



# ICRC

independent competition and regulatory commission

## Utility Licence Annual Report 2016–17

### Electricity distribution, connection and transmission services

*ActewAGL Distribution*

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## About the the Utility Licence Annual Report

Under section 25(2)(d) of the *Utilities Act 2000* (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (Commission) annually on the exercise of their functions under the statute and their compliance with licence conditions. Reports are on a financial year basis and must be submitted to the Commission within three months of the end of that year (i.e. by 1 October). The reported information forms the basis for the Commission's monitoring report for licensed utility service providers. A summary of the monitoring report is published each year in the Commission's annual report.

This template questionnaire sets out requirements of the Commission in relation to the annual report under subsection 25(2)(d) of the Utilities Act that licensed utilities must provide to the Commission.

**Section 1: Exercise of functions under the *Utilities Act 2000*.** This section sets out questions in relation to functions that the utility may or must perform under the Utilities Act.

**Section 2: Industry Codes.** This section sets out questions in relation to the utility's obligations under the Consumer Protection Code and the Electricity Network Boundary Code.

**Section 3: Utility licence conditions.** This section sets out questions in relation to specific requirements in the utility's licence.

**Section 4: Key Performance Indicators.** This section sets out questions in relation to information required by the Australian Energy Regulator.

**Section 5: Authorising and contact officers.** This section requires details of both officers with the authorising officer to sign.



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# 1.1 Exercise of functions under the *Utilities Act 2000*

## Performance of network operations (Divisions 7.3)

Reporting requirement	Response	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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### Performance of network operations (Division 7.3)

In 2016–17, how many times did the licensee enter landholders' property to undertake network operations?

Meter defects: 10,467  
 Outages: 2,002 assumes 1 access per outage (42,635 customers notified)  
 Access for inspections: 22,703 (includes trees, poles, lines, etc.)  
 De-energise: 14,995  
 Re-energise: 3,806  
 Meter investigations: 678

### Damage etc. to be minimised (Section 108)

What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations carried out?

**Procedure WF4641:** Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Electricity Network's personnel.  
**Procedure PR4902:** Customer Notification & Access to Customer Property outlines a requirement for Energy Network's personnel to ask specifically for an access route through to the work site.

ActewAGL uses complaint descriptions reflecting the type of complaints received and language used by complainants.  
 The words used by the ICRC do not align with our categories.  
 To provide the numbers shown, we amalgamated complaints about site restoration and damage to some property

In 2016–17, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?	Yes	
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	58	

#### Notice to land-holder (Section 109)

In 2016–17, before the utility began network operations in relation to public land or private land, did the licensee fail in any instances to give the land-holder seven days notice of the proposed operations?	Yes	
If so, how many times did the licensee fail to give notice?	58	All breaches reported to the AER
Did the licensee carry out any operations in urgent circumstances under section 109(5)?	No	
If so, provide details and numbers of the incidents.	N/A	Specific details are not recorded for incidents related to entry to public and private land in urgent circumstances.

#### Notice about lopping trees etc. on private land (Section 110)

In 2016–17, before the utility began network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities), did the licensee fail to give at least seven days notice before operations began?	No	
If so, how many times did the licensee fail to give notice?	N/A	
Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?	No	
If so, provide details and numbers of the incidents.	N/A	

#### Network operations affecting heritage significance (Section 110A)

In 2016–17, did the licensee conduct any network operations under notices given under sections 109 and 110 that may have affected a place or object registered, or nominated for provisional registration, under the Heritage Act 2004?	No	
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If so, how many times did the licensee give a copy of the notice to the heritage council?	N/A	
Did the licensee give a copy of the notice at least seven days before operations began to the heritage council each time?	N/A	
If not, provide details as to why not for each time.	N/A	
Did the licensee carry out any network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	
If so, provide details and numbers of the incidents.	N/A	

### Notice to other utilities (Section 111)

In 2016–17, did the licensee receive complaints 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?	No	
If so, how many complaints did the licensee receive?	N/A	
Did the licensee carry out any network operations in urgent circumstances under section 111(6)?		
If so, provide details and numbers of the incidents.		

### Removal of utility's property and waste (Section 112)

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112?	<b>Procedure WF4641:</b> Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Electricity Network's personnel.	
In 2016–17 did the licensee undertake any activities as network operations on land for which it was not the land-holder where it did not, as soon as practicable remove from the land the items listed in section 112(1)?	No	
If so, provide details.	N/A	

In 2016–17, did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).

**No**

If so, how many complaints did the licensee receive?

**N/A**

**Land to be restored (Section 113)**

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113?

**Procedure WF4641:** Preparation and Restoration of Sites outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Electricity Network’s personnel.

In 2016–17, did the licensee receive complaints 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?

**Yes**

If so, how many complaints did the licensee receive?

**65**



## 1.2 Exercise of functions under the *Utilities Act 2000*

### General functions

Reporting requirement	Response	Comments
<b>Authorised persons (Division 7.4)</b>		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2016–17?	<b>Yes.</b> All personnel are issued with identification cards as part of the induction process. Cards are renewed every 3 years.	
Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	<b>Yes</b>	
How are authorised persons made aware of their obligations and entry restrictions under the Utilities Act? Please provide a brief outline of any induction or special training, including whether the training is provided on a regular or ad hoc basis.	The induction process includes an overview of the Utilities Act in respect to notification and access to properties. New field based staff are teamed with experienced personnel in the initial phase of employment.	
<b>Continuity of utility services - non-payment of customer debt (Section 179)</b>		
Did the licensee receive any written directions from the ACAT under section 179(2)?	<b>No</b>	
If yes, provide details of the number of directions received.	<b>N/A</b>	
<b>Discharge of customer debt (Section 180)</b>		
Did the licensee receive any written declarations from the ACAT under section 180(1)?	<b>No</b>	
If yes, provide details of the number of declarations received.	<b>N/A</b>	

### Payment for loss or damage (Section 181)

Did the licensee receive any written directions from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage?

No

If yes, provide details of the number of directions received.

N/A

**Community service obligations (Part 13)**

In 2016–17 did the licensee receive any directions under section 221 from a minister responsible for a government program for the licensee to take a stated action that the minister considers appropriate to ensure that services are provided in accordance with a program?

No

If yes, provide a summary of each direction and the stated action/s? Provide the summary with respect to the relevant government program.

N/A

If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).

N/A



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## 2.1 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

Reporting requirement	Response	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
<b>Complaints (Clause 6)</b>		
Does the licensee have in place complaints handling procedures which:		
<ul style="list-style-type: none"> <li>enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint?</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>deals with complaints against an agent of the licensee?</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>deals with the resolution of disputes between the licensee and consumers?</li> </ul>	Yes	
<ul style="list-style-type: none"> <li>complies with the relevant Australian Standard on complaint handling?</li> </ul>	Yes	
Are consumers advised of the licensee's complaints handling procedures?	Yes	
How and when are consumers advised of the licensee's complaints handling procedures?	The initial customer information package; complaints number is on bills and is included with acknowledgement of complaints. It is also included on the ActewAGL website.	
Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?	Yes	

How and when are consumers advised of their right to complain to ACAT?	Consumers are advised of this option when a meaningful response is provided.  ACAT details are available on the ActewAGL website. The Deemed Standard Connection Contract also details this consumer right.
Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?	<b>Yes</b>

## Customer complaints

Indicator	Response	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
What was the total number of customer complaints <sup>1</sup> received by the licensee in 2016–17?	<b>1113</b>	
Of the complaints received in 2016–17, please advise the number of complaints received by complaint category:		
Connection took too long	<b>21</b>	Increase from 12 arising from miscommunication between AAD and ActewAGL Retail
Damage / fault our asset	<b>47</b>	
Damage to environment	<b>0</b>	
Damage to property	<b>58</b>	
Disconnection	<b>3</b>	
Driving / Parking	<b>13</b>	
Electricity quality	<b>67</b>	Increase arising from complaints about repeat outages (48), voltage issues for solar (9) and quality of supply/constant flickering issues (9)
Entry to land	<b>26</b>	Complaints arising from general dissatisfaction with AAD entering property to inspect; and issues with pole replacements to be completed.
Failed to reply	<b>1</b>	

Fee dispute	9	Complaints arising from understanding of fees. All fees are shown in the schedule of charges.
Feed-in tariff	12	Complaints arising from inverter testing; faulty inverters; and general confusion by consumers about the FiT Scheme.
Information wrong	29	Complaints arising from letters sent to incorrect addresses and complaints about previous information and advice.
Late / missed appointment	2	
Meter readers	10	
Meters, meter readings	70	
Network charges	10	Reduced from 33 (perhaps included in Fee dispute)
No / inadequate notice of work	3	Reduced from 13 (perhaps should be here not in outage notice nil/too short if not breach
Noise / unsightly	20	Complaints arising from location queries and noise complaints about poles, wires, transformers and substations.
Not told outage cancelled	10	
Notices offended	3	Complaints about repeat notices sent to consumer about their vegetation.
Other	105	Includes categories not defined by ICRC for the purposes of this report. E.g. poor service; safety/health; loss of food.
Other staff misbehaviour	3	
Outage notice nil / too short	214	Increase in NECF breaches which are reported to the AER. Software mapping issues are being investigated.
Outage too long	147	Complaints primarily in relation to outages that ate planned for too many hours in peak winter or peak summer conditions.
Service request not met	5	
Site restoration	65	Complaints arising from poles left on property before and after replacement (extended timeframes), mud and damage to grass/gardens.
Staff rude	6	Perceived rudeness.

System unreliability	<b>67</b>	In May 2017, there were numerous feeder faults in the Northern suburbs.
Telephone service poor	<b>1</b>	
Timing of work	<b>11</b>	Note: 65 complaints that would have been recorded last year as "Timing of work" have been captured in "Outage too long" above. Refer to the note below about consistency of reporting.
Trees in wires	<b>73</b>	Complaints arising from delays in outages for customers needing vegetation trimmed.
Work faulty	<b>2</b>	

<sup>1</sup> A complaint is defined as “any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected.” It does not include queries or requests for advice.

Note: A dictionary for customer complaints is being developed. This will improve consistency across the reporting categories.



## 2.2 Industry codes

### Consumer Protection Code 2012 (DI2012–149)

Reporting requirement	Response	Comments
<p><b>Summary of Consumer and Utility Rights (Clause 9)</b></p> <p>Please provide a copy of the licensee’s statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.</p>	Available from the ActewAGL website	Your rights and obligations
<p>Is the Summary available in:</p> <ul style="list-style-type: none"> <li>the 5 most common non-English languages used in the Territory; and</li> <li>large print?</li> </ul>	Yes	The summary is in English with Language Assistance noted for 7 differing cultures.
<p>Is a copy of the Summary included in the customer’s first account or earlier?</p>	Yes	Information is available on the ActewAGL website
<p><b>Obligation to pay rebate for non-compliance (Clause 11.2)</b></p> <p>If the licensee received any claims for a rebate for failing to meet the minimum service standards, specified in Schedule 1 to the Consumer Protection Code, during 2016–17 how many claims did it receive?</p>	Yes	
<p>If the licensee paid rebates to customers in 2016–17, how many were there?</p>	93	
<p>What was the nature of the incidents?<sup>1</sup></p>	<p><b>Rebates Paid:</b>  <b>Schedule 1.2: 2 payments</b>  <b>Schedule 1.4: 84 payments</b>  <b>Schedule 1.5: 7 payments</b></p>	

What was the total value in dollar amount of the rebates paid?	<b>\$4,380</b>
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**Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)**

In 2016–17, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? <sup>2</sup>	<b>No</b>
If yes, how many?	<b>N/A</b>
If any, what percentage does this represent of total connections?	<b>N/A</b>
Please provide reasons for any failure to meet the performance standard.	<b>N/A</b>

**Responding<sup>3</sup> to complaints (Schedule 1: Minimum Service Standards, Standard 2)**

Did the licensee receive any consumer/customer complaints in 2016–17?	<b>Yes</b>
If yes, how many?	<b>1113</b>
How many were responded to within 20 business days?	<b>1111</b>

**Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)**

If in 2016–17, the licensee received notifications of network problems or concerns about the licensee’s network, how many did it receive?	<b>29,589</b>
How many of these notifications related to damage to, or a fault or problem with the Utility’s Network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property?	<b>98</b>
Of the notifications referred to above, how many responses were not made within six hours?	<b>0</b>
How many 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?	<b>29491</b>
Of the notifications referred to above, how many responses were not made within 48 hours?	<b>0</b>

Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?

**0**

**Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)**

How many planned interruptions to services were there in 2016–17?

**1186**

If there were instances where the utility did not provide at least four business days’ notice of a planned interruption to a utility service to each premises affected, how many were there?

**84**

Please provide details.<sup>4</sup>

Failure to provide 4 days notice is also a breach of AER's NECF rules. All incidents have been reported to the AER. AAD is reviewing all incidents to identify system failures and to implement solutions to prevent more occurrences.

If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?

**16**

Please provide details.<sup>5</sup>

- INC 162002739 Outage for generator connection. Customer request (41 customers)
- INC 162003264 Customer requested outage for Telstra Tower MSB maintenance (1 customer)
- INC 162003395 Customer request new POE connection (4 customers)
- INC 161007171 Customer requested work. Energise Tx2 and Tx3 at S 11185 (1 customer)
- INC 161007192 New customer connection (1 customer)
- INC 161007293 Customer requested outage for MSB modification (2 customers)
- INC 161007621 Customer requested outage internal mechanical works (ICON) (1 customer)
- INC 161008397 Disconnect temp supply and terminate permanent consumer mains (1 customer)
- INC 161010237 Customer requested outage for MSB replacement (2 customers)
- INC 161010295 Customer requested outage - connection of POE (1 customer)
- INC 162005166 Overnight works - HV relocation and install new Gas Switch (1 customer)
- INC 162005373 Customer request LV relocation and supply to units (25 customers)
- INC 162005918 Customer request install new POE (3 customers)
- INC 162006227 Customer request 2 new services (29 customers)
- INC 162006385 HV cable fault repair (4 customers)
- INC 162006534 Customer reconnection - retail account issue (1 customer)

**Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)**

If there were unplanned interruptions to services in 2016–17, how many were there?	<b>1385</b>
In how many instances was supply not restored within 12 hours of the initial interruption?	<b>85</b>
Please provide details. <sup>5</sup>	<p>41 incidents occurred on Major Event Days.</p> <p>The remaining 44 incidents are listed below:</p> <ul style="list-style-type: none"> <li>INC 161005817 CALWELL Service cable fault (1 customer)</li> <li>INC 162002262 Narrabundah Sturt ave service cable fault (1 customer)</li> <li>INC 162002794 GILMORE - Burnt out service fuse (1 customer)</li> <li>INC 162002938 FYSHWICK Partial power (6 customers)</li> <li>INC 162003058 O'CONNOR Macarthur Ave Trees in LVABC (1 customer)</li> <li>INC 162003112 ARANDA Trees / Service line down / Cust Works reqd (1 customer)</li> <li>INC 161006099 Dickson-Partial Power / replaced fuse and fuse base (1 customer)</li> <li>INC 161006354 KALEEN - partial power / blown fuse (1 customer)</li> <li>INC 161006565 UG service termination / tails replaced (1 customer)</li> <li>INC 161006668 Harman Blown Sub Fuses / LV cable fault (1 customer)</li> <li>INC 162003714 Customer new connection (8 customers)</li> <li>INC 161007212 Burnt service cable - access issues (1 customer)</li> <li>INC 161008234 DEAKIN - cable fault / Temp generator connected (45 customers)</li> <li>INC 161008287 FADDEN - Service cable fault (1 customer)</li> <li>INC 161008450 AINSLIE Tree branch / Mains down (6 customers)</li> <li>INC 2125000043 WARAMANGA - Service tail off at pole end (1 customer)</li> <li>INC 161009435 Chisholm - service cable fault (2 customers)</li> <li>INC 161009781 Clean up after 13/1 wind storm (1 customer)</li> <li>INC 161009831 Clean up after 13/1 wind storm (1 customer)</li> <li>INC 161009899 Clean up after 13/1 wind storm (1 customer)</li> <li>INC 161009960 Delay due to customer internal work required (1 customer)</li> <li>INC 161010002 Delay due to account issues &amp; internal earthing problems (1 customer)</li> <li>INC 161010183 Reconnection / Cust Works reqd (1 customer)</li> <li>INC 161010448 Vandalism - fuse wedge missing (1 customer)</li> <li>INC 161010923 POA batten replaced (1 customer)</li> <li>INC 161011346 GORDON - Service cable fault (1 customer)</li> <li>INC 162003983 FLOREY - Broken roller clamp (2 customers)</li> <li>INC 162004187 Service cable fault (1 customer)</li> <li>INC 162004284 Intermittent supply (1 customer)</li> </ul>

<sup>5</sup> Which performance standard was not met and how many rebates were paid for that performance standard, for example 'Failure to Make a Connection Within the Required Timeframe'.

- <sup>2</sup> Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical electricity network connection in place, but network action is required to restore supply, for example if the premises has premises have been isolated from the network.
- <sup>3</sup> A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (48)).
- <sup>4</sup> Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 4 days' notice.
- <sup>5</sup> Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.







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## 2.3 Industry codes

### Electricity Network Boundary Code (DI2013–71)

Reporting requirement	Response	Comments
<p><b>Agreement on alternative boundary (Clause 3.4)</b>                      In 2016–17, did the licensee and a customer agree in writing (with the agreement of the Technical Regulator and as advised to the ICRC) upon an alternative boundary between the electricity network and the customer's premises.</p>	No	
<p>If so, provide details of the number of alternative boundaries agreed upon during that period.</p>	0	
<p>In 2016–17 did the licensee and a customer agree either verbally or in writing upon an alternative boundary between the electricity network and the customer's premises that was not made with the agreement of the Technical Regulator and/or not advised to the ICRC?</p>	No	
<p>If so, provide details of the agreement/s and why the agreement was not made pursuant to clause 3.4.</p>	0	



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## 3.1 Utility licence conditions

Reporting requirement	Response	Comments
<b>Licensee to notify ICRC of any material breaches (Clause 7.2)</b>		
Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2016–17?	No	
If yes, was the ICRC notified of the breaches?	N/A	
<b>Licensee to provide statement on any non-compliance (Clause 7.3)</b>		
Did the licensee provide to the ICRC any statements of non-compliance with its obligations under clause 6.2 of its licence to comply with the Utilities Act, industry codes, technical codes, directions from the ICRC or the Technical Regulator or any applicable ring-fencing requirements?	No	
If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.	N/A	
<b>Availability of Utility Licence Annual Report (Clause 7.5)</b>		

Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2015-16 made publicly available by the Licensee? **(NOTE: This requirement specifically refers to the ULAR only, not the General Annual Report of the licensee. Whilst a summary of ULAR is required, the licensee may also make the entire ULAR publically available. Making the summary of a ULAR (or entire ULAR) publically available means placing the ULAR in a public space such as the utility's website, or making a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed. Simply providing a summary to a member of the public when requested and not being clear and explicit about the existence of the summary up front is not regarded as making the summary publically available).**

**Yes**

The 2015/16 ULAR is published on the ActewAGL website.

Please provide a link to the publicly available ULAR or a publicly available summary of the ULAR, or link to a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed.

[Annual Report to ICRC for Utility Licence \(ULAR\) 2015/16 \(Electricity\)](#)

**Operation and compliance audits (Clause 7.6)**

Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.

**No**

**Technical and prudential criteria (Clause 8)**

The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licensee's financial and technical capacity for 2016–17 which show it can continue to provide the services authorised in the licence.<sup>1</sup>

**Refer to the ActewAGL Annual Report**  
**Note: The 2016-17 report will not be available until November 2017.**

[ActewAGL - Our Year in Review - 2016-17](#)

**Charge and assignment (Clause 10)**

Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2016–17?

No

If so, please provide details.

N/A

**Emergency telephone service (Schedule 1: Clause 1)**

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

How are customers and the public informed of the service?

White pages, yellow pages, customer bills, website, TV, newspaper advertisements, brochures.

**ActewAGL Website - Emergencies, faults & outages - 24 hours**

**Environmental requirements (Schedule 1: Clause 2)**

Please provide details of strategies employed to reduce the licensee's network losses and greenhouse gas emissions attributable to network operations.

Embedded generation and demand side management. Circuit breakers with minimum SF6 quantities. Power factor correction program with customers.

**ActewAGL Website - Initiatives**

**Requirements under the Electricity Feed-in Scheme (Schedule 1: Clause 3)**

Has the licensee complied with its obligations under the *Electricity Feed-in (Renewable Energy Premium) Act 2008*?

Yes

If not, please provide details.

N/A

<sup>1</sup> A copy of the Commission's technical and prudential criteria (Guideline) is available at <http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and-revocations/>



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## 4.1 Key Performance Indicators for 2016–17

### Information required by the Australian Energy Regulator

		Feeder category			
		CBD	Urban	Rural Short	Overall network
1	SAIDI <sup>1</sup> Overall		83.91	82.44	83.74
2	Distribution network—planned		44.80	39.70	44.21
3	Distribution network—unplanned		68.90	75.30	69.63
4	Normalised distribution network—unplanned		39.11	42.74	39.53
5	SAIFI <sup>2</sup> Overall		0.883	1.042	0.902
6	Distribution network—planned		0.215	0.190	0.212
7	Distribution network—unplanned		0.845	0.977	0.860
8	Normalised distribution network—unplanned		0.669	0.852	0.690
9	CAIDI <sup>3</sup> Overall		267.12	259.28	265.99
10	Distribution network—planned		208.63	209.10	208.68
11	Distribution network—unplanned		81.57	77.05	80.98
12	Normalised distribution network—unplanned		58.49	50.18	57.31

<sup>1</sup> SAIDI: total number of minutes, on average, that a customer on a distribution network is without electricity in a year.

<sup>2</sup> SAIFI: Average number of times a customer's supply is interrupted per year.

<sup>3</sup> CAIDI: Average duration of each interruption



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## 5.1 Authorising and contact officers

### Authorising officer

**Note:** The authorising officer may use an electronic signature.

The licensee's officer authorising the release of this information for electricity distribution services is:

Name **Stephen Devlin**

Signature

Title/position in organisation **General Manager, Energy Networks**

### Contact officer

The licensee's primary contact officer for regulatory and compliance issues for electricity distribution services is:

Name **Robert Walker**

Title/position in organisation **Senior Regulatory Officer**

Postal address **GPO Box 366, Canberra, ACT, 2601**

Telephone **02 6248 3847**

Email **[Robert.Walker@actewagl.com.au](mailto:Robert.Walker@actewagl.com.au)**