



# 2019 Victorian energy open forum

Engaging to deliver better  
energy outcomes

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# Electricity Distribution Code review

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## Context

1. The electricity sector is changing
2. Customers are taking control of their energy needs and exploring new innovative opportunities
3. The code needs to reflect these changes and remain fit-for-purpose for the long term interests of Victorians

## Issues paper - Purpose

1. Deeper exploration of identified priority issues to make the code fit for purpose and address the more immediate challenges
2. Stakeholder opportunity to inform us on code relevant matters (known, identified or emerging) and other topics we should consider
3. Acknowledging issues being considered in separate works stream, the wider review or other matters

## Main areas of initial focus

- **Technical standards** with attention towards voltage and other technical standard and consider harmonisation
- **Customer service standards:**
  - communication of outages,
  - Guaranteed Service Level scheme
  - reliability standards
- **Other clarification amendments**

# Overview - Project timing

## Technical standards stream



## Customer service standards stream



## Other potential review streams

June 2020 onwards

## Technical workshop & briefing

- Second workshop is scheduled for Monday afternoon - **2 September 2019**
- This seeks to do a deeper dive on the technical provisions of the code such as:
  - Any follow up voltage matters
  - Power factor
  - Negative sequence
  - Frequency management

Now it's time to hear from you...





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