

Greenfield Connections

Performance & consultation report

Q4 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 recieved 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] CP/PAL/UE contacts; Anthony James, Peter Gillham, Sam Reidy, Ahsan Sheikh	Nov 2024	Closed

2. Performance

Quarter 4 2024

Q4 2024 Performance | CitiPower/Powercor

Summary

- Full year performance across all areas in CitiPower and Powercor was largely favourable, tie-in an area of focus for improvement in 2025.
- Masterplan and design review has remained steady in Q4 compared to the full year metric for 2024 and continues to trend with stability, both measures favourable when compared to target for 2024.
- As built review has also been consistent in 2024 and has been tracking favourably against target YTD for average turnaround time. However, the full year statistic for "% completed within 5 days" reported slightly below target.
- Field audit timeframes increased where back around the full year timeframes at 93% completed within 6 days.
- Processing and issuing of the certificate of practical completion is above target in Q4 at 99% and we tracked to target for the full year in 2024 at 90% within 5 days.
- Tie in timeframes are on average close to the 10 week mark at 46 days in 2024 and the % completed within the agreed timeframe below the target of 95%. Tie-in is a focus area for improvement in 2025 both in terms of the turn around timeframes and the different options we offer industry.

Q4 2024 Performance | CitiPower/Powercor

Process step	Measure	Target	Full year 2024	Q3 2024	Q4 2024	Trend
Masterplan review ¹	% reviewed within timeframe	80% / 10 days	Average 6 days 88% within 10 days (362 completed)	Average 5 days 94% within 10 days (74 completed)	Average 8 days 84% within 10 days (96 completed)	↑
Design review ¹	Average business days	16 days	Average 10.3 days (716 completed)	Average 10.0 days (267 completed)	Average 10.1 days (174 completed)	↑
'As built' plan review	% reviewed within timeframe	70% / 5 days	67% within 5 days (1281 completed)	56% within 5 days (342 completed)	62% within 5 days (334 completed)	→
	Average business days	8 days	Average 4.4 days	Average 5.3 days	Average 4.6 days	↑
Final audit ¹	% completed within timeframe	70% / 6 days ²	91% within 6 days	74% within 6 days	93% within 6 days	↑
Certificate of practical completion	% issued within timeframe	90% / 5 days	90% within 5 days (528 completed)	92% within 5 days (113 completed)	99% within 5 days (146 completed)	↑
Time to 'tie in'	Average business days to tie in	20 days	46.8 days	47.2 days	51.8 days	↓
	% tied in within timeframe	>95% agreed date	90%	85%	87%	→

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

Q4 2024 Performance | United Energy Summary

- Performance across all areas in UE are at 100% with, 1 URD project received YTD in Q4 2024, all metrics are currently meeting target.

Q4 2024 Performance | United Energy

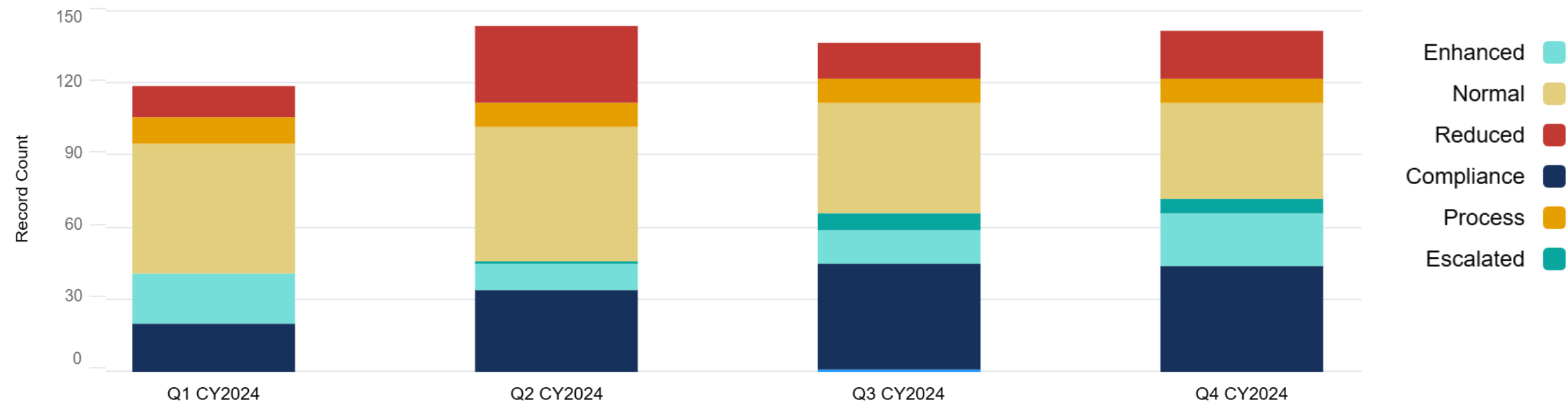
Process step	Measure	Target	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Status
Offer issued	% completed within time frame	20 days	Not applicable ²	100% (5 URD offers in Q2 2024 – issued in 17 days)	100% (1 URD offer in Q3 2024 – issued in 7 days)	Not applicable ¹	●
Masterplan review ¹	% completed within time frame	10 days	Not Applicable ²	Not applicable ¹	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)	100% (1 URD design reviews in Q4 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)	100% (2 ACC issued in Q4 2024 at average 4 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)	100% (2 ACCC issued in Q4 2024 at average 4 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 Q4 and full year 2024



The trend of completing less intrusive audits and more audits done from the desk continued in Q4

3a. Contractor Rating Program update

Peter Gillham

Option 2 Contractor Rating Program | Overview

Contractor Rating*	Final Audit Score** Parameter	Standard Deviation Parameter	Minimum Process Experience Requirement	Typical Final Audit or Design Plan Approval Regime Detail	Projects Excavated	Powercor Site Attendance	RAPID ESCALATION PROCESS
Proficient AAA#	>92	no Individual Score <80	2.5 Years of Consistent Proficient Performance	Process 20%*** Normal 30% Compliance 50%	30%	30%	
Proficient AA#	>92	no Individual Score <75	1.5 Years of Consistent Proficient Performance	Reduced 30% Compliance 40% Normal 30%	30%	60%	
Proficient A	>92	No Individual Score <70	0.5 Years of Proficient Performance	Compliance 10% Normal 30% Reduced 60%	30%	90%	
Acceptable B	86-91	No Individual Score <60	0.25 Years of Acceptable Performance	Reduced 30% Normal 70%	70%	100%	
Deficient C	80 -85	No Individual Score <50	None: Contactor Entry Level	Enhanced 20% Normal 80%	100%	100%	
Substandard D	60 -84	No Individual Score <30	None	80% Enhanced (2 excavators) 20% Escalated	100%	100%	
Unacceptable E	<60	N/A	None	100% Escalated (3 excavators)	100%	100%	

In 2024 we completed 539 audits in less than 5 business days from audit request to report issued.

260 or 48% of projects did not need to be excavated. Projects averaged 3 non-conformance onsite each.

In July 2023 we announced a project to include the quality of electrical design into the Contractor Rating Program.

Since inception in July 2024 this has resulted in a more than 50% reduction in non-conformances with 3 times as many electrical designs approved on first submission.

We are now trialling a new process of compliance checks on electrical designs for top performers with the aim of reducing plan approval timelines.

3b. Tie in process review

JP Camilleri

Streamlining the Contestable Works tie-in process to enable delivery within 20 days of customer request when required

Context

- **Option 2 works** - Leveraging contractors approved by the Victorian Electrical Distribution Network (VEDN), Option 2 plays a key role in driving the success of greenfield construction projects within the VPN network, accounting for the majority of contestable works
- **VPN tie in process** - Upon completion of works, VPN mandates an audit followed by the issuance of a Statement of Compliance (SoC) once the audit is approved. Only after the SoC is issued, contractors can request a tie-in date with VPN
- **20 day tie in obligation** - While most projects are satisfied with an agreed tie-in date, VPN's current operational processes struggle to meet the 20-business-day obligation when required, impacting project timelines
- **Copper theft risk** - VPN is obligated to complete the tie-in within 20 business days. If this deadline is missed, the responsibility and security of the site shift to VPN, significantly increasing the risk of copper theft and related costs

Dependencies

- Nil

Scope

1. Develop agreed 'as is' contestable works tie-in process
2. Engage with industry to determine pain points and opportunities for improvement
3. Investigate opportunities for process improvement to assist in streamlining the tie in phase
4. Create agreed 'to be' process
5. Identify any IT systems that may require adjustments
6. Develop a change management approach for both internal and external stakeholders

Timeline



Deliverables

1. Agreed 'to be' process that has shared ownership and shared KPI's
2. Updated IT systems, if required
3. Approved change management approach for internal and external stakeholders

Other business | Next meeting

1. [Next meeting]
 - Next report, Q1 2025 to be shared via circular (propose no meeting)

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