

Victorian Power Network

Assessment traffic lights

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

Traffic light	Criteria
Green	All initiatives delivered or all initiatives commenced and there is a low risk of incomplection.
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 – Improving Developers Understanding

Service Improvement Commitment-Outcome	Initiative	What have we done?	What are we doing?	Overall progress (traffic light assessment)
1 - Improving developers and contractors understanding of the distribution business' policies and practices, or how they can influence them.	1.1 Review Quarterly Meetings between CPPAL and ALDE/UDIA/CCF	<ul style="list-style-type: none"> Review of quarterly meeting structure and content completed – we are proposing that future quarterly meetings will form part of CPPAL’s Contestable Works Consultative Committee for contestable works. Set up meeting with key industry representatives (26 February) to finalise meeting structure, content etc 	<ul style="list-style-type: none"> Drafting meeting charter (including details of timing, structure and attendees) – to be finalised post 26 February meeting Planning first Customer Consultative Committee’s meeting for March 2019 	
	1.2 Document the current end to end option 2 process	<ul style="list-style-type: none"> Documented the end to end Option 2 process and uploaded to website https://media.powercor.com.au/wp-content/uploads/2018/12/14160510/Customer-Managed-Tender-Process-Guide-for-Customers-and-Contractors.pdf Every new customer receives a first contact email following their application which now includes the guide 	<ul style="list-style-type: none"> Complete 	
	1.3 Develop a new webpage for Contestable Works which will include a 'contact us' functionality for complaints and	<ul style="list-style-type: none"> A review of all current contestable work related content is underway to identify how it can be consolidated and easily accessed via a single webpage Commenced developed of new website format and 	<ul style="list-style-type: none"> While we are developing our website content we have actively engaged with industry and shared the contact details for relevant managers to whom issues can be escalated. These avenues are being used as required 	


Service Improvement Commitment-Outcome	Initiative	What have we done?	What are we doing?	Overall progress (traffic light assessment)
	escalation purposes.	content for CPPAL Contestable Works webpage. We will be seeking initial feedback at the Contestable Works Consultative Committee meeting in March (See section 1.1 above)	by our customer	
	1.4 Develop a stakeholder management plan to map out how Powercor will more effectively engage with key stakeholders within industry	<ul style="list-style-type: none"> Stakeholder map developed A consolidated stakeholder management plan has been developed by our contestable works and auditing teams 	<ul style="list-style-type: none"> Undertaking final review of stakeholder management plan prior to implementation Commencing delivery of stakeholder management plan 	
	1.5 Revise and redevelop the Contestable Works Agreement (CWA) to provide greater clarity of process and responsibility for the delivery of contestable works.	<ul style="list-style-type: none"> Undertaken initial review (internal) of the CPPAL Contestable Works Agreement (CWA) 	<ul style="list-style-type: none"> Holding internal workshops to finalise contents and proposed schedules for inclusion in the new CWA Reviewing similar documents used by industry across Victoria and NSW Timeframes for delivery of the new CWA are currently being defined Planning information sessions to brief industry on changes 	

Table 2 - Minimising Avoidable Delays

Service Improvement Commitment-Outcome	Initiative	What have we done ?	What we are doing?	Overall progress (traffic light assessment)
2 - Minimising avoidable delays in connecting Greenfield developments to existing distribution networks.	2.1 Establish the 'Contestable Works' team	<ul style="list-style-type: none"> Established 'Contestable Works team' comprising all capability required to enable and expedite the connection of greenfield developments 	<ul style="list-style-type: none"> Team is established In the final stages of transitioning all contestable works into this team's scope 	
	2.2 Develop manual progress reporting on delivery to mutually agreed milestones. Reporting shall be issued to both the PM2 and an employee of the developer	<ul style="list-style-type: none"> Progress reporting capability developed 	<ul style="list-style-type: none"> We are in the final stages of transitioning all contestable works into the contestable works team and once this has occurred we will be able to produce the first set of reports 	
	2.3 Establish an automated mechanism to proactively communicate to customers the progress of their connection including reasons for delays	<ul style="list-style-type: none"> Internal workshops held to scope digital solution and build the business case for approval Developed business case and commenced working through our internal project approval process 	<ul style="list-style-type: none"> Refine the business case and development timetable based on feedback through internal decision-making processes 	

Service Improvement Commitment-Outcome	Initiative	What have we done ?	What we are doing?	Overall progress (traffic light assessment)
	<p>2.4 Publish residential sub division connections process diagram with anticipated timing for each element; report performance bi-annually</p>	<ul style="list-style-type: none"> • Our website was updated in December 2018 with a flow chart to document our end to end option 2 process (https://media.powercor.com.au/wp-content/uploads/2018/12/14160510/Customer-Managed-Tender-Process-Guide-for-Customers-and-Contractors.pdf) • Developed one-page guide outlining each 'touch point' between CPPAL and the developer (and/or its representatives) including our anticipated timeframes 	<ul style="list-style-type: none"> • Present the one-page guide to members of the Contestable Works Consultative Committee in March for comment/feedback • Capturing performance information for first bi-annual performance report to be released in July 2019 	
	<p>2.5 Revise process to reduce CPPAL timeframes including making scoping contestable, and redesigning tie in processes</p>	<ul style="list-style-type: none"> • Reviewed the Master Planning process and any processes that will be made contestable • Reviewed tie in process and identified changes to reduce timeframes 	<ul style="list-style-type: none"> • Preparing updated guidelines regarding the Master Planning process and reworking our delivery process to accommodate the change. In the meantime we welcome developers submitting a master plan for our review • Updating tie-in process to facilitate early planning for tie-in works and complete tie-in within 20 business days from the date of practical completion (or as otherwise agreed) 	

Table 3 – Improving Technical Standards

Service Improvement Commitment-Outcome	Initiative	What have we done?	What we are doing	Overall progress (traffic light assessment)
3 – Improving how technical standards are managed and communicated.	3.1 Establish a VIC DB working group to explore Technical Standards harmonisation opportunities between the DBs regarding URD underground design and construction	<ul style="list-style-type: none"> Held 2 meetings with technical standards SMEs from each of the Victorian Distribution Businesses to outline project and establish the Technical Standards working group Identified initial focuses/areas of opportunity in relation to Underground Residential Distribution (URD) developments Held preliminary meeting with consultant regarding undertaking a 'gap' analysis of Vic DB technical standards 	<ul style="list-style-type: none"> Organised meeting with Anthony Grodzki (per ESC recommendation) to discuss previous experience in harmonising technical standards in the Water industry Formalising Technical Standards working group membership and focuses 	
	3.2 Combine with other Victorian distribution businesses (DB's) to develop a technical standards committee	<ul style="list-style-type: none"> Technical standards committee Terms of Reference drafted Sought feedback from representatives of Vic DBs 	<ul style="list-style-type: none"> Finalising Terms of Reference Planning to hold first committee meeting in April 	
	3.3 Undertake Gap Analysis to compare all DB's Technical Standards regarding URD underground design and	<ul style="list-style-type: none"> Initial discussions held with consultant to undertake the gap analysis 	<ul style="list-style-type: none"> Finalising review scope Engage consultant to provide proposal and 	

Service Improvement Commitment-Outcome	Initiative	What have we done?	What we are doing	Overall progress (traffic light assessment)
	construction		undertake analysis	
	3.4 Update VPN Technical Standards with any new harmonisation opportunities and produce an industry guide with key parameters that are common across all DB's	<ul style="list-style-type: none"> • Progress on Items 3.1, 3.2 and 3.3 above are precursors to any update to technical standards • As outlined in item 1.3 - A review of all current contestable work related content is underway to identify how it can be consolidated and easily accessed via a single webpage – this will include incorporating technical standards information • Investigated option of updating the historical Developers Guide that was once provided in hard copy to prospective developers 	<ul style="list-style-type: none"> • Items 3.1, 3.2 and 3.3 	
	3.5 Provide a high level guide on CPPAL and UE Technical Standards that are applicable to option 2 design and construction contractors	<ul style="list-style-type: none"> • The Technical Standards website was updated with a high level guide on the applicable standards for option 2 design and construction (URD) 		

Table 4 – Reviewing and Improving Audit Process and Practices

Service Improvement Commitment-Outcome	Initiative	What have we done?	What we are doing	Overall progress (traffic light assessment)
4 – Reviewing and Improving Audit Process and Practices	4.1 Establish and publish a quarterly audit performance report via the website.	<ul style="list-style-type: none"> Refer to item 1.3 – website reporting capability to be incorporated within Contestable Works website Quarterly reporting format in development 	<ul style="list-style-type: none"> Investigating an update to Salesforce system to produce quarterly report. IT business case in development A draft communication is being developed (to include a trend analysis) and will be published on the website. 	
	4.2 Take steps to uplift customer understanding of audit practices; purpose, method and timing expectations; seek to standardise audit and re-audit lead in times	<ul style="list-style-type: none"> The audit process has undergone a review with improvements implemented. The failed audit walk away policy is no longer in place. All above ground inspections are undertaken on the first audit. 2 auditors now attend larger audits. Target audit attendance time frames have been set at between 5 to 8 business days – we are delivering within these timeframes 	<ul style="list-style-type: none"> Engage with industry participants at the customer consultative committee meeting in March to seek feedback on recent changes and identify other areas that require clarification Seeking feedback on performance as well as the changes to audit process through the customer consultative committee in March 	
	4.3 Review and refresh processes	<ul style="list-style-type: none"> Discussions have occurred with ALDE & CCF 	<ul style="list-style-type: none"> Developing an update to communicate 	

Service Improvement Commitment-Outcome	Initiative	What have we done?	What we are doing	Overall progress (traffic light assessment)
	regarding audit requirements and proactively communicate, with examples customer obligations when applying for audit; what is expected for a successful audit outcome	<p>regarding the next industry forum. A Pre-meeting is scheduled for 26 February to scope out future industry forum objectives</p> <ul style="list-style-type: none"> An escalation process is currently being implemented on projects that have 3 or more failed audits. 	changes and audit requirements at the contestable works committee meeting	
	4.4 Develop a digital tool assisting customers to check that they are ready to request audit; including an on-line booking system	<ul style="list-style-type: none"> In conjunction with 4.1 – commenced developing IT business case 	<ul style="list-style-type: none"> Progressing with IT business case and seeking funding for digital solution. 	

Table 5 – Promoting Efficient Competition in Connection Services

	What we plan to do	What have we done	What we are working on	Overall progress (traffic light assessment)
5 – Promoting Efficient Competition in connection services (or component parts)	5.1 Conduct a review of opening more process elements to contestability	<ul style="list-style-type: none"> We have engaged a consultant (Harding Katz) to assist us review our contestability framework in order to provide an independent perspective/review of our approach. 		
	5.2 Develop report outlining considerations	<ul style="list-style-type: none"> Received draft connection contestability report 	<ul style="list-style-type: none"> A review of the report is currently underway and will be submitted to ESC when completed 	
	5.3 Reflect new positions in the 2021-2025 regulatory reset	<ul style="list-style-type: none"> During the AER's service classification process, we submitted service classifications that accommodate competition. For example; we operate a rebate scheme for large developments to ensure that developers are indifferent between whether we or a third party undertakes the electrical work within the development. 		

Table 6 – Resource Constraints

	What we plan to do	What have we done	What we are working on	Overall progress (traffic light assessment)
<p>6 – Resource constraints – increased number of developments and associated pressure on qualified industry resources</p>	<p>6.1 Publish recent steps to improve timeliness of residential sub division connections (people, process, systems)</p>	<ul style="list-style-type: none"> Developing a newsletter to be provided to the Contestable Works Consultative Committee that outlines recent steps to improve timeliness of residential sub division connections (people, process, systems) 	<ul style="list-style-type: none"> The first Contestable Works Consultative Committee meeting will be in March The newsletter is being finalised ahead of the March Contestable Works Consultative Committee meeting. The information will also be included on the Contestable Works website 	
<p>6.2 Prepare a report of residential sub division connection performance; publish on the corporate website bi-annually</p>	<ul style="list-style-type: none"> Refer to item 2.4 above for details 	<ul style="list-style-type: none"> Refer to item 2.4 above for details 		
<p>6.3 Report intentions to invest in technology and automation to improve customer outcomes (e.g. proactive notifications to customers, automated exception resolution, digital initiation and process workflow)</p>	<ul style="list-style-type: none"> Intention to invest in technology is outlined in a number of the progress updates outlined above – in particular refer to items 1.3, 2.3, 4.1 and 4.4 	<ul style="list-style-type: none"> Various – refer to items 1.3, 2.3, 4.1 and 4.4 		

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 7 – Performance against KPIs – Q4 (October, November, December 2018)

Measure (KPI)	Reporting timeframe	Result (business days)	Performance against Target ^{1,2}	Detail
Scoping Process	Q4 2018	11	Process change proposed to allow developer to submit these plans to CPPAL for approval	New process allowing developer to submit plans for review is yet to be implemented. Once implemented it is expected that these timeframes will reduce.
Design Approvals	Q4 2018	16	Target = < 20 business days	
'As Built Construction Audit'	Q4 2018	5	Target = 5 to 8 business days	
Grant Practical Completion	Q4 2018	1	Target = < 10 days	

Construction 'tie-in'	Q4 2018	40	Target = < 20 days	The proposed changes to construction tie-in process that allow us to achieve 20 business days or less are yet to be implemented. We will be running a trial of the new process in first half of CY19. Pending success it is expected that we implement this across the network in 2H CY19
Overall	Q4 2018	75	Target = < 70 days	

1. For the avoidance of doubt the performance targets are measured as the time (in business days) that the activity is the responsibility of CPPAL (as opposed to elapsed time) and does not include instances where incomplete information is provided or additional work is required before CPPAL is able to make an assessment or carry out its responsibilities.
2. There may be instances where a longer time frame than the above target is negotiated with a developer (or their Agent). These instances will be reported on separately and we will track our delivery to the negotiated timeframe.