

Connections Performance Report Q4 2021

11.02.22 Quarter 4 Report for the Connections Customer Consultative Committee



Actions

- Emma Tyner to liaise with Stephen Waters and the UDIA to arrange a presentation in February
- Look to present number of days for figures that are close to 100% and discuss at the UDIA presentation in February
- Powercor to provide an overview of the forecasting process
- Powercor's security manager to present at the Q4 meeting

Customer Standards Statement Commitment

Commitment	Update
Communicate process for requesting a final at 'as-built' submission	<i>No change from previous report</i> Delayed while entire audit process is under review. Powercor has undertaken a comprehensive review of the audit function including consultation with external stakeholders and other utilities. Review outcomes seek to enable a more flexible, timely and efficient audit process that better aligns with developer milestones
Publish 'allowable variations tolerances' document to guide scope decisions.	Completed. As a result of feedback we are receiving we are making some 'fine tuning' changes and preparing version 2 for communication
Allow design review submission for multiple adjoining stages of a development concurrently.	Completed. We are now accepting multiple stage submissions

Customer Standards Statement Commitment

Commitment	Update
Earlier release of plans for certification (within 28 Days)	Complete. Since 1st April we have put systems in place to ensure all plans are being released within 20 days from the SPEAR notification.
Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time.	<p>The new Contractor Rating System has now been in place since 1st July 2021 Contractor Rating Certificates were issued for Q3 on 1st October 2021 that has enabled the following:</p> <ul style="list-style-type: none"> A & B rated VEDN Auditor Companies are now eligible for a reduced audit regime that includes a desktop audit and site visit with no mechanical excavations. This has resulted in a quicker audit process, civil contractors are no longer required to be on site as equipment is now not required on site A rated Project Managers are eligible to apply for early SoC once a Network Final Audit has been scheduled as long as all other terms and conditions for apply for early SoC have been met. An Approved Audit is no longer a pre-condition for apply for SoC
Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.	

Performance Measure Updates: Powercor and CitiPower

Proposed Measure	Measure to be reported	2021 Target	Ongoing Target	Q3 2021 measurement	Q4 2021 measurement	YTD measurement
Masterplan review	% reviewed within time frame	70% within 10 days	80% within 10 days	Average 8.6 days. 77% within 10	Average 13.4 days. 64% within 10 days (126 completed)	Average 10.7 days. 69% within 10 (683 completed)
Design review	Average business days taken to review	18 days	16 days	Average 16.1 days	Average 19.2 days (331 completed)	Average 14.3 days (1,329 completed)
As-built plans reviewed	% reviewed within time frame Average business days taken to review	70% within 5 days 8 days	TBD	Average 2.5 days. 93% within 5 days	Average 2.7 Days 97% within 5 days (318 Completed)	Average 2.6 days. 93% within 5 days (1,483 completed)
Audit (request final audit)	% completed within time frame	70% within 6 days	70% within 6 days	78% within 6 days		70 % within 6 days
Issue certificate of practical completion	% completed within time frame	90% within 5 days	90% within 5 days	94.2% within 5 days	93% within 5 days (152 completed)	92.2% within 5 days (640 completed)
Time taken to tie-in	Average business days to tie in % completed within time frame	20 days >90% of agreed date	20 days >95% of agreed date	100% by agreed date.	100% by agreed date.	99% by agreed date.

Performance Measure Updates: United Energy

Proposed Measure	Measure to be reported	Target	Q3 2021 Measurement	Q4 2021 Measurement	Half Year Measurement
Offer issued	% completed within time frame	20 days	100%	100%	100%
Masterplan review	% completed within time frame	10 days	N/A	N/A ¹	100%
Design review	% completed within time frame	20 days	100%	100%	100%
Authority to construct	% completed within time frame	10 days	100%	100%	100%
Authority to commission	% completed within time frame	10 days	N/A	100%	100%

Note 1: No requests for master plan reviews were submitted in Q4.

Appendix (If needed)

