	70% within 6 days	65% within 6 days.	66% within 6 days	78% within 6 days	74% within 6 days	71% within 6 days
<b>Countersign certificate of practical completion</b>	Time taken to countersign (or reject) certificate of practical completion after submission	90% within 5 days	92.2% within 5 days.	96.3% within 5 days	94.2% within 5 days	93% within 5 days	94.2% within 5 days (640 completed)
<b>Tie in</b>	Upon practical completion time taken to plan outages & works, undertake construction tie in and energise.	20 days >90% of agreed date	98% by agreed date.	100% by agreed date.	100% by agreed date.	100% by agreed date.	99% by agreed date

Source: CitiPower and Powercor

### 3.2 United Energy performance reporting

The targets and actuals achieved in each quarter of 2021 are shown in the table below.

Table 5 United Energy performance metrics

Stage	Description	Target (business days)	Q1 2021 Actuals	Q2 2021 Actuals	Q3 2021 Actuals	Q4 2021 Actuals	Average 2021 Totals
<b>Contestable offer</b>	Following receipt of a contestable application United Energy reviews the scope of works and issues a contestable offer and contract (project fees are payable)	20 days % within time frame	100%	100%	100%	100%	100%
<b>Master plan review</b>	Master plans show how a new staged development will ultimately connect into the distribution network	10 days % within time frame	100%	100%	N/A	N/A	100%
<b>Design review</b>	Design plans show amongst other things how each lot is connected to the network and the clearances between the electrical infrastructure and other services	20 days % within time frame	100%	100%	100%	100%	100%
<b>Authority to construct</b>	United Energy reviews <i>project specific information</i> (includes contractor details, works methodology and risk management plan), contractor insurances, and relevant personnel ESI	10 days % within time frame	100%	100%	100%	100%	100%

	training status, and grants authority for construction works to commence						
<b>Authority to commission<sup>1</sup></b>	United Energy reviews evidence that contractor has completed pre-commissioning audits <sup>2</sup> and related activities (including as built detailing), and grants authority for the contractor to tie-in and energise	10 days % within time frame	100%	100%	N/A	100%	100%

Source: United Energy

Note: United Energy's contestable delivery model differs from that of CitiPower and Powercor.

## **4 Discussion on performance in 2021**

This section sets out the reason why any performance measures were not achieved (where appropriate) and the actions that have been, or are being taken, to rectify the issue.

### **4.1 CitiPower and Powercor**

#### **4.1.1 Master plan review**

The timeframe for the completion of master plan review was outside of our overall target for the 2021 year.

The timeframes for the master plan review were trending downwards over the course of 2021, however a spike in volumes in quarter 4 combined with resourcing constraints due to the coronavirus pandemic and/ or staff turnover resulted in delays to the review, such that we did not achieve our target.

In quarter 1 2022, the timeframes have trended downwards again.

We are working with the industry to help forecast volumes to ensure we are prepared and able to manage volume spikes, as well as reviewing internal processes to streamline the activity.

#### **4.1.2 Design review**

The timeframe for the completion of design review were above our target in Q4 2021, however we achieved the overall target for the year.

The Q4 target was missed due to a combination of increased volumes together with reduced resources as a result of absences during the coronavirus pandemic and/or staff turnover. This led to a backlog of work which took time to process, although this was assisted by increased resourcing.

We have provided some major design houses the option to self-approve designs where they have demonstrated a consistently high standard of quality. The initial benchmark is a first design submission approval rate of 80 per cent over a rolling 12 month period. This has resulted in a reduced design audit and faster turnaround.

### **4.2 United Energy**

United Energy met all performance measures in 2021.

## **5 Additional initiatives**

This section sets out other initiatives we have taken to improve the service, or an update on any initiative taken.

## 5.1 CitiPower and Powercor

Over the course of 2021 we made a number of process improvements after taking note of industry feedback, as well as restructured the internal teams at CitiPower and Powercor to provide a more streamlined focus on contestable connection works.

### 5.1.1 New processes

In consultation with industry, we developed and implemented the following new processes:

- **Design template:** We introduced a simplified design template to reduce the need for design houses to create from scratch, reduce the design time and also help simplify the design audit.
- **HV rebate:** We streamlined the administration arrangements around the HV rebate ensuring that developers receive their rebate in a timelier manner and removing the need for them to remember to apply the rebate.
- **Separate public lighting approvals:** We introduced the ability for design houses to submit public lighting approvals separate to bulk of the estate ensuring that delays with council lighting sign off don't impact Powercor design approval.
- **As-built process:** Enhanced the as-built process by removing the need for the PM2 to request a task be added through process automation
- **New process:** Introduced a formal and simple process to allow 'conduit windowing', a critical component of cable installers being able to perform their work safely.

### 5.1.2 Contractor rating program

We have introduced a new contractor rating program whereby industry participants (e.g. Option 2 Project Managers and VEDN auditors) who have demonstrated high quality work over time are able to participate in a reduced audit regime.

The performance of these industry participants was evaluated throughout 2021 with audit outcomes collated and assessed to award all participants with an overall contractor rating (A, B, C or D).

The program rewards those that build high quality electricity network assets, allowing Powercor to provide extended support to projects that need additional oversight.

Those rated A will experience a reduced audit regime, involving zero mechanical excavations for ~70 per cent of their projects and will also receive consent to SoC independent of a completed final audit.

### 5.1.3 Restructure of internal teams

CitiPower/Powercor performed a review of Field Audit & Quality and end-to-end contestable work (Option 2) processes. Our analysis and customer and internal stakeholder feedback suggested an operating model change would help us provide a more consistent, swifter experience for our contestable works customers and stakeholders.

To this end, we have established the 'Contestable Works' team. The team operates within our Customer Operations business unit and will oversee and operate Option 2/Contestable Works processes, end-to-end, reducing handoffs and providing our customers and stakeholders a single point of contact.

The contestable works team will:

- provide contestable work stakeholders with a single team responsible for the end-to-end process, with a greater focus on customer outcomes
- ensure greater consistency throughout the life of the project and enable our team members to build relationships with external stakeholders and their teams
- own all aspects of the process and hence focus on achieving customer outcomes without needing to balance with internal program objectives
- provide a more flexible and customer focused audit process that seeks to align to industry needs whilst maintaining distribution standards.

## **5.2 United Energy**

United Energy continues to improve information and communication with stakeholders.

In terms of communication and transparency during the design and construction phases of the project:

- United Energy's internal design team undertake the full scope of design reviews and can liaise with the customer's designer directly regarding any design and drafting issues – the outcome of this is a quicker turnaround time for designs to be reviewed/resubmitted and accepted by UE.
- Similarly with communication between UE's PM and the customer's PM during the construction phase of a project, where we have educated the customer's PMs to raise any construction issues as soon as they are identified rather than to wait and request for dispensations when construction is near completion and the project's baseline is critical.

United Energy has also updated its published tender policy. The purpose of the changes was to provide improved advice and transparency regarding contestability. The new policy provides greater flexibility for customers and prevents unnecessary disruption of projects which may have been progressing on an incorrect assumption of services contained within the project being contestable. Customers are encouraged to engage with UE so we can help set up their projects for success.



## Attachment A: Minutes from consultative committee meetings

### A1. Quarter 2 minutes [redacted]

Meeting:	Quarter 2	Connections Customer Consultative Committee
Location	MS Teams	
Time and date	13/08/21 @ 11:00	
Attendees	Industry	[redacted] SMEC; [redacted] Dennis Corp; [redacted] ALDE; [redacted] Plan B; [redacted] ALDE; [redacted] Property Council of Australia; [redacted][redacted] SMEC
	Powercor	[redacted] (Chair), [redacted], [redacted], [redacted]
	United Energy	[redacted],[redacted]
	Secretariat/ minutes	[redacted]
Apologies	[redacted],[redacted] UDIA; [redacted] Winslows; [redacted] Stockland; [redacted],[redacted] Powercor	
Document N°	CCCC Q2 2021	
Revision:	A	Date Distributed: 6-Sep-21

Key Discussion Points	
No.	Item
1	<p><b>Actions</b></p> <p>[redacted] (Powercor) provided an update on the take-up of solar and electric vehicle requirements on the grid</p> <ul style="list-style-type: none"> <li>Solar: Approximately 5% of CitiPower residential customers have solar, in Powercor 22% of residential customers have solar. Western Suburbs and new developments top the connections. In June we 5500 applications to connect to the grid. Across the CP/PC network the first 6 months have had 13,200 solar connections. This is a direct impact of the solar homes program.</li> <li>Electric Vehicles – think there is about 1,500 EVs on the network. With the Victorian Government subsidy program, we expect this number to grow.</li> </ul>
2	<p><b>CitiPower and Powercor Q1 Update</b></p> <p>[redacted] (Powercor) reviewed its Q1 report document.</p> <ul style="list-style-type: none"> <li><b>Masterplan review:</b> the average is down, and we are still working towards our target</li> <li><b>Design review:</b> the review process is slightly up, but we are aware and monitoring it</li> <li><b>As-built plan review:</b> on track</li> <li><b>Audit:</b> on track</li> <li><b>Issue certificate of practical completion:</b> on track</li> </ul>

- **Time take to tie in:** on track

#### *Industry Feedback*

[X] (Plan B) raised a question on tie-in timelines and flexibility regarding the stage in the development where the tie-in occurs. He wanted to understand if it were possible, on occasion, for the tie to occur earlier? This was reiterated by [X] (ALDE) who made the point about the expectations of the Department of Transport and what the developer have control over regarding roads and traffic lights. [X] (Chair) took an action to explore this further and to make the conversation two ways so if an opportunity arises, Powercor understands so can discuss bringing the tie-in forward as a real option.

### **3 Opportunities to further streamline processes**

*Communicate process for requesting a final at 'as-built' submission.*

No changes

*Publish 'allowable variations tolerances' document to guide scope decisions.*

[X] (Powercor) said this is an ongoing process and as it becomes business as usual, Powercor will seek further feedback from industry. [X] (Plan B) said the process was good and there was no negative feedback, only positive. He was keen to see the new parts that Powercor was working on and from their end things seemed to be running smoothly.

*Allow design review submission for multiple adjoining stages of a development concurrently.*

[X] (Powercor) said that once Powercor has understood the problem, they went about solving it. [X] (ALDE) made the comment that some of the timeframes had increased over the past few weeks. [X] (Powercor) said he was away of this and while Powercor was still within timeframes the small delays were due to resourcing and it was being worked on. An action was taken to update the group on design turnarounds ahead of the Q3 meeting.

*Earlier release of plans for certification (within 28 days)*

[X] (Powercor) said it was working and [X] (Plan B) said no news is good news.

*Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time, and exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.*

[X] (Powercor. chair) said that they would try to answer any questions but if would arrange for [X] (Powercor) to respond. [X] (ALDE) commended Powercor for implementing the system and [X] (Dennis Corp) asked for information on how it was being rolled out. [X] (Powercor) said the program would be rolled out on October 1 and Powercor will apply an audit rating to all auditors. The program was still conceptual and as Powercor get closer to October they will have a better idea of how it works. Powercor will organise a session to provide further information. [X] (Dennis Corp) asked when companies will be advised of their

	ratings and [redacted] (Powercor) said companies would be advised in early October as part of a rollout transition program.
<b>4</b>	<p><b>United Energy Q1 Update</b></p> <p>[redacted] (UE) advised 100% of Q2 targets were achieved and made the point that only three greenfield projects had occurred in the United Energy area.</p>
<b>5</b>	<p><b>Industry Feedback</b></p> <p>[redacted] (Dennis Corp) said the pipeline was still strong, with widespread demand across Geelong, Western Melbourne and Northern Melbourne. While HomeBuilder was good for the industry, there are concerns in the sector about building margins being squeezed and the impact that will have on builders.</p> <p>[redacted] (SMEC) asked about the gas substitution discussions happening at the government level and what this would mean for greenfield sites, including a possible increase in the number of kiosks. [redacted] (Powercor) said Powercor would their submission to the Gas Substitution Roadmap. [redacted] (SMEC) also raised a discussion he had with a developer where they felt as though power suppliers made it difficult for developers that were looking to include solar panels on all homes. [redacted] (Powercor, Chair) said that Powercor would organise a briefing with Planning. [redacted] (SMEC) requested that this be a separate meeting and open to others.</p> <p>ACTION: Add industry update to future agendas.</p>
<b>6</b>	<p><b>Other Business</b></p> <p>N/A</p>
<b>7</b>	<p><b>Other items</b></p> <p>Future Meeting Date:</p> <p>Q3 meeting to be confirmed for November 12, 2021</p>
<b>No.</b>	<b>Action item</b>
1	Review the option of bringing forward the tie-in when required
2	Update on the design turnaround times
3	Share a copy of Powercor’s submission to the Gas Substitution Roadmap Discussion Paper
4	Organise a briefing with Powercor Planners on solar and developments.

## A2. Quarter 2 minutes [redacted]

Meeting:	Quarter 3	Connections Customer Consultative Committee
Location	MS Teams	
Time and date	19/11/21 @ 11:00	
Attendees	Industry	[redacted] SMEC; [redacted] Dennis Corp; [redacted] ALDE; [redacted] Plan B; [redacted] ALDE
	Powercor	[redacted] (Chair), [redacted], [redacted], [redacted]
	United Energy	[redacted],[redacted]
	Secretariat/ minutes	[redacted]
Apologies	[redacted],[redacted] UDIA; [redacted] Winslows; [redacted] Stockland; [redacted] Property Council of Australia; [redacted] Powercor	
Document N°	CCCC Q3 2021	
Revision:	A	Date Distributed: 28-Nov-21

Key Discussion Points	
No.	Item
1	<p><b>Actions</b></p> <p>Powercor to provide update on tie-in timelines flexibility regarding the stage in the development where the tie in occurs.</p> <ul style="list-style-type: none"> <li>Tie- in process is 4 weeks</li> <li>Year to date we are meeting 99% of requested dates for tie-ins</li> </ul> <p>Powercor to provide an update on design turnarounds</p> <ul style="list-style-type: none"> <li>Q3 average turnaround time has increased. Prior to Q3 it was ten days but has increased. We had an increased number of applications in August/September. Upped number to 7 plan auditors who were part time working weekends and after hours. Have engaged another plan auditor now to decrease the number days</li> <li>[redacted] (Plan B) asked if they were experienced auditors? <ul style="list-style-type: none"> <li>[redacted] (Powercor) said they had some experience, but they were being trained and the goal was consistency</li> </ul> </li> </ul> <p>Powercor to organise a separate briefing with representatives from the Committee with Planning to discuss issues some developers were having as they looked include solar panels on all homes.</p> <ul style="list-style-type: none"> <li>Looking at a February timeline for engagement between Powercor planning and the Committee. Powercor will send an agenda out ahead of that meeting.</li> </ul>

- [X] (SMEC) – could Powercor present at UDIA committee greenfield meeting? The next meeting is in February.
- [X] (Powercor) – happy to do that, needs to organise an agenda and request more information on the meeting.
- **ACTION: Powercor to liaise with SMEC and the UDIA to arrange a presentation in February**

## 2 CitiPower and Powercor Q3 Update

[X] (Powercor, chair) reviewed Powercor Q3 report document.

### Powercor Summary

Chair said Powercor is achieving all the targets but are watching planning audits.

[X] (Powercor) said we have been consistent with our targets. Going into Christmas break we know there will be an increase in the number of audit requests. Hopeful that we can still maintain targets. In previous years we have had a cut off period but are not doing that this year. The previous cut off period saw an influx of projects ahead of Christmas that weren't quite ready.

### Industry Feedback

[X] (Dennis Corp) said he is not receiving information from his developments regarding electrical issues, other authorities getting attention. No news is good news

[X] (Plan B) said new systems seems to be working well, a lot of positive feedback from civil contractors and it seems to be working as Powercor want it to work. Benefit to developers and to Powercor. The timeframes have helped and the quality of the work has improved as well. This flows on to better audits and results. [X] (Plan B) asked about early SOC status?

[X] (Powercor) said that that can be requested now and we have a couple of requests already

[X] (Dennis Corp) asked that as Powercor gets close to 100 per cent, it would be good to know average days.

**ACTION: Look to present number of days for figures that are close to 100%**

## 3 Opportunities to further streamline processes

*Communicate process for requesting a final at 'as-built' submission.*

No changes

*Publish 'allowable variations tolerances' document to guide scope decisions.*

[X] (Powercor) said allowable variation tolerances have been well accepted internally and externally

*Allow design review submission for multiple adjoining stages of a development concurrently.*

Completed

*Earlier release of plans for certification (within 28 days)*

*Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time, and exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.*

[X] (Powercor) provided an update via a PowerPoint presentation which is attached to the minutes.

#### **Industry Feedback**

[X] (ALDE) said Powercor should be proud of what you've done and [X] (Dennis Corp) said it all looks very positive and that he had not been receiving any negative feedback.

[X] (Powercor) said that Powercor had run over 55 forums to ensure all issues are addressed. It was great to see that it is delivering on what we intended it to do. Powercor are monitoring progress and will be interested to see what happens in Q4 as it is a 6-month rolling average that is updated each quarter

#### *Early Statement of Compliance*

[X] (Powercor) raised an additional agenda item regarding early statement of compliance. Please see attachment X for the presentation.

#### **4 United Energy Q1 Update**

[X] (UE) advised 100% of Q3 targets were achieved.

#### **5 Industry Feedback**

[X] (Dennis Corp) said sales were still happening at pace and the based on the number of lots sold in recent months, Powercor should prepare for pressure in May ahead of the financial year.

[X] (SMEC) has had some feedback from developers that have been trying to increase electrification and this has resulted in planning challenges, such as more kiosks. How do we transition to the full electrification? Because there are more kiosks, where do we place them.

#### **ACTION: Discuss at the UDIA presentation in February**

[X] (Plan B) asked a question about forecasting the number of connections.

[X] (Powercor) said that Powercor used historical data to forecast trends. [X] (Powercor) made the point that there is always an increase in the number of connections requested near the end of the financial year. Powercor committed to providing additional information at the next meeting on the process.

#### **ACTION: Powercor to provide an overview of the forecasting process**

[X] (ALDE) raised the issue of cable theft during the time between completion of tie-in to SoC while the cables are exposed.

	<p>[X] (Powercor) said Powercor where working on a policy and running DNA cabling to try and manage this issue.</p> <p><b>ACTION: Powercor’s security manager to present at the Q3 meeting</b></p>
<b>6</b>	<p><b>Other Business</b></p> <p>[X] (Powercor) raised work Powercor have completed on the rebate process improvement. Additional information on this is attached to the minutes. [X] (Powercor) said Powercor will start industry feedback.</p> <p>[X] (Plan B) said this was a good idea. [X] (Dennis Corp) said it was a good idea and would engage in the consultation.</p>
<b>7</b>	<p><b>Other items</b></p> <p>Future Meeting Date:</p> <p>Q4 meeting to be confirmed for February 11, 2022</p>
<b>No.</b>	<b>Action Item</b>
1	[X] (Powercor) to liaise with SMEC and the UDIA to arrange a presentation in February
2	Look to present number of days for figures that are close to 100%
3	Discuss at the UDIA presentation in February
4	Powercor to provide an overview of the forecasting process
5	Powercor’s security manager to present at the Q3 meeting