



Utility Licence Annual Report 2020–21

Licence utility:	Evoenergy
Utility service:	gas distribution
Number of parts to report:	13

Reporting period: **1 July 2020 to 30 June 2021**

Submission date: **by 1 October 2021**

Submit completed report to: **icrc@act.gov.au**

Parts to report

Part A — Utilities Act

[A1 — Performance of network operations \(Division 7.3\)](#)

[A2 — General functions](#)

Part B — Consumer Protection Code

[B1 — Customer Protection](#)

[B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support \(Clause 10\)](#)

[B3 — Guaranteed Service Levels](#)

[B4 — Wrongful disconnection \(Guaranteed Service Level 2\)](#)

[B5 — Providing at least 4 business days' notice of a planned interruption \(Guaranteed Service Level 4\)](#)

[B6 — Duration of unplanned sustained interruptions to utility services \(Guaranteed Service Level 5\)](#)

[B7 — Responding to priority 1 notifications within 6 hours \(Guaranteed Service Level 8\)](#)

[B8 — Rebates paid against guaranteed service levels](#)

[B9 — Complaints \(Clause 6\)](#)

Part D — Utility licence conditions

[D1 — General conditions](#)

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.

- 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.
- 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.
- 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.
- 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) maybe required.
- 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.

Part A — Utilities Act

A1 — Performance of network operations (Division 7.3)

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p>	Please provide information that you feel is relevant and will assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year.
Damage etc. to be minimised (Section 108)			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	9	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Damage to customers property during new connections and gas leak repairs. Investigated each issue and arranged rectification.	
Notice to landholders to undertake network operations (Section 109)			
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	0	
A103	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	0	
A103(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Nil	
Network operations affecting heritage significance (Section 110A)			

A106	Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.	0	
A107	Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network operation.	0	
A108	Number of complaints received 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.	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Nil	
Notice to other utilities (Section 111)			
A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Nil	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Nil	
Removal of utility's property and waste (Section 112)			
A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	0	
A112	number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	0	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Nil	
Land to be restored (Section 113)			

A113 Number of complains received 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.	0	
A113(a) Provide details of the type of complaints received and actions taken to address the complaints.	Nil	

Part A — Utilities Act

A2 — General functions

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p>	<p>Please provide information that you feel relevant such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>
Authorised persons (Division 7.4)			
A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	Nil
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	Nil
A202(b)	Provide details of any induction or special training to authorised persons to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis.	Ongoing annual training	
Continuity of utility services - non payment of customer debt (Section 179)			
This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises.			
A203	Number of written directions received from the ACAT under section 179(2).	0	
Discharge of customer debt (Section 180)			
A204	Number of written declarations received from the ACAT under section 180(1).	0	
Payment for loss or damage (Section 181)			

A205	Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.	0
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	N/A

Community service obligations (Part 13)

The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions.

A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	1
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	Please refer to the attached workbook
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	Please refer to the attached workbook

Part B — Consumer Protection Code

B1 — Customer Protection

Ref Our tracking number	Reporting requirements	Response	Additional comments
		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.
		Data must relate only to the 2020–21 reporting period unless specified otherwise.	When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.
Complaints procedures (6.1 and 6.2)			
B101	Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code?	Yes	
B101(a)	Provide a copy (or a link to a copy) of the utility's complaint handling procedures	Procedure is available on Evoenergy website - https://www.evoenergy.com.au/about-us/contact-us	
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	ISO 10002:2014	
Addressing complaints (6.3)			

<p>B103 How and when are customers or consumers advised of the utility'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>B104 How and when are customers or consumers advised of their right to refer a complaint to the ACAT?</p>	<p>When a complaint is acknowledged in writing, an information sheet is also provided which includes ACAT</p>	

Utility to keep records (6.4)

<p>B105 Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?</p>	<p>Yes</p>	<p>Complaint details are maintained in our CRM.</p>
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Number of complaints

<p>B106 Total number of complaints received</p>	<p>193</p>	<p>There has been an increase of around 55% in the number of complaints received this year compared to last year. There have been an increase across a number of complaints with the most notable increase being in the area of hot water meters and remotely read meters.</p>
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Summary of Consumer and Utility Rights (Clause 9)

<p>B107 Was the licensee complaint with all the requirements in clause 9.3?</p>	<p>Yes</p>	
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B108	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.	Evoenergy Customer Charter https://www.evoenergy.com.au/residents/your-rights-and-obligations	Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.
B109	What languages is the summary available in?	Yes	Hindi, Simplified Chinese, Traditional Chinese, Spanish and Vietnamese
Life support (Clause 10)			
B110	Number of instances where the licensee failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.	0	
Obligation to pay rebate for non-compliance (Clause 11)			
B111	Describe the methods and processes in place, including the frequency of reports run, to identify and detect when Guaranteed Service Levels (GSL) are not met.	These are identified by exception and based on customer complaints.	
B112	Please describe what systems the utility has in place to pay customers a GSL rebate payment.	The GSL is credited to the retailer who applies it to the customers energy account.	
B113	Number of complaints received regarding the payment of rebates	0	
B113(a)	Provide information about the complaints such as what the complaints related to (i.e. timeliness, method of payment, notification of payment etc).	N/A	
B114	Number of payments not made to customers who were entitled to a GSL rebate	0	
B115	How are customers advised that a GSL payment has been made and which service level it relates to?	The GSL is applied through the retailer. We do not provide separate advice.	
B116	Where there any disputes between the utility and NERL Retailers regarding which entity was responsible for making a GSL payment?	No	
B116(a)	If yes, provide details of the number of disputes and which GSLs they related to.		

Part B — Consumer Protection Code

B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support (Clause 10)

Please provide details for each instance as to why you did not give the required notice, details of the rectification action taken, and measures taken to prevent similar failures from occurring in the future.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code	Date of planned interruption	Duration of planned interruption	Reason for the non-compliance	What was the effect to the customer with registered life support?	Was the incident reported to the AER?	Remediation
Your reference code	enter as dd/mm/yyyy	enter as hours:minutes	Please provide a reason(s) for not giving notice within the required timeframe	We will use your response to assess whether the effect of the incident to the customer is serious or not	Y/N	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.
				Nothing to report		

Part B — Consumer Protection Code

B3 — Guaranteed Service Levels

Ref Our tracking number	Reporting requirements	Response	Additional comments
		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide any information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.
		Data must relate only to the 2020–21 reporting period unless specified otherwise.	When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.
Customer connection times (Guaranteed Service Level 1)			
B301	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	0	
B302	What percentage does this represent of total connections?	0	
Wrongful disconnection (Guaranteed Service Level 2)			
B303	Number of wrongful disconnections.	0	
Responding to complaints (Guaranteed Service Level 3)			
B304	Number of complaints not responded to within 20 business days.	0	
Planned interruptions to utility services (Guaranteed Service level 4)			
B305	Number of planned interruptions to services.	5552	
B306	Number of premises that were not provided with 4 business days' notice of a planned interruption.	0	
Duration of interruptions to utility services (Guaranteed Service level 5)			
B307	Number of interruptions that lasted longer than 12 hours.	0	
Cumulative duration of interruptions to utility services (Guaranteed Service level 6)			
B308	Number of properties that experienced 20 hours of interruptions during the reporting year	0	

B309	Number of properties that experienced 30 hours of interruptions during the reporting year	0	
B310	Number of properties that experienced 60 hours of interruptions during the reporting year	0	
B310(a)	Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions	N/A	
Frequency of Interruptions (Guaranteed Service level 7)			
B311	Number of customers that experienced more than 9 sustained interruptions during the reporting year	0	
Response time to notification of problem or concern (Guaranteed Service Level 8)			
B312	Total number of notifications received related to damage to, or a fault or problem with the utility network.	2247	
B313	Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property (priority 1).	217	
B314	Number of priority 1 notifications not responded to within six hours.	0	
B315	Number of 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 (priority 2).	236	
B316	Number of priority 2 notifications not responded to within 48 hours.	0	Reflects the response to initial contact ie phone call made by member of the public. This is different to the way that the data was reported during previous years as reported to ICRC when clarification was sought for last year's data.
B317	Number of notifications that were not resolved in the time specified in the response to the Customer.	1	Service order was initially raised with a 7 day priority and was then changed to a P2 in the Zinfra system. Job took 3 days to close out.

END OF B3

Part B — Consumer Protection Code

B5 — Providing at least 4 business days' notice of a planned interruption (Guaranteed Service Level 4)

Please give details on every instance where you did not give at least **4 business days' notice** of planned works. Also, please provide reasons for non-compliances and actions taken to rectify the non-compliance and minimise future occurrences. If multiple works occurred on the same date please list each incident separately.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date of planned interruption <i>enter as dd/mm/yyyy</i>	Number of affected premises	Number of premises not notified	Reason for failure to meet minimum service standard <i>Provide a reason/s for failure to provide a notice within the required timeframe.</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
423561	18-Aug-20	1	1	Technician changed an aged meter on incorrect property. As there was no plan to change the meter the customer was not notified.	The customer was at home at the time and their gas was immediately reconnected. The gas was off for 5 minutes.

Part B — Consumer Protection Code

B6 — Duration of unplanned sustained interruptions to utility services (Guaranteed Service Level 5)

Please provide the details of each instance where supply was **not restored within 12 hours**. Please provide information as much as you can for each response.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code	Date	Duration of unplanned interruption	Number of premises affected	Did this event occur on a Major Event day	Reason for failure to meet minimum service standard	Remediation
Your reference code	enter as dd/mm/yyyy	enter as hours:minutes	Provide the number of customer affected by the interruption	(as classified under the AER's distribution reliability measures) Answer Yes or No	Provide a reason/s why supply was not restored within 12 hours	Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.
					Nothing to report	

Unplanned sustained interruption means an unplanned interruption to a utility service that has a duration longer than three minutes.

For reference, see Dictionary in the Consumer Protection Code 2020.

Part B — Consumer Protection Code

B7 — Responding to priority 1 notifications within 6 hours (Guaranteed Service Level 8)

Please give details of each instance where notification related to damage to, or a fault or problem with the network which was likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was **not responded to within six hours**.

Please tick '**Nothing to report**' if you had no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	How long before you responded? <i>enter as hours:minutes</i>	Suburb/s or area affected	Number of customers affected	Reason for not meeting the service level <i>Provide a reason/s why the notification was not responded to within 6 hours</i>	What was the effect to the customer? <i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
					Nothing to report		

Part B — Consumer Protection Code

B9 — Complaints (Clause 6)

Breakdown of complaints per category			
Ref	Complaint category	Number of complaints	Additional comments <i>Please provide information that you feel is relevant to assists us in our assessment such as reason/s for significant variances from the previous year.</i> <i>When applicable, please also include actions taken to address and minimise customer complaints.</i>
GC01	Asbestos	0	
GC02	Abolishment	3	Complaints about cost of Abolishment
GC03	Address details	0	
GC04	Billing	47	
GC05	Contractor behaviour	7	Complaints regarding not relighting pilot lights, causing damage and driving issues. A number of these complaints were found to be invalid.
GC06	Customer Service	6	
GC07	Damage	9	Damage to customers property during new connections and carrying out repairs of gas leaks
GC08	Meter	44	These complaints have been seperated from billing complaints this year and mainly refer to issues with meter data loggers and non registering hot water meters. In some instances billing adjustments have resulted from these complaints.
GC09	New Connection	15	
GC10	Reading	13	The majority of these complaints are regarding the meter not being read and the account being estimated
GC11	Recoverable works	0	
GC12	Restoration	7	Complaints about restorations after new conenctions and gas repairs
GC13	Supply	20	Small increase in the number of complaints regarding planned interruptions
GC14	Gas Leak	8	
GC15	Reconnection	1	
GC16	Meter Relocation	3	
GC17	Others	10	

Part D — Utility licence conditions

D1 — General conditions

Ref Our tracking number	Reporting requirements	Response	Additional comments
Licensee to notify ICRC of any material breaches (Clause 8.2)			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	
D101(a)	Provide details of each material breach.	N/A	
D101(b)	Was the Commission notified of the breaches?	N/A	
Licensee to provide statement on any non-compliance (Clause 8.3)			
D102	Number of 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	0	
D102(a)	Provide details of each material breach, including actions taken to rectify or minimise the effect of the non-compliance.	N/A	
D102(b)	Was the Commission notified of the breaches?	N/A	
Availability of Utility Licence Annual Report (Clause 8.5)			
D103	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2019-20 made publicly available by the licensee?	Yes	
D103(a)	Please provide the link to the ULAR summary.	https://www.evoenergy.com.au/about-us/reports-and-publications	

D103(b)	Please confirm that a summary of the 2020–21 ULAR will be published before 30 November this year	Yes	
Operation and compliance audits (Clause 8.6)			
D104	When was the last time the licensee reviewed its data collection and reporting process?	Audits are performed on the Safety and Operating Plan Ken Cameron and Associates with the report subsequently submitted to UTR by 30 June 2021. There are also ongoing audits on construction, maintenance activities throughout the year in accordance with documented processes	
D105	How often does the licensee audits or review its data collection and reporting process?	One annual external periodical audit in conjunction with multiple maintenance and construction audits and the 2020 Asset Risk and Assurance Internal Audit Plan.	
Technical and prudential criteria (Clause 9)			
Click here for a copy of the Commission's Technical and prudential criteria guideline			
D106	Please provide a summary of details of the licensee's financial and technical capacity for 2020–21 which show it can continue to provide the services authorised in the licence.	Please refer to attached document ActewAGL Distribution SPFR (2021) Final with auditors report	This document is confidential and only for purpose of the commissioner's use
Charge and assignment (Clause 11)			
D107	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2020–21 ?	No	
D107 (a)	If yes, please provide details.	NA	
Record keeping (Clause 14)			
D108	Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?	Yes	
Emergency telephone service (Schedule 1: Clause 1)			

D109	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	Evoenergy's Contact Centre is staffed and accessible to the public 24 hours a day, every day of the year
D109(a)	How are customers and the public informed of the service?	Customers and the public are informed of the service a number of ways: via the Evoenergy website; the Yellow Pages business directory includes multiple listings for Evoenergy (online and print); customer notifications; Evoenergy broadcast and print safety campaigns; social media messaging; signage on Evoenergy assets; government and retailer websites e.g. www.accesscanberra.com.au	
Compliance with the National Gas (ACT) Act 2008 (Schedule 1: Clause 2)			
D110	Does the licensee has network operation standards in place that comply with:	Yes	
	· the National Gas (ACT) Act 2008; or	Yes	
	· any other legislation in force in the Territory that relates to the provision of services to gas suppliers necessary to facilitate the operation of a competitive gas retail market in the Territory.	NA	
Environmental requirements (Schedule 1: Clause 3)			

<p>D111 Are the licensee's environmental management policies and practices in line with the current APGA Code of Environmental 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>D111 (a) If no, describe how they differ and why.</p>		
<p>Additional reporting (Schedule 1: Clause 4) — Total pipeline length by pressure classes at 30 June 2019 (km)</p>		
<p>D112 Medium pressure</p>		<p>4,002</p>
<p>D113 High pressure</p>	<p>275</p>	<p>Note: 46.3 (>1,050kPa for Trunk & Primary) 229.07 (1,050kPa for Secondary Mains)</p>
<p>D114 Please provide an update of general technical description (in total) as provided in the licence application to the Commission.</p>		<p>Refer to Attachment A. It reflects the ACT based assets as detailed in Appendix A of the 2021 Evoenergy ACT Natural Gas Networks SAOP (GAS-999-PA-HSE-001)</p>

Authorising and contact officers

Authorising officer

The licensee's officer authorising the release of this information is

Name	Peter Billing
Title/position in organisation	General Manager - Evoenergy
Postal address	Anketell St & Oakden St, Greenway ACT 2900
Telephone	[REDACTED]
Email	[REDACTED]

Contact officer

The licensee's contact officer for regulatory and compliance matters is

Name	Anwar Ali
Title/position in organisation	Regulatory Reporting
Postal address	Anketell St & Oakden St, Greenway ACT 2900
Telephone	[REDACTED]
Email	[REDACTED]