



## Utility Licence Annual Rep 2022-

Licence utility:	<b>Evoenergy</b>
Utility service:	<b>gas distribution</b>
Number of parts to report:	<b>13</b>

Reporting period:	<b>1 July 2022 to 30 June 2023</b>
Submission date:	<b>by 1 October 2023</b>
Submit completed report to:	<b>icrc@act.gov.au</b>

### Parts to report

#### Part A — Utilities Act

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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.

- 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		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero  Data must relate only to the 2022-23 reporting period unless specified otherwise.	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.
<b>Damage etc. to be minimised (Section 108)</b>			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	12	Increased from last year's total of 3 (refer to tab B9 for further information)
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	* Hot water not working after meter change * Damage to Utilities after gas connection * Damage to Property during gas connection * Damage to property after meter removal Each complaint reviewed under claims process with some repairs carried out by Contractors or the customers expenses for repairs paid	

### 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	

### 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.	1	Woolshed Creek Bridge Exposed Mains Inspection. Where we notified the Heritage Council about the works in vicinity of heritage listed area. Although, council never responded/ communicated back.
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 relating to operations undertaken pursuant to s 110A(2).	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	

### 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	
<b>Removal of utility's property and waste (Section 112)</b>			
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	
<b>Land to be restored (Section 113)</b>			
A113	Number of complaints 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.	3	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Customers complained that site was not restored after work was carried out. The matters referred to our contractor to complete the works.	

END OF A1

## 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 2022-23 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	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
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.	<p>Induction and application for Evoenergy Authorisation Pass</p> <p>Ongoing annual training</p>	

### 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	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).	0	N/A
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### 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	N/A
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	N/A	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.	0	N/A
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	N/A
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	0	N/A

END OF A2

## Part B — Consumer Protection Code

### B1 — Customer Protection

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 2022-23 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>

#### Complaints procedures (6.1 and 6.2)

<b>B101</b>	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 - <a href="https://www.evoenergy.com.au/about-us/contact-us">https://www.evoenergy.com.au/about-us/contact-us</a>	
<b>B102</b>	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	ISO 10002:2014	



## Addressing complaints (6.3)

B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	<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>	
B104	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	<p>When a complaint is acknowledged in writing, an information sheet is also provided which includes ACAT contact details.</p> <p>ACAT contact details are also provided as part of written responses where complainants are not satisfied with the response.</p> <p>ACAT contact information is given verbally for telephone complaints where the customer is not satisfied with the response</p>	

### 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	Complaint details are maintained in our CRM.
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### Number of complaints

B106	Total number of complaints received	72	
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### Summary of Consumer and Utility Rights (Clause 9)

B107	Was the licensee compliant with all the requirements in clause 9.3?	Yes	
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 <a href="https://www.evoenergy.com.au/residents/your-rights-and-obligations">https://www.evoenergy.com.au/residents/your-rights-and-obligations</a>	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?	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.	0	
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### Obligation to pay rebate for non-compliance (Clause 11)

B111	Number of GSL rebate payments made	4	
B111(a)	Amount of GSL rebate payments made	\$ 260.00	
B112	Number of breaches of GSL's where rebates have not been paid	2	
B113	In relation to B112, why have the GSL payment not been made?	There were 2 GSL payments relating to events in FY23 that have been paid out in FY24.	

<b>B114</b> In relation to B112, how are customers advised that a GSL payment has <b>not</b> been made?	N/A	
<b>B115</b> Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL rebate occurred	4	
<b>B116</b> Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	2	
<b>B116(a)</b> In relation to B116, why were the GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	Delay in manual processing of payments due to insufficient details. This relates to 2 payments where the obligation arose in FY23 that were paid in FY24.	

## 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 Your reference code	Date of planned interruption enter as dd/mm/yyyy	Duration of planned interruption enter as hours:minutes	Reason for the non-compliance Please provide a reason(s) for not giving notice within the required timeframe	What was the effect to the customer with registered life support? We will use your response to assess whether the effect of the incident to the customer is serious or not	Was the incident reported to the AER? Y/N	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.
	31-Jan-23	30 Minutes	The technician accidentally completed 2 jobs on the opposite days of the NECF notification. The technician was relying on the Unit number and did not verify the meter number.	No Life Support	Yes	The customers supply was immediately restored The breach was discussed at the technicians toolbox talk and arrangements being made for all technicians to attend a NECF refresher training course. The appropriate GSL was applied.
	01-Feb-23	30 Minutes	The technician accidentally completed 2 jobs on the opposite days of the NECF notification. The technician was relying on the Unit number and did not verify the meter number.	No Life Support	Yes	The customers supply was immediately restored The breach was discussed at the technicians toolbox talk and arrangements being made for all technicians to attend a NECF refresher training course. The appropriate GSL was applied.

**Note:** Press tab on your keyboard to start a new line.

**END OF B2**

## 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 2022-23 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>
<b>Customer connection times (Guaranteed Service Level 1)</b>			
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%	
<b>Wrongful disconnection (Guaranteed Service Level 2)</b>			
B303	Number of wrongful disconnections.	0	
<b>Responding to complaints (Guaranteed Service Level 3)</b>			
B304	Number of complaints <b>not</b> responded to within 20 business days.	0	
<b>Planned interruptions to utility services (Guaranteed Service level 4)</b>			
B305	Number of planned interruptions to services.	957	
B306	Number of premises that were <b>not</b> provided with 4 business days' notice of a planned interruption.	2	

**Duration of interruptions to utility services (Guaranteed Service level 5)**

B307	Number of interruptions that lasted longer than 12 hours.	1	Based on planned interruptions
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**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	1	Job was raised with a Priority C (24 hour response time) and was closed out within the timeframe. Job was compliant to internal process.
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	Methodology for triaging "no supply" work orders has been reviewed and changes made.

**Frequency of Interruptions (Guaranteed Service level 7)**

B311	Number of customers that experienced more than 9 sustained interruptions during the reporting year	0	
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**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.	2476	
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).	344	

B314	Number of priority 1 notifications <b>not</b> responded to within six hours.	33	There are data quality issues with 27 records that resulted in a negative response time. These have been included in the count because we are unable to confirm the correct response time. There are 6 records with confirmed >6 hour response
B314(a)	Number of priority 1 notifications that were not resolved in the time specified to the customer	N/A	Timeframes are not generally specified to customer so this cannot be measured
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).	349	
B316	Number of priority 2 notifications not responded to within 48 hours.	10	There are data quality (timestamping) issues with all 10 records that resulted in a negative response time. These have been included in the count because we are unable to confirm the correct response time.
B317	Number of priority 2 notifications that were not resolved in the time specified in the response to the customer.	N/A	Timeframes are not generally specified to customer so this cannot be measured

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 Your reference code	Date of planned interruption enter as dd/mm/yyyy	Number of affected premises	Number of premises not notified	Reason for failure to meet guaranteed service level Provide a reason/s for failure to provide a notice within the required timeframe.	Remediation Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.
	31-Jan-23	12	1	Human error, technician did not check the meter number prior to changing the meter.	The customer did not experience any adverse impact as the customer was not home.  Technicians training was updated to include the requirement to check meter number before changing a meter  The learnings of the breach was discussed with the wider team during a toolbox talk on April 2023. NECF refresher training delivered in April 2023.
	01-Feb-23	11	1	Human error, technician did not check the meter number prior to changing the meter.	As above
	01-Feb-23	3	1	Gas supply was cut off accidentally when the ground service technicians (GSTs) were completing a service abolishment on the day. It was a shared service line and they were not aware of a second meter.	The learnings of the breach were discussed with the wider team during a toolbox talk on April 23. NECF training was completed on April 2023.

**END OF B5**

## 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	Number of premises that experienced an unplanned sustained interruption that lasted 12 hours or longer	Did this event occur on a Major Event day	Reason for failure to meet guaranteed service level	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.
	17-Mar-23	21:56	1	1	No	Job was raised with a Priority C (24 hour response time) and was closed out within the timeframe. Job was compliant to internal process.	Methodology for triaging "no supply" work orders has been reviewed and changes made.

**Note:** Press tab on your keyboard to start a new line.

**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.

**END OF B6**

## 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 Your reference code	Date enter as dd/mm/yyyy	How long before you responded? enter as hours:minutes	Suburb/s or area affected	Number of customers affected	Reason for not meeting the service level Provide a reason/s why the notification was not responded to within 6 hours	What was the effect to the customer? We will assess your response as to whether the effect of the incident to the customer is serious or not	Remediation Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.
	13-Sep-23	8:24	Reid		1 There was a delay between dispatch time and the time the technician arrived on site	Minor impact. A leak was rectified on the (external) meter set	Refresher training for schedulers to reinforce understanding of requirements for Priority 1 work orders
	29-Apr-23	8:12	Banks		1 There was a delay between dispatch time and the time the technician arrived on site	Minor impact. The customer regulator was replaced	Refresher training for schedulers to reinforce understanding of requirements for Priority 1 work orders
	03-Nov-23	13:48	Weetangera		1 Customer contact was received 9.43pm. Job was dispatched the following morning.	Gas meter was replaced. Customer was not at home	Review of triage process for jobs received after hours

	09-Jan-23	6:18	Garran	1	There was a delay between dispatch time and the time the technician arrived on site	Leak was found on broken nut on regulator outlet and was fixed	Refresher training for schedulers to reinforce understanding of requirements for Priority 1 work orders
	18-Apr-23	8:06	Kambah	1	There was a delay between dispatch time and the time the technician arrived on site. Job was rectified within 10 mins of arrival	Venting regulator was replaced	Refresher training for schedulers to reinforce understanding of requirements for Priority 1 work orders
	20-Apr-23	10:36	Gungahlin	1	Customer contact was received 11.13pm. Job was dispatched the following morning and the technician arrived on site within two hours of dispatch.	A leak was found on the filter union and repaired	Review of triage process for jobs received after hours

**END OF B7**



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 (**see note)				Number of rebates paid (*see note)				Number of rebates not paid				Total value of rebates paid (\$)	Total value of rebates not paid (\$)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2022-23	GSL-1	Customer connection times	0	0	0	1	0	0	0	1	0	0	0	0	\$ 60.00	\$ -	
2022-23	GSL-2	Wrongful Disconnection	0	0	0	1	0	0	0	1	0	0	0	0	\$ 100.00	\$ -	
2022-23	GSL-3	Responding to complaints	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	\$ -	
2022-23	GSL-4	Notice of planned interruption to services	0	0	0	2	0	0	0	2	0	0	0	0	\$ 100.00	\$ -	
2022-23	GSL-5	Duration of interruption (single)	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	\$ -	
2022-23	GSL-6	Cumulative duration of interruptions	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	\$ -	
2022-23	GSL-7	Frequency of interruptions	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	\$ -	
2022-23	GSL-8	Response time to network problems or concern	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	\$ -	

\*\*Note: The number may differ from the figure in **column E** due to the timing of reports being run and the utility's payment processes. The **number of rebates paid** may include rebates identified in a previous reporting year, but not paid until the current reporting year.

END OF B8

## Part B — Consumer Protection Code

### B9 — Complaints (Clause 6)

Breakdown of complaints per category			
Ref	Complaint category	Number of complaints	Additional comments 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.  When applicable, please also include actions taken to address and minimise customer complaints.
GC01	Asbestos	0	
GC02	Abolishment	2	Request for removal of gas service - very slightly down on last year
GC03	Address details	0	
GC04	Billing	35	Customer complaining about high bills- a reduction of 25% on last year which may result from better management by the retailers.
GC05	Contractor behaviour	0	
GC06	Customer Service	1	In line with the numbers received in 2021/22
GC07	Damage	12	An increase seen this year with more customers raising issues regarding damage occurring during new connections.
GC08	Meter	5	A substantial reduction this year with issues relating to meters not escalating to a complaint
GC09	New Connection	2	No change from last year
GC10	Reading	3	Minor change from last year where 2 complaints were recorded
GC11	Recoverable works	0	
GC12	Restoration	3	Very little change for customers complaining about their site being restored
GC13	Supply	3	A large change in the complaints regarding supply issues at the customers premises.
GC14	Gas Leak	5	In line with 2021/22
GC15	Reconnection	1	In line with 2021/22
GC16	Meter Relocation	0	

END OF B9

## Part D — Utility licence conditions

### D1 — General conditions

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 2022–23 reporting period unless specified otherwise.</p>	
<b>Licensee to notify ICRC of any material breaches (Clause 8.2)</b>			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	N/A
D101(a)	Please provide the dates for each material breach and the type of breach	N/A	N/A
D101(b)	Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021	N/A	N/A
<b>Licensee to provide statement on any non-compliance (Clause 8.3)</b>			
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	Evoenergy has a program of monitoring and reporting on its compliance in line with its obligations under the Utilities Act and other relevant industry and technical codes and AER Ring-fencing Guidelines. Evoenergy meets its regulatory obligations in reporting on compliance controls as well as incidents of non-compliance in line with regulatory obligations.

D102(a)	Provide details of each non-compliance, including actions taken to rectify or minimise the effect of the non-compliance.	N/A	N/A
D102(b)	Was the Commission notified of the non-compliances?	N/A	N/A

### Availability of Utility Licence Annual Report (Clause 8.5)

D103	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2021-22 made publicly available by the licensee?	Yes	N/A
D103(a)	Please provide the link to the ULAR summary.	<a href="https://www.evoenergy.com.au/about-us/reports-and-publications">https://www.evoenergy.com.au/about-us/reports-and-publications</a>	Annual Report to ICRC for Utility Licence (ULAR) 2021-22 (Gas) available via this link.
D103(b)	Please confirm that a summary of the 2022–23 ULAR will be published before 30 November this year	Yes	Evoenergy will publish the ULAR summary in line with our obligation under clause 8.5.

### Operation and compliance audits (Clause 8.6)

D104	When was the last time the licensee reviewed its data collection and reporting process?	Annually	N/A
D105	How often does the licensee audits or review its data collection and reporting process?	Annually - Through management system audits	N/A

### 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 2022–23 which show it can continue to provide the services authorised in the licence.	Please refer to attached document ActewAGL Distribution SPFR (2023) Final with auditors report	This document is confidential and only for purpose of the commissioners use.
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### 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 2022–23?	No	N/A
D107 (a)	If yes, please provide details.	N/A	N/A

### 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	Evoenergy keeps records in line with obligations under the Utilities Act.
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**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	The Contact Centre is staffed and accessible to the public 24 hours a day, every day of the year.
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D109(a) How are customers and the public informed of the service?	N/A	<p>The emergency telephone number (131 909) is displayed in the public telephone directory and on Evoenergy's website as well as being listed on customer invoices issued by the retailers.</p> <p>Calls are also directed to the Jemena Service Centre (emergency response) from the ActewAGL call centre.</p>
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**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:		
· the National Gas (ACT) Act 2008; or	Yes	N/A

<p>· 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.</p>	<p>Yes</p>	
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**Environmental requirements (Schedule 1: Clause 3)**

<p><b>D111</b> 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>	
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<p>D111 (a) If no, describe how they differ and why.</p>		
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**Additional reporting (Schedule 1: Clause 4) — Total pipeline length by pressure classes at 30 June 2023 (km)**

D112	Medium pressure	4,018	Note that 4018 is correct and consistent with the reported data for FY21 and FY20. The reported data consists of active mains only. The the data reported for FY22 was overstated.
D113	High pressure	262	Reduction of 13.9km from FY 2022 based on GIS data showing active mains only. Note: 52.3 (>1,050kPa for Trunk & Primary - increased by 5.7 for Gungahlin to Belconnen pipeline previously reported as secondary in GIS) 210.03 (1,050kPa for Secondary Mains)
D114	Please provide an update of general technical description (in total) as provided in the licence application to the Commission.	Refer to Attachment A. It reflects the ACT based assets as detailed in Appendix A of the 2023 Evoenergy ACT Natural Gas Networks SAOP (GAS-999-PA-HSE-001)	

**END OF D1**

## Authorising and contact officers

### Authorising officer

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

Name	<u><b>Peter Billing</b></u>
Title/position in organisation	<u>General Manager - Evoenergy</u>
Postal address	<u>Anketell St &amp; Oakden St, Greenway ACT 2900</u>
Telephone	<u></u>
Email	<u></u>

### Contact officer

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

Name	<u><b>Jacqueline Roper</b></u>
Title/position in organisation	<u>A/ Senior Regulatory Compliance &amp; Reporting Officer</u>
Postal address	<u>Anketell St &amp; Oakden St, Greenway ACT 2900</u>
Telephone	<u></u>
Email	<u><a href="mailto:RegulatoryEnquiries@evoenergy.com.au">RegulatoryEnquiries@evoenergy.com.au</a></u>