

Greenfield Connections

Performance & consultation report

Q3 2024



1. Actions

Actions from last meeting

#	Who	Description	Date due	Status
3.3	SR	Explore harmonization of kiosk placements, cultural heritage & earthing assessments [update] Ongoing initiative. Exploring ways to have kiosks installed on council reserves. Propose establishment of working group with interested parties including council. No known systemic issue with regard to cultural heritage, at this time. Earthing assessments, refer to item 2.1	Feb 2025	WiP
2.1	SR	Organise meeting about earthing assessments, related delays and opportunities to improve [update] Delays relating to earthing assessment have been largely alleviated. We don't foresee future delays to tie in due to earthing assessments	Oct 2024	Closed
2.2	SR	Explore why questions are being received from ROs where plans have been approved. Engage with property group and others to determine drivers, seek opportunities [update] Approval for non-standard shaped kiosk reserves no longer require RO approval but must meet Technical Standards.	Oct 2024	Closed
2.3	AS	Share feedback about 7.5 kVA with Network team and respond back to committee [update] For medium density residential developments in UE, the following approach is proposed. - Initial ADMD of 5.0 kVA per property (63 customers per 315kVA kiosk) - Ultimate ADMD of 7.0 kVA per property (71 customers per 500kVA kiosk) The URD Guideline is in the final phase of the review and will be issued for management review soon.	Dec 2024	WiP
2.4	JP	Can we share a list of contacts for harmonization working group across the industry. [update] JP to email Anthony G. CP/PAL/UE contacts (Anthony James, Peter Gillham, Sam Reidy, Ahsan Sheikh)	Nov 2024	WiP

2. Performance

Quarter 3 2024

Q3 2024 Performance | CitiPower/Powercor

Summary

- Full year performance across all areas in CitiPower and Powercor remains strong against targets with some minor slippage evident in Q3.
- Masterplan and design review has remained steady in Q3 compared to the full year metric for 2024 and continues to trend with stability, both measures on track to exceed target for the full calendar year.
- As built review has also been consistent in 2024 and has been tracking favourably against target YTD. However, through Q3 we did see the % completed within 5 days report below target, this has continued into Q4.
- Field audit timeframes increased a little in Q3 running close to target at 74% completed within 6 days. However this has improved in Q4 to 92%. The average days for a completed audit in 2024 remains 5 days.
- Processing and issuing of the certificate of practical completion is above target in Q3 and Q4 YTD, and will help us track to above target for the full calendar year.
- Tie in timeframes are on average close to the 10 week mark at 47 days and the % completed within the agreed timeframe below the target of 95%. Longer timeframes have been driven by earthing assessment delays and network data provisioning. We anticipated this would happen as we worked through a number of in progress projects that now required earthing assessments. This will ease and timeframes will improve as the earthing assessments will be undertaken at or before detailed design moving forward.

Q3 2024 Performance | CitiPower/Powercor

Process step	Measure	Target	YTD 2024	Q2 2024	Q3 2024	Trend	Q4 2024 (to 4 Nov)
Masterplan review ¹	% reviewed within timeframe	80% / 10 days	Average 5.3 days 89% within 10 days	Average 6 days 81% within 10 days (93 completed)	Average 5 days 94% within 10 days (74 completed)	↑	Average 8 days 80% within 10 days (30 completed)
Design review ¹	Average business days	16 days	Average 9.8 days	Average 11.4 days (199 completed)	Average 10.0 days (267 completed)	↑	Average 9.6 days (110 completed)
'As built' plan review	% reviewed within timeframe	70% / 5 days	68% within 5 days	76% within 5 days (307 completed)	56% within 5 days (342 completed)	→	64% within 5 days (156 completed)
	Average business days	8 days	Average 4.5 days	Average 3.6 days	Average 5.3 days	↑	Average 4.5 days
Final audit ¹	% completed within timeframe	70% / 6 days ²	78% within 6 days	82% within 6 days	74% within 6 days	↑	92% within 6 days
Certificate of practical completion	% issued within timeframe	90% / 5 days	89% within 5 days	86% within 5 days (148 completed)	92% within 5 days (113 completed)	↑	100% within 5 days (63 completed)
Time to 'tie in'	Average business days to tie in	20 days	45.3 days	38.1 days	47.2 days	↓	60.4 days
	% tied in within timeframe	>95% agreed date	89%	98%	85%	↓	70%

1. Measures form part of ministerial order reported twice yearly
2. Ministerial order requires of 70% within 8 business days, internal target is 70% within 6 days

Q3 2024 Performance | United Energy Summary

Ahsan

- Performance across all areas in UE are at 100% with, 1 URD project received YTD in Q3 2024, all metrics are currently meeting target.

Q3 2024 Performance | United Energy

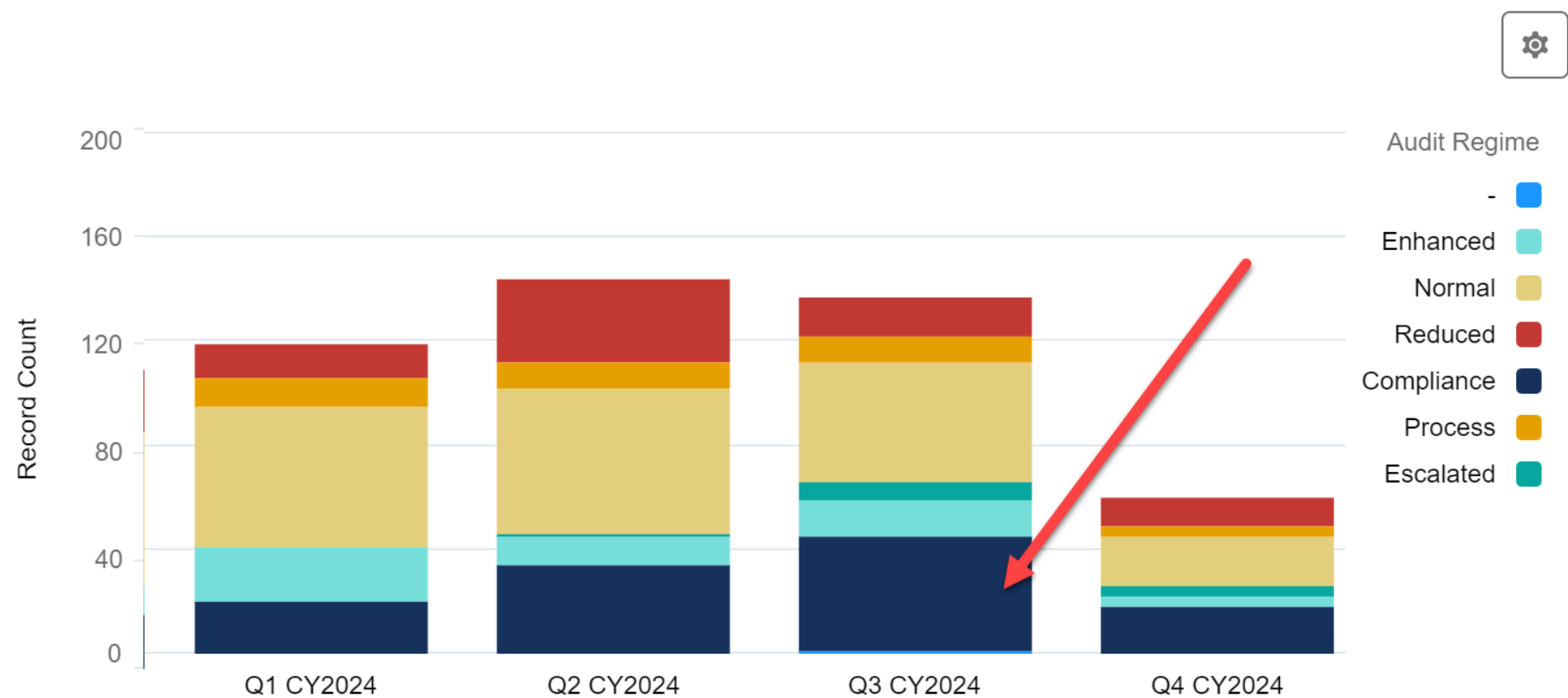
Process step	Measure	Target	Q1 2024	Q2 2024	Q3 2024	Status
Offer issued	% completed within time frame	20 days	Not applicable ²	100% (5 URD offers in Q2 2024 – issued in 17 days)	100% (1 URD offer in Q3 2024 – issued in 7 days)	
Masterplan review ¹	% completed within time frame	10 days	Not Applicable ²	Not applicable ¹	Not applicable ¹	
Design review ¹	% completed within time frame	20 days	Not applicable ²	100% (2 URD design reviews in Q2 2024 – reviewed at average 15 days)	100% (2 URD design reviews in Q3 2024 – reviewed at average 15 days)	
Authority to construct	% completed within time frame	10 days	100% (2 ACC issued in Q1 2024 at average 1.2 days)	100% (1 ACC issued in Q2 2024 at average 2 days)	100% (2 ACC issued in Q3 2024 at average 2 days)	
Authority to commission ¹	% completed within time frame	10 days	100% (1 ACCC issued in Q1 2021 at average 1.2 days)	100% (1 ACCC issued in Q2 2024 at average 2 days)	100% (2 ACCC issued in Q3 2024 at average 2 days)	

1. Measures form part of ministerial order reported twice yearly
2. Zero applications received

2a. VPN audit breakdown by type

Sam Reidy

VPN Audit breakdown | Volumes YTD/Q3 2024



We completed our highest number of compliance/process (desktop) audits in Q3

Other business | Next meeting

1. [Next meeting]
 - Proposed for Wednesday 26 February 2025

Appendix

Meeting minutes | Q2 2024 (August 2024)

Agenda item	Consensus/summary
2	SN: question re tie ins. Seems there have been delays, perhaps due to earthing assessments. Delays are impacting developers. Can we take a more case by case basis? Awaiting culture heritage induction, can Powercor fall in under existing agreements? Might we be open to a partial energisation? SR: Will engage further. Next 6 months will likely be a challenge but backlog exists. Those that fail first assessment present the greatest challenge. We are also getting through the network data requests, with a dedicated resource onboard shortly
2	JF: Question regarding tie in. 20 days and agreed are they different? SR: Yes. These are different measures. SN: notes medium density scenarios present greater urgency for tie in because house builds are in progress.
2	SN: notes final audit times are great. Design reviews have become a challenge where more projects are being reviewed by ROs. Getting questions about things that have already been approved. Non-perpendicular kiosks requiring approvals? JM: reference to directions from property team regarding size/shape of land resulting in ongoing costs. PG: noted various factors that can necessitate extended review/assessment
2	MP: Receiving Powercor comments that don't relate to safety or standards. Upon resubmission plan goes back to regular timeframes PG: We recheck entire plan upon resubmission because we don't know what changes have been made. Have been caught out before when things have changed unknowingly. Contractor rating program will may allow quicker turnaround for highly rated participants
2	SN: re: new kVa per lot? 40 lots per kiosk? Any flexibility on that, requires a lot of land set aside for kiosks? AS: 7.5kVa per lot currently. Not yet locked in. Feedback to be shared with Network team
2	AG: Does CP/PAL have a list of contacts from CP/PAL/UE for harmonisation working group. SN: other topics for harmonisation eg. earthing standards & cultural heritage JF: notes project volumes trending down
6	Next report via circular in November 2024 (Q3 2024) Next meeting to be scheduled for ~February 2025