

Utility Licence Annual Report 2020–21

Licence utility:	Evoenergy
Utility service:	electricity 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 \(Clause 10\)](#)

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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.	14	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.		Damage to property as a result of network operations, including concerns regarding aged assets where the customer has raised potential to cause damage. Complaints were investigated and resolutions provided to customers.
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.	n/a	
Notice about lopping trees etc. on private land (Section 110)			

A104	Number of times the licensee failed to give the landholder seven days notice.	0	
A105	Number of complaints received related to carrying out tree related activities in urgent circumstances under section 110(8).	0	
A105(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
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	There were zero notices, incidents or directions issued under section 109, 110 or 110A during the reporting period.
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	There were zero notices, incidents or directions issued under section 110A during the reporting period.
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	There were zero complaints received by Evoenergy during the reporting period in relation to carrying out network operations in urgent situations that may have affected a heritage place or object.
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	There were zero complaint received by Evoenergy during the reporting period.
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.	n/a	
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.	n/a	
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.	n/a	
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.	8	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.		Vegetation debris left behind following thrid party clearing. Soil subsidence after restoration of land.

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 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.</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	<p>Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?</p>	<p>Yes , Example of a ID card issue below</p> 	<p>Employees are issued with a security ID pass on employment.</p> <p>An Internal Authorised worker is issued with a virtual ID pass once they have met the training requirements outlined in the Electrical Safety Rules, table 3.3.</p> <p>An external worker is issued with a virtual ID pass once they meet the requirements of the Authorisation and Accreditation (https://www.evoenergy.com.au/residents/safety-advice/worker-safety) process and have met the training requirements outlined in the Electrical Safety Rules, table 3.2.</p>
A202	<p>Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?</p>	<p>Yes</p>	<p>The Electrical Safety Rules training teaches safe approach distance (distances they can/cannot work within).</p>

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.	Yes	Electrical Safety Rules training, aligned to national unit of competency UETTDRRF01A (https://training.gov.au/Training/Details/UETTD RRF01) is provided on a 12 monthly basis as per. Service and Installation Rules provided every 12 months.
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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).	N/A	
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Discharge of customer debt (Section 180)

A204	Number of written declarations received from the ACAT under section 180(1).	N/A	
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Payment for loss or damage (Section 181)

UA205	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	
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A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	N/A	
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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.	0	Please refer to attached workbook. FY20-21 Evoenergy Ministerial directions register
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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.	0	Please refer to attached workbook. FY20-21 Evoenergy Ministerial directions register
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	N/A	

Part B — Consumer Protection Code

B1 — Customer Protection

Ref Our tracking number	Reporting requirements	Response	Additional comments
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	Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.
B101(a)	Provide a copy (or a link to a copy) of the utility's complaint handling procedures	Evoenergy Customer Charter https://www.evoenergy.com.au/residents/your-rights-and-obligations	Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese. These languages were based upon ABS data for the ACT: 2016 Census Data for the top 5 most spoken language in the Territory other than English
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	Guidelines for complaints management in organisations (AS/NZ 10002:2014).	
Addressing complaints (6.3)			
B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	Consumers are advised of the licensee's complaints handling procedure on our website, and at the complaint acknowledgement stage (via email or verbally).	Evoenergy Complaints and Dispute Resolution Procedure

B104	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	<p>Information on consumers' right to lodge a complaint with ACAT is contained within Evoenergy's Complaints and Dispute Resolution Procedure published on the Evoenergy website.</p> <p>Consumers are personally advised of their right to lodge a complaint with ACAT at the complaint acknowledgement and meaningful response steps (via email or verbally). This advice is also provided when responding to reconsidered or escalated complaints.</p> <p>Additionally, all Evoenergy customer access notifications refer to ACAT and Evoenergy obligations under the Utilities Act 2000.</p>	https://www.evoenergy.com.au/about-us/contact-us
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Utility to keep records (6.4)

B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes	Evoenergy has a complaints recording and management system called Velocity, that is supported by Gentrack.
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Number of complaints

<p>B106 Total number of complaints received</p>	<p>316</p>	<p>The total number of complaints received represents a 42% reduction in complaints compared with FY 2019/20. Evoenergy believes this reduction is attributable to a number of initiatives; the continuation of regular, positive collaboration between our Customer Resolutions team and other Evoenergy teams.</p> <p>The Customer Resolutions Team identify new issues or trends in complaints, actively closing a feedback loop that includes providing advice on continual improvement and proactive complaints mitigation.</p> <p>Evoenergy's Communications team have continued providing proactive, consistent briefing packs to our 24/7 Contact Centre when new business initiatives are launched or issues emerge, assisting the team in handling enquiries and resolving at first contact which can avoid an enquiry escalating into a complaint.</p> <p>Monthly business reporting on complaints received highlights insights and areas for continual improvement.</p>
<p>Summary of Consumer and Utility Rights (Clause 9)</p>		
<p>B107 Was the licensee compliant with all the requirements in clause 9.3?</p>	<p>Yes</p>	
<p>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.</p>	<p>Evoenergy Customer Charter https://www.evoenergy.com.au/residents/your-rights-and-obligations</p>	<p>Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.</p>

B109	What languages is the summary available in?	Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese.	These languages were based upon ABS data for the ACT: 2016 Census Data for the top 5 most spoken language in the Territory other than English
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.	1	Whilst there was one incidents 25 Life support customers were affected by this incident
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.	GSL reporting is run monthly, extracts from appropriate systems have been developed to check fault responses and complaint responses to identify when GSLs have not been met. This is reviewed monthly and again annually to confirm accuracy.	
B112	Please describe what systems the utility has in place to pay customers a GSL rebate payment.	There are three options for payments to be made. 1. Market processes where the rebate is paid via the customer's NER:L retailer as per the Rules 2. Bank transfer 3. Cheque.	Evoenergy utilises it billing management system called Velocity, that is supported by Gentrack.
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 (ie 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?	Evoenergy provides retailer awareness of the GSL payments for eligible customers, which is subsequently passed onto the customer via their retailer account.	

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.	n/a	

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.
15789	06-May-21	0:02	Switching error by field operator	Supply re-instated immediately	Y	Supply re-instated immediately

Part B — Consumer Protection Code

B3 — Guaranteed Service Levels

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>	<p>Please provide any information that you feel 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.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>
Customer connection times (Guaranteed Service Level 1)			
B301	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	1906	
B302	What percentage does this represent of total connections?	66.04%	
Wrongful disconnection (Guaranteed Service Level 2)			
B303	Number of wrongful disconnections.	3	
Responding to complaints (Guaranteed Service Level 3)			
B304	Number of complaints not responded to within 20 business days.	6	
Planned interruptions to utility services (Guaranteed Service level 4)			
B305	Number of planned interruptions to services.	1263	1263 Planned outages affected 43536 customers.
B306	Number of premises that were not provided with 4 business days' notice of a planned interruption.	677	679 GSL were paid with 2 customers being paid the GSL twice due to administration error.
Duration of interruptions to utility services (Guaranteed Service level 5)			

B307	<p>Number of <u>unplanned sustained interruptions</u> that lasted for 12 hours or longer</p> <p>'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.</p>	26	<p>447 Customers affected . Worst performance occurred in November and December mainly due to strong wind events causing trees blown onto mains.</p>
Cumulative duration of interruptions to utility services (Guaranteed Service level 6)			
B308	<p>Number of properties that experienced <u>20 hours of unplanned sustained interruptions</u> during the reporting year</p>	129	
B309	<p>Number of properties that experienced <u>30 hours of unplanned sustained interruptions</u> during the reporting year</p>	49	
B310	<p>Number of properties that experienced <u>60 hours of unplanned sustained interruptions</u> during the reporting year</p>	8	
B310(a)	<p>Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions</p>	<p>Intellirruptors installed on Cotter and Tidbinbilla feeders</p>	
Frequency of Interruptions (Guaranteed Service level 7)			
B311	<p>Number of customers that experienced <u>more than 9 unplanned sustained interruptions</u> during the reporting year</p>	0	
Response time to notification of problem or concern (Guaranteed Service Level 8)			
B312	<p>Total number of notifications received related to damage to, or a fault or problem with the utility network.</p>	3745	<p>377 incidents lesser than total number of notifications received last year (4122).</p>
B313	<p>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).</p>	467	
B314	<p>Number of priority 1 notifications not responded to within six hours.</p>	3	
B315	<p>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).</p>	3278	<p>387 incidents lesser from last year(3665).</p>

B316	Number of priority 2 notifications not responded to within 48 hours.	0	
B317	Number of notifications that were not resolved in the time specified in the response to the Customer.	0	



Part B — Consumer Protection Code

B4 — Wrongful disconnection (Guaranteed Service Level 2)

Please give us details for each incident where you wrongfully disconnect a customer.
 Please tick **Nothing to report** if you have no incident to report.

Nothing to report

Reference <i>Your incident reference number</i>	Date customer disconnected <i>dd-mm-yy</i>	Date customer reconnected <i>dd-mm-yy</i>	Reason for the wrongful disconnection	What was the affect to the customer?	Remediation <i>Please provide details of actions taken to rectify the non-compliance and to minimise future occurrences.</i>
15521	3/12/2020	3/12/2020	System error	Customer lost supply	Premises reconnected / system issue identified
15788	5/05/2021	5/05/2021	Field personnel cut away the wrong overhead service conductor	Customer lost supply	Re-instated supply immediately
15866	3/06/2021	3/06/2021	Incorrect fuse was removed by the field operator	Premises lost supply	Supply was reenergised

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 of an unplanned sustained interruption that lasted for 12 hours or longer. 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 Your reference code	Date enter as dd/mm/yyyy	Duration of unplanned interruption enter as hours:minutes	Number of premises affected 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 standard Provide a reason/s why supply was not restored within 12 hours	Remediation Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.
INC 161024491	27-Jul-20	12:21	23	NO	Trees blown onto mains	Crews have attended site & strapped faulty cross arm. Repaired and restored.
INC 161024501	28-Jul-20	16:21	41	NO	Trees blown onto mains	Tree removed, LV link and fues replaced. Repaired and restored.
INC 161024503	28-Jul-20	16:18	15	NO	Trees blown onto mains	Tree removed, LV link and fues replaced. Repaired and restored.
INC 161024801	30-Nov-20	167:20	15	NO	Equipment failure or Defect	Complex problem. Generator installed on house but not on other sites/customers with long outages as the incharge person decided that those sites do not required generator (lunch room, bbq area, etc.). Transformer was changed and EO went to renergise and found the network HV voltaged indicated a Bridge was burnt off. Line was patrolled and bridges were found burnt off at Pole 16010. Crew finished work for the day look to repair Saturday. Sub Replaced and commissioned.

INC 161024859	01-Dec-20	16:15	60	NO	Trees blown onto mains	Tree Contractors and EO attended site and removed the tree repairs required. Replaced LV cross a S 1407, replaced inline crossarm 34703, replaced 315A fuse red phase at S 1407.
INC 161024863	01-Dec-20	18:27	11	NO	Trees blown onto mains	O/H repairs made 3 X O/H conductors repaired
INC 161026121	01-Feb-21	17:28	32	NO	Lightning or electrical storm	Pole 54292 replaced after storm damage and new ABC conductor installed from pole 54288 to pole 54301. All testing and works completed. All supply restored.
INC 161027131	23-Mar-21	40:56	2	NO	Equipment failure or Defect	Suspect transformer fault left Isolated. Crew attended site and under permit inspected the line and found a failed pin insulator on Centre phase this was repaired
INC 161027151	23-Mar-21	15:13	46	NO	Equipment failure or Defect	Repair cable fault, LV cable passed VLF testing / cable was re-connected and energised and supply restored.
INC 162020866	13-Sep-20	22:23	1	NO	Public / Staff Safety	-
INC 162021044	21-Sep-20	13:14	1	NO	Wind or wind carried material	LV mains Isolated from MP 1116698. Supply restored.
INC 162021626	25-Oct-20	21:5	16	NO	OMS Complete	-
INC 162021627	25-Oct-20	20:58	6	NO	OMS Complete	-
INC 162021840	05-Nov-20	16:18	2	NO	Equipment failure or Defect	Linesmen replaced fuseway up pole and customer was restored
INC 162022370	28-Nov-20	13:5	80	NO	Trees blown onto mains	Pole will be replaced on 10/12/2020 during planned works. Customers have been hand carded for replacement works. Supply restored.
INC 162022371	28-Nov-20	43:41	19	NO	Trees blown onto mains	Line crew have attended site & replaced X arm & have done an LV restrain & ran 4 X new o/h services. Supply has been restored.
INC 162022403	28-Nov-20	20:37	33	NO	Trees blown onto mains	Tree branch removed, follow up repairs required.
INC 162022428	28-Nov-20	29:4	3	NO	Trees blown onto mains	Large branch on 2 X services . F/Glass pole Services have been isolated. Repaired and all Service have been reconnected with supply restored.
INC 162022448	28-Nov-20	25:16	20	NO	Trees blown onto mains	Line crew , Tree surgoen required & pole inspections. Tree removed, lines fixed and supply restored
INC 162022627	02-Apr-21	19:36	1	NO	Trees blown onto mains	Pole 23770 required to be inspected by a pole inspector. Service replaced 116 duffy st

INC 162023221	06-May-21	16:30		1	NO	Equipment failure or Defect	Protection staff located fault. Evoenergy team attended site and completed fault repairs, tested and restored supply to premises. Works complete
INC 162023542	21-May-21	15:46		9	NO	No cause found (not in storm)	Fitter has attended site & advised HV drop out down . Switcher required [2021-05-21 01:06] Replaced drop out, tested ok. 25 KVA Tx replaced by on call staff.
INC 162023668	27-May-21	16:50		5	NO	Equipment failure or Defect	Generator connected at pillar 1119446 to restore customer. Cable fault repaired and supply restored to church
INC 162023714	30-May-21	86:10		3	NO	Equipment failure or Defect	Fuse replaced, circuit isolated. Pole TX replaced. Lines man attended site, replaced TX and supply restored.
INC 162023720	30-May-21	17:56		1	NO	Equipment failure or Defect	Fuse replaced and supply restored.
INC 162024259	24-Jun-21	18:27		1	NO	Equipment failure or Defect	Protection techs found Telstra line damaged. Links shorted and CB closed to restore supply.

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

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

<input type="checkbox"/> Nothing to report Reference code <i>Your reference code</i>	Date	How long before you responded?	Suburb/s or area affected	Number of customers affected	Reason for not meeting the service level	What was the effect to the customer?	Remediation
	<i>enter as dd/mm/yyyy</i>	<i>enter as hours:minutes</i>			<i>Provide a reason/s why the notification was not responded to within 6 hours</i>	<i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i>	<i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
INC 161024526	28/07/2020	7:57:00	Florey	1	Tree blown on Mains, checked tree surgeon required.	Outage	Fuse replaced, tree removed and supply restored.
INC 161025930	24/01/2021	11:50:41	Farrer	1	Arcing service line	Safety	Service replaced.
INC 161025408	23/12/2021		Spence	1	Part power	Quality	Phase replaced



Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

*Note: Please report the actual number of rebates paid for every quarter of the reporting year.
Please answer 'n/a' if the question is not applicable. Answer "0" if data recorded is nil or zero .

Reporting year	Ref	Subject of the service level	Number of times GSL was not met					Number of rebates paid					Number of rebates not paid				Total value of rebates paid (\$)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4		
2020-21	GSL-1	Customer connection times	432	459	469	546	1906	0	0	0	1	1	432	459	469	545	\$60	Evoenergy is in process of clearing some information with the Commission and will update ICRC once finalised GSL for connections was paid in May 2021 - this was for a re-energisation breach, not related to basic connections
2020-21	GSL-2	Wrongful Disconnection	0	1	0	2	3	0	1	0	2	3	0	0	0	0	\$300	
2020-21	GSL-3	Responding to complaints	3	1	2	0	6	3	1	2	0	6	0	0	0	0	\$120	
2020-21	GSL-4	Notice of planned interruption to services	33	2	5	639	679	33	2	5	639	679	0	0	0	0	\$33,950	
2020-21	GSL-5	Duration of interruption (single)	84	183	69	13	349	84	183	69	13	349	0	0	0	0	\$27,920	
2020-21	GSL-6	Cumulative duration of interruptions	0	0	0	186	186	0	0	0	186	186	0	0	0	0	\$22,650	
2020-21	GSL-7	Frequency of interruptions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2020-21	GSL-8	Response time to network problems or concern	1	1	1	0	3	1	1	1	0	3	0	0	0	0	\$180	
Total			553	647	546	1386	3132	121	188	77	841	1227	432	459	469	545	85180	

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>
EC01	Connection took too long	3	
EC02	Damage / fault our asset	2	
EC03	Damage to environment	1	
EC04	Damage to property	22	
EC05	Disconnection	0	
EC06	Driving / Parking	6	
EC07	Electricity quality	15	
EC08	Entry to land	4	
EC09	Failed to reply	2	
EC10	Fee dispute	6	
EC11	Feed-in tariff	3	
EC12	Information wrong	2	
EC13	Late / missed appointment	0	
EC14	Meter readers	14	
EC15	Meters, meter readings	13	
EC16	Network charges	0	
EC17	No / inadequate notice of work	11	
EC18	Noise / unsightly	5	

EC19	Not told outage cancelled	0	
EC20	Notices offended	2	
EC21	Other (if the licensee has additional categories not listed, please also provide details of the categories)	63	Safety, Safety/Health, Loss of food, Damage to Appliance/s, Outage notice nil / too short [NECF/CPC], Service poor, Supply interruptions and Other
EC22	Other staff misbehaviour	1	
EC23	Outage notice nil / too short	29	
EC24	Outage too long	7	
EC25	Service request not met	34	
EC26	Site restoration	8	
EC27	Staff rude	7	
EC28	System unreliability	0	
EC29	Telephone service poor	0	
EC30	Timing of work	26	
EC31	Trees in wires	30	
EC32	Work faulty	0	

Part C – Utilities (Electricity Feed-in Code)

C1 — Distributor obligations (Clause 4)

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Data must relate only to the 2020–21 reporting period unless specified otherwise.	Please provide information that you feel is relevant to support us in our assessment about the non-compliance and/or variances in numbers from previous years
Distributors Obligations (Clause 4)			
C101	Number of instances where the licensee did not provide the required distributor actions.	0	
C101(a)	Provide a information and reason/s for not meeting the requirement. 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.	NA	
C101(b)	Provide information on actions taken to rectify the non-compliance and minimise future occurrences.	NA	
C102	Does the licensee's complaints procedures cover disputes or complaints by occupiers of premises relating to the Electricity Feed-in Scheme? (Clause 4.4)	Yes	
C103	Number of complaints received related to the administration of the Feed-in Scheme.	3	

C103(a)	Provide a summary of the common complaints received, and action/s taken to address the complaints.	Evoenergy has continued to experience a small portion of customers have not registered their installations as per the legislation which affects Evoenergy's ability to provide the correct tariff forecasts and rebates. Evoenergy continues to inform/provide the correct processes to customers and their service providers.	
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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.	NA	
D101(b)	Was the Commission notified of the breaches?	NA	
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.	NA	
D102(b)	Was the Commission notified of the breaches?	NA	
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?	Annually	
D105	How often does the licensee audits or review its data collection and reporting process?	Through management system audits	
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	No changes
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	
Network losses (Schedule 1: Clause 2)		
D110 Please provide details of strategies employed to cost effectively minimise losses of electrical power in the licensee's network	Evoenergy is actively involved in developing Demand Side Management and Embedded Generation opportunities. The Emerging Technology webpage covers a range of opportunities.	https://www.evoenergy.com.au/emerging-technology
Requirements under the Electricity Feed-in Scheme (Schedule 1: Clause 3)		
D111 Number of non-compliance under the Electricity Feed-in (Renewable Energy Premium) Act 2008	0	
D111(a) Provide details of the non-compliance/s and actions taken to rectify the non-compliance/s.	NA	

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 Officer
Postal address	Anketell St & Oakden St, Greenway ACT 2900
Telephone	[REDACTED]
Email	[REDACTED]