



ICRC  
Independent competition and regulatory commission

# Utility Licence Annual Report 2018–19

## Electricity

evoenergy

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## 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: Key Performance Indicators**

This section sets out questions in relation to information required by the Australian Energy Regulator.

### **Section 5: Contact Officer**

This section requires details of contact officers.

Report section	Instrument	Reference	Brief description to the obligation and compliance
1.1.1	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.
1.1.2	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
1.1.3	Utilities Act 2000	Section 109	A utility must provide land-holder with at least 7 days notice before carrying out a network operations
1.1.4	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.
1.1.5	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.
1.1.6	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).
1.1.7	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.
1.1.8	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
1.2.1	Utilities Act 2000	Division 7.4 Section 114	A utility may appoint a person as an authorised person for the utility for the Act. (2) An authorised person must not exercise his or her functions under the Act in accordance with the conditions of appointment and any directions given to the person by the utility.
1.2.1	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.
1.2.5	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 programs.

2.6	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..6	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.
2.6	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.
2.6	Consumer Protection Code 2012	Clause 6.4	A utility mus keep its records of a complaint made by a customer or consumer for not less than 12 months after the complaint is resolved.
2.6	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.
2.6	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.
2.6	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, prevelent to the utility from complying with the Minimum Service Standards.
2.6	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 id 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; 2.4; 2.5	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; 2.2	Consumer Protection Code 2012	Schedule 1: Minimum 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 if supply is not restored within 12 hours.
2.7	Electricity Feed-in Code	Clause 4 (1) to (4)	Distributor must detail arrangements to NERL retailer and must have system agreement in place between distributor and retailers.
2.7	Electricity Feed-in Code	Clause 6.1 and Schedule 3	Distributor must comply with the requirements of the Consumer Protection Code.
2.7	Electricity Feed-in Code	Clause 6.4	The distributor must not provide service to a premise in the absence of an application from an Occupier of premise. A person taking up occupancy of a premise with an installed generation capacity is required to apply to the NERL retailer to participate in the Electricity FeedIn Scheme.
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
	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 Licensee 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	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	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	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 non-compliance.
3.1	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	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	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	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	Retail Licence	Clause 10.2	The Licensee must not assign its interest under the licence without the prior written consent of ICRC
3.1	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	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	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	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	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.



## Reporting period and submission

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

 Submit the completed report in MS Excel format

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Send completed report to  
[icrc@act.gov.au](mailto:icrc@act.gov.au)

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## Providing data and information to the Commission

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 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.

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- 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.

## 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>
<b>1. Damage etc. to be minimised (Section 108)</b>		
What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations carried out?	<p>"Procedure WF4641: Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Evoenergy personnel.</p> <p>Procedure PR4902: Customer Notification &amp; Access to Customer Property outlines a requirement for Evoenergy personnel to ask specifically for an access route through to the work site."</p>	
In 2018–19, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?	Yes	
If so, provide details and numbers of complaints received.	23	Most of the complaints were related to garden/fence damage due to heavy equipments used to make repairs

## 2. Notice to land-holders to undertake network operations (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?	N/A	
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.	NA	

## 3. Notice about lopping trees etc. on private land (Section 110)

Did the licensee fail to give at least 7 days notice before it began network operations that involved activities as set out in sections 110(1)(a) to (c)?	No	
If so, how many times did the licensee fail to give notice?	N/A	
Did the licensee receive any complaints related to carrying out tree related activities in urgent circumstances under section 110(8)?	No	
If so, provide details and numbers of the incidents.	N/A	

## 4. 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 whether a copy of the notice is provided to the heritage council at least 7 days before the operation.	N/A	
Did the licensee receive any complaints related to carrying out 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	

If so, provide details and numbers of complaints.	N/A	
<b>5. Notice to other utilities (Section 111)</b>		
In 2018–19, did the licensee receive complaints for failing to give 7 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	
If so, how many complaints did the licensee receive?	N/A	
Did the licensee receive any complaints for carrying out network operations in urgent circumstances under section 111(6)?	No	
If so, provide details and numbers of complaints.	N/A	
<b>6. Removal of utility's property and waste (Section 112)</b>		
What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112?	Procedure WF4641: Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Evoenergy personnel.	
In 2018–19, did the licensee receive any complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).	Yes	
If so, how many complaints did the licensee receive?	8	
<b>7. Land to be restored (Section 113)</b>		
What strategies does the licensee have in place that assists it in fulfilling its obligations under sections 113?	Procedure WF4641 as described above.	
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?	Yes	
If so, how many complaints did the licensee receive?	7	

## 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>
<b>1. Authorised persons (Division 7.4)</b>		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2018–19?	Yes	Yes. All personnel are issued with identification cards as part of the induction process. Cards are renewed every 3 years.
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.		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.
<b>2. Continuity of utility services - non-payment of customer debt (Section 179)</b>		
Did the licensee receive any written directions from the ACAT under section 179(2)?	No	

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	<p>Evoenergy has not received directions from ACAT to pay a stated amount.</p> <p>ACAT has made recommendations to offer goodwill offers with no monetary amount specified</p>
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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>
<b>1. Summary of Consumer and Utility Rights (Clause 9)</b>		
Please provide a copy of the licensee’s statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Consumers rights are addressed on the Evoenergy website.	<a href="#">Residents - Your rights and obligations</a>
Is the Summary available in:		



<ul style="list-style-type: none"> <li>the 5 most common non-English languages used in the Territory (please outline which languages the summary is available in); and</li> </ul>	No	<p>Evoenergy has not addressed this requirement.</p> <p>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"> <li>Electricity Customer Charter</li> <li>Electricity Deemed Standard Connection Contract</li> <li>Gas Customer Charter</li> <li>Gas Deemed Standard Connection Contract</li> </ul> <p>Evoenergy will inform ICRC once this has been completed</p>
<ul style="list-style-type: none"> <li>large print?</li> </ul>	Yes	A large print summary is provided upon request from the consumer.

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

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?	Yes	
If yes, please provide details of rebate claims and payments in section 2.5	See section 2.5	
What was the total value in dollar amount of the rebates paid?	\$1,650	

## 3. Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)

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

In 2018–19, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code?	No	
If yes, please provide details including number of incidents and the rectification action taken.	N/A	
If any, what percentage does this represent of total connections?	N/A	

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

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

Did the licensee receive any consumer/customer complaints in 2018–19?	Yes	
If yes, please provide details and number of complaints in section 2.6	<a href="#">See 2.6 Complaints</a>	

#### 5. Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)

If in 2018–19, the licensee received notifications of network problems or concerns about the licensee’s network, how many did it receive?	4045	29% reduction observed as compared to last year
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?	324	
Of the notifications referred to above, how many responses were not made within 6 hours?	0	
Please provide details in section 2.2	<a href="#">See 2.2 - MSS3</a>	
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?	3721	33% reduction observed as compared to last year
Of the notifications referred to above, how many responses were not made within 48 hours?	0	

Please provide general summary of key examples as to why timeframe were not met.	N/A	
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	N/A	
Please provide a general summary of key examples as to why timeframe were not met.	N/A	

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

How many planned interruptions to services were there in 2018–19?	1186	1186 Planned outages affecting 39659 customers
If there were instances where the utility did not provide at least 4 business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	22	
Please provide details in section 2.3	<a href="#">See 2.3 - MSS4</a>	
If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?	14	
Please provide details in section 2.4	<a href="#">See 2.4 - MSS4 &amp; 5</a>	

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

How many unplanned interruptions to services were there in 2018–19?	1668	
If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?	50	
Please provide details in section 2.4	<a href="#">See 2.4 - MSS4 &amp; 5</a>	





## 2.3 Industry codes

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

#### 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.

Date <i>enter as dd/mm/yy yy</i>	Number of customers affected by interruption	Number of customers not notified	Reason for failure to meet minimum service standards <i>provide details/reasons for failure to provide 4 days' notice for planned works</i>	Remediation <i>Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence. Please include information for any planned system improvements.</i>	Other <i>please provide other information that you believe is relevant and would assists the Commission in understanding why minimum service standards were not met.</i>
8/08/2018	6	3	Data Defect		SP: 161022113
8/08/2018	6	3	Data Defect		SP: 161022113
6/09/2018	43	2	Data Defect		SP:161022755
12/09/2018	61	1	Data Defect		SP:162015190
14/09/2018	38	1	Data Defect		SP:162015580
25/09/2018	41	1	Data Defect		SP:162015906
18/10/2018	17	11	System Error		SP:161023046
9/11/2018	39	1	Data Defect		SP:161023849
29/11/2018	9	58	System Error		SP: 161024232
24/01/2019	22	1	Data Defect		SP: 161024465

10/01/2019	41	1	System Error	SP: 161024915
15/01/2019	81	18	System Error	SP: 162016998
31/01/2019	85	1	System Error	SP: 161024523
7/02/2019	83	4	System Error	SP: 161024940
22/02/2019	102	1	Data Defect	SP: 161025305
4/03/2019	22	18	Human Error	SP: 162018367
24/04/2019	1	2	Data Defect	SP: 162019152
30/04/2019	19	1	Data Defect	SP: 162019178
22/05/2019	16	3	Data Defect	SP: 161027755
1/06/2019	287	12	System Error	SP:161028005
21/06/2019	133	133	System Error	SP: 162020122
25/06/2019	23	1	System Error	SP: 162019981

## 2.4 Industry codes

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

#### 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**.

*Note: In accordance with the Utilities Act 2000, a **customer** includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract*

*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.*

Date enter as dd/mm/yyyy	Duration of interruption enter as hours:minutes	Type of interruption choose the type of interruption from the drop down list	Number of customers provide the number of customer affected by the interruption	Did this event occur on a Major Event day (as classified under the AER's distribution reliability measures) Answer Yes or No	Reason for failure to meet minimum service standards provide the reason/s why supply was not restored within 12 hours	Remediation Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence. Please include information for any planned system improvements.	Other please provided other information that you believe is relevant and would assists the Commission in understanding why minimum service standards were not met.
6/07/2018	15:48	Unplanned	1	No	Equipment failure or Defect	UG service cable fault, generator connected for customer 9am next morning	INC 161017120
20/10/2018	71:3	Planned	3	No	Planned	LV Switchgear replacement in substation.	INC 161017888
6/12/2018	13:17	Unplanned	1	No	Equipment failure or Defect		INC 161018304



10/12/2018	13:37	Unplanned	1	No	Equipment failure or Defect	Brown out	INC 161018388
15/12/2018	20:35	Unplanned	1	No	Equipment failure or Defect		INC 161018562
19/12/2018	32:30	Planned	1	No	Planned		INC 161018647
20/12/2018	20:13	Planned	1	No	Planned		INC 161018691
8/01/2019	23:29	Unplanned	26	No	Trees blown onto mains	Large tree down causing major damage to overhead network	INC 161018797
18/01/2019	15:43	Unplanned	1	No	Equipment failure or Defect	No one home, dog in yard. Arrange for home owner to provide access	INC 161019104
20/01/2019	14:10	Planned	22	No	Planned	Relocate Point of entry	INC 161019152
22/01/2019	80:6	Planned	1	No	Planned		INC 161019189
8/02/2019	38:24	Unplanned	1	No	Equipment failure or Defect		INC 161019266
12/02/2019	27:21	Unplanned	1	Yes	Equipment failure or Defect		INC 161019363
12/02/2019	24:25	Unplanned	1	Yes	Wind or wind carried material		INC 161019404
12/02/2019	16:3	Unplanned	1	Yes	Wind or wind carried material		INC 161019537
12/02/2019	13:4	Unplanned	28	Yes	Trees growing into Assets	Vegetation in lines arcing and lines clashing. Isolated network to clear and repair network	INC 161019551
12/02/2019	20:21	Unplanned	1	Yes	Wind or wind carried material		INC 161019570
12/02/2019	14:15	Unplanned	1	Yes	Wind or wind carried material		INC 161019572
12/02/2019	13:48	Unplanned	1	Yes	Wind or wind carried material		INC 161019582
13/02/2019	12:20	Unplanned	1	No	Wind or wind carried material	Occurred following MED, large workload repairing network from previous day.	INC 161019585
13/02/2019	19:19	Unplanned	1	No	Equipment failure or Defect	Occurred following MED, large workload repairing network from previous day.	INC 161019614
18/02/2019	29:15	Planned	1	No	Planned		INC 161019719

25/02/2019	69:24	Unplanned	1	No	Other Third Party Damage	Underground service cable fault repairs	INC 161019893
26/02/2019	28:20	Planned	2	No	Planned		INC 161019916
5/03/2019	21:58	Unplanned	2	No	Equipment failure or Defect		INC 161020096
5/03/2019	83:12	Unplanned	2	No	Damaged by Third Party Vehicle	Supply to Chisholm Cricket club and oval	INC 161020098
8/03/2019	92:58	Unplanned	1	No	Equipment failure or Defect		INC 161020185
13/03/2019	13:3	Unplanned	1	No	Equipment failure or Defect		INC 161020271
23/04/2019	12:51	Unplanned	1	No	IT System Issue		INC 161020529
25/04/2019	20:48	Unplanned	1	No	Equipment failure or Defect		INC 161020550
27/04/2019	20:29	Unplanned	1	No	Equipment failure or Defect		INC 161020574
3/05/2019	12:26	Unplanned	21	No	Damaged by Third Party Vehicle	Car hit HV pole at 2am, all customers restored by end of the same day	INC 161020671
3/05/2019	12:1	Unplanned	4	No	Damaged by Third Party Vehicle	Car hit HV pole at 2am, all customers restored by end of the same day	INC 161020673
4/05/2019	14:8	Unplanned	1	No	Equipment failure or Defect	Difficult access in dark. Negotiated with customer for next day repairs	INC 161020734
10/05/2019	19:25	Unplanned	1	No	Equipment failure or Defect	Service cable fault. Generator connected for customer	INC 161020866
13/05/2019	12:6	Unplanned	1	No	Equipment failure or Defect		INC 161020897
13/05/2019	12:6	Unplanned	1	No	Equipment failure or Defect		INC 161020933
20/06/2019	12:50	Planned	82	No	Planned	Padmount substation replacement	INC 161021126
23/07/2018	21:30	Unplanned	1	No	Equipment failure or Defect		INC 162010574
27/07/2018	150:25	Unplanned	1	No	Equipment failure or Defect	Service cable fault to Mugga Tip weigh bridge	INC 162010674
2/08/2018	21:1	Unplanned	1	No	Equipment failure or Defect		INC 162010816

14/08/2018	17:12	Planned	1	No	Planned		INC 162011066
14/08/2018	12:7	Unplanned	1	No	Equipment failure or Defect		INC 162011070
(blank)	12:46	Planned	3	No	Planned		INC 162011209
(blank)	12:45	Planned	1	No	Planned		INC 162011210
28/08/2018	14:29	Unplanned	1	No	Equipment failure or Defect		INC 162011318
4/09/2018	12:59	Unplanned	1	No	Equipment failure or Defect		INC 162011436
1/11/2018	12:3	Unplanned	1	No	Equipment failure or Defect		INC 162011688
2/11/2018	21:30	Unplanned	1	No	Equipment failure or Defect		INC 162011792
2/11/2018	16:31	Unplanned	1	No	Trees blown onto mains	Waiting on fallen tree to be cut away before new service could be installed	INC 162011811
3/11/2018	13:20	Unplanned	2	No	Trees blown onto mains		INC 162011813
3/11/2018	17:47	Unplanned	1	No	Trees blown onto mains		INC 162011814
27/11/2018	12:17	Planned	65	No	Planned	Replace 3 x poles and maintain 2 x poles	INC 162012283
23/01/2019	18:57	Unplanned	1	Yes	Equipment failure or Defect		INC 162012574
31/01/2019	99:14	Planned	1	No	Planned		INC 162012854
5/02/2019	30:34	Unplanned	1	No	Wind or wind carried material		INC 162013004
26/03/2019	19:24	Unplanned	1	No	Equipment failure or Defect		INC 162013161
29/03/2019	16:11	Unplanned	1	No	Lightning or electrical storm	Site very wet and could not access assets safely , negotiated with customer to repair next day	INC 162013232
29/03/2019	16:52	Unplanned	1	No	Equipment failure or Defect		INC 162013237
30/03/2019	17:19	Unplanned	1	No	Equipment failure or Defect		INC 162013247
10/04/2019	12:44	Planned	184	No	Planned	Re-locate LV underground cables	INC 162013484

30/05/2019	16:49	Unplanned	1	No	Equipment failure or Defect		INC 162013844
11/06/2019	16:4	Unplanned	1	No	Equipment failure or Defect	Underground service cable fault, generator connected	INC 162014153
8/07/2018	21:57	Unplanned	1	No	Equipment failure or Defect		INC 2125000177

## 2.5 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.

- i** 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 times MSS were not met (no.)	Number of claims (no.)	Number of rebates paid (no.)	value of rebate paid (\$)	Other <i>please provide other information that you believe is relevant and would assist the Commission in its assessment process</i>
<i>example: MSS 1 Customer Connection Times</i>	4	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	1	0	1	300	<i>1 x Customer rebate of \$60 for each day after the agreed date, up to a maximum of \$300.</i>
MSS 2 Responding to Complaints	0	0	0	0	
MSS 3 Respond time to notification of problem or concern	0	0	0	0	
MSS 4 Planned interruptions to services	0	0	27	1350	

MSS 5 Unplanned interruptions to services	0	0	0	0	
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## 2.6 Industry codes

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

Reporting requirement	Response	Supporting statement
<b>1. Complaints (Clause 6)</b>		
Does the licensee have in place complaints handling procedures which:		
<ul style="list-style-type: none"> <li>enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint?</li> </ul>	Yes	Yes. This is in our Complaints Handling Procedures. Published on the Evoenergy website for the Public.
<ul style="list-style-type: none"> <li>deals with complaints against an agent of the licensee?</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>deals with the resolution of disputes between the licensee and consumers?</li> </ul>	Yes	Evoenergy's complaints handling procedure explains that consumers can contact ACAT
<ul style="list-style-type: none"> <li>complies with the relevant Australian Standard on complaint handling?</li> </ul>	Yes	
Please indicate the version of the Australian Standard for complaints handling that you comply with.	Australia/New Zealand Complaints Management AS/NZS 10002:2014	

Are consumers advised of the licensee's complaints handling procedures?	Yes	
How and when are consumers advised of the licensee's complaints handling procedures?	Complaint acknowledged within 3 business days via medium used by customer. This include telephone, email, letter or in person.	<a href="#">Complaints handling procedure</a>
Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?	Yes	Evoenergy's complaints handling procedure explains that consumers can contact ACAT
How and when are consumers advised of their right to lodge a complaint with ACAT?	Following reconsideration or escalation to management if the customer is not satisfied with the outcome of the matter, the Customer Liaison will further advise of the ACAT.	
Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?	Yes	Internal Systems and Reporting are kept up to date with complaints
The Commission is interested in understanding the role relationships with energy retailers plays in the licensee's complaint handling process.	Complaints Customer Liaison assist Retailers if required, however Evoenergy has the relevant systems in place to handle most, if not all Customer Complaints with the relevant Department. Any official complaints lodged through a Retailer are managed following the Complaints Handling Procedure. Evoenergy assist all Retailers in the manner.	
<i>For example:</i>		
<i>Does the licensee rely upon the energy retailer to provide information on the distributor's complaints handling procedures?</i>		
<i>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)?</i>		
<i>Does the Licensee have similar arrangement with all ACT retailers, or only ActewAGL?</i>		
<b>2. What was the total number of customer complaints received by the licensee in 2018–19?</b>	618	
<b>3. How many complaints were responded to within 20 business days?</b>	618	



<b>4. Of the complaints received in 2018–19, please advise the number of complaints received by complaint category:</b>		
Connection took too long	43	
Damage / fault our asset	55	
Damage to environment	2	
Damage to property	23	
Disconnection	6	
Driving / Parking	10	
Electricity quality	14	
Entry to land	6	
Failed to reply	3	
Fee dispute	10	
Feed-in tariff	4	
Information wrong	9	
Late / missed appointment	0	
Meter readers	2	
Meters, meter readings	21	
Network charges	3	
No / inadequate notice of work	21	
Noise / unsightly	27	
Not told outage cancelled	9	
Notices offended	36	

Other (if the licensee has additional categories not listed, please also provide details of the categories)	31	
Other staff misbehaviour	3	
Outage notice nil / too short	30	
Outage too long	13	
Service request not met	5	
Site restoration	42	
Staff rude	4	
System unreliability	5	
Telephone service poor	0	
Timing of work	101	
Trees in wires	80	
Work faulty	0	

## 2.7 Industry codes

### Electricity Feed-in code (DI2015–256)

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><b>1. Distributors Obligations (Clause 4)</b></p> <p>During 2018–19, were there any instances where the licensee did not provide the required distributor actions? If yes, please provide details (Clause 4.1(b))</p> <p><i>For example, did the licensee fail to connect an 'eligible entity's compliant generator to the network, or did not reimburse the NERL Retailer for an 'eligible entity' in accordance with the Electricity Feed-in (Renewable Energy Premium) Act 2008.</i></p>	<p>Yes</p>	<p>1 complaint received where complaints procedure was followed and resolved</p>
<p>Does the Licensee's complaints procedures cover disputes or complaints by occupiers of premises relating to the Electricity Feed-in Scheme? (Clause 4.4)</p>	<p>Yes</p>	<p>Complaint process is published on Evoenergy's website</p>

## 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>
<b>1. Licensee to notify ICRC of any material breaches (Clause 7.2)</b>		
Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2018–19?	No	
If yes, was the ICRC notified of the breaches? Please provide details if yes.	N/A	
<b>2. Licensee to provide statement on any non-compliance (Clause 7.3)</b>		
Were there any non-compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements?	No	
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.	<a href="#">Reports and Publications</a>	

*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.	N/A	
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### 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 2018–19 which show it can continue to provide the services authorised in the licence.</p> <p><i>Note: A copy of the Commission's technical and prudential criteria (Guideline) is available at <a href="http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and-revocations/">http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and-revocations/</a></i></p>	<p>Evoenergy's reviews its planning report annually. The report not only looks at forthcoming year but projections over five years on technical capacity (<a href="https://www.evoenergy.com.au/-/media/evoenergy/about-us/annual-planning-report-2018.pdf?la=en&amp;hash=E3A3453C51A4B27BD142B1248614F7E5AB6630F6">https://www.evoenergy.com.au/-/media/evoenergy/about-us/annual-planning-report-2018.pdf?la=en&amp;hash=E3A3453C51A4B27BD142B1248614F7E5AB6630F6</a>) Special purpose financial report ending 30 June 2019 attached</p>	<p><b>EVOENERGY DECLARES THAT THE SPECIAL PURPOSE FINANCIAL REPORT IS CONFIDENTIAL AND ONLY AVAILABLE FOR THE ICRC PURPOSES</b></p>
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### 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 able to receive reports of network emergencies?	Yes	
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.	

### 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.	Demand management
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### 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> ?	No	
If not, please provide details.	Details of the issue has been shared with ICRC on 05/04/2019 (ICRC reference 2019/802)	

## 4.1 Key Performance Indicators for 2018–19

### Information required by the Australian Energy Regulator

Reporting Requirement		Feeder category			Overall network	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
		CBD	Urban	Rural Short		
<b>SAIDI<sup>1</sup></b>	Overall					
	Distribution network—planned	-	42.25	40.28	41.54	
	Distribution network—unplanned	-	44.86	46.47	45.93	
	Normalised distribution network—unplanned	-	33.19	36.58	34.94	
<b>SAIFI<sup>2</sup></b>	Overall					
	Distribution network—planned	-	0.20	0.18	0.19	
	Distribution network—unplanned	-	0.70	0.71	0.74	
	Normalised distribution network—unplanned	-	0.60	0.60	0.63	
<b>CAIDI<sup>3</sup></b>	Overall					
	Distribution network—planned	-	213.84	218.20	215.58	
	Distribution network—unplanned	-	63.63	65.35	62.02	
	Normalised distribution network—unplanned	-	55.18	60.92	55.09	

<sup>1</sup> 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

<sup>2</sup> 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.

<sup>3</sup> 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.



## 5.1 Authorising and contact officers

### Authorising officer

The licensee's officer authorising the release of this information for electricity 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><a href="mailto:Fiona.Wright@evoenergy.com.au">Fiona.Wright@evoenergy.com.au</a></u>

### Contact officer

The licensee's contact officer for regulatory and compliance issues for electricity 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](mailto:Gavin.Morrison@evoenergy.com.au)