

## Utility Licence Annual Rep 2021–22

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

Reporting period: **1 July 2021 to 30 June 2022**

Submission date: **by 1 October 2022**

Submit completed report to: **icrc@act.gov.au**

### 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](#)

[B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support \(Clause 10\)](#)

[B3 — Guaranteed Service Levels](#)

[B4 — Wrongful disconnection \(Guaranteed Service Level 2\)](#)

[B5 — Providing at least 4 business days' notice of a planned interruption \(Guaranteed Service Level 4\)](#)

[B6 — Duration of unplanned sustained interruptions to utility services \(Guaranteed Service Level 5\)](#)

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

[B8 — Rebates paid against guaranteed service levels](#)

[B9 — Complaints \(Clause 6\)](#)

#### 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 2021–22 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.	27	
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	
<b>Notice about lopping trees etc. on private land (Section 110)</b>			
A104	Number of times the licensee failed to give the landholder seven days notice.	0	

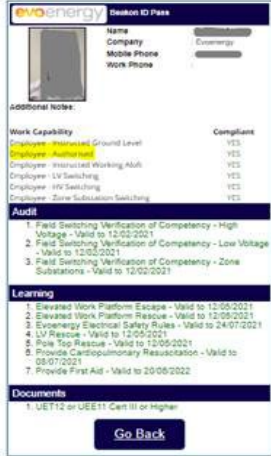
A105	Number of complaints received related to carrying out tree related activities in urgent circumstances under section 110(8).	0	
A105(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	
<b>Network operations affecting heritage significance (Section 110A)</b>			
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.
<b>Notice to other utilities (Section 111)</b>			
A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	N/A	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.		N/A
<b>Removal of utility's property and waste (Section 112)</b>			
A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	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.		1 x complaint received of waste product being left on site. Complaint investigated, outcome provided to customer.
<b>Land to be restored (Section 113)</b>			
A113	Number of complaints received for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	1	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.		1 x complaint received of incomplete site restoration following works. Complaint investigated, outcome provided to customer.

**END OF A1**

## Part A — Utilities Act

### A2 — General functions

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 2021–22 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.
Authorised persons (Division 7.4)			
A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes , Example of a ID card issue below 	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.
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 ( <a href="https://training.gov.au/Training/Details/UETDRRF01">https://training.gov.au/Training/Details/UETDRRF01</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	
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	N/A	

### Community service obligations (Part 13)

The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or, where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a

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	
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 Our tracking number	Reporting requirements	Response	Additional comments
		<p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2021–22 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>Complaints procedures (6.1 and 6.2)</b>			
<b>B101</b>	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.
<b>B101(a)</b>	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
<b>B102</b>	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).	Link to complaint procedure on website - <a href="https://www.evoenergy.com.au/about-us/contact-us">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 on 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	387	The total number of complaints received represents a 22.5% increase in complaints compared with FY 2020/21. This can be attributed to large scale storm events in December and January which resulted in extended power supply interruptions for a number of customers across the ACT. Ongoing affects of COVID-19 continued to impact the number of complaint specific to planned works and unplanned outages impacting the community while in isolation at home.
<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.	1	
<b>Obligation to pay rebate for non-compliance (Clause 11)</b>			
B111	Describe the methods and processes in place, including the frequency of reports run, to identify and detect when Guaranteed Service Levels (GSL) are not met.	GSL reporting is run monthly, extracts from appropriate systems have been developed to check fault responses and complaint responses to identify when GSLs have not been met. This is reviewed monthly and again annually to confirm accuracy.	

B112	Please describe what systems the utility has in place to pay customers a GSL rebate payment.	There are three options for payments to be made. 1. Market processes where the rebate is paid via the customer's NER:L retailer as per the Rules 2. Bank transfer 3. Cheque.	Evoenergy utilises its billing management system called Velocity, that is supported by Gentrack.
B113	Number of complaints received regarding the payment of rebates	0	
B113(a)	Provide information about the complaints such as what the complaints related to (ie timeliness, method of payment, notification of payment etc).	N/A	
B114	Number of payments <b>not</b> made to customers who were entitled to a GSL rebate	0	
B115	How are customers advised that a GSL payment has been made and which service level it relates to?	Evoenergy provides retailer awareness of the GSL payments for eligible customers, which is subsequently passed onto the customer via their retailer account.	
B116	Where there any disputes between the utility and NERL Retailers regarding which entity was responsible for making a GSL payment?	No	
B116(a)	If yes, provide details of the number of disputes and which GSLs they related to.	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	Date of planned interruption	Duration of planned interruption	Reason for the non-compliance	What was the effect to the customer with registered life support?	Was the incident reported to the AER?	Remediation
Your reference code	enter as dd/mm/yyyy	enter as hours:minutes	Please provide a reason(s) for not giving notice within the required timeframe	We will use your response to assess whether the effect of the incident to the customer is serious or not	Y/N	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.
			Nothing to report			
			Nothing to report			
			Nothing to report			
			Nothing to report			
			Nothing to report			

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

**END OF B2**

## Part B — Consumer Protection Code

### B3 — Guaranteed Service Levels

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2021–22 reporting period unless specified otherwise.</p>	<p>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.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>
<b>Customer connection times (Guaranteed Service Level 1)</b>			
<b>B301</b>	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	1797	<p><b>21938</b> - All re-energisation requests received to Evoenergy. Evoenergy failed to meet this requirement 3 x times requiring GSL-E1 payment.</p> <p><b>3148</b> - New Connections (New Services, alts, Upgrades and temp). Evoenergy failed to meet this requirement 1794 x times due to reasons noted in Evoenergy's submission to the ICRC regarding COVID-19 impacts on breached timeframes.</p>
<b>B302</b>	What percentage does this represent of total connections?	7.16%	<p><b>21938</b> - All re-en types received to Evoenergy with 3 x breaches = 0.013%, 3148 x new connections (New Services, Alts, Upgrades and temp). <b>1794</b> breached timeframes = 56.98% breached.</p> <p><b>Methodology</b> = Breached Re-energisations + Breached New Connections (3 + 1794) / Total Re-energisation + Total New Connections (21938 + 3148) = representation of total connections as a percentage.</p>
<b>Wrongful disconnection (Guaranteed Service Level 2)</b>			

B303	Number of wrongful disconnections.	5	
<b>Responding to complaints (Guaranteed Service Level 3)</b>			
B304	Number of complaints <b>not</b> responded to within 20 business days.	2	Evoenergy acknowledged the 2 x complaints within the required timeframe, however, failed to provide a meaningful response by the 20th business day.
<b>Planned interruptions to utility services (Guaranteed Service level 4)</b>			
B305	Number of planned interruptions to services.	1381	Slightly higher number of outages then FY 20/21 noting approximately 8000 less customer impacted.
B306	Number of premises that were <b>not</b> provided with 4 business days' notice of a planned interruption.	100	This is a significant reduction compared to FY 20/21, with a reduction in the number of incidents that occurred.
<b>Duration of interruptions to utility services (Guaranteed Service level 5)</b>			
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.	885	This can be attributed to large scale storm events in December and January which resulted in extended power supply interruptions for a number of customers across the ACT
<b>Cumulative duration of interruptions to utility services (Guaranteed Service level 6)</b>			
B308	Number of properties that experienced <u>20 hours of unplanned sustained interruptions</u> during the reporting year	246	This can be attributed to storm events in December and January which resulted in extended power supply interruptions for a number of customers across the ACT
B309	Number of properties that experienced <u>30 hours of unplanned sustained interruptions</u> during the reporting year	50	
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	Weather events are the leading contributor to outages that have been contributed to GSL-6. This was caused by vegetation falling onto power lines during storms and impacts of Major Event Days.	Evoenergy is reviewing January 2022 storms lessons, investigating new vegetation clearing standards, training additional staff for switching competency, installing overhead reclosers, and reviewing our network faults and defects process.
<b>Frequency of Interruptions (Guaranteed Service level 7)</b>			
B311	Number of customers that experienced <u>more than 9 unplanned sustained interruptions</u> during the reporting year	0	0

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.	3649 Excludes MED events.
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).	78 There were an additional 271 issues associated with the network reported however investigation identified causes as non network, e.g. Third party damage or issues inside the customer's boundary. The 51% reduction in notifications from last FY report can be attributed to improved analysis and reporting.
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.	0 excluding MED events
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).	3234 excludes MED events
B316	Number of priority 2 notifications not responded to within 48 hours.	0 excluding MED events
B317	Number of times that priority 2 notifications were not resolved in the time specified in the response to the customer.	N/A

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>
15931	22/07/2021	22/07/2021	Human error	Premises were disconnected	Premises were re-connected
16179	12/08/2021	12/08/2021	Human error	Minimal to none	Supply restored immediately
16031	17/09/2021	17/09/2021	Data Defect	Premises lost supply for 20 sec	Supply was reenergised
16150	24/11/2021	24/11/2021	System	Customer lost supply	Re-energisation completed as soon as notified.
16490	20/06/2022	20/06/2022	Human error	Customer lost supply	Re-energisation completed as soon as notified.

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 <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 guaranteed service level <i>Provide a reason/s for failure to provide a notice within the required timeframe.</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
15917	14/07/2021	34	48	Customers were taken off supply without being notified.	Supply restored
15987	16/08/2021	19	1	Customers were taken off supply without being notified.	Supply restored
16091	24/10/2021	14	35	Customers were taken off supply without being notified.	Supply restored
16211	18/12/2021	41	5	Customers were taken off supply without being notified.	Supply restored
16298	18/02/2022	2	1	Customers were taken off supply without being notified.	Supply restored
16370	31/03/2022	9	2	Customers were taken off supply without being notified.	Supply restored
16382	4/04/2022	34	6	Customers were taken off supply without being notified.	Supply restored
16401	20/04/2022	123	1	Customers were taken off supply without being notified.	Supply restored
16461	2/06/2022	1	1	Customers were taken off supply without being notified.	Supply restored

**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 <small>Your reference code</small>	Date <small>enter as dd/mm/yyyy</small>	Duration of unplanned interruption <small>enter as hours:minutes</small>	Number of premises affected <small>Provide the number of customer affected by the interruption</small>	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 <small>(as classified under the AER's distribution reliability measures) Answer Yes or No</small>	Reason for failure to meet guaranteed service level <small>Provide a reason/s why supply was not restored within 12 hours</small>	Remediation <small>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</small>
INC 161027398	25/07/2021	20:33	8	8	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161027733	11/08/2021	14:34	20	20	NO	Equipment failure or Defect	Site access issues delayed response. Damaged equipment repaired / replaced.
INC 161027941	25/08/2021	5:31	149	16	NO	Trees blown onto mains	Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161028001	29/08/2021	66:33:00	1	1	NO	Equipment failure or Defect	Isolation equipment protecting customers failed. The equipment was repaired/replaced
INC 161028359	18/09/2021	16:23	17	9	NO	Trees blown onto mains	Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161028634	7/11/2021	14:07	2	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact. Where possible customers were restored by network within 12 hours.
INC 161028785	15/11/2021	14:45	37	37	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161028807	15/11/2021	25:54:00	4	4	NO	Trees blown onto mains, took some time to remove tree/branches	Made safe in initial response. Damaged equipment repaired / replaced.
INC 161028841	16/11/2021	2:58	68	6	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161028979	18/12/2021	2:25	743	6	NO	Trees blown onto mains	Multiple concurrent events impacting on staff availability. Where possible customers were restored by network within 12 hours. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029016	18/12/2021	19:46	31	31	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161029031	18/12/2021	36:20:00	10	9	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Where possible customers were restored by network within 12 hours. Tree/branch removed from powerlines and damaged equipment repaired/replaced.

INC 161029039	18/12/2021	21:42	17	17	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Elevated risks associated with failure type required additional inspection as a safety precaution prior to re-energisation.
INC 161029047	18/12/2021	25:14:00	29	29	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Customer's tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029048	18/12/2021	14:54	33	33	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Customer's tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029050	18/12/2021	42:07:00	27	27	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Customer's tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029051	18/12/2021	25:03:00	11	11	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Customer's tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored prior to final incident recovery.
INC 161029055	18/12/2021	15:53	32	32	NO	Trees blown onto mains, took some time to remove tree/branches	Multiple concurrent events impacting on staff availability. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029073	19/12/2021	22:29	16	16	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161029325	28/12/2021	3:48	18	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact. Where possible customers were restored by network within 12 hours.
INC 161029347	30/12/2021	0:00	1,127	262	NO	Wind or wind carried material	Where possible customers were restored by network within 12 hours. Damaged equipment repaired/replaced
INC 161029388	3/01/2022	13:51	1,061	226	YES	MED. Outage at multiple location during storm mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029389	3/01/2022	8:04	2,626	218	YES	Equipment failure or Defect	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029390	3/01/2022	20:15	1,146	239	YES	MED. Outage at multiple location during storm mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029392	3/01/2022	6:58	833	36	YES	Trees blown onto mains	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.

INC 161029394	3/01/2022	16:37	1,350	331	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029396	3/01/2022	15:40	1,325	290	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029397	3/01/2022	14:44	1,295	188	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029399	3/01/2022	24:53:00	795	223	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029400	3/01/2022	2:11	2,477	48	YES	Trees blown onto mains	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029401	3/01/2022	0:00	1,375	15	YES	Lightning or electrical storm	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029402	3/01/2022	17:32	2,281	513	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.

INC 161029405	3/01/2022	12:53	506	109	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029408	3/01/2022	8:03	1,220	155	YES	No cause found (during storm)	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029444	3/01/2022	39:08:00	61	60	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161029452	3/01/2022	120:49:00	24	24	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029491	3/01/2022	136:52:00	10	10	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029509	3/01/2022	118:47:00	37	37	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029543	3/01/2022	89:33:00	35	35	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.

INC 161029552	3/01/2022	94:24:00	27	27	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029589	3/01/2022	87:09:00	34	34	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029603	3/01/2022	88:24:00	35	34	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029605	3/01/2022	107:14:00	37	37	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029614	3/01/2022	115:29:00	27	27	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029615	3/01/2022	108:46:00	37	37	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029620	3/01/2022	61:21:00	30	30	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029633	3/01/2022	61:58:00	49	49	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.

INC 161029638	3/01/2022	42:40:00	51	51	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029751	3/01/2022	123:41:00	1	1	YES	MED. Outage at multiple location during strom mainly due to Trees blown onto mains and unable restore all the outages occurred at the same time.	Incident occurred during MED (January 2022 storm event). Scale of damage to network across multiple incidents placed substantial strain on resource availability for restoration. Reliant on emergency services to some extent to provide access to sites around Canberra. Substantial review and lessons learned activity undertaken by Evoenergy regarding this event. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 161029856	6/01/2022	18:26	2	2	NO	Wind or wind carried material	Damaged equipment repaired/replaced
INC 161030178	15/01/2022	7:10	7	1	NO	Lightning or electrical storm	Where possible customers were restored by network within 12 hours. Damaged equipment repaired/replaced
INC 161030181	15/01/2022	1:14	1,327	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161030204	15/01/2022	16:02	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced
INC 161030526	30/01/2022	8:00	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact.
INC 161030764	8/02/2022	4:22	9	2	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 161031488	8/03/2022	0:00	1,668	1	NO	Wind or wind carried material	Where possible customers were restored by network within 12 hours. Damaged equipment repaired/replaced
INC 161031515	8/03/2022	17:08	47	47	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 161031528	9/03/2022	17:08	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact.
INC 161031594	11/03/2022	12:25	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact.
INC 162023668	27/05/2021	5	5	5	No	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact.
INC 162024875	9/10/2021	19:53	1	1	NO	Equipment failure or Defect	Communications error prevented restoration of supply after routine circuit breaker operation.
INC 162025110	22/10/2021	2:59	10	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 162025132	23/10/2021	4:21	50	2	NO	Trees blown onto mains	Where possible customers were restored by network within 12 hours. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 162025502	25/11/2021	17:16	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced.
INC 162025509	25/11/2021	12:07	2	2	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 162025529	26/11/2021	18:37	1	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced.

INC 162025553	26/11/2021	18:57	119	119	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 162025600	29/11/2021	9:54	2	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact. Where possible customers were restored by network within 12 hours.
INC 162025647	1/12/2021	4:59	37	9	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Where possible customers were restored by network within 12 hours.
INC 162025892	10/12/2021	1:27	40	1	NO	Equipment failure or Defect	Main equipment supplying customers failed. The equipment was repaired/replaced. Generator installed temporarily to mitigate customer impact. Where possible customers were restored by network within 12 hours.
INC 162026079	15/12/2021	15:22	53	53	NO	Trees blown onto mains, took some time to remove tree/branches	Tree/branch removed from powerlines and damaged equipment repaired/replaced
INC 162026081	15/12/2021	13:14	26	25	NO	Trees blown onto mains, took some time to remove tree/branches	Where possible customers were restored by network within 12 hours. Tree/branch removed from powerlines and damaged equipment repaired/replaced.
INC 162026485	16/05/2022	12:16	30	30	NO	Trees blown onto mains, took some time to remove tree/branches	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

### 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 (€)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4			
2021-22	GSL-1	Customer connection times	0	0	0	1797	1797	0	0	0	3	3	0	0	0	1794	\$180	3 x GSL-E1 for connections were paid in 2022 - these were for failure to re-energise and not related to basic connections. Evoenergy is currently liaising with the Commission regarding the 1794 basic connections not met and will update ICRC once finalised.	
2021-22	GSL-2	Wrongful Disconnection	2	1	1	1	5	2	1	1	1	5	0	0	0	0	\$500		
2021-22	GSL-3	Responding to complaints	0	2	0	0	2	0	2	0	0	2	0	0	0	0	\$40		
2021-22	GSL-4	Notice of planned interruption to services	49	40	3	9	101	49	40	3	9	101	0		0	0	\$5,050		
2021-22	GSL-5	Duration of interruption (single)	51	484	320	30	885	51	484	320	30	885	0	0	0	0	\$70,800		
2021-22	GSL-6	Cumulative duration of interruptions	0	0	0	297	297	0	0	0	0	297	297	0	0	0	297	\$32,400	These are cumulative and are payable in the proceeding FY.
2021-22	GSL-7	Frequency of interruptions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$0	
2021-22	GSL-8	Response time to network problems or concern	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	\$300	
Total			102	528	324	2134	3087	102	528	324	340	1293				2091	109270		

\*\*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 <i>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.</i>  <i>When applicable, please also include actions taken to address and minimise customer complaints.</i>
EC01	Connection took too long	0	
EC02	Damage / fault our asset	13	Complaints largely in relation to as aesthetic appearance of serviceable poles, leaning poles, or wooden poles seeming unsafe. All complaints are investigated with asset inspected to confirm compliance, safety and serviceability of assets. Evoenergy believes the increase in complaints of this type is due to the damage done by falling poles in the January storms which affected our region, and concern for repeat issues in similar conditions.
EC03	Damage to environment	11	Complaints largely in relation to damaged ground following plant access leaving track marks etc. In all cases, complaints are investigated and outcomes provided to customers. In cases where damages are established as being the fault of Evoenergy or our contractors, site restoration has been carried out to restore land.
EC04	Damage to property	24	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	1	

EC06	Driving / Parking	10	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	3	
EC09	Failed to reply	1	
EC10	Fee dispute	15	Mostly retailer issues and/or vegetation fee disputed for the clearing of network infringements.
EC11	Feed-in tariff	2	
EC12	Information wrong	3	
EC13	Late / missed appointment	1	
EC14	Meter readers	3	
EC15	Meters, meter readings	18	
EC16	Network charges	1	
EC17	No / inadequate notice of work	3	
EC18	Noise / unsightly	1	
EC19	Not told outage cancelled	2	
EC20	Notices offended	2	
EC21	Other (if the licensee has additional categories not listed, please also provide details of the categories)	40	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	4	
EC23	Outage notice nil / too short	8	
EC24	Outage too long	0	
EC25	Service request not met	13	
EC26	Site restoration	2	
EC27	Staff rude	7	
EC28	System unreliability	60	An increase in this category of complaints has been attributed to the multiple large scale weather events which affected the territory throughout December and January resulting in long period of power outages for some customers.

EC29	Telephone service poor	0	
EC30	Timing of work	59	An increase in this category of complaints has been attributed to ongoing effects of COVID-19 and the requirement for our community to isolate at home and subsequently being impacted by planned works.
EC31	Trees in wires	19	
EC32	Work faulty	1	

**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 2021–22 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>			
<b>C101</b>	Number of instances where the licensee did not provide the required distributor actions.	0	
<b>C101(a)</b>	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	
<b>C101(b)</b>	Provide information on actions taken to rectify the non-compliance and minimise future occurrences.	N/A	
<b>C102</b>	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	
<b>C103</b>	Number of complaints received related to the administration of the Feed-in Scheme.	2	No breach of FiT scheme established by Evoenergy in either case.
<b>C103(a)</b>	Provide a summary of the common complaints received, and action/s taken to address the complaints.	Neither complaint was established as a FiT breach on behalf of Evoenergy. Evoenergy continues to inform/provide the correct processes to customers and their service providers.	

**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 2021–22 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	
D101(a)	Please provide the dates for each material breach and type of breach	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	
<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	
D102(a)	Provide details of each non-compliance, including actions taken to rectify or minimise the effect of the non-compliance.	N/A	
D102(b)	Was the Commission notified of the non-compliances?	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 2020-21 made publicly available by the licensee?	Yes	
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>	

D103(b)	Please confirm that a summary of the 2021–22 ULAR will be published before 30 November this year	Yes	
<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	
D105	How often does the licensee audits or review its data collection and reporting process?	Through management system audits	
<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 2021–22 which show it can continue to provide the services authorised in the licence.	Please refer to attached document ActewAGL Distribution SPFR (2022) 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 2021–22 ?	No	
D107 (a)	If yes, please provide details.	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	
<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?	Customers and the public are informed of the service a number of ways: via the Evoenergy website; the Yellow Pages business directory includes multiple listings for Evoenergy (online and print); customer notifications; Evoenergy broadcast and print safety campaigns; social media messaging; signage on Evoenergy assets; government and retailer websites e.g. <a href="http://www.accesscanberra.com.au">www.accesscanberra.com.au</a>	
<b>Network losses (Schedule 1: Clause 2)</b>			
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>
<b>Requirements under the Electricity Feed-in Scheme (Schedule 1: Clause 3)</b>			
D111	Number of non-compliance under the Electricity Feed-in (Renewable Energy Premium) Act 2008	0	
D111(a)	Provide details of the non-compliance/s and actions taken to rectify the non-compliance/s.	N/A	

**END OF D1**

# Authorising and contact officers

## Authorising officer

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

Name	<b>Zoe Dougall</b>
Title/position in organisation	A/General Manager Evoenergy
Postal address	Anketell and Oakden Street, Greenway ACT
Telephone	
Email	

## Contact officer

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

Name	<b>Kiera-lee Barrett</b>
Title/position in organisation	Snr Regulatory Compliance Officer
Postal address	Anketell and Oakden Street, Greenway ACT
Telephone	
Email	