


Reporting period and submission


Reporting period **1 July 2018 to 30 June 2019**
Submission date **by 1 October 2019.**

 Submit the completed report in Excel format.

Send completed report to
icrc@act.gov.au

Providing data and information to the Commission

 Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

 Please note that we may seek additional details after receiving the initial report.

- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- All responses provided should only relate to services provided in the ACT. In 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
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) may be required.

- 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.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee 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. All comments must be put in the comment section box.



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2018-2019

Gas distribution and connection services



Table of Contents

Obligations under *Utilities Act 2000*, Industry Codes and the Utility Licence
Instructions for completing 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) - Minimum Service Standards
- 2.2 Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standard 3
- 2.3 Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standard 4

- 2.4 Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standard 4 and 5
- 2.5 Consumer Protection Code 2012 (DI2012–149) - Complaints
- 2.6 Consumer Protection Code 2012 (DI2012–149) - Rebates paid against the Minimum Service Standards

Section 3: Utility licence conditions

- 3.1 General conditions
- 3.2 Additional annual reporting requirements - Market
- 3.3 Additional annual reporting requirements - Operation and maintenance
- 3.4 Additional annual reporting requirements - Environment
- 3.5 Additional annual reporting requirements - Technical
- 3.6 Additional annual reporting requirements - Incidents

Section 4: Contact Officers

- 4.1 Contact Officers

Obligations under Utilities Act 2000, Industry Codes and the Utility Licence

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. The reported information forms the basis for the Commission's monitoring report for licensed utility service providers.

The reporting requirements and obligations are divided into sections in the ULAR. We request the utility to provide us complete and relevant data and information based on obligations set out below.

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, the Water and Sewerage Network Boundary Code and Water and Sewerage Capital Contribution Code.

Section 3: Utility licence conditions.

This section sets out questions in relation to the utility's obligations under their licence.

Section 4: Contact Officer

This section requires details of contact officers.

Report section	Instrument	Reference	Brief description to the obligation and compliance
1.1	Utilities Act 2000	Section 108	A utility must take all reasonable steps to ensure that it causes as little inconvenience, detriment and damage when carrying out network operations

1.1	Utilities Act 2000	Section 109	Before a utility begins network operations in relation to public land or private land, it must give the land-holder a notice of at least 7 days before the operation begin; or in accordance to the minimum period of notice of the relevant industry code.
1.1	Utilities Act 2000	Section 110 (1)(a) to (c) ; Section 110 (8)	A utility must give the land-holder at least 7 days notice before any carrying out network operations that involve clearing, trimming or removal of trees, roots or vegetation on private land. A utility may carryout such operations in urgent circumstances provided that it necessary to protect the network, public health and safety; a public or private property or the environment.
1.1	Utilities Act 2000	Section 110A(1); Section 110A(2)	In addition to the 7 day notice requirement for carrying our network operations under section 109 and 110, the utility must also provide a notice to the heritage council at least 7 days if such operations will affect a heritage place, a registered heritage object or nominated for provisional registration. A utility may carry out such operations in urgent circumstances provided that it necessary to protect the network, public health and safety; a public or private property or the environment.
1.1	Utilities Act 2000	Section 111	A utility must give at least 7 day notice to a public utility when carrying out network operations or activity that affects or will likely to affect a network facility that is under a public utility. The notice must include purpose and details of the operation set out in section 111(3)(a)(b).
1.1	Utilities Act 2000	Section 112	A utility must as soon as practicable, remove from the land all plant, machinery and all other things that the utility constructed, installed, or placed on the land that are not part of, or are not to be used in the operation of the network facility to which the activity is related.
1.1	Utilities Act 2000	Section 113	A utility that carries out network operation on land which is not a land-holder must take all reasonable steps to ensure that the land is restored to its original condition as soon as practicable
1.2	Utilities Act 2000	Section 115	A utility must give each of its authorised people an identity card that specifies th eperson's name and appointment as an authorised person for the utility, and on which appears a recent photograph of the person.
1.2	Utilities Act 2000	Part 13	Community Service Obligations - The purpose of Part 13 of the Act include to oblige utilities to provide utility service in accordance with relevant Government porgrams.
2.5	Consumer Protection Code 2012	Clause 6.1	A utility must develop, maintain and implement procedures to deal with a complaint of a customer or consumer including: (a) a right to have a complaint considered by a senior employee; (b) a complaint by a customer or consumer against an agent of the utility; (c) a resolution of the dispute between the utility and a customer or consumer.
2.5	Consumer Protection Code 2012	Clause 6.2	The utility must have a complaint handling procedure and practices that is in accordance to with the relevant Australian Standard on complaints handling.
2.5	Consumer Protection Code 2012	Clause 6.3	A utility that receives a complaint to from a customer or consumer must advise the customer or consumer in its initial response; the utility's complaint handling practices and procedures; and in response of giving its final decision, the right of the customer to lodge a complaint to ACAT.

2.5	Consumer Protection Code 2012	Clause 6.4	A utility must keep its records of a complaint made by a customer or consumer for not less than 12 months after the complaint is resolved.
2.1	Consumer Protection Code 2012	Clause 9.1	A utility must prepare a statement summarising the rights of customers, consumers and the utility under the Utilities Act, the Consumer Protection Code, and the relevant customer contract.
2.1	Consumer Protection Code 2012	Clause 11.5	A utility must inform customer through the statement summary of customer/consumers rights about the Minimum Service Standards in Schedule 1 of the Code, the customer's entitlement to apply for a rebate, and the process to be followed by a customer applying a rebate. The utility must also provide, upon request by customer information about the minimum service standards.
2.1	Consumer Protection Code 2012	Clause 11.1	A utility must comply with all applicable Minimum Service Standards set out in Schedule 1 of the Consumer Protection Code, except to the extent that: (1) alternative arrangements or standards have been agreed between the utility and customer; or (2) events or conditions outside the control of the utility including emergencies declared under the Emergencies Act 2004 (ACT) or any other law, prevalent to the utility from complying with the Minimum Service Standards.
2.1	Consumer Protection Code 2012	Clause 11.2	if the utility does not comply with its obligation under Schedule 1 of the Minimum Service Standards, the utility must rebate the customer in accordance to the payments set in Code.
2.1	Consumer Protection Code 2012	Schedule 1: Minimum Service Standard 1	If customer needs to connect to a service and there is an existing physical connection to the network, the utility must provide the connection on the same day as the request is made if the request is made before 2pm; or by the end of the next business day if the request is made after 2pm; otherwise on a day agreed between the customer and the utility. Customer is entitled of a rebate of \$50 max \$300 if not met.
2.1	Consumer Protection Code 2012	Schedule 1: Minimum Service Standard 2	A utility, upon receiving a complaint from a customer or consumer must (a) acknowledge the complaint immediately or as soon as practicable; and (b) respond to the complaint within 20 business days. Customer is entitled of a rebate of \$20 if not met.
2.1	Consumer Protection Code 2012	Schedule 1: Minimum Service Standard 3	A utility must respond to fault, damage of problem in the network which is to affect public health, or is causing, or has the potential to cause, substantial damage or harm to a person or property, as soon as practicable and in any event within 6 hours; or in all other cases, respond within 48 hours. Customer is entitled of a rebate of \$60 for each day after the day on which response should have been provided, until the response has been provided to a maximum of \$300.
2.1 2.3; 2.6	Consumer Protection Code 2012	Schedule 1: Minimum Service Standard 4	A utility must give at least 4 business days notice of a planned interruption to a utility service to each premise that will be affected by the interruption. The notice must specify the reason for the interruption and the expected date, time, and reasonably anticipated duration of the interruption; and also must provide either a business hours telephone number for inquiries; or a 24-hour telephone number for inquiries. Customer is eligible for \$50 rebate if notice is not given and \$50 if supply is not restored within the time specified in the notice, which must not exceed 12 hours.

2.1; 2.6	Consumer Protection Code 2012	Schedule 1: Minium Service Standard 5	When an unplanned interruption occurs, a utility must take all steps that are reasonable and practicable to restore the supply of the relevant utility service to affected premises as soon as possible and, in any event, within 12 hours. Customer is entitled to a rebate of \$20 of supply is not restored within 12 hours.
3.1	Retail Licence	Clause 6.1	The Licensee must comply with all Laws for the time being in force in the Territory and applicable to any services provided by the Licensee in the Territory
3.1	Retail Licence	Clause 6.2	Without limiting the generality of clause 6.1, in providing the Authorised Utility Services the Licensee must comply with: (1) any requirement of the Act; (2) relevant Industry Codes including the performance standards prescribed under those codes; (3) relevant Technical Codes including the performance standards (if any) prescribed under those codes; (4) any direction given to the Lincensee by the ICRC or the Chief Executive under the Act; and (5) any applicable ring fencing requirements.
	Retail Licence	Clause 7.4	The Licensee must report to ICRC on its obligations under clause 6.2, and in relation to any other reporting requirements the Licensee has under the Act, including information which ICRC requires to be reported against pursuant to the Act, by 1 October every year during the term of this Licence.
3.1.3	Retail Licence	Clause 7.5	The Licensee must ensure that a summary of the annual report required under clause 7.4 is publicly available.
3.1.1	Retail Licence	Clause 7.2	If the Licensee becomes aware of a material breach of its licence and any Law or such other code of practice, directions and guidelines applicable to the Licensee and to any of the other services to be rendered by the Licensee that it is required to comply with under clause 6.2, the Licensee must notify ICRC of the breach as soon as practicable.
3.1.2	Retail Licence	Clause 7.3	If the Licensee has not complied with any of its obligations under clause 6.2, the Licensee must identify those obligations and provide a brief statement to ICRC that explains the circumstances of, and reasons for the non-compliance, consequences of the non-compliance (including any penalties imposed) and outlines measures that the Licensee will put in place to rectify that noncompliance.
3.1.4	Retail Licence	Clause 7.6	(1) The Licensee must, from time to time, undertake audits of the services and operations authorised by its licence and of its compliance with its obligations under its licence and any Law, code of practice, directions and guidelines that it is required to comply with under clause 6.2; (2) The audits must be conducted by an independent expert or auditor nominated by the Licensee and approved by ICRC. (3) The audit results must be reported to ICRC in a manner (including as to form and substance) approved by ICRC.
3.1.5	Retail Licence	Clause 8.1	The Licensee must, throughout the term of this licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of the grant of the licence under the Act.

3.1.5	Retail Licence	Clause 8.2	The Licensee must, when reasonably required by the ICRC, provide ICRC with (1) details of the Licensee's financial, technical and other capacity (including the capacity of its major contracted providers) to continue to provide the services and to conduct the operation authorised by this licence; and (2) such other information as ICRC requires
3.1.6	Retail Licence	Clause 10.1	The Licensee must not grant a charge over its interest in the licence without prior written consent of ICRC
3.1.6	Retail Licence	Clause 10.2	The Licensee must not assign its interest under the licence without the prior written consent of ICRC
3.1.6	Retail Licence	Clause 10.4	A change in the shareholding in the Licensee, at any one time, resulting in the the transfer of more than 50 percent of the shares in the Licensee to a third party will be deemed to be an assignment for the purposes of clause 10.2. ICRC's consent to assignment in these circumstances will not be unreasonably withheld.
3.1.7	Retail Licence	Schedule 1:Clause 1	Emergency Telephone Service - The Licensee must have a 24 hour emergency telephone service that is accessible to the public every day of the year and able to receive reports of network emergencies.
3.1.8	Retail Licence	Schedule 1: Clause 2	The Licensee must develop, and implement an ongoing program to cost effectively minimise losses of electrical power in the Licensee's electricity network.
3.1.8	Retail Licence	Schedule 1: Clause 2	The Licensee must report annually to the ICRC on its implementation of measures to reduce (1) network losses; and (2) the greenhouse gas emissions attributable to its network operations.
3.1.9	Retail Licence	Schedule 1: Clause 3	The Licensee must comply with the Electricity Feed-in (Renewable Energy Premium) Act 2008 (ACT) and statutory instruments in force under the Act.
3.1.10	Retail Licence	Schedule 1: Clause 6	The Licensee must register as a participant with the Australian Energy Market Operator as required under the National Gas Law in accordance with the National Gas Rules.

1.1 Exercise of functions under the Utilities Act 2000

Performance of network operations (Division 7.3)

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. 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?	(1) Operations and Construction manuals and procedures (2) Induction and ongoing annual training (3) Landowner liason via pipeline patrol or mail outs (4) Use of authorised and trained personnel	
In 2018–19, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations carried out?	Yes	
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	6	Damage caused by Hot water meter leaking, gas leak Damage to customers property stormwater, water line and driveway. All complaints have been resolved and closed.

2. Notice to land-holder (Section 109)

In 2018–19, 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	
If so, how many times did the licensee fail to give notice?	Nil	
Did the licensee receive any complaints related to carrying out operations in urgent circumstances under Section 109(5)?	No	
If so, provide details and numbers of complaints.	Nil	

3. Network operations affecting heritage significance (Section 110A)

In 2018–19, 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	
If yes, provide details such as number of notices and if a copy of the notice is provided to the heritage council at least 7 days before the operation.	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?	Yes	
If so, provide details and numbers of the incidents.	2154	

4. Notice to other utilities (Section 111)

In 2018–19, 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	
If so, how many complaints did the licensee receive?	Nil	
Did the licensee carry out any network operations in urgent circumstances under section 111(6)?	No	
If so, provide details and numbers of the incidents.	Nil	

5. 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?	(1) Operations and Construction manuals and procedures (2) Induction and ongoing annual training (3) Use of authorised and trained personnel	
In 2018–19, did the licensee undertake any activities as network operations on land for which it was not the landholder where it did not, as soon as practicable remove from the land the items listed in section 112(1)?	No	
If so, provide details.	Nil	
In 2018–19, did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).	No	
If so, how many complaints did the licensee receive?	Nil	

6. Land to be restored (Section 113)

<p>In 2018–19, 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>If so, how many complaints did the licensee receive?</p>	<p>2</p>	<p>These complaints were from customers that were unhappy with how the property was restored after work was carried out.. All complaints have resolved and closed.</p>

1.2 Exercise of functions under the Utilities Act 2000

General functions

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Authorised people (Division 7.4)		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2018–19?	Yes	
Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
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	
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	

If yes, provide details of the number of directions received.	N/A	
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3. Discharge of customer debt (Section 180)

Did the licensee receive any written declarations from the ACAT under section 180(1)?	No	
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If yes, provide details of the number of declarations received.	N/A	
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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	
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If yes, provide details of the number of directions received.	N/A	
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5. Community service obligations (Part 13)

In 2018–19, 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	
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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	
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If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	N/A	
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2.1 Industry codes

Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standards

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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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.	This is available on the Evoenergy website	Refer to the following Evoenergy website link. https://www.evoenergy.com.au/residents/your-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 (<i>please outline which languages the summary is available in</i>); and 	No	<p>Evoenergy has not addressed this requirement. Evoenergy has escalated the matter in its Incident Management software (GUARDIAN) and the following documents will be published on our website in the 5 most common languages before 31st December 2019.</p> <ul style="list-style-type: none"> Electricity Customer Charter Electricity Deemed Standard Connection Contract Gas Customer Charter Gas Deemed Standard Connection Contract <p>Evoenergy will inform ICRC once this has been completed</p>
<ul style="list-style-type: none"> large print? 	Yes	This is available on request
Is a copy of the Summary included in the customer's first account or earlier?	N/A	Customer accounts are issued by retailers. Evoenergy is not a retailer however Evoenergy's customer charter does cover this requirement and is available on the website.
Please provide additional information outlining when the Summary is provided to the customer <i>e.g. 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>		Evoenergy does provide a copy of the summary upon customer request

2. Obligation to pay rebate for non-compliance (Clause 11.2)

During the 2018-19, During 2018–19, did the licensee receive any claims for, or pay any, rebates for failing to meet the minimum service standards, specified in schedule 1 to the Consumer Protection Code?	No	
If yes, please provide details of rebate claims and payments in section 2.6	See 2.6	

What was the total value in dollar amount of the rebates paid?	0	
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3. Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)

Note: 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.

In 2018–19, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code?	Yes	
If yes, how many?	3	There were 3 NECF Breaches out of a total of 1,378 Disconnections and 1,015 Reconnections
If any, what percentage does this represent of total connections?	0.30%	3 out of 1,015 is approximately 0.30%
Please provide reasons for any failure to meet the performance standard.		<p>1. A reconnect request was raised for the 22nd of November 2018 but the technician had to be re-directed en route due to a hit on a gas main that needed immediate attention. The response centre was not able to re-issue the reconnect job again, on the day, before 4pm resulting in a breach.</p> <p>2. Disconnect request received on 19th March 2019. Gas had been incorrectly turned off and it was found that the meters in the complex were not aligned correctly to the consumers, resulting in the wrong house being disconnected.</p> <p>3. Wrong meter was disconnected (june 2019)</p>

4. Responding to complaints (Schedule 1: Minimum Service Standards, Standard 2)

Did the licensee receive any consumer/customer complaints in 2018–19?	Yes	
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If yes, please provide details in section 2.5	See 2.5 - Complaints	
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5. Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)

Note: 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)).

If in 2018–19, the licensee received notifications of network problems or concerns about the licensee’s network, how many did it receive?	2,154	
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?	147	
Of the notifications referred to above, how many responses were not made within 6 hours?	0	
Please provide details of the notifications of problems or concerns (above) that were not responded to within six hours in section 2.2	See 2.2	
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?	2,007	This total represents publicly reported leaks with priority D - P03 - meaning that our technicians have 7 Days to fix them. Below is a breakdown based on location.
Of the notifications referred to above, how many responses were not made within 48 hours?	(a) 357 (17.8%) (b) 50 (2.5%) (c) 407 (20.3%)	(a) This total includes those on the customer property. (b) This total includes those on public land only. (c) This total includes all those that exceeded 48 hours
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	0	

6. Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)

How many planned interruptions to services were there in 2018–19?	4,691	
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	
Please provide details in section 2.3	See 2.3	
If there were instances where supply was not restored within twelve hours of the initial interruption, how many were there?	0	
Please provide details in section 2.4	See 2.4	

7. Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)

If there were unplanned interruptions to services in 2018–19, how many were there?	91	
In how many instances was supply not restored within 12 hours of the initial interruption?	0	
Please provide details in section 2.4	See 2.4	



[Contents](#)

[Obligations](#)

[Instructions](#)

2.5 Industry codes

Consumer Protection Code 2012 (DI2012–149) - Complaints

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Complaints (Clause 6)		
Does the licensee have in place complaints handling procedures which:		Complaints Handling procedure
<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	
<ul style="list-style-type: none"> deals with complaints against an agent of the licensee? 	Yes	
<ul style="list-style-type: none"> deals with the resolution of disputes between the licensee and consumers? 	Yes	
<ul style="list-style-type: none"> complies with the relevant Australian Standard on complaint handling? 	Yes	
Are consumers advised of the licensee's complaints handling procedures?	Yes	

<p>How and when are consumers advised of the licensee's complaints handling procedures?</p>	<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>	<p>Contact us</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>Complaints Handling procedure</p>
<p>How and when are consumers advised of their right to lodge a complaint with ACAT?</p>	<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>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>The Commission is interested in understanding the role relationships with energy retailers plays in the licensee's complaint handling process.</p>	<p>Please provide a statement that describes the role energy retailers play (if any) in your complaint handling systems below.</p>	
<p><i>For example:</i></p>		

Does the licensee rely upon the energy retailer to provide information on the distributor's complaints handling procedures?

Evoenergy liaises with all retailers regarding complaints equally to deliver consistency for customers within the ACT.

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)?

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.

Does the Licensee have similar arrangement with all ACT retailers, or only ActewAGL?

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.

2. Customer complaints

Note: 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.

Indicator	Response	Supporting statement <i>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.</i>
What was the total number of customer complaints received by the licensee in 2018–19?	118	There has been a slight increase from 2017/18 with more customers seeking confirmation that their bill is correct.
How many were responded to within 20 business days?	118	
Of the complaints received in 2018–19, please advise the number of complaints received by complaint category:		
Asbestos	0	
Abolishment	0	
Address details	0	
Billing	47	This is a result of retailers referring customers to their distributor to verify meter readings. A small number of these complaints resulted in adjustments.
Contractor behaviour	0	
Customer Service	8	
Damage	6	
Meter	11	
New Connection	14	
Reading	4	
Recoverable works	0	

Restoration	2	
Supply	13	
Gas Leak	7	
Reconnection	4	
Meter Relocation	2	
[Enter complaint category]		
[Enter complaint category]		
[Enter complaint category]		
<i>[Enter complaint category]</i>		
<i>[Enter complaint category]</i>		


2.6 Industry codes

Consumer Protection Code 2012 (DI2012–149)

Rebates paid against the Minimum Service Standards

Provide details on which performance standard was not met and how many rebates were paid for that performance standard.

For MSS 1 and 3, please state in the comment section the number of days the rebate was paid for. The first row on the table below is filled as an example.

 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. Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code.

Subject of the standard	Number of claims (no.)	Number of rebates paid (no.)	Total value of rebates paid (\$)	Other <i>please provide other information that you believe is relevant and would assists the Commission in its assessment process</i>
<i>example: MSS 1 Customer Connection Times</i>	2	2	180	<i>1 x customer connection late for 2 days; paid \$120 1 x customer connection later for 1 day; paid \$60</i>
MSS 1 Customer connection Times	0	0	0	
MSS 2 Responding to Complaints	0	0	0	
MSS 3 Respond time to notification of problem or concern	0	0	0	
MSS 4 Planned interruptions to services	0	0	0	
MSS 5 Uplanned interruptions to services	0	0	0	

3.1 Utility licence conditions

General conditions

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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 2018–19?	No	
If yes, was the ICRC notified of the breaches? Please provide details if yes.	N/A	
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	
If yes, was the ICRC notified of the non compliance/s? Please provide details if yes	N/A	

3. Availability of Utility Licence Annual Report (Clause 7.5)

Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2017-18 made publicly available by the licensee?	Yes	
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.	Reports and Publications	

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.

4. Operation and compliance audits (Clause 7.6)

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>Audits are performed on the Safety and Operating Plan Ken Cameron and Associates with the report subsequently submitted to UTR by 30 June 2019.</p> <p>There are also ongoing audits on construction and maintenance activities throughout the year in accordance with documented processes</p>	
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5. Technical and prudential criteria (Clause 8)

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 2018–19 which show it can continue to provide the services authorised in the licence.	<p>Safety and operating plan (SAoP) satisfies the technical criteria for the licence (attached with Email) Special purpose financial report year ending 30 June 2019 attached</p>	<p>EVOENERGY DECLARES THAT THE SPECIAL PURPOSE FINANCIAL REPORT IS CONFIDENTIAL AND ONLY AVAILABLE FOR THE ICRC PURPOSES</p>
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Note: 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/>

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 2018–19?	No	
If so, please provide details.	N/A	

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 be able to receive reports of escapes of gas supplied?	Yes	
How are customers and the public informed of the service?	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 the retailers. Calls are also directed to the Jemena Service Centre (emergency response) from the ActewAGL call centre.	

8. Network operation standards (Schedule 1: Clause 2)

Were there any instances of non-compliance with the licensee's network operation standards in 2018–19?	No	
If yes, please provide details.	N/A	

9. Environmental requirements (Schedule 1: Clause 3)

<p>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?</p>	<p>The AG750 code was revised some years ago and became the APGA Code of Environmental Practice in 2013. Jemena's environmental management system and environmental management plan are in line with the APIA code.</p> <p>The APIA Pipeline Construction Code is used as guidance in planning, construction and maintaining pipelines.</p>	
<p>If not, describe how they differ and why.</p>		

10. Registration with the Australian Energy Market Operator (Schedule 1: Clause 6)

<p>Was the licensee registered with the Australian Energy Market Operator for all of 2018–19?</p>	<p>Yes</p>	
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3.2 Utility licence conditions

Additional annual reporting requirements 2018–19 - Market (Clause 4.1 (1))

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Volume of gas (TJ)		
Aggregate quantity of gas billed	7,457	ACT only
Aggregate quantity of gas entering the distribution network	7,781	ACT only
Total revenue for gas billed	56.8M	ACT only
2. Customers and connection points		
How many customers were connected to the licensee's network as at 30 June 2019?	135,183	The methodology used to calculate customer totals was amended during 2018/19. Evoenergy counts customers based on the number of customers billed with those disconnected for more than one month removed off the customer list. This change resulted in approximately 1,800 customers (ACT & NSW) being removed from the Evoenergy customer total.
Total numbers of tariff customers (i.e. < 10 TJ per annum)	135,147	
Total numbers of non-tariff customers (i.e. ≥ 10 TJ per annum)	36	
How many Delivery Point Identifiers (DPIs) did the licensee have as at 30 June 2019?	135,183	

<p>What were the total number of customer transfers processed by customer class?</p>	<p>15,151</p>	
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3.3 Utility licence conditions

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

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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1. Unplanned outages:

<p>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 2017-18 ULAR, provide a statement explaining the differences in the calculation.</i></p>	0	<p>Government KPI's when reporting "outages".</p> <p>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".</p>
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2. Number of significant gas leaks detected by survey by pressure classes:

<ul style="list-style-type: none"> • Medium pressure 	3	Refer to Attachment E (Leakage Survey Report)
<ul style="list-style-type: none"> • High pressure 	0	Leakage surveys are not conducted for AS2885 assets

3. Number of gas regulators replaced by customer class:

• Domestic customers	1,408	
• Industrial/commercial customers	9	

4. Number of meter replacements by customer class:

• Domestic customers	258	Data does not include aged meter replacements
• Industrial/commercial customers	17	Data does not include aged meter replacements

5. Number of times distribution network pressure fell below normal operating system minimum pressure by pressure classes:

• Medium pressure	0	
• High pressure	0	

3.4 Utility licence conditions

Additional annual reporting requirements 2018–19 - Environment (Clause 4.1 (3))

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
<p>What was the amount of gas lost from the licensee's distribution network in the 2018–19 year (unaccounted for gas)? (TJ)</p>	<p>176</p>	<p>The UAG value reported has an uncertainty of 10% due to the three month delay applied in the UAG calculation for billing purposes (billing cycles and late meter reads). Thus the value reported is stable until May 19 and an estimation of the last month (June 19) is based on the previous year's imbalance for the same month.</p> <p>The full UAG for the period 2018/19 will be available in November 2019</p>

<p>Please provide details of the licensee's plan to minimise gas losses in the forthcoming year (i.e. 2019–20)</p>	<p>Continue monitoring the imbalance and UAG for the network and its calculation.</p> <ul style="list-style-type: none"> •Assess the Heating value calculation used for the receipts at the network. •Continue performing assessment of aged meters in the network. For the period 2018/19 aged domestic and small I&C meters were tested as part of the statistical program and the recommendations of extension of their in-service life provided. •EGP Hoskistown meter station (receipt station to the network) was installed originally with a Qsonic ultrasonic meter (USM) in 2001. In 2017, a second run was installed with a SICK USM as a check run. A technical assessment submitted recommending to switch to the SICK meter as the duty run of the metering station in the next months. This change will drop the Eyoenergy UAG by 0.6% 	
<p>Please provide an assessment of the effectiveness of the plan to minimise gas losses in 2018–19.</p>	<p>The UAG has been monitored and continues to be steady indicating the UAG continues to be a result of inherent measurement uncertainties. Changes implemented in the SAP calculation in the financial year have improved the calculation and reduced inherent errors in the reported values.</p>	

3.5 Utility licence conditions

Additional annual reporting requirements 2018–19 - Technical (Clause 4.1 (4))

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Total pipeline length by pressure classes at 30 June 2018 (km)		
• Medium pressure	3950	
• High pressure	275	Note: 46.3 (>1,050kPa for Trunk & Primary) 228.7 (1,050kPa for Secondary Mains)
Please provide an update of general technical description (in total) as provided in the licence application to the Commission.	Refer to Attachment A (Asset Description)	This attachment reflects the ACT based assets as detailed in Appendix A of the 2018 Evoenergy ACT Natural Gas Networks SAOP (GAS-999-PA-HSE-001)

3.6 Utility licence conditions

Additional annual reporting requirements 2018–19- Incidents (Clause 4.1 (5))

Reporting requirement	Response	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Number of gas leaks (from mains, service and meters) reported by the public to the licensee in 2018–19:		
• Medium pressure	2,007	
• High pressure	0	
2. Number of mechanical damage incidents to mains and services in 2018–19:		
• Medium pressure	147	
• High pressure	0	
3. Number of times gas specification reached the maximum or minimum limits in 2018–19.	0	



4.1 Authorising and contact officers

Authorising officer

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

Name	<u>Fiona Wright</u>
Title/position in organisation	<u>General Manager, Evoenergy</u>
Postal address	<u>40 Bunda Street, Canberra ACT 2601</u>
Telephone	<u>02 6293 5850</u>
Email	<u>Fiona.Wright@evoenergy.com.au</u>

Contact Officer

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

Name	<u>Gavin Morrison</u>
Title/position in organisation	<u>Regulatory and Planning Manager</u>
Postal address	<u>40 Bunda Street, Canberra ACT 2601</u>

Telephone

02 6293 5808

Email

Gavin.Morrison@evoenergy.com.au
