



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2017–18

Electricity distribution, connection and transmission services

Evoenergy

Table of Contents

Instructions for completing the Utility License Annual Report

About the Utility Licence Annual Report

Section 1: Exercise of functions under *the Utilities Act 2000*

1.1 Performance of networks

1.2 General functions

Section 2: Industry codes

2.1 Consumer Protection Code 2012 (DI2012–149)

2.2 Consumer Protection Code 2012 (DI2012–149)

2.3 Consumer Protection Code 2012 (DI2012–149)

2.4 Consumer Protection Code 2012 (DI2012-149)

2.5 Consumer Protection Code 2012 (DI2012–149)

2.6 Electricity Network Boundary Code (DI2013–71)

Section 3: Utility licence conditions

3.1 Utility licence conditions

Section 4: Key Performance Indicators for 2017-18

[4.1 Information required by the Australian Energy Regulator](#)

Section 5: Contact Officers

[5.1 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.

[Contents](#)

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. A summary of the monitoring report is published each year in the Commission's annual report.

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 Electricity Network Boundary Code.

Section 3: Utility licence conditions. This section sets out questions in relation to specific requirements in the utility's licence.

Section 4: Key Performance Indicators. This section sets out questions in relation to information required by the Australian Energy Regulator.

Section 5: Contact officers. This section requires details of contact officers.



1.1 Exercise of functions under the *Utilities Act 2000*

Performance of network operations (Divisions 7.3)

Reporting requirement	Response	Comments Note 'Instructions No.8'
1.1.1 Performance of network operations (Division 7.3)		
In 2017–18, how many times did the licensee enter landholders' property to undertake network operations?	The number of access letters sent for FY17/18 is 12,421. This includes access only letters for planned outages, pole inspections, vegetation inspections, pole nailing & removal, meter testing etc. De-energisation = 1,580 Re-energisation = 13,526 Meter investigation = 149	The number is down on last FY due to the helicopter inspections for vegetation and access letters not required.
1.1.2 Damage etc. to be minimised (Section 108)		
What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations carried out?	Procedure WF4641: Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Evoenergy personnel. Procedure PR4902: Customer Notification & Access to Customer Property outlines a requirement for Evoenergy personnel to ask specifically for an access route through to the work site.	Nil
In 2017–18, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?	Yes	Nil

	If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	51	Nil
1.1.3	Notice to land-holder (Section 109)		
	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 seven days notice of the proposed operations?	0	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)?	No	Nil
	If so, provide details and numbers of the incidents.	N/A	Nil
1.1.4	Notice about lopping trees etc. on private land (Section 110)		
	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 seven 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
1.1.5	Network operations affecting heritage significance (Section 110A)		
	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 seven days before operations began to the heritage council each time?	No	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
1.1.6	Notice to other utilities (Section 111)		
	In 2017–18, did the licensee receive complaints for failing to give seven days notice to other public 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
1.1.7	Removal of utility's property and waste (Section 112)		
	What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112?	Procedure WF4641: Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Evoenergy 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
1.1.8	Land to be restored (Section 113)		
	What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113?	As described above, procedure WF4641 is in place.	Nil

<p>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?</p>	<p>Yes</p>	<p>Nil</p>
<p>If so, how many complaints did the licensee receive?</p>	<p>49</p>	<p>Nil</p>



1.2 Exercise of functions under the *Utilities Act 2000*

General functions

Reporting requirement	Response	Comments Note 'Instructions No.8'
1.2.1 Authorised persons (Division 7.4)		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2017–18?	Yes. All personnel are issued with identification cards as part of the induction process. Cards are renewed every 3 years.	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.	The induction process includes an overview of the Utilities Act in respect to notification and access to properties. New field based staff are teamed with experienced personnel in the initial phase of employment.	Nil
1.2.2 Continuity of utility services - non-payment of customer debt (Section 179)		
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
1.2.3 Discharge of customer debt (Section 180)		
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
1.2.4 Payment for loss or damage (Section 181)		

	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	Community service obligations (Part 13)		
	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'
2.1.1 Complaints (Clause 6) Does the licensee have in place complaints handling procedures which:		
<ul style="list-style-type: none"> enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint? 	Yes	Nil
<ul style="list-style-type: none"> deals with complaints against an agent of the licensee? 	Yes	Nil
<ul style="list-style-type: none"> deals with the resolution of disputes between the licensee and consumers? 	Yes	Nil
<ul style="list-style-type: none"> complies with the relevant Australian Standard on complaint handling? 	Yes	Nil
Are consumers advised of the licensee's complaints handling procedures?	Yes	Nil
<ul style="list-style-type: none"> How and when are consumers advised of the licensee's complaints handling procedures? 	The initial customer information package; complaints number is on bills and is included with acknowledgement of complaints. It is also included on the Evoenergy website at the My Portal page.	https://www.evoenergy.com.au/about-us/contact-us

<p><i>The Commission is interested in understanding the role relationships with energy retailers play 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 Retail?</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"> How and when are consumers advised of their right to lodge a complaint with ACAT? 	<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 Note 'Instructions No.8'
What was the total number of customer complaints ¹ received by the licensee in 2017–18?	691	
Of the complaints received in 2017–18, please advise the number of complaints received by complaint category:		
Connection took too long	15	
Damage / fault our asset	48	
Damage to environment	0	
Damage to property	51	Included categories - damage to appliance/Telstra
Disconnection	5	
Driving / Parking	14	
Electricity quality	38	
Entry to land	11	
Failed to reply	2	
Fee dispute	2	
Feed-in tariff	8	
Information wrong	5	
Late / missed appointment	3	
Meter readers	6	
Meters, meter readings	11	
Network charges	10	
No / inadequate notice of work	40	
Noise / unsightly	19	
Not told outage cancelled	6	
Notices offended	15	

Other (if the licensee has additional categories not listed, please also provide details of the categories)	36	Included categories - Service Poor and Safety Health
Other staff misbehaviour	1	
Outage notice nil / too short	46	
Outage too long	58	
Service request not met	23	
Site restoration	49	
Staff rude	5	
System unreliability	7	
Telephone service poor	1	
Timing of work	98	
Trees in wires	58	
Work faulty	0	

¹ 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	Summary of Consumer and Utility Rights (Clause 9)		
	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.	https://www.evoenergy.com.au/residents/our-rights-and-obligations
	Is the Summary available in:		
	<ul style="list-style-type: none"> the 5 most common non-English languages used in the Territory (please outline which languages the summary is available in); and 	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"> large print? 	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	Obligation to pay rebate for non-compliance (Clause 11.2)		
	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.	Yes	Nil
	If the licensee paid rebates to customers in 2017–18, how many were there?	35	Nil
	<ul style="list-style-type: none"> What was the nature of the incidents? Please detail the total number of rebates paid against each Minimum Service Standard?¹ 	1 x Connection not made on agreed date 33 x 4 Business days notice not given 1 x failure to acknowledge complaint within 2 business days	Nil
	What was the total value in dollar amount of the rebates paid?	\$1,970.00	Nil
2.2.3	Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)		
	In 2017–18, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? ²	No	Nil
	If yes, how many?	N/A	Nil
	If any, what percentage does this represent of total connections?	N/A	Nil
	Please provide reasons for any failure to meet the performance standard.	N/A	Nil
2.2.4	Responding³ to complaints (Schedule 1: Minimum Service Standards, Standard 2)		
	Did the licensee receive any consumer/customer complaints in 2017–18?	Yes	Nil
	If yes, how many?	691	Nil

	How many were responded to within 20 business days?	690	Nil
2.2.5	Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)		
	If in 2017–18, the licensee received notifications of network problems or concerns about the licensee’s network, how many did it receive?	5752	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?	183	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	See MSS3	
	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?	5569	Nil
	Of the notifications referred to above, how many responses were not made within 48 hours?	0	Nil
	Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	0	Nil
2.2.6	Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)		
	How many planned interruptions to services were there in 2017–18?	1459	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?	29	Nil
	Please provide details on a separate spreadsheet. ⁴	See MSS4	
	If there were instances where there where supply was not restored within 12 hours of the initial interruption, how many were there?	1	Nil
	Please provide details. ⁵	See MSS4 & 5	

2.2.7	Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)		
	If there were unplanned interruptions to services in 2017–18, how many were there?	2314	Nil
	In how many instances was supply not restored within 12 hours of the initial interruption?	43	Nil
	Please provide details. ⁵	See MSS4 & 5	

¹ Which performance standard was not met and how many rebates were paid for that performance standard, for example 'Failure to Make a Connection Within the Required Timeframe'.

² 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.

³ 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)).

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

⁵ 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.



[Contents](#)
[Instructions](#)
[About](#)

2.3 Industry codes

Consumer Protection Code 2012 (D12012–149)

2.3.1	<p>Response time to notification of problem or concern (Schedule 1: Minimum Service Standard 3)</p> <p>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. <i>Note: Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code</i></p> <p>Please add additional lines if required</p> <p style="text-align: center;">Note: There were no occurrences where Evoenergy did not respond within 6 hours.</p>																																																																		
	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #c8e6c9;"> <th style="width: 5%;"></th> <th style="width: 15%;">Date</th> <th style="width: 15%;">Time to respond (hours:minutes)</th> <th style="width: 20%;">Suburb(s) / area affected</th> <th style="width: 15%;">Number of customers affected</th> <th style="width: 40%;">Reason why problem or concern was not responded to within 6 hours</th> </tr> </thead> <tbody> <tr><td>1</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>4</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>5</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>6</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>7</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>8</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>9</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>10</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Date	Time to respond (hours:minutes)	Suburb(s) / area affected	Number of customers affected	Reason why problem or concern was not responded to within 6 hours	1						2						3						4						5						6						7						8						9						10					
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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.					
<i>Please add additional rows if required</i>					
	Date	Total No. of customers affected by interruption	Total No. of customers 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	7/04/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
2	7/07/2017	2	2	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
3	19/07/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
4	8/03/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
5	8/09/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
6	8/10/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.

7	8/09/2017	1	1	Customer was not identified as being impacted by a planned interruption.	The switching plan did not show that the traffic lights were affected. Planned interruption commenced, traffic lights were taken off supply. Breach believed to have been caused by the traffic lights not being scoped resulting in the ACT Government not being identified as being impacted by the planned work.
8	24/08/2017	5	5	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work.
9	9/05/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work.
10	9/12/2017	2	2	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work.
11	14/09/2017	22	22	Customer was not identified as being impacted by a planned interruption.	The CSV file has not been generated onto the ADMS Customer Notifications folder. Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by an administration error as the file wasn't generated.
12	17/10/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customer was taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work.
13	28/11/2017	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customer was taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work.
14	19/01/2018	1	1	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
15	23/01/2018	11	11	Customer was not identified as being impacted by a planned interruption.	Within the ADMS, the schematic mapping did not connect a line correctly. This failed connection was only visible at a very high scale, and was otherwise not detectable.

16	25/01/2018		1	1	Customer was not identified as being impacted by a planned interruption.	Customer was not identified as being impacted by a planned interruption. Planned interruption commenced and customers were taken off supply. The breach is believed to have been caused by a data defect in Evoenergy maps resulting in customers not being identified as impacted by the planned work. Data defect has been logged to be corrected.
17	2/05/2018		1	1	Customer was not identified as being impacted by a planned interruption.	A communication integration error occurred from Cityworks to ADMS. ADMS was informed about the demolition of the OH service to this address but was not informed about the installation of a new UG service.
18	16/02/2018		3	3	Customer was not identified as being impacted by a planned interruption.	Planned interruption commenced, customers were taken off supply. Breach believed to have been caused by a data defect in Evoenergy maps resulting in customer not being identified as impacted by the planned work.
19	19/02/2018		1	1	Customer was not identified as being impacted by a planned interruption.	This issue occurred because the 41 Lyttleton Crescent address was mapped incorrectly in the multi service table in ADMS.
20	21/02/2018		5	5	Customer was not identified as being impacted by a planned interruption.	A switching plan was written on 2/2/18 and approved on 5/2/18. Customer notifications were therefore generated on 5/2/18. At this point the network in that area was not yet back in a normal state for maintenance work that was occurring. Repairs on Substation 2920 were carried out on 16/2/18. At this point the network was placed back into the normal state.
21	13/03/2018		15	15	Customer was not identified as being impacted by a planned interruption.	A switching plan was written and validated on the 01/02/18. After that date, there was a network model update which changed the phase of some of the affected service points on the 02/03/18. The switching plan was approved and a CSV file generated on the 07/02/18. The CSV file should have contained 31 customers (the number downstream from 10DJ at S 1199) however it only contained 14.
22	16/03/2018		1	1	Customer was not identified as being impacted by a planned interruption.	This issue is related to a known bug from ADMS related to temporary cuts from the network model.
23	4/03/2018		1	1	Customer was not identified as being impacted by a planned interruption.	The address did not appear in Planned Outage report.
24	30/04/2018		2	2	Customer was not identified as being impacted by a planned interruption.	The address did not appear in Planned Outage report.
25	5/11/2018		2	2	Customer was not identified as being impacted by a planned interruption.	Due to the refurbishment of the Customer Connections Branch building, a decision was made to move all notifications with the vegetation team to another site in another suburb (Fyshwick). Arrangements were not made for the dedicated printer that is used by Velocity to generate letters.

26	5/11/2018	36	36	Customer was not identified as being impacted by a planned interruption.	As directly above
27	17/05/2018	1	1	Customer was not identified as being impacted by a planned interruption.	Customer data was incorrect, traffic light control feed was incorrectly listed as S 5061 at the open point at LVS65476_a. The feed is actually from s 3160 and the isolation requested resulted in the lights going off.
28	14/06/2018	3	3	Customer was not identified as being impacted by a planned interruption.	Filed personnel thought that if there was no NECF warning flag on the ADMS software, they did not have to check the site. They have been informed this is not correct and that a site visit is required to confirm the status of the network.
29	20/06/2018	2	2	Customer was not identified as being impacted by a planned interruption.	As directly above
Note: Failure to provide 4 days notification of planned work are breaches of NECF law and are reported to the Australian Energy					

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 ¹ affected by the interruption	Did this event occur on a Major Event day (as classified under the AER's distribution reliability measures)	Reason for the interruption and why it was not restored within 12 hours
INC 161012412	13/09/2017	13:39	Unplanned	3	NO	
INC 161012944	10/09/2017	15:6	Unplanned	1	NO	
INC 161013332	27/10/2017	12:12	Unplanned	1	NO	
INC 161013787	16/11/2017	13:4	Unplanned	1	NO	
INC 161013877	17/11/2017	12:21	Unplanned	1	NO	
INC 161014342	22/12/2017	14:29	Unplanned	9	NO	
INC 161014533	1/05/2018	30:17	Unplanned	3	NO	
INC 161014665	1/11/2018	43:27	Unplanned	1	NO	
INC 161014716	1/12/2018	23:22	Unplanned	1	YES	
INC 161014737	1/12/2018	19:9	Unplanned	18	YES	
INC 161014749	1/12/2018	13:30	Unplanned	40	YES	
INC 161014751	1/12/2018	13:40	Unplanned	55	YES	
INC 161014755	1/12/2018	14:58	Unplanned	48	YES	
INC 161014773	1/12/2018	13:45	Unplanned	62	YES	
INC 161014787	1/12/2018	14:7	Unplanned	29	YES	
INC 161014789	1/12/2018	12:11	Unplanned	1	YES	
INC 161014804	1/12/2018	13:2	Unplanned	44	YES	
INC 161014948	15/01/2018	12:56	Unplanned	1	NO	
INC 161014986	16/01/2018	25:56	Unplanned	1	NO	
INC 161015267	25/01/2018	24:6	Unplanned	34	NO	
INC 161015324	29/01/2018	12:54	Unplanned	1	NO	
INC 161015375	31/01/2018	20:28	Unplanned	1	NO	
INC 161015772	25/02/2018	30:50	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015777	25/02/2018	12:46	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015783	25/02/2018	16:39	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015784	25/02/2018	19:8	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015786	25/02/2018	13:26	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015795	25/02/2018	26:9	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015804	25/02/2018	25:56	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015828	26/02/2018	15:7	Unplanned	1	NO	Severe Flooding in inner ACT
INC 161015836	26/02/2018	12:52	Unplanned	1	NO	
INC 161016073	17/05/2018	12:54	Unplanned	1	NO	
INC 161016173	23/05/2018	17:16	Unplanned	1	NO	
INC 161016769	21/06/2018	13:56	Unplanned	1	NO	
INC 162006820	7/03/2017	23:33	Unplanned	1	NO	
INC 162007908	23/11/2017	12:59	Unplanned	1	NO	
INC 162008485	16/02/2018	20:44	Unplanned	1	NO	
INC 162009381	4/03/2018	16:10	Unplanned	1	NO	
INC 162009529	4/11/2018	15:9	Unplanned	1	NO	
INC 162009663	13/04/2018	14:52	Unplanned	19	NO	
INC 162009666	13/04/2018	20:53	Unplanned	1	NO	
INC 162009689	14/04/2018	12:28	Planned	10	NO	
INC 162009831	17/04/2018	13:29	Unplanned	1	NO	
INC 2125000161	30/03/2018	19:26	Unplanned	1	NO	

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



2.6 Industry codes

Electricity Network Boundary Code (DI2013–71)

The Electricity Network Boundary Code (DI2013–71) was in force up until 23 November 2017. DI2013-71 was an ICRC industry code and was replaced by the technical code DI2017-281. DI2017-281 came into effect on 24 November 2017 and is regulated by Utilities Technical Regulation. As such, the licensee is required to report on adherence to DI2013-71 up until 23 November 2017 (i.e. **1 July 2017 to 23 November 2017**). 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 Agreement on alternative boundary (Clause 3.4)		
In 2017–18, did the licensee and a customer agree in writing (with the agreement of the Technical Regulator and as advised to the ICRC) upon an alternative boundary between the electricity network and the customer's premises.	No	Nil
If so, provide details of the number of alternative boundaries agreed upon during that period.	N/A	Nil
In 2017–18 did the licensee and a customer agree either verbally or in writing upon an alternative boundary between the electricity network and the customer's premises that was not made with the agreement of the Technical Regulator and/or not advised to the ICRC?	No	Nil
If so, provide details of the agreement/s and why the agreement was not made pursuant to clause 3.4.	N/A	Nil



3.1 Utility licence conditions

Reporting requirement	Response	Comments
Note 'Instructions No.8'		
3.1.1 Licensee to notify ICRC of any material breaches (Clause 7.2)		
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
3.1.2 Licensee to provide statement on any non-compliance (Clause 7.3)		
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
3.1.3 Availability of Utility Licence Annual Report (Clause 7.5)		

<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>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.</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>Annual Report to ICRC for Utility Licence (ULAR) 2016-17 (Electricity)</p>	<p>Nil</p>
<p>3.1.4 Operation and compliance audits (Clause 7.6)</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>N/A</p>	<p>N/A</p>
<p>3.1.5 Technical and prudential criteria (Clause 8)</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. ¹	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. The annual report is usually produced in November.	Our Year in Review
3.1.6	Charge and assignment (Clause 10)		
	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2017–18?	No	Nil
	If so, please provide details.	N/A	Nil
3.1.7	Emergency telephone service (Schedule 1: Clause 1)		
	Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and able to receive reports of network emergencies?	Yes	Nil
	How are customers and the public informed of the service?	The emergency telephone number (131 093) is displayed in the public telephone directory and on Evoenergy's website as well as being listed on customer invoices issued by retailers.	evoenergy
3.1.8	Environmental requirements (Schedule 1: Clause 2)		
	Please provide details of strategies employed to reduce the licensee's network losses and greenhouse gas emissions attributable to network operations.	Evoenergy is actively involved in developing Demand Side Management and Embedded Generation opportunities. The Emerging Technology webpage covers a range of opportunities.	Emerging Technology
3.1.9	Requirements under the Electricity Feed-in Scheme (Schedule 1: Clause 3)		
	Has the licensee complied with its obligations under the <i>Electricity Feed-in (Renewable Energy Premium) Act 2008</i> ?	Yes	Nil
	If not, please provide details.	N/A	Nil

¹ 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/>



4.1 Key Performance Indicators for 2017–18

Information required by the Australian Energy Regulator

Reporting Requirement		Feeder category				
		CBD	Urban	Rural Short	Overall network	
4.1.1	1	SAIDI ¹ Overall	0	73.28	298.32	99.97
	2	Distribution network—planned	0	45.7	142.48	57.18
	3	Distribution network—unplanned	0	25.32	130.85	37.84
	4	Normalised distribution network—unplanned	0	20.99	109.1	31.44
	5	SAIFI ² Overall	0	0.52	2.82	0.79
	6	Distribution network—planned	0	0.14	0.68	0.21
	7	Distribution network—unplanned	0	0.36	2.07	0.56
	8	Normalised distribution network—unplanned	0	0.32	1.8	0.49
	9	CAIDI ³ Overall	0	142.05	105.87	126.72
	10	Distribution network—planned	0	322.53	208.97	277.9
	11	Distribution network—unplanned	0	70.51	63.11	67.27
	12	Normalised distribution network—unplanned	0	66.27	60.68	63.85

¹ SAIDI (System Average Interruption Duration Index): total number of minutes, on average, that a customer on a distribution network is without electricity in a year. Calculation is the sum of the duration of each interruption (in minutes) divided by the total number of distribution customers. SAIDI excludes momentary interruptions as defined by the AER

² SAIFI (System Average Interruption Frequency Index): Average number of times a customer's supply is interrupted per year. Calculation is the total number of interruptions divided by the total number of distribution customers. SAIFI excludes momentary interruptions as defined by the AER.

³ CAIDI (Customer Average Interruption Duration Index): Average duration of each interruption. Calculation is the sum of the duration of each interruption, divided by the total number of interruptions (SAIDI divided by SAIFI). CAIDI excludes momentary interruptions as defined by the AER.



[Contents](#)
[Instructions](#)
[About](#)

5.1 Contact Officers

Contact Officer (Primary)

The licensee's primary contact officer for regulatory and compliance issues for electricity distribution services is:

Name Stephen Devlin
Title/position General Manager, Evoenergy
Postal address 40 Bunda Street, Canberra, ACT, 2601
Telephone 02 6293 5850
Email Stephen.Devlin@evoenergy.com.au

Contact Officer (Secondary)

The licensee's alternative contact officer for those times when the main contact is unavailable is:

Name Robert Walker
Title/position Senior Regulatory Officer
Postal address 40 Bunda Street, Canberra, ACT, 2601
Telephone 02 6248 3847
Email Robert.Walker@evoenergy.com.au