



Utility Licence Annual Report 2023-24

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| Licence utility: | Evoenergy |
| Utility service: | electricity distribution |
| Number of parts to report: | 8 |

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| Reporting period: | 1 July 2023 to 30 June 2024 |
| Submission date: | by 1 October 2024 |
| Submit completed report to: | icrc@act.gov.au |

Parts to report

[Part A — Utilities Act](#)

Part B — Consumer Protection Code

[B1 — Customer Protection](#)

[B2 — Guaranteed Service Levels](#)

[B3 — Rebates paid against guaranteed service levels](#)

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

[Part D — Utility licence conditions](#)



Please submit the completed report in MS excel format.

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

| Ref | Reporting requirements | Response | Additional comments |
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| 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 2023-24 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. |
| 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. | 1 | Review of work outcomes leading to improved methodologies and improved customer outcomes. |
| A101(a) | Provide details of the type of complaints received and actions taken to address the complaints. | | Customer complained of impact to property due to vehicle position during reactive works. Complaint was investigated and dismissed as no grounds for compensation. |
| 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. | 1 | On one occasion during this FY Evoenergy failed to provide notification to the landholder. No damage was reported. |
| 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. | | Customer complained that crew entered property without notification to complete work. Issue investigated, no damage to property. |
| 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 | |

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| 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 notices, incidents or directions issued under section 109, 110 or 110A during the reporting period. |
| A108(a) | Provide details of the type of complaints received and actions taken to address the complaints. | | There were zero notices, incidents or directions issued under section 109, 110 or 110A 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. | 0 | |
| 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. | 0 | |
| 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 | N/A |
| 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 | N/A |

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| A112(a) | Provide details of the type of complaints received and actions taken to address the complaints. | 0 | N/A |
| Land to be restored (Section 113) | | | |
| 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. | 0 | |
| A113(a) | Provide details of the type of complaints received and actions taken to address the complaints. | | N/A |
| Authorised persons (Division 7.4) | | | |
| A201 | Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards? | Yes | 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 part 3. An external worker is issued with a virtual ID pass once they meet the requirements of the Authorisation and Accreditation process and have met the training requirements outlined in the Electrical Safety Rules, table 3.2. Refer https://www.evoenergy.com.au/Safety/Working-near-the-network for more information and resources. |
| A202 | Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act? | Yes | 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. |
| 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 UETDRRF01A is provided on a 12 monthly basis; refer https://training.gov.au/Training/Details/UETDRRF01 . Service and Installation Rules provided every 12 months. |

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.

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| A203 | Number of written directions received from the ACAT under section 179(2). | N/A | Nothing to report |
| Discharge of customer debt (Section 180) | | | |
| A204 | Number of written declarations received from the ACAT under section 180(1). | N/A | Nothing to report |
| 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. | 1 | ACAT EW Complaint 2024-0006 Client 16315 Whalan |
| A205(a) | Provide details of each direction including stated action/s and the licensee's compliance with the direction. | Directions issued 19/4/24 | By Consent: 1. The complaint application is dismissed AND IT IS NOTED 2. The Respondent Utility agrees to pay an amount of \$15,000 to the Applicant without admission of liability; and 3. Payment to b made by 30 April 2024. |
| 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 | Refer to the FY23-24 Ministerial report for more information. |
| 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 A1

Part B — Consumer Protection Code

B1 — Customer Protection

| Ref Our tracking number | Reporting requirements | Response 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 2023-24 reporting period unless specified otherwise. | Additional comments 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. When applicable, please also provide an explanation or a reason/s for significant variances from the previous year. |
|---|---|--|---|
| Complaints procedures (6.1 and 6.2) | | | |
| B101 | Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code? | Yes | 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/Your-Energy/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 license's complaints handling procedure on our website, and at the complaint acknowledgement stage (via email or verbally). | Link to complaint procedure on website - https://www.evoenergy.com.au/About-us/Contact-us |
| 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. | |
| 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 records the details of complaints in our system and retains this information for a minimum of 7 years. |
| Number of complaints | | | |
| B106 | Total number of complaints received | 73 | This figure represents a 65% decrease in the number of complaints received during the previous reporting period. |
| Breakdown of complaints per category | | | |
| Ref | Complaint category | Number of complaints | Additional comments |
| B106(a) | Connection took too long | 1 | |
| B106(b) | Damage / fault our asset | 1 | |
| B106(c) | Damage to environment | 0 | |
| B106(d) | Damage to property | 5 | One issue was related directly to damage to property and the other four were related to damage to appliances at the property. |
| B106(e) | Disconnection | 2 | |
| B106(f) | Electricity quality | 6 | These related to issues of low voltage. The matters were investigated and either resolved or remain under investigation. |
| B106(g) | Entry to land | 0 | |
| B106(h) | Failed to reply | 0 | |
| B106(i) | Fee dispute | 15 | Mostly issues related to vegetation fees disputed for the clearing of network infringements where this has not been managed by the landholder. |
| B106(j) | Feed-in tariff | 1 | |
| B106(k) | Information wrong | 1 | |
| B106(l) | Late / missed appointment | 1 | |
| B106(m) | Meters, meter readings | 2 | |

| | | | |
|---------|---|----|--|
| B106(n) | Network charges | 0 | |
| B106(o) | Inadequate notice of work | 0 | |
| B106(p) | Noise / unsightly | 0 | |
| B106(q) | Not told outage cancelled | 0 | |
| B106(r) | Service request not met | 1 | |
| B106(s) | Site restoration | 0 | |
| B106(t) | System unreliability | 4 | |
| B106(u) | Other (if the licensee has additional categories not listed, please also provide details of the categories) | 21 | |
| | Other staff misbehaviour | 0 | |
| | Outage notice nil / too short | 0 | |
| | Outage too long | 1 | |
| | Staff rude | 3 | |
| | Telephone service poor | 2 | |
| | Timing of work | 6 | The concerns were related to work close to Christmas and on a weekend. All works were reviewed and deemed necessary. |
| | Trees in wires | 0 | |
| | Work faulty | 0 | |
| | Note: Press tab on your keyboard to start a new line. | | |

Summary of Consumer and Utility Rights (Clause 9)

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| 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 https://www.evoenergy.com.au/Your-Energy/Your-rights-and-obligations | Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT. |
| B109 | What languages is the summary available in? | 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)

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| 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. | 3 | Details in table below |
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B110(a) Please give details on every instance as to why you failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance. Please tick **'Nothing to report'** if you have no incident 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 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? answer Y/N | Remediation provide details of actions taken to rectify the non-compliance and minimise future occurrences |
|---------------------------------------|---|--|---|--|---|---|
| 17229 | 15/8/23 | 38 minutes | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration. | Customers without supply for approximately 38 minutes. Restoration of supply commenced immediately, following identification of the error. | Yes | Upon confirmation of the error, the EO restored supply to impacted customers, logged the systems error and installed a temporary label at the fuse. Welfare checks were conducted by phone call to the registered contact for the life support site. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17255 | 31/8/24 | 5 minutes | An error was made by the electrical officer restoring supply with a step missed in the restoration process that resulted in 30 customers to lose supply. | Customers without supply for approximately 5 minutes. | Yes | Electrical officer immediately began the process to restore supply to impacted customers by restoring the LV back-feed and proceeding with correct order of the switching plan. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17714 | 13/6/24 | 2 hours 50 minutes | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration which was not identified by scoping in the works planning stages of the outage. | 2 Life Support customers lost supply for approximately 2 hours, 50 minutes. Restoration of supply was completed as soon as possible. The planned network maintenance was completed in order to re-establish supply to premises impacted. | Yes | At the time the breach was confirmed, the pillar had already been removed as part of planned network maintenance. The crew continued with the installation of the new pillar to restore supply as soon as possible. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| | | | | | | |

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

Part B — Consumer Protection Code

B2 — 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. Data must relate only to the 2023-24 reporting period unless specified otherwise. | 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. When applicable, please also provide an explanation or a reason/s for significant variances from the previous year. | | |
| Obligation to pay rebate for non-compliance (Clause 11) | | Please provide more details in B3. | | | |
| B111 | Number of GSL rebate payments made | 518 | | | |
| B111(a) | Amount of GSL rebate payments made | 60100 | | | |
| B112 | Number of breaches of GSL's where rebates have not been paid | 0 | | | |
| B113 | In relation to B112, why have the GSL payment not been made? | N/A | | | |
| 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 | 483 | | | |
| B116 | Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred | 35 | Q2 accounted for retrospective payment of 35 GSL E-4's from November 2022. | | |
| 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 | | Evoenergy identified a failure to pay 35 GSL-4 rebates following the submission of FY 22.23 ICRC ULAR reporting. Evoenergy arranged payment of the missed GSLs immediately upon identifying the error. | | |
| Customer connection times (Guaranteed Service Level 1) | | | | | |
| B201 | Number of customer connections not made within the required timeframe specified in the Consumer Protection Code. | 150 | 147 basic connections not completed in time with the MSO timeframes. 3 incidents of failure to re-energise within the required timeframe specified in the Consumer Protection Code. | | |
| B202 | What percentage does this represent of total connections? | 4.69% | | | |
| Wrongful disconnection (Guaranteed Service Level 2) | | | | | |
| B203 | Number of wrongful disconnections. | 2 | System refinement over the past 12 - 18 months have ensured a more effective process resulting in a significant reduction of wrongful disconnections. | | |
| B203(a) | Please give details on every instance of a wrongful disconnection. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. | | | | |
| | Please tick 'Nothing to report' if you have no incident to report. | | | | |
| Reference <i>Your incident reference number</i> | Date customer disconnected <i>enter as dd-mm-yy</i> | Date customer reconnected <i>enter as dd-mm-yy</i> | Reason for failure to meet the required service level <i>provide a reason(s) for the wrongful disconnection</i> | What was the effect to the customer? <i>We will use your response to assess whether the effect of the incident to the customer is serious or not.</i> | Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences.</i> |
| 17380 | 14/11/23 | 16/11/23 | Evoenergy Electrical Officer (EO) was performing routine re-energisation (re-en) and de-energisation (de-en) services at multiple premises including a request for a re-en at (premise). When the EO arrived at the premise, supply was already energised. With this in mind, the EO assumed the required service was a de-en and proceeded to unknowingly de-en the premise in error. | Property without supply for 2 days (customer was not residing at the premises at this time). | Evoenergy re connected the supply on 16/11/23 as soon as possible after becoming aware of the incident. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| Note - this incident was incorrectly paid as a GSL-4 at the time of the incident. The customer should have been paid a GSL-2. This has been rectified in September 2024 GSL rebate payments and will also be reflected in FY24.25 reporting. 17268 | 7/9/24 | 7/9/24 | Whilst performing work that required disconnection of a service line from an individual customer premises, an Evoenergy Electrical Officer mistakenly disconnected an adjacent service line resulting in a life support customer losing supply. | Life Support Customer without supply for approximately 4 minutes. Restoration of supply commenced immediately following identification of the error. | The EO restored supply immediately after realising error. The EO completed a welfare check on the life support customer in person, knocking on the door to explain the incident which had occurred, and ensuring the wellbeing of the customer. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| Note: Press tab on your keyboard to start a new line. | | | | | |
| Responding to complaints (Guaranteed Service Level 3) | | | | | |
| B204 | Number of complaints not responded to within 20 business days. | 0 | Improvement in the complaints handling process has resulted in all GSL's being met in this area. | | |
| Planned interruptions to utility services (Guaranteed Service level 4) | | | | | |

| B205 | Number of planned interruptions to services. | 1274 | Impacting 54,843 customers | | |
|---|--|-----------------------------|---|--|---|
| B205(a) | Average planned interruption duration | 6 hours 26 minutes | | | |
| B206 | Number of premises that were not provided with at least 4 business days' notice of a planned interruption | 202 | Includes the 35 retrospective GSL payments from the incident in November 2022 and 1 customer who was paid a GSL-E4 incorrectly. | | |
| B206(a) | Please give details on every instance where you did not give at least 4 business days' notice of a planned interruption. 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. | | | | | |
| Reference code <i>Your reference code</i> | Date of planned interruption <i>enter as dd/mm/yyyy</i> | Number of affected premises | Number of premises not notified | Reason for failure to meet the required service level <i>provide a reason(s) for not giving at least 4 business days' notice of a planned interruption</i> | Remediation <i>provide details of actions taken to rectify the non-compliance and to minimise future occurrences.</i> |
| 17229 | 15/8/23 | 23 | 23 | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration. | Upon confirmation of the error, the EO restored supply to impacted customers, logged the systems error and installed a temporary label at the fuse. Welfare checks were conducted by phone call to the registered contact for the life support site. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17255 | 31/8/23 | 30 | 30 | An error was made by the electrical officer restoring supply with a step missed in the restoration process that resulted in 30 customers' to lose supply. | Electrical officer immediately began the process to restore supply to impacted customers by restoring the LV back-feed and proceeding with correct order of the switching plan. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| Note - this incident was incorrectly paid as a GSL-4, but should have been paid a GSL-2. This has been rectified in September 2024 GSL rebate payments. 17268 | 7/9/23 | 1 | 1 | Whilst performing work that required disconnection of a service line from an individual customer premises, an Evoenergy Electrical Officer mistakenly disconnected an adjacent service line resulting in a life support customer losing supply. | The EO restored supply immediately after realising error. The EO completed a welfare check on the life support customer in person, knocking on the door to explain the incident which had occurred, and ensuring the wellbeing of the customer. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 16742 | 2/11/22 | 35 | 35 | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration. | Upon confirmation of the error, the EO restored supply to impacted customers, logged the systems error. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17538 | 15/2/24 | 2 | 2 | Customer notification checks for additional customers were not completed per Evoenergy procedure PO07307, resulting in a Failure to Notify breach. | No immediate rectification action was possible on this occasion as the loss of supply was reported to Evoenergy by one impacted customer 4 days after the outage had taken place. Upon receipt of the complaint, Evoenergy opened an investigation to identify root cause and opportunities for improvement. |
| 17589 | 19/3/24 | 13 | 13 | Incorrect labelling at the fuses. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration. | Evoenergy immediately restored supply upon identification of the error. Labels were corrected at the substation. Correct customers were isolated and works proceeded per the switching plan. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17625 | 7/4/24 | 54 | 54 | An IT system configuration error resulted in incorrect population of outage start and end times of two separate outages in the notification generation process. Investigation identified the root cause of the error was an inability of the system to accurately apply daylight savings time zones to the start and end times for the outage. As a result, the start and end time on the notifications generated was one hour after the actual start time of the outage. | No immediate rectification action was possible on this occasion as the loss of supply was reported to Evoenergy by one impacted customer 4 days after the outage had taken place. Upon receipt of the complaint, Evoenergy opened an investigation to identify root cause and opportunities for improvement. |
| 17628 | 12/4/24 | 30 | 30 | Evoenergy was completing planned network maintenance which required an isolation to facilitate a planned interruption to supply. An Electrical Officer (EO) was conducting switching operations per the approved switching plan and operated the switch identified to isolate supply to one section. At the time of switching operation, the EO failed to identify that the isolation point was part of a single circuit substation, whereas ADMS systems maps indicated a multi circuit substation. This resulted in the isolation of 2 additional circuits due to the single circuit substation configuration. | Approximately 10 minutes after the isolation had been executed, a customer who had not received notification called to report loss of supply at their premise. Evoenergy's control room operator contacted the EO to advise of the incident and authorise network restoration. The EO returned to the substation, identified his error, then followed the instruction per the approved switching plan to restore supply to impacted customers. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| 17681 | 23/5/24 | 1 | 1 | The cause was confirmed as an inconsistency between the systems maps and the physical network configuration impacting one premise with a Failure to Notify breach. As a result, the customer lost supply for the duration of the planned works; approximately 1 hour and 20 minutes. | Network configuration was confirmed on site by an Electrical Officer, findings were provided to the GIS team to ensure that systems maps were updated with accurate and current information. |
| 17714 | 13/6/24 | 13 | 13 | Incorrect labelling at the substation. Inconsistency between the Advanced Distribution Management System (ADMS) diagram and the actual physical network configuration which was not identified by scoping in the works planning stages of the outage. | At the time the breach was confirmed, the pillar had already been removed as part of planned network maintenance. The crew continued with the installation of the new pillar to restore supply as soon as possible. Full investigation carried out to determine root cause of incident and identify opportunities for improvement. |
| Note: Press tab on your keyboard to start a new line. | | | | | |
| Duration of interruptions to utility services (Guaranteed Service level 5) | | | | | |
| B207 | Number of unplanned sustained interruptions 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. <i>For reference, see Dictionary in the Consumer Protection Code 2020.</i> | 123 | | | |

| B207(a) Please give details on every instance of an unplanned sustained interruption that lasted for 12 hours or longer. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. | | | | | | | | |
|--|--|---|---|--|---|---|--|--|
| Please tick 'Nothing to report' if you have no incident to report. | | | | | | | | |
| Reference code <i>Your reference code</i> | Date <i>enter as dd/mm/yyyy</i> | Duration of unplanned interruption <i>enter as hours:minutes</i> | Number of premises affected <i>provide the number of customer affected by the interruption</i> | Number of premises that experienced an unplanned sustained interruption that lasted for 12 hours or longer | Did this event occur on a Major Event day <i>(as classified under the AER's distribution reliability measures)</i> Answer Y/N | Reason for failure to meet guaranteed service level <i>provide a reason/s why the unplanned sustained interruption lasted for 12 hours or longer</i> | Remediation <i>provide details of actions taken to rectify the non-compliance and minimise future occurrences</i> | |
| 150002377 | 23/7/23 | 22.18 | 2 | 2 | N | Weather and environment - fire | Identified cause of fault and repaired network | |
| 151003686 | 10/8/23 | 16.25 | 2,298 | 1 | N | General - No cause found (not in storm) | Cause of fault not found, network restored successfully | |
| 151003812 | 18/8/23 | 13.57 | 9 | 7 | N | Third Party - Vehicle Impact | Identified cause of fault and repaired network | |
| 150003254 | 5/10/23 | 17.28 | 1 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150003255 | 4/10/23 | 14.17 | 2 | 2 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150003428 | 12/10/23 | 42.67 | 152 | 2 | N | Asset Failure - High Voltage Network | Identified cause of fault and repaired network | |
| 151004351 | 5/12/23 | 17.33 | 2 | 2 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 151004358 | 5/12/23 | 16.68 | 24 | 6 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 151004300 | 3/12/23 | 214.88 | 1 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150004139 | 19/12/23 | 24.05 | 2,242 | 2 | N | Vegetation - Blow or fall into asset | Tree/branch removed from powerlines and damaged equipment repaired/replaced | |
| 150004297 | 23/12/23 | 44.17 | 1 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150004434 | 3/1/24 | 13.68 | 23 | 5 | N | Third Party - Vehicle Impact | Identified cause of fault and repaired network | |
| 150004472 | 6/1/24 | 12.33 | 17 | 3 | N | Vegetation - Blow or fall into asset | Tree/branch removed from powerlines and damaged equipment repaired/replaced | |
| 150004622 | 13/1/24 | 34.25 | 2 | 2 | N | Asset Failure - High Voltage Network | Identified cause of fault and repaired network | |
| 150005066 | 7/2/24 | 35.93 | 6 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150005139 | 25/2/24 | 73.63 | 3 | 3 | N | Asset Failure - Distribution Substation or Switching Station | Identified cause of fault and repaired network | |
| 150005453 | 8/03/2024 | 14.47 | 8,475 | 48 | N | Asset Failure - Zone Substation | Identified cause of fault and repaired network | |
| 150005370 | 8/3/24 | 90.42 | 2 | 2 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150005606 | 18/3/24 | 159.82 | 3 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150006208 | 17/4/24 | 69.12 | 1 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150006083 | 1/4/24 | 765.22 | 1 | 1 | N | Third Party - Excavation Impact | Identified cause of fault and repaired network | |
| 151005662 | 28/5/24 | 15.98 | 20 | 20 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 151005400 | 8/5/24 | 36.72 | 221 | 1 | N | Asset Failure - High Voltage Network | Identified cause of fault and repaired network | |
| 151005820 | 5/6/24 | 116.53 | 1 | 1 | N | Asset Failure - Low Voltage Network | Identified cause of fault and repaired network | |
| 150006590 | 28/6/24 | 23.82 | 2 | 1 | N | Third Party - Excavation Impact | Identified cause of fault and repaired network | |
| 151005601 | 24/5/24 | 25.77 | 2,472 | 1 | N | Asset Failure - High Voltage Network | Identified cause of fault and repaired network | |
| 151005707 | 31/5/24 | 62.68 | 20 | 4 | N | Vegetation - Blow or fall into asset | Tree/branch removed from powerlines and damaged equipment repaired/replaced | |
| 150006590 | 28/6/24 | 23.82 | 2 | 1 | N | Third Party - Excavation Impact | Identified cause of fault and repaired network | |
| Note: Press tab on your keyboard to start a new line. | | | | | | | | |
| B207(b) | Number of premises where supply was not restored within 12 hours of the initial interruption | 123 | | | | | | |
| B207(c) | Average unplanned interruption duration | 72 | | Hours | | | | |
| Cumulative duration of interruptions to utility services (Guaranteed Service level 6) | | | | | | | | |
| B208 | Number of properties that experienced 20 hours of unplanned sustained interruptions during the reporting year | 25 | | | | | | |
| B209 | Number of properties that experienced 30 hours of unplanned sustained interruptions during the reporting year | 6 | | | | | | |
| B210 | Number of properties that experienced 60 hours of unplanned sustained interruptions during the reporting year | 11 | | | | | | |
| B210(a) | Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions | The business has implemented an efficiency initiative, PowerUp. The aim of this initiative is to improve network reliability and stability through strategic planning, maintenance and repair across the network. | | | | | | |

| Frequency of Interruptions (Guaranteed Service level 7) | | | | | | |
|--|--|------------------------------------|---|---------------------------|------------------------------|--|
| B211 | Number of customers that experienced <u>more than 9 unplanned sustained interruptions</u> during the reporting year | 0 | | | | |
| Response time to notification of problem or concern (Guaranteed Service Level 8) | | | | | | |
| B212 | Total number of notifications received related to damage to, or a fault or problem with the utility network. | 749 | | | | |
| B213 | 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). | 40 | | | | |
| B214 | Number of priority 1 notifications <u>not</u> responded to within six hours. | 0 | | | | |
| B214(a) | Please give details on every instance where a priority 1 notification was not responded to within six hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. | | | | | |
| | Please tick 'Nothing to report' if you had no incident to report. | | | | | |
| | Reference code <i>Your reference code</i> | Date <i>enter as dd/mm/yyyy</i> | How long before you responded? <i>enter as hours:minutes</i> | Suburb/s or area affected | Number of customers affected | Reason for not meeting the guaranteed service level provide a reason/s why the priority 1 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. |
| | | | | | | |
| | | | | | | |
| | Note: Press tab on your keyboard to start a new line. | | | | | |
| B214(b) | Number of times that priority 1 notifications were not resolved within the time specified in the response to the customer. | 0 | | | | |
| B215 | 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). | 709 | | | | |
| B216 | Number of priority 2 notifications not responded to within 48 hours. | 0 | | | | |
| B217 | Number of times that priority 2 notifications were not resolved in the time specified in the response to the customer. | 0 | | | | |

END OF B2

Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

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 | | | | Total | Additional comments |
|----------------|-------|--|---------------------------------|------------|-----------|------------|------------|---------------------|
| | | | Q1 | Q2 | Q3 | Q4 | | |
| 2023-24 | GSL-1 | Customer connection times | 70 | 58 | 18 | 4 | 150 | |
| 2023-24 | GSL-2 | Wrongful Disconnection | 0 | 1 | 0 | 0 | 1 | |
| 2023-24 | GSL-3 | Responding to complaints | 0 | 0 | 0 | 0 | 0 | |
| 2023-24 | GSL-4 | Notice of planned interruption to services | 54 | 35 | 15 | 98 | 202 | |
| 2023-24 | GSL-5 | Duration of interruption (single) | 10 | 17 | 65 | 31 | 123 | |
| 2023-24 | GSL-6 | Cumulative duration of interruptions | - | - | - | 42 | 42 | |
| 2023-24 | GSL-7 | Frequency of interruptions | 0 | 0 | 0 | 0 | 0 | |
| 2023-24 | GSL-8 | Response time to network problems or concern | 0 | 0 | 0 | 0 | 0 | |
| Total | | | 134 | 111 | 98 | 175 | 518 | |

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 2023-24 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. | 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

| 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 2023-24 reporting period unless specified otherwise. | |
| 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. | 1 | Please refer to attached letter from Evoenergy to the ICRC dated 25 July 2024. |
| D101(a) | Please provide the dates for each material breach and type of breach | 01/03/2023 | Ring-fencing Guidelines clause 3.1(b) |
| D101(b) | Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021 | Yes | Evoenergy reported this incident to the ICRC on 25 July 2024. |
| 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 | Evoenergy proactively monitors and reports on compliance matters and incidents involving non-compliance in line with regulatory obligations under the Utilities Act, relevant industry and technical codes and AER Ring-fencing Guidelines. |
| 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 2022-23 made publicly available by the licensee? | Yes | Evoenergy publishes it's annual ICRC ULAR reports on it's website. |

| | | | |
|---|---|---|--|
| D103(a) | Please provide the link to the ULAR summary. | https://www.evoenergy.com.au/About-us/Reports-and-publications. | 23.24 ICRC ULAR available via this link. |
| D103(b) | Please confirm that a summary of the 2023-24 ULAR will be published before 30 November this year | Yes | Evoenergy will publish the ULAR summary in line with the 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? | Evoenergy reviews its data collection and reporting processes annually. | N/A |
| D105 | How often does the licensee audits or review its data collection and reporting process? | Evoenergy reviews its data collection and reporting processes via annual 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 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. | Please note this document is confidential and only for purpose of the commissioners 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 ? | 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 it's regulatory obligations. |
| 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 Faults Call Centre is available to the public 24 hours a day, every day of the year. |

| | | |
|---|--|--|
| D109(a) How are customers and the public informed of the service? | Evoenergy utilises various resources to inform the public of this service. | 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. 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 Future energy page on Evoenergy's website covers a range of initiatives. | https://www.evoenergy.com.au/Future-energy |
|--|---|---|

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 | Peter Billing |
| Title/position in organisation | General Manager - Evoenergy |
| Postal address | 40 Bunda Street, Canberra Australian Capital Territory 2601 |
| Telephone | 02 6293 5850 |
| Email | peter.billing@evoenergy.com.au |

Contact officer

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

| | |
|--------------------------------|---|
| Name | Jane Godkin |
| Title/position in organisation | Regulatory Technical Compliance Manager - Strategy and Operations |
| Postal address | 40 Bunda Street, Canberra Australian Capital Territory 2601 |
| Telephone | 02 6248 3453 |
| Email | jane.godkin@evoenergy.com.au |