February 2024

Greenfield Connections

Performance & consultation report

Q4 2023

1. Actions

Open actions

Actions

#	Who	Description	Date due	Status
3.1	JP	Explore leveraging avoidance of costs related to cable theft in support of business case for alternative tie in processes	31/03/2024	WiP
3.2	PG	Discuss requirements of landscape planning amendments	31/12/2023	Closed
3.3	SR	Explore harmonization of kiosk placements	31/03/2024	WiP

2. Performance

Quarter 4 2023

Q4 2023 Performance | CitiPower/Powercor

Summary

- Performance across all areas in CitiPower and Powercor was consistently on or better than target in Q4 and through 2023 full year. Masterplan processing being the outlier.
- Masterplan processing has been slower on average in Q4 2023 than Q3 and full year 2023. Resourcing challenges in Q4 in our network planning group will have attributed. Pleasingly changes have been made and we are currently tracking at 2.5 days in 2024.
- Design review has remained steady compared to the full year metric for 2022 and continues to trend downwards in 2023 with a full year average of 10.8 days which would have been aided by our strong finish in 2023 with a Q4 average of 6.9 days.
- As built review is improved full year 2023 compared with 2022 and finished favourably against target.
- Field audit timeframes are improved in 2023 compared to 2022 with 92% of audits completed inside 6 business days The slight decrease in Q4 can be attributed to resource sharing with the design check team and the end of year rush.
- Processing and issuing of the certificate of practical completion for 2023 for the full year was favourable to target.

Q4 2023 Performance | CitiPower/Powercor

Process step	Measure	Target	FY 2023	Q3 2023	Q4 2023	Trend	Q1 2024 YTD
Masterplan review	% reviewed within timeframe	80% / 10 days	Average 45.1 days 35% within 10 days (637 completed)	Average 12.2 days 44% within 10 days (116 completed)	Average 26.8 days 30% within 10 days (104 completed)	↓	Average 3.1 days 98.0% within 10 days (62 completed)
Design review	Average business days	16 days	Average 10.8 days (1022 completed)	Average 10.7 days (320 completed)	Average 6.9 days (241 completed)	↑	Average 9 days (112 completed)
'As built' plan review	% reviewed within timeframe	70% / 5 days	89% within 5 days (1595 completed)	89.9% within 5 days (421 completed)	83% within 5 days (350 completed)	↑	84% within 5 days (102 completed)
	Average business days	8 days	Average 2.5 days	Average 2.5 days	Average 2.8 days	↑	Average 3.6 days
Final audit	% completed within timeframe	70% / 6 days[1]	92% within 6 days	93% within 6 days	82% within 6 days	↑	86% within 6 days
Certificate of practical completion	% issued within timeframe	90% / 5 days	96% within 5 days (588 completed)	96% within 5 days (160 completed)	94% within 5 days (159 completed)	↑	87% within 5 days (51 completed)
Time to 'tie in'	Average business days to tie in	20 days	42.4 days	36.4 days	TBA	↑	TBA
	% tied in within timeframe	>95% agreed date	97%	99%	TBA	–	TBA

1. Target will align with ministerial order of 70% within 8 business days from Q1 2024

Q4 2023 Performance | United Energy

Summary

- Performance across all areas in UE are at 100% with three URD projects received YTD, all metrics are better than target.

Q4 2023 Performance | United Energy

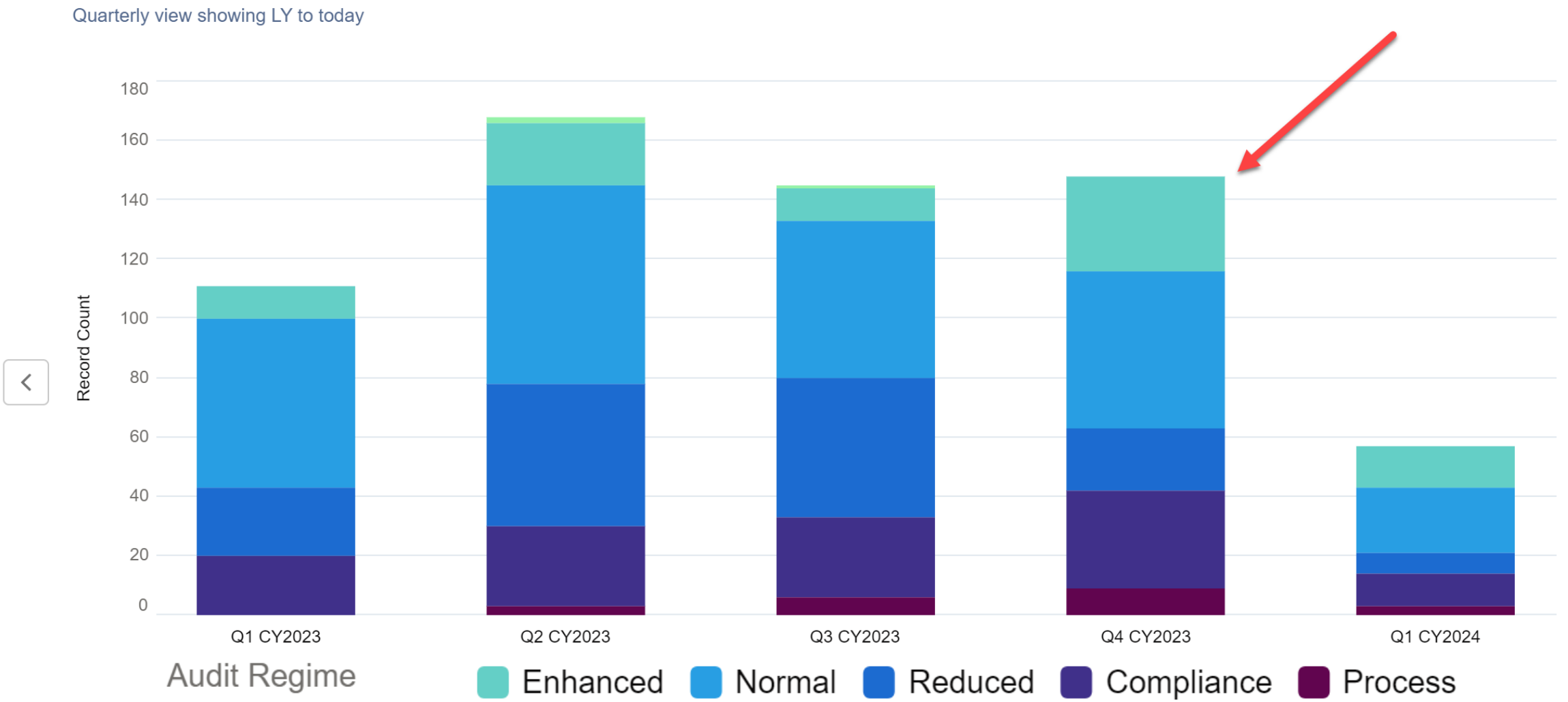
Process step	Measure	Target	Q4 2022	FY 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Status
Offer issued	% completed within time frame	20 days	0%	57%	100% (1 URD offer in Q1 2023 – issued in 14 days)	Not applicable[1]	100% (2 URD offers in Q3 2023 – issued in 12 days)	Not applicable[1]	
Masterplan review	% completed within time frame	10 days	Not applicable[1]	100%	100% (1 masterplan in Q1 2023 – reviewed in 8 days)	Not applicable[1]	Not applicable[1]	Not applicable[1]	
Design review	% completed within time frame	20 days	100%	100%	100% (2 URD design reviews in Q1 2023 – reviewed at average 14.5 days)	Not applicable[1]	100% (2 URD design reviews in Q3 2023 – reviewed at average 15.5 days)	Not applicable[1]	
Authority to construct	% completed within time frame	10 days	100%	100%	100% (2 ACC issued in Q1 2023 at average 1.8 days)	Not applicable[1]	100% (2 ACC issued in Q3 2023 at average 2 days)	Not applicable[1]	
Authority to commission	% completed within time frame	10 days	100%	100%	100% (1ACC issued in Q1 2023 in 1 day)	Not applicable[1]	100% (1ACC issued in Q3 2023 in 1 day)	Not applicable[1]	

1. Zero applications received

2a. VPN audit breakdown by type

Sam Reidy

VPN Audit breakdown | Volumes YTD/Q4 2023



In progress initiatives

Electrification ADMDs

a. Sam Reidy

Open forum

Discussion

Other business/forward view

Other business | for discussion…

1. [Next meeting]
   - Propose Tuesday 28 May 2024

Appendix

Meeting minutes | Q3 2023

Agenda item	Consensus/summary
2	No further comment
3	CP/PAL will share final ministerial order once received
4	Proposed Ausnet changes presents challenges with councils agreeing placement of kiosks
5	There was a question regarding future kiosks sizes. This has not yet been determined
5	It is anticipated that people will movbe away from gas even where it is available. Analysis of what impact this will bring is in progress
5	Question posed regarding an interim/final ADMD to be published by CP/PAL/UE. Acknowlegded there will be an interim ADMD to avoid a big jump
5	Committee raised that a way to prevent cable theft is to liven the asset sooner. This was acknowledged and will be leveraged for the basis of a business case to enable alternative tie in process options
6	**Next meeting 9.30 am 27 February 2024 on MS Teams**

Commitments

Customer Commitments | All completed (as published in 2020)

- Exploration of creating a more interactive system for completing audit, resulting in a faster turnaround time
- Consult with industry on implementation plan based on findings learned from the exploration of a more interactive system for completing audit
- Communicate process for requesting a final audit at 'as-built' submission
- Allow design review submission for multiple adjoining stages of a development concurrently
- Create and trial rating system for those who deliver high quality products

31 Mar 2021 | **30 Jun 2021** | **30 Sep 2021** | **31 Dec 2021**

- Publish 'allowable variation tolerances' document to guide scope decisions
- Earlier release of plans for certification (within 28 day window)
- Exploring methods to minimise the disruption to developers to rectify non-compliant audit findings without compromising quality and safety standards

Completed | All customer standards commitments have been completed

Commitment	Summary	Status
Publish 'allowable variations tolerances' document to guide scope decisions	Allowable variations published in 2021 [Link: https://media.powercor.com.au/wp-content/uploads/2021/07/13165303/Allowable-Construction-Tolerances.pdf]	Complete
Allow design review submission for multiple adjoining stages of a development concurrently	Multiple stage submissions accepted as of July 2021	Complete
Earlier release of plans for certification (within 28 Days)	From 1 April 2021, systems in place to ensure all plans are being released within 20 days from the SPEAR notification.	Complete
Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time.	The new Contractor Rating System has now been in place since 1st July 2021 Contractor Rating Certificates were issued for Q3 on 1st October 2021 that has enabled the following: • A & 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 to be on site as equipment is now not required on site • A rated Project Managers are eligible to apply for early 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	Complete
Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.		
Communicate process for requesting a final audit at 'as-built' submission	Requesting final audit as at 'as built' submission was trialled in 2021. The trial deemed that non-finalised 'as-built' designs added complexity to audit activities and did not unlock any time savings. In fact, delays were more likely due to physical assets being audited not being accurately reflected on available design documents	Complete

In progress | All customer standards commitments have been completed

Zero commitments remain outstanding, however, we remain committed to continued industry collaboration and the identification/progression of further improvement initiatives