



## Utility Licence Annual Rep 2022-23

Licence utility:	<b>Evoenergy</b>
Utility service:	<b>electricity 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

A1 — Performance of network operations (Division 7.3)

A2 — General functions

#### Part B — Consumer Protection Code

[B1 — Customer Protection](#)

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

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#### Part C — Utilities (Electricity Feed-in Code)

[C1 — Distributor obligations \(Clause 4\)](#)

## 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.	26	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.		Inconvenience of the proposed works and the potential for damage to be caused due to the proposed works. Complaints were investigated and resolutions provided to customers.
<b>Notice to landholders to undertake network operations (Section 109)</b>			
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.		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.		There were zero notices, incidents or directions issued under section 109, 110 or 110A during the reporting period.
A108	Number of complaints received relating to operations undertaken pursuant to s 110A(2).		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.		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.	1	
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A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.		Failure to Notify Icon Water. Details of all Icon water powered assetts were obtained and passed to Evoenergy's ADMS team to ensure all known assets are correctly mapped in Evoenergy's AMDS system
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).	1	
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).	1	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.		Customer complained of a pole not being removed on the day of works. Investigation was conducted and the pole removed. Customer was provided with an explanation and the matter was closed.
<b>Land to be restored (Section 113)</b>			
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.	2	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.		2 x complaint received of incomplete site restoration following works. Complaints were investigated, and agreeable outcome negotiated with impacted customer.

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 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>Authorised persons (Division 7.4)</b>			
A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	<p>Employees are issued with a security ID pass on employment. 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. An external worker is issued with a virtual ID pass once they meet the requirements of the Authorisation and Accreditation (<a href="https://www.evoenergy.com.au/residents/safety-advice/worker-safety">https://www.evoenergy.com.au/residents/safety-advice/worker-safety</a> ) process and have met the training requirements outlined in the Electrical Safety Rules, table 3.2.</p>
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	<p>The Electrical Safety Rules training teaches safe approach distance (distances they can/cannot work within). Service and Installation Rules training provides requirements when accessing a customer premises.</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 UETDTRRF01A ( <a href="https://training.gov.au/Training/Details/UETDTRRF01">https://training.gov.au/Training/Details/UETDTRRF01</a> ) 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	
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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.	N/A
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	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>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>Complaints procedures (6.1 and 6.2)</b>			
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 <a href="https://www.evoenergy.com.au/residents/your-rights-and-obligations">https://www.evoenergy.com.au/residents/your-rights-and-obligations</a>	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).	
<b>Addressing complaints (6.3)</b>			
B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	Consumers are advised of the license's complaints handling procedure on our website, and at the complaint acknowledgement stage (via email or verbally).	<a href="https://www.evoenergy.com.au/about-us/contact-us">Link to complaint procedure on website - https://www.evoenergy.com.au/about-us/contact-us</a>

B104	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	Information regarding consumers' right to lodge a complaint with ACAT is contained within Evoenergy's Complaints and Dispute Resolution Procedure published on the Evoenergy website. 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. Additionally, all Evoenergy customer access notifications refer to ACAT and Evoenergy obligations under the Utilities Act 2000.	
<b>Utility to keep records (6.4)</b>			
B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes	
<b>Number of complaints</b>			
B106	Total number of complaints received	212	This figure represents a 54.8% decrease in the number of complaints received during the previous reporting period
<b>Summary of Consumer and Utility Rights (Clause 9)</b>			
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
<b>Life support (Clause 10)</b>			
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.	2	Refer to B2 clause 10 table for further information
<b>Obligation to pay rebate for non-compliance (Clause 11)</b>			
B111	Number of GSL rebate payments made	1265	
B111(a)	Amount of GSL rebate payments made	178260	
B112	Number of breaches of GSL's where rebates have not been paid	1	35 GSL-4 payments not made following failure to notify due to human error in processing oversight.
B113	In relation to B112, why have the GSL payment not been made?	N/A	35 GSL-4 payments not made following failure to notify due to human error in processing oversight.
B115	Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL rebate occurred	1265	All GSL rebates (excluding GSLs cumulative over the financial year (FY)) are paid within the following calander month to when the GSL breach occurs. For cumulative GSLs, these are paid in the first month of the new FY.
B116	Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	0	
B116(a)	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	N/A	

END OF B1

## 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.
16630	30/08/2022	00:39	Faliure to notify	Customer lost supply	Y	Power Resoration, welfare check, incident investigation and improvements to systems implimented
17065	10/05/2023	02:39	Failure to notify	Customer lost supply	Y	Power Resoration, welfare check, incident investigation and improvements to systems implimented

**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		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 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 2022-23 reporting period unless specified otherwise.	When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.
<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.	439	
B302	What percentage does this represent of total connections?	29.20%	
<b>Wrongful disconnection (Guaranteed Service Level 2)</b>			
B303	Number of wrongful disconnections.	45	
<b>Responding to complaints (Guaranteed Service Level 3)</b>			
B304	Number of complaints <b>not</b> responded to within 20 business days.	26	
<b>Planned interruptions to utility services (Guaranteed Service level 4)</b>			
B305	Number of planned interruptions to services.	1576	
B305A	Average planned interruption duration	193	
B306	Number of premises that were not provided with 4 business days' notice of a planned interruption.	70	

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

B307	Number of <u>unplanned sustained interruptions</u> that lasted for 12 hours or longer  '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.	40	
B307A	Number of premises where supply was not restored within 12 hours of the initial interruption	475	
B307B	Average unplanned interruption duration	17.76	Hours

### Cumulative duration of interruptions to utility services (Guaranteed Service level 6)

B308	Number of properties that experienced <u>20 hours of unplanned sustained interruptions</u> during the reporting year	46	
B309	Number of properties that experienced <u>30 hours of unplanned sustained interruptions</u> during the reporting year	142	
B310	Number of properties that experienced <u>60 hours of unplanned sustained interruptions</u> during the reporting year	1	
B310(a)	Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions	Most outages affecting customers greater than 12 hours were caused by vegetation damaging overhead network. The network reliability strategy has actions to reduce outages caused by vegetation.	

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

B311	Number of customers that experienced <u>more than 9 unplanned sustained interruptions</u> 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.	3054	Excludes MED events.
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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).	36	The reduction in this category can be attributed to improved analysis and reporting. There was an additional 138 incidents notified with non-network related causes (third party vehicle damage, third party work activity etc).
B314	Number of priority 1 notifications <b>not</b> responded to within six hours.	0	Excludes MED events.
B314(a)	Number of times that priority 1 notifications were not resolved within the time specified in the response to the customer.		
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).	3018	Excludes MED events.
B316	Number of priority 2 notifications not responded to within 48 hours.	0	Excludes MED events.
B317	Number of times that priority 2 notifications were not resolved in the time specified in the response to the customer.	0	Excludes MED events.

END OF B3

## 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>
16643	02/9/2022	02/9/2022	Isolated incorrect premise from pillar in error.	Loss of supply	Re-instated fuse and contacted supervisor
16984	17/03/2023	17/03/2023	Inconsistency between physical network labelling and systems maps for network configuration.	Loss of supply	Power was restored to the affected properties immediately after identification.
16928	16/02/2023	16/02/2023	De-energisation after Retailer change request received one week in advance to required date. De-energisation completed same day as request was received in error.	Loss of supply	Power was restored to the affected properties immediately after identification.
16928	16/02/2023	16/02/2023	De-energisation after Retailer change request received one week in advance to required date. De-energisation completed same day as request was received in error. (Duplicate intentional).	Loss of supply	Power was restored to the affected properties immediately after identification.
16999	26/03/2023	26/03/2023	Inconsistency between physical network labelling and systems maps for network configuration	Loss of supply	Evoenergy completed an investigation to confirm the discrepancy, restored power to incorrect circuit and de-energised the correct circuit to continue with planned works.

**END OF B4**



## 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 minimum service standard 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.	Column1	Column2
16541	15/07/2022	1	1	Data defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16630	30/08/2022	35	35	Data defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16721	21/10/2022	5	5	Data Defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16735	26/10/2022	5	5	Human Error	Supply restored following completion of planned works. Internal audit completed of all scheduled meter testing related outages to ensure impacted customers have been notified.		
16777	25/11/2022	6	6	Systems error	Supply restored to impacted customers. Staff refresher training to reinforce systems and procedural requirements.		
16828	16/12/2022	2	2	Data defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16969	9/03/2023	1	1	Data defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16936	21/02/2023	2	2	Human Error	Following identification of error Evoenergy liaised with impacted customers who's supply was restored following completion of planned works.		
17009	30/03/2023	8	8	Systems error	Supply restored to impacted customers, Refresher training provided to Outage Co-ordinators on generation of customer notification list .		
17065	10/05/2023	5	5	Data Defect	Supply restored. Data defect identified with systems maps update completed to accurately reflect physical network configuration.		
16742	2/11/2022	35	35	Human Error	Supply restored immediately after identification of the error.		

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

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 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	Number of premises that experienced an unplanned sustained interruption that lasted of 12 hours or longer	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 guaranteed service level 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 150000147	25/01/2023	33:30	1	1	NO	General - No cause found (not in storm)	Cause of fault difficult to identify and time to repair asset damage
INC 150000193	27/01/2023	24:6	45	1	NO	Asset Failure - Low Voltage Network	Identified cause of fault and repaired network
INC 150000225	28/01/2023	16:22	44	9	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 150001289	31/05/2023	34:2	1	1	NO	Third party - Unauthorised access	Identified cause of fault and repaired network
INC 150001481	12/06/2023	12:21	1	1	NO	Asset Failure - Low Voltage Network	Identified cause of fault and repaired network
INC 150001511	13/06/2023	19:12	8	2	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 150001723	21/06/2023	14:23	11	11	NO	Third party - Excavation impact	Identified cause of fault and repaired network
INC 151000472	24/11/2022	17:18	120	120	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 151000789	3/12/2022	15:20	1	1	NO	General - No cause found (not in storm)	Identified cause of fault and repaired network, difficulty accessing site
INC 151000881	7/12/2022	43:0	1	1	NO	Third party - Excavation impact	Identified cause of fault and repaired network
INC 151001333	2/01/2023	12:44	18	18	NO	Asset Failure - Low Voltage Network	Identified cause of fault and repaired network
INC 151001377	4/01/2023	13:56	21	3	NO	Asset Failure - Distribution Substation or Switching Station	Identified cause of fault and repaired network

INC 151001395	4/01/2023	19:5	1,996	10	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 151001589	14/01/2023	17:44	33	2	NO	Third party - Vehicle impact	Identified cause of fault and repaired network
INC 151001814	21/02/2023	18:40	111	2	NO	Weather and environment - Lightning strike	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001815	21/02/2023	23:3	19	19	NO	Weather and environment - Lightning strike	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001817	21/02/2023	16:23	1	1	NO	Weather and environment - Lightning strike	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001832	21/02/2023	26:30	1	1	NO	Vegetation - Blow or fall into asset	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001834	21/02/2023	22:56	20	1	NO	Weather and environment - Wind	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001848	21/02/2023	26:30	2	2	NO	Vegetation - Blow or fall into asset	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001852	21/02/2023	21:4	28	5	NO	Weather and environment - Wind	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151001884	21/02/2023	21:4	1	1	NO	General - No cause found (during storm)	Multiple concurrent events impacting network and time to repair and restore supply.
INC 151002205	7/03/2023	13:23	17	17	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 151002337	14/03/2023	37:18	63	18	NO	Asset Failure - Low Voltage Network	Identified cause of fault and repaired network
INC 151002392	16/03/2023	29:8	1	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 151002582	25/03/2023	12:17	2,852	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 151002973	16/04/2023	18:46	31	1	NO	Third party - Vehicle impact	Identified cause of fault and repaired network
INC 151003296	2/05/2023	20:0	2	1	NO	Asset Failure - Low Voltage Network	Identified cause of fault and repaired network
INC 161032596	24/07/2022	12:45	1	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 161032658	27/07/2022	41:51	4	4	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 161032822	4/08/2022	16:50	119	119	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161032878	7/08/2022	12:36	3	1	NO	Third party - Vehicle impact	Identified cause of fault and repaired network

INC 161032900	8/08/2022	12:15	1	1	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161033079	17/08/2022	15:23	283	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 162027793	12/09/2022	12:15	1	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 162028200	9/10/2022	30:48	1	1	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 162028227	11/10/2022	13:39	50	50	NO	Third party - Other	Identified cause of fault and repaired network
INC 162028449	21/10/2022	12:19	1	1	NO	Weather and environment - Lightning strike	Identified cause of fault and repaired network
INC 162028454	21/10/2022	12:17	87	31	NO	Asset Failure - High Voltage Network	Identified cause of fault and repaired network
INC 162028485	23/10/2022	16:53	12	12	NO	Vegetation - Blow or fall into asset	Tree/branch removed from powerlines and damaged equipment repaired/replaced

**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 guaranteed 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.

**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					Number of rebates paid					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	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4			
2022-23	GSL-1	Customer connection times	243	130	39	48	460	243	130	39	48	460	0	0	0	0	\$105,540	\$0	
2022-23	GSL-2	Wrongful Disconnection	2	0	43	0	45	2	0	43	0	45	0	0	0	0	\$4,500	\$0	
2022-23	GSL-3	Responding to complaints	0	14	5	7	26	0	14	5	7	26	0	0	0	0	\$520	\$0	
2022-23	GSL-4	Notice of planned interruption to services	36	18	11	5	70	36	18	11	5	70	0	35	0	0	\$3,500	\$1,750	35 GSL-4 payments not made following failure to notify due to human error in processing oversight.
2022-23	GSL-5	Duration of interruption (single)	127	218	113	17	475	127	218	113	17	475	0	0	0	0	\$38,000	\$0	
2022-23	GSL-6	Cumulative duration of interruptions				189	189				189	189	0	0	0	0	\$26,200	\$0	
2022-23	GSL-7	Frequency of interruptions	0	0	0	0	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	0	0	\$0	\$0	
<b>Total</b>			<b>408</b>	<b>380</b>	<b>211</b>	<b>266</b>	<b>1265</b>	<b>408</b>	<b>380</b>	<b>211</b>	<b>266</b>	<b>1265</b>	<b>35</b>			<b>178260</b>	<b>1750</b>		

\*\*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.
EC01	Connection took too long	1	
EC02	Damage / fault our asset	4	
EC03	Damage to environment	0	
EC04	Damage to property	25	Complaints received in relation to damage to property following network maintenance activity. In each case, the complaint is investigated, outcomes established and damaged repaired or compensation paid where necessary.
EC05	Disconnection	3	
EC06	Driving / Parking	5	In each case of a complaint received in relation to driving and/or parking of company vehicles, an investigation is carried out to determine the responsible staff. The matter is recorded and referred to the appropriate manager to address in line with internal process and policy.
EC07	Electricity quality	8	In each case, a full QoS investigation is carried out to determine compliance/ non-compliance. Following the outcome of investigations, where required, substation tap up/downs are completed to avoid voltage related issues in future.
EC08	Entry to land	4	
EC09	Failed to reply	0	
EC10	Fee dispute	10	Mostly issues related to vegetation fees disputed for the clearing of network infringements where this has not been managed by the landholder.
EC11	Feed-in tariff	0	
EC12	Information wrong	0	
EC13	Late / missed appointment	1	
EC14	Meter readers	2	
EC15	Meters, meter readings	7	
EC16	Network charges	0	
EC17	No / inadequate notice of work	2	
EC18	Noise / unsightly	7	
EC19	Not told outage cancelled	3	
EC20	Notices offended	3	
EC21	Other (if the licensee has additional categories not listed, please also provide details of the categories)	47	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	0	
EC23	Outage notice nil / too short	6	
EC24	Outage too long	2	
EC25	Service request not met	4	
EC26	Site restoration	3	
EC27	Staff rude	2	
EC28	System unreliability	1	
EC29	Telephone service poor	0	
EC30	Timing of work	30	Complaints regarding timing of work are largely attributable to working from home requirements of our customers.
EC31	Trees in wires	19	Evoenergy continues to maintain network safety through responsible vegetation management. Largely vegetation complaints are attributable to disputes of liability for vegetation maintenance, clearing and/or associated charges.
EC32	Work faulty	0	

END OF B9

## 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 2022-23 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
<b>Distributors Obligations (Clause 4)</b>			
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.	N/A	
C101(b)	Provide information on actions taken to rectify the non-compliance and minimise future occurrences.	N/A	
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.	0	
C103(a)	Provide a summary of the common complaints received, and action/s taken to address the complaints.	N/A	

**END OF C1**



## Part D — Utility licence conditions

### D1 — General conditions

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.	
<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 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
<b>Availability of Utility Licence Annual Report (Clause 8.5)</b>			

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 (Electricity) 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.
<b>Operation and compliance audits (Clause 8.6)</b>			
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
<b>Technical and prudential criteria (Clause 9)</b>			
<a href="#">Click here for a copy of the Commission's Technical and prudential criteria guideline</a>			
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.
<b>Charge and assignment (Clause 11)</b>			
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
<b>Record keeping (Clause 14)</b>			
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.
<b>Emergency telephone service (Schedule 1: Clause 1)</b>			
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?	N/A	Customers and the public are informed of the service via Evoenergy's website, the Yellow Pages business directory, which includes multiple listings for Evoenergy (online and print), customer notifications, Evoenergy broadcast and print safety campaigns, social media messaging, signage on Evoenergy assets and government and retailer websites e.g. <a href="http://www.accesscanberra.com.au">www.accesscanberra.com.au</a>
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### 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.	<a href="https://www.evoenergy.com.au/emerging-technology">https://www.evoenergy.com.au/emerging-technology</a>
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### 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	N/A
D111(a)	Provide details of the non-compliance/s and actions taken to rectify the non-compliance/s.	N/A	N/A

END OF D1

## Authorising and contact officers

### Authorising officer

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

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

### Contact officer

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

Name	<u>Jacqueline Roper</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	[REDACTED]
Email	<u><a href="mailto:RegulatoryEnquiries@evoenergy.com.au">RegulatoryEnquiries@evoenergy.com.au</a></u>