



# ICRC

independent competition and regulatory commission

## Utility Licence Annual Report 2017–18

### Gas distribution and connection services

*Evoenergy*

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4.1 Contact Officers



## Instructions for completing the Utility Licence Annual Report

### Completing the template:

- 1 The report must be completed and submitted to the ICRC on or before **1 October 2018**.
- 2 The reporting period is from **1 July 2017 to 30 June 2018**.
- 3 Please read the *Utility Licence Annual Report Guidance Note* as it provides clear expectations on process and submission requirements.
- 4 In most cases a response of 'yes', 'no', 'not-applicable' or a number will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) may also be required.
- 5 All licensed utilities must include information and data in the report even if a nil (zero) figure is recorded in relation to data required to be submitted.
- 6 If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- 7 Where data is not available the licensee should provide any other data it has that could serve essentially the same purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). In the event the licensee provides other data, rather than the requested data, this must be clearly identified in the report.
- 8 Licensed utilities should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation.
- 9 All responses provided should only relate to services provided in the ACT only. If the event the Licensee is unable to disaggregate ACT services from other jurisdictions, the Licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.



**Tip** : Press Alt-Enter to start a new line in a cell.

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## About the Utility Licence Annual Report

Under section 25(2)(d) of the Utilities Act 2000 (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (Commission) annually on the exercise of their functions under the statute and their compliance with licence conditions. Reports are on a financial year basis and must be submitted to the Commission within three months of the end of that year (i.e. by 1 October). The reported information forms the basis for the Commission's monitoring report for licensed utility service providers. The Commission will publish the monitoring report on the website.

This template questionnaire sets out requirements of the Commission in relation to the annual report under subsection 25(2)(d) of the Utilities Act that licensed utilities must provide to the Commission.

**Section 1: Exercise of functions under the *Utilities Act 2000***, This section sets out questions in relation to functions that the utility may or must perform under the Utilities Act.

**Section 2: Industry codes.** This section sets out questions in relation to the utility's obligations under the Consumer Protection Code and the Gas Network Boundary Code.

**Section 3: Utility licence conditions.** This section sets out questions in relation to specific requirements in the utilities licence.

**Section 4: Contact Officers.** This section requires details of contact officers.

## 1.1 Exercise of functions under the *Utilities Act 2000*

### Performance of network operations (Division 7.3)

Reporting requirement	Response	Comments Note 'Instructions No.8'
<b>1.1.1 Performance of network operations (Division 7.3)</b>		
In 2017–18, how many times did the licensee enter landholders' property to undertake network operations?	4,980	Nil
<b>1.1.2 Damage etc. to be minimised (Section 108)</b>		
What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations carried out?	(1) Operations and Construction manuals and procedures; (2) Induction and ongoing annual training; (3) Landowner liaison via Jemena mail outs and/or via pipeline patrol; (4) Use of authorised and trained personnel	Nil
In 2017–18, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations carried out?	No	Nil
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	N/A	Nil
<b>1.1.3 Notice to land-holder (Section 109)</b>		
In 2017–18, before the utility began network operations in relation to public land or private land, did the licensee fail in any instances to give the land-holder 7 days notice of the proposed operations?	No	Nil
If so, how many times did the licensee fail to give notice?	N/A	Nil
Did the licensee carry out any operations in urgent circumstances under section 109(5)?	Yes	Nil
If so, provide details and numbers of the incidents.	2,005	Nil
<b>1.1.4 Notice about lopping trees etc. on private land (Section 110)</b>		
In 2017–18, before the utility began network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities), did the licensee fail to give at least 7 days notice before operations began?	No	Nil
If so, how many times did the licensee fail to give notice?	N/A	Nil
Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?	No	Nil
If so, provide details and numbers of the incidents.	N/A	Nil
<b>1.1.5 Network operations affecting heritage significance (Section 110A)</b>		
In 2017–18, did the licensee conduct any network operations under notices given under sections 109 and 110 that may have affected a place or object registered, or nominated for provisional registration, under the Heritage Act 2004?	No	Nil
If so, how many times did the licensee give a copy of the notice to the heritage council?	N/A	Nil
Did the licensee give a copy of the notice at least 7 days before operations began to the heritage council each time?	N/A	Nil
If not, provide details as to why not for each time.	N/A	Nil
Did the licensee carry out any network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	Nil
If so, provide details and numbers of the incidents.	N/A	Nil
<b>1.1.6 Notice to other utilities (Section 111)</b>		
In 2017–18, did the licensee receive complaints for failing to give seven days notice to other utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities?	No	Nil
If so, how many complaints did the licensee receive?	N/A	Nil
Did the licensee carry out any network operations in urgent circumstances under section 111(6)?	No	Nil
If so, provide details and numbers of the incidents.	N/A	Nil

<b>1.1.7 Removal of utility's property and waste (Section 112)</b>		
What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112?	(1) Operations and Construction manuals and procedures; (2) Induction and ongoing annual training; (3) Use of authorised and trained personnel	Nil
In 2017–18, did the licensee undertake any activities as network operations on land for which it was not the land-holder where it did not, as soon as practicable remove from the land the items listed in section 112(1)?	No	Nil
If so, provide details.	N/A	Nil
In 2017–18, did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).	No	Nil
If so, how many complaints did the licensee receive?	N/A	Nil
<b>1.1.8 Land to be restored (Section 113)</b>		
What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113?	(1) Operations and Construction manuals and procedures; (2) Induction and ongoing annual training; (3) Use of authorised and trained personnel	Nil
In 2017–18, did the licensee receive complaints for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	Yes	Nil
If so, how many complaints did the licensee receive?	1	Nil



## 1.2 Exercise of functions under the *Utilities Act 2000*

### General functions

Reporting requirement	Response	Comments Note 'Instructions No.8'
<b>1.2.1 Authorised people (Division 7.4)</b>		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2017–18?	Yes	Nil
Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	Nil
How are authorised persons made aware of their obligations and entry restrictions under the Utilities Act? Please provide a brief outline of any induction or special training, including whether the training is provided on a regular or ad hoc basis.	Induction and application for Evoenergy Authorisation Pass  Ongoing annual training	Nil
<b>1.2.2 Continuity of utility services - non-payment of customer debt (Section 179)</b>		
Did the licensee receive any written directions from the ACAT under section 179(2)?	No	Nil
If yes, provide details of the number of directions received.	N/A	Nil
<b>1.2.3 Discharge of customer debt (Section 180)</b>		
Did the licensee receive any written declarations from the ACAT under section 180(1)?	No	Nil
If yes, provide details of the number of declarations received.	N/A	Nil
<b>1.2.4 Payment for loss or damage (Section 181)</b>		

	Did the licensee receive any written directions from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage?	No	Nil
	If yes, provide details of the number of directions received.	N/A	Nil
1.2.5	<b>Community service obligations (Part 13)</b>		
	In 2017–18, did the licensee receive any directions under section 221 from a minister responsible for a government program for the licensee to take a stated action that the minister considers appropriate to ensure that services are provided in accordance with a program?	No	Nil
	If yes, provide a summary of each direction and the stated action/s? Provide the summary with respect to the relevant government program.	N/A	Nil
	If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	N/A	Nil





## 2.1 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

Reporting requirement	Response	Comments Note 'Instructions No.8'
<b>2.1.1 Complaints (Clause 6)</b>		
Does the licensee have in place complaints handling procedures which:	Yes	Nil
<ul style="list-style-type: none"> <li>enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint?</li> </ul>	Yes	Nil
<ul style="list-style-type: none"> <li>deals with complaints against an agent of the licensee?</li> </ul>	Yes	Nil
<ul style="list-style-type: none"> <li>deals with the resolution of disputes between the licensee and consumers?</li> </ul>	Yes	Nil
<ul style="list-style-type: none"> <li>complies with the relevant Australian Standard on complaint handling?</li> </ul>	Yes	Nil
Are consumers advised of the licensee's complaints handling procedures?	Yes	Nil

<ul style="list-style-type: none"> <li>How and when are consumers advised of the licensee's complaints handling procedures?</li> </ul>	<p>Customers are advised in the Customer Charter which is sent to all new customers. The Customer Charter for gas markets is also available on the Evoenergy website.</p> <p>Customers are also advised of Evoenergy's complaints handling procedures during contact with the Contact Centre if appropriate.</p> <p>A copy of the complaints handling procedure is also included in complaint responses and also available via Evoenergy's website under My Portal.</p>	<a href="https://www.evoenergy.com.au/about-us/contact-us">https://www.evoenergy.com.au/about-us/contact-us</a>
<p><i>The Commission is interested in understanding the role relationships with energy retailers plays in the licensee's complaint handling process. Please provide a statement that describes the role energy retailers play (if any) in your complaint handling systems.</i></p> <p>For example: Does the licensee rely upon the energy retailer to provide information on the distributor's complaints handling procedures? How are complaints managed that are advised to the licensee by the retailer (which party is responsible for registering complaints and following up with the customer/consumer)? Does the Licensee have similar arrangement with all ACT retailers, or only ActewAGL?</p>	<p>Evoenergy liaises with all retailers regarding complaints equally to deliver consistency for customers within the ACT.</p> <p>Where Evoenergy receives a customer complaint via a retailer the complaint is logged and managed by Evoenergy in accordance with our complaints process including liaising with the customer directly to investigate and resolve the matter.</p> <p>Where Evoenergy requires information from a customer's retailer to investigate and manage a complaint, for example, details regarding metering installations; Evoenergy liaises directly with the appropriate retailer contacts as per AEMO's published participant contact list.</p>	<p>Nil</p>
<p>Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?</p>	<p>Yes</p>	<p>Nil</p>

<ul style="list-style-type: none"> <li>How and when are consumers advised of their right to lodge a complaint with ACAT?</li> </ul>	<p>When a complaint is acknowledged in writing, an information sheet is also provided which includes ACAT contact details.</p> <p>ACAT contact details are also provided as part of written responses where complainants are not satisfied with the response.</p> <p>ACAT contact information is given verbally for telephone complaints where the customer is not satisfied with the response.</p>	<p>Nil</p>
<p>Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?</p>	<p>Yes</p>	<p>Nil</p>

2.1.2 **Customer complaints**

Indicator	Response	Comments (Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year. Other information relevant to the issue including measures that the licence has put already or will put in place to address any deviations or anomalies or non-compliances can also be provided in the cells under this column.)
<p>What was the total number of customer complaints<sup>1</sup> received by the licensee in 2017–18?</p>	<p>62</p>	<p>Nil</p>
<p>Of the complaints received in 2017–18, please advise the number of complaints received by complaint category:</p>		
<p>Asbestos</p>	<p>0</p>	<p>Nil</p>
<p>Abolishment</p>	<p>0</p>	<p>Nil</p>
<p>Address details</p>	<p>0</p>	<p>Nil</p>
<p>Billing</p>	<p>23</p>	<p>Nil</p>
<p>Contractor behaviour</p>	<p>0</p>	<p>Nil</p>
<p>Customer Service</p>	<p>3</p>	<p>Nil</p>
<p>Damage</p>	<p>0</p>	<p>Nil</p>
<p>Meter</p>	<p>12</p>	<p>Nil</p>

New Connection	6	Nil
Reading	1	Nil
Recoverable works	0	Nil
Restoration	1	Nil
Supply	5	Nil
Reconnection	2	Nil
Meter Relocation	1	Nil
Gas Leak	8	Nil

<sup>1</sup> A complaint is defined as "any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected." It does not include queries or requests for advice.



## 2.2 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

Reporting requirement	Response	Comments Note 'Instructions No.8'
2.2.1 <b>Summary of Consumer and Utility Rights (Clause 9)</b>		
Please provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Consumers rights are addressed on the Evoenergy website.	<a href="https://www.evoenergy.com.au/residents/our-rights-and-obligations">https://www.evoenergy.com.au/residents/our-rights-and-obligations</a>
Is the Summary available in:		
<ul style="list-style-type: none"> <li>the 5 most common non-English languages used in the Territory (<i>please outline which languages the summary is available in</i>); and</li> </ul>	NO	Beginning 1st January 2018, ActewAGL Distribution began trading as "Evoenergy". In the transition to rebrand the organisation including vehicles, clothing, advertising, etc; the website rebranding failed to upload the available translation service offer and to have certain documents available in the five most common languages used in the ACT (Mandarin, Vietnamese, Cantonese, Italian and Spanish: <i>Source - ACT Health</i> ). Reparations are underway end September 2018 to resolve this error.
<ul style="list-style-type: none"> <li>large print?</li> </ul>	Yes	A large print summary is provided upon request from the consumer.
Is a copy of the Summary included in the customer's first account or earlier?	Unknown	Refer to the customers retailer.

	Please provide additional information outlining when the Summary is provided to the customer e.g. <i>what event or frequency would trigger the Summary being sent? Does the licensee provide the Summary to customers directly, or does it rely upon the retailer to provide it?</i>	Customer accounts are managed by their retailer.	Evoenergy does not have control of retail accounts sent to customers.
2.2.2	<b>Obligation to pay rebate for non-compliance (Clause 11.2)</b>		
	If the licensee received any claims for a rebate for failing to meet the minimum service standards, specified in Schedule 1 to the Consumer Protection Code, during 2017–18 how many claims did it receive? If claims were received, please detail the number of claims received against each Minimum Service Standard.	0	Nil
	If the licensee paid rebates to customers in 2017–18, how many were there?	0	Nil
	<ul style="list-style-type: none"> <li>What was the nature of the incidents? Please detail the total number of rebates paid against each Minimum Service Standard?</li> </ul>	N/A	Nil
	What was the total value in dollar amount of the rebates paid?	0	Nil
2.2.3	<b>Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)</b>		
	In 2017–18, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? <sup>1</sup>	Yes	Nil
	If yes, how many?	2	Two out of 1,369 requirements did not meet re-connection times.
	If any, what percentage does this represent of total connections?	0.1%	Nil
	Please provide reasons for any failure to meet the performance standard.	1. Delay in request being issued to contractor 2. Failure to reconnect by next business day	Nil
2.2.4	<b>Responding to complaints (Schedule 1: Minimum Service Standards, Standard 2)</b>		
	Did the licensee receive any consumer/customer complaints in 2017–18?	Yes	Nil
	If yes, how many?	62	Nil

	How many were responded to within 20 business days?	62	Nil
2.2.5	<b>Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)</b>		
	If in 2017–18, the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	2,005	Nil
	How many of these notifications related to damage to, or a fault or problem with the Utility's Network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property?	178	Nil
	Of the notifications referred to above, how many responses were not made within six hours?	0	Nil
	Please provide details of the notifications of problems or concerns (above) that were not responded to within six hours	N/A	Nil
	How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property?	1,827	Nil
	Of the notifications referred to above, how many responses were not made within forty-eight hours?	254 (14%)	Nil
	Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	N/A	Nil
2.2.6	<b>Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)</b>		
	How many planned interruptions to services were there in 2017–18?	4,980	Nil
	If there were instances where the utility did not provide at least four business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	0	Nil
	Please provide details on a separate spreadsheet. <sup>3</sup>	N/A	Nil
	If there were instances where supply was not restored within twelve hours of the initial interruption, how many were there?	0	Nil
	Please provide details. <sup>4</sup>	N/A	Nil

2.2.7	<b>Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)</b>	
	If there were unplanned interruptions to services in 2017–18, how many were there?	67 Nil
	In how many instances was supply not restored within 12 hours of the initial interruption?	0 Nil
	Please provide details. <sup>4</sup>	N/A Nil

1 Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical **electricity** network connection in place, but network action is required to restore supply, for example if the premises has premises have been isolated from the network.

2 A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (48)).

3 Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 4 days' notice.

4 Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.





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## 2.3 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

**2.3.1 Response time to notification of problem or concern (Schedule 1: Minimum Service Standard 3)**  
 Please provide the details of each instance where notification related to damage to, or a fault or problem with the network which was **likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was not responded to within six hours.**  
*Note: Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code*

**Note: There were no instances that were not responded to within six hours**

	Date	Time to respond (hours:minutes)	Suburb(s) / area affected	Number of customers <sup>1</sup> affected	Reason why problem or concern was not responded to within 6 hours
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

1. In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract



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## 2.4 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

#### 2.4.1 Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)

Please provide the number of customers affected in each instance and reason for failure to provide **4 days' notice for planned works**. If multiple interruptions where the service standard was not met occurred on the same date please list each incident separately.

*Please add additional rows if required*

	Date	Total No. of customers <sup>1</sup> affected by interruption	Total No. of customers <sup>1</sup> not notified	Reason for failure to meet minimum standard	Additional comments (for example rectification action taken, planned system improvements or any other additional information that would assist the Commission in understanding why these events occurred and what is being done to prevent them in future)
1	<b>Note: There were no instances of failure to provide 4 days notice for planned works.</b>				
2					
3					
4					
5					
6					
7					
8					
9					
10					

*1. In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract*

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## 2.5 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

**2.5.1 Planned and Unplanned interruptions to utility services (Schedule 1: Minimum Service Standard 4 and 5)**  
 Please provide the details of each instance where **supply was not restored within 12 hours**  
 An interruption means a total loss of supply of the Utility Service (as defined in the Consumer Protection Code). Calculation of the total duration of an interruption includes the total time from loss of supply to successful restoration, and includes any unsuccessful restoration attempts.  
*Please add additional lines if required*

	Date	Duration of interruption (Hours:Minutes)	Type of interruption (planned or unplanned)	Number of customers <sup>1</sup> affected by the interruption	Reason why the interruption was not restored within 12 hours
1	<b>Note: There were no incidents where supply was not restored in 12 hours.</b>				
2					
3					
4					
5					
6					
7					
8					
9					
10					

1. In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract



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## 2.6 Industry codes

### Gas Network Boundary Code (DI2013–72)

The Gas Network Boundary Code (DI2013–72) was in force up until 22 March 2018. DI2013–72 was an ICRC industry code and was replaced by the technical code DI2018–47. DI2018–47 came into effect on 23 March 2018 and is regulated by Utilities Technical Regulation. As such, the licensee is required to report on adherence to DI2013-71 up until 22 March 2018 (i.e. **1 July 2017 to 22 March 2018**). However for ease of reporting, the licensee can choose to provide information for the whole 2017-18 reporting year.

Reporting requirement		Response	Comments
			Note 'Instructions No.8'
2.6.1	<b>Boundary between gas distribution network and customers' premises (Clause 3.3)</b>		
	In 2017–18, were there any incidents where the boundary between a gas distribution network and a customer's premises was set at an alternative point to the point of supply?	No	Nil
	If so, please provide details.	N/A	Nil



## 3.1 Utility licence conditions

### General conditions

Reporting requirement	Response	Comments Note 'Instructions No.8'
<b>3.1.1 Licensee to notify ICRC of any material breaches (Clause 7.2)</b>		
Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2017-18?	No	Nil
If yes, was the ICRC notified of the breaches? Please provide details if yes.	N/A	Nil
<b>3.1.2 Licensee to provide statement on any non-compliance (Clause 7.3)</b>		
Were there any non-compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements?	No	Nil
If yes, was the ICRC notified of the non compliance/s? Please provide details if yes	N/A	Nil
<b>3.1.3 Availability of Utility Licence Annual Report (Clause 7.5)</b>		

<p>A summary of the ULAR must be made publicly available by a licensee in accordance with the requirements specified in clause 7.5 of their licence.</p> <p>Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2016-17 made publicly available by the licensee?</p> <p><b>NOTE: This requirement specifically refers to the ULAR only, not the General Annual Report of the licensee. Whilst a summary of ULAR is required, the licensee may also make the entire ULAR publically available. Making the summary of a ULAR (or entire ULAR) publically available means placing the ULAR in a public space such as the utility's website, or making a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed. Simply providing a summary to a member of the public when requested and not being clear and explicit about the existence of the summary up front is not regarded as making the summary publically available."</b></p>	<p>Yes</p>	<p>Nil</p>
<p>Please provide a link to the publicly available ULAR or a publicly available summary of the ULAR, or link to a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed.</p>	<p><a href="#">Annual Report to ICRC for Utility Licence (ULAR) 2016-17 (Gas)</a></p>	<p>Nil</p>
<p><b>3.1.4 Operation and compliance audits (Clause 7.6)</b></p>		
<p>Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.</p>	<p>Audits are performed on the Safety and Operating Plan by Ken Cameron and Associates.</p> <p>There are also ongoing audits on construction and maintenance activities throughout the year in accordance with documented processes.</p>	<p>The report was submitted to the ACT Technical Regulator on 29th June 2018.</p>

3.1.5	<b>Technical and prudential criteria (Clause 8)</b>		
<p>The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licensee's financial and technical capacity for 2017–18 which show it can continue to provide the services authorised in the licence.<sup>1</sup></p>	<p>The annual report now badged as "Our Year in Review" addresses this requirement however it should be noted that the report for the 2017/18 year has not yet been finalised therefore the web link will refer to the 2016/17 year.</p> <p>The annual report is usually produced in November.</p>	<a href="#">Our Year in Review</a>	
3.1.6	<b>Charge and assignment (Clause 10)</b>		
<p>Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2017–18?</p>	No	Nil	
<p>If so, please provide details.</p>	N/A	Nil	
3.1.7	<b>Emergency telephone service (Schedule 1: Clause 1)</b>		
<p>Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and be able to receive reports of escapes of gas supplied?</p>	Yes	Nil	
<p>How are customers and the public informed of the service?</p>	<p>The emergency telephone number (131 909) is displayed in the public telephone directory and on Evoenergy's website as well as being listed on customer invoices issued by retailers.</p> <p>Calls are also directed to the Jemena Service Centre (emergency response) from the Evoenergy call centre.</p>	Nil	
3.1.8	<b>Network operation standards (Schedule 1: Clause 2)</b>		
<p>Were there any instances of non-compliance with the licensee's network operation standards in 2017–18?</p>	No	Nil	
<p>If yes, please provide details.</p>	N/A	Nil	
3.1.9	<b>Environmental requirements (Schedule 1: Clause 3)</b>		

Are the licensee's environmental management policies and practices in line with AG750 Environmental Code of Practice and the Australian Pipeline Industry Code of Practice for Pipeline Construction?	No	The AG750 code was revised some years ago and became the APIA Code of Environmental Practice in 2013. Jemena's environmental management system and environmental management plan are in line with the APIA code.  The APIA Pipeline Construction Code is used as guidance in planning, construction and maintaining pipelines.
If not, describe how they differ and why.	N/A	
<b>3.1.10 Registration with the Australian Energy Market Operator (Schedule 1: Clause 6)</b>		
Was the licensee registered with the Australian Energy Market Operator for all of 2017–18?	Yes	Nil

<sup>1</sup> A copy of the Commission's technical and prudential criteria (Guideline) is available at <http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and-revocations/>





## 3.2 Utility licence conditions

### Additional annual reporting requirements 2017–18 - Market (Clause 4.1 (1))

Reporting requirement		Response	Comments
			Note 'Instructions No.8'
3.2.1	<b>Volume of gas (TJ)</b>		
	Aggregate quantity of gas billed	8,254	Nil
	Aggregate quantity of gas entering the distribution network	8,298	Nil
	Total revenue for gas billed	\$60.898M	Nil
3.2.2	<b>Customers and connection points</b>		
	How many customers were connected to the licensee's network as at 30 June 2018?	134,956	Nil
	Total numbers of tariff customers (i.e. < 10 TJ per annum)	134,919	Nil
	Total numbers of non-tariff customers (i.e. ≥ 10 TJ per annum)	37	Nil
	How many Delivery Point Identifiers (DPIs) did the licensee have as at 30 June 2018?	134,956	Nil
	What were the total number of customer transfers processed by customer class?	9,337	Total all customer classes including 12 Industrial & Commercial Demand Customer Transfers.  This data was sourced from the market gateway by counting the completed transfers from AEMO.



### 3.3 Utility licence conditions

#### Additional annual reporting requirements 2016–17 - Operation and maintenance (Clause 4.1 (2))

Reporting requirement	Response	Comments
Note 'Instructions No.8'		
3.3.1	Unplanned outages:	
	Total number of unplanned outages <i>The Licensee must provide a statement outlining what data / definition it uses to calculate 'outages', and if the calculation/definition differs from the 2016-17 ULAR, provide a statement explaining the differences in the calculation</i>	2  Evoenergy aligns with the NSW Government KPI's when reporting "outages".  Where the total number of consumer hours of gas supply lost through an unplanned loss of supply affects 5 or more consumers, that instance is recorded as an "outage".
3.3.2	Number of significant gas leaks detected by survey by pressure classes:	
	• Medium pressure	51 Refer to Attachment A (Leakage Survey Report)
	• High pressure	0 Leakage surveys were not conducted for assets covered by AS2885.
3.3.3	Number of gas regulators replaced by customer class:	
	• Domestic customers	1,265 Nil
	• Industrial/commercial customers	14 Nil
3.3.4	Number of meter replacements by customer class:	
	• Domestic customers	249 Nil
	• Industrial/commercial customers	15 Nil
3.3.5	Number of times distribution network pressure fell below normal operating system minimum pressure by pressure classes:	

<ul style="list-style-type: none"> <li>• Medium pressure</li> </ul>	0	
<ul style="list-style-type: none"> <li>• High pressure</li> </ul>	1	<p>Operating pressure dropped following a third party hit on the secondary main at Ashley Drive, Richardson, ACT. There was no loss of supply.</p> <p>This incident was reported to the ACT Technical Regulator.</p>



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## 3.4 Utility licence conditions

### Additional annual reporting requirements 2017–18 - Environment (Clause 4.1 (3))

Reporting requirement	Response	Comments Note 'Instructions No.8'
3.4.1 What was the amount of gas lost from the licensee's distribution network in the 2017–18 year (unaccounted for gas)? (TJ)	164.2	The UAG value reported has an uncertainty of 10% due to the way UAG is calculated.  There is a 3 month lag to consider the billing cycle and meter reads, hence the full year 2017/18 UAG statistics are not stable until October at the earliest with November being better to allow for final corrections.  Therefore, the value reported is considered to be stable until April 2018 and an estimation for the last two months of the financial year (May and June) are based on the previous year's UAG.
Please provide details of the licensee's plan to minimise gas losses in the forthcoming year (i.e. 2018–19)	Monitoring the performance of the meter station delivering to the network (the Eastern Gas Pipeline Hoskinstown Station and the APA Gungahlin Station) and assessing the performance of the meters installed at these stations and recalibration requirements.  Installing a second Ultrasonic meter at Hoskinstown Meter Station.  Continuing monitoring monthly and 12-monthly rolling UAG reported.	Nil

	<p>Please provide an assessment of the effectiveness of the plan to minimise gas losses in 2017–18.</p>	<p>The programs of work have been carried out to ensure known errors are managed.</p> <p>The UAG has been monitored and continued to be steady.</p> <p>This indicates that the UAG continues to be a result of inherent measurement uncertainties. Such uncertainties are neither gains or losses.</p>	<p>Nil</p>
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## 3.5 Utility licence conditions

### Additional annual reporting requirements 2017–18 - Technical (Clause 4.1 (4))

Reporting requirement		Response	Comments
			Note 'Instructions No.8'
3.5.1	Total pipeline length by pressure classes at 30 June 2018 (km)		
	• Medium pressure	3,898.1	Nil
	• High pressure	272.2	Note: 46.3 (>1,050kPa for Trunk & Primary Mains) 225.9 (1,050kPa for Secondary Mains)
3.5.2	Please provide an update of general technical description (in total) as provided in the licence application to the Commission.	Refer to Attachment B (Asset Description)	This attachment reflects the ACT based assets as detailed in Appendix A of the 2018 Evoenergy Natural Gas Safety and Operating Plan (SAOP).



## 3.6 Utility licence conditions

### Additional annual reporting requirements 2017–18- Incidents (Clause 4.1 (5))

Reporting requirement	Response	Comments
		Note 'Instructions No.8'
3.6.1	Number of gas leaks (from mains, service and meters) reported by the public to the licensee in 2017–18:	
	• Medium pressure	1,827
	• High pressure	0
3.6.2	Number of mechanical damage incidents to mains and services in 2017–18:	
	• Medium pressure	178
	• High pressure	0
3.6.3	Number of times gas specification reached the maximum or minimum limits in 2017–18.	0
		Nil



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## 4.1 Contact Officers

### Contact Officer (Primary)

The licensee's officer authorising the release of this information for gas distribution services is:

Name Will Yeap

Title/position in organisation Manager, Gas Networks

Postal address 40 Bunda Street, Canberra, ACT, 2601

Telephone 0408 285 825

Email [William.Yeap@evoenergy.com.au](mailto:William.Yeap@evoenergy.com.au)

### Contact Officer (Secondary)

The licensee's secondary contact officer for regulatory and compliance issues for gas distribution services is:

Name Robert Walker

Title/position in organisation Senior Regulatory Officer

Postal address 40 Bunda Street, Canberra, ACT, 2601

Telephone 02 6248 3847

Email [Robert.Walker@evoenergy.com.au](mailto:Robert.Walker@evoenergy.com.au)



