

Utility Licence Annual Rep 2021–22

Licence utility:	Evoenergy
Utility service:	gas distribution
Number of parts to report:	13

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

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Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

Part A — Utilities Act

A1 — Performance of network operations (Division 7.3)

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>	Please provide information that you feel is relevant and will assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year.
Damage etc. to be minimised (Section 108)			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	3	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	There were 3 complaints received regarding customers stormwater being damaged during gas works.	<p>Remedial actions were taken to address concerns raised by customers following gas works and subsequent damage to stormwater.</p> <p>All due care is taken by our contractor in undertaking these works.</p>
Notice to landholders to undertake network operations (Section 109)			
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	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.	0	
Network operations affecting heritage significance (Section 110A)			
A106	Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.	0	
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.	0	
A108	Number of complaints received relating to operations undertaken pursuant to s 110A(2).	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	
Notice to other utilities (Section 111)			
A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	
Removal of utility's property and waste (Section 112)			
A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	0	

A112	number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	0	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	
Land to be restored (Section 113)			
A113	Number of complaints received for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	0	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	

END OF A1

Part A — Utilities Act

A2 — General functions

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2021–22 reporting period unless specified otherwise.</p>	<p>Please provide information that you feel relevant 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>

Authorised persons (Division 7.4)

A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
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.	<p>Induction and application for Evoenergy Authorisation Pass</p> <p>Ongoing annual training</p>	

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).	0	
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Discharge of customer debt (Section 180)

A204	Number of written declarations received from the ACAT under section 180(1).	0	
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Payment for loss or damage (Section 181)

A205	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 reasonable recompense for the provision of services in accordance with such directions.

A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	0	
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	n/a	
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	n/a	

END OF A2

Part B — Consumer Protection Code

B1 — Customer Protection

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available. 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>
Complaints procedures (6.1 and 6.2)			
B101	Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code?	Yes	
B101(a)	Provide a copy (or a link to a copy) of the utility's complaint handling procedures	Procedure is available on Evoenergy website - https://www.evoenergy.com.au/about-us/contact-us	
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	ISO 10002:2014	
Addressing complaints (6.3)			

<p>B103 How and when are customers or consumers advised of the utility's complaints handling procedures?</p>	<p>Customers are advised in the Customer Charter which is sent to all new customers. The Customer Charter for gas markets is also available on the Evoenergy website.</p> <p>Customers are also advised of Evoenergy's complaints handling procedures during contact with the Contact Centre if appropriate.</p> <p>A copy of the complaints handling procedure is also included in complaint responses and also available via Evoenergy's website under My Portal.</p>	
<p>B104 How and when are customers or consumers advised of their right to refer a complaint to the ACAT?</p>	<p>When a complaint is acknowledged in writing, an information sheet is also provided which includes ACAT contact details.</p> <p>ACAT contact details are also provided as part of written responses where complainants are not satisfied with the response.</p> <p>ACAT contact information is given verbally for telephone complaints where the customer is not satisfied with the response</p>	
<p>Utility to keep records (6.4)</p>		
<p>B105 Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?</p>	<p>Yes</p>	<p>Complaint details are maintained in our CRM.</p>
<p>Number of complaints</p>		

B106	Total number of complaints received	140	There has been a 24% decrease in complaints from 2020/21.
Summary of Consumer and Utility Rights (Clause 9)			
B107	Was the licensee compliant with all the requirements in clause 9.3?	Yes	
B108	Provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Evoenergy Customer Charter https://www.evoenergy.com.au/residents/our-rights-and-obligations	Evoenergy provides the Customer Charter in English, large print (English) as well as the top 5 spoken non-English languages in the ACT.
B109	What languages is the summary available in?	Yes	Hindi, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese. These languages
Life support (Clause 10)			
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.	0	
Obligation to pay rebate for non-compliance (Clause 11)			

<p>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.</p>	<p>The following processes are in place.</p> <ul style="list-style-type: none"> • Weekly reporting that identifies misses on any reconnection times, wrongful disconnections and notice of planned outages. If an instance is missed it then manually is added for a GSL payment. • With the outages there isn't reporting per se – obviously single outages longer than 12 hours are broadly known (there were none). A review on individual outages to see if they have impacted the same area has been used as a way to identify instances where the cumulative hours off supply exceeds the threshold (of hours or instances). These are both infrequent events for a gas network. • We also have reporting around response times to notification of faults etc. • All complaints received by the business are reviewed monthly and are assessed for any GSL applicable. 	
<p>B112 Please describe what systems the utility has in place to pay customers a GSL rebate payment.</p>	<p>The GSL is credited to the retailer who applies it to the customers energy account.</p>	
<p>B113 Number of complaints received regarding the payment of rebates</p>	<p>0</p>	
<p>B113(a) Provide information about the complaints such as what the complaints related to (i.e. timeliness, method of payment, notification of payment etc).</p>	<p>N/A</p>	

B114	Number of payments not made to customers who were entitled to a GSL rebate	6	These were Protected Period Breaches – GSL not payable as not wrongful disconnection but timing of disconnection was not compliant due to protected period. Furthermore, all the customers MCV's were already turned off. For more information, refer to table in workbook tab B4
B115	How are customers advised that a GSL payment has been made and which service level it relates to?	The GSL is applied through the retailer. We do not provide separate advice.	
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.		

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			
			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 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>
Customer connection times (Guaranteed Service Level 1)			
B301	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	1	1 out of 224 was not made within timeframe
B302	What percentage does this represent of total connections?	0.45%	0.45%
Wrongful disconnection (Guaranteed Service Level 2)			
B303	Number of wrongful disconnections.	6	
Responding to complaints (Guaranteed Service Level 3)			
B304	Number of complaints not responded to within 20 business days.	1	
Planned interruptions to utility services (Guaranteed Service level 4)			
B305	Number of planned interruptions to services.	679	The Aged Meter Replacement program for 2021/22 was much lower than previous years. The volume changes from year to year.

B306	Number of premises that were not provided with 4 business days' notice of a planned interruption.	0	
Duration of interruptions to utility services (Guaranteed Service level 5)			
B307	Number of interruptions that lasted longer than 12 hours.	0	
Cumulative duration of interruptions to utility services (Guaranteed Service level 6)			
B308	Number of properties that experienced 20 hours of interruptions during the reporting year	0	
B309	Number of properties that experienced 30 hours of interruptions during the reporting year	0	
B310	Number of properties that experienced 60 hours of interruptions during the reporting year	0	
B310(a)	Provide details of actions taken to minimise future interruptions for the customers who have experienced 20 hours or more of interruptions	N/A	
Frequency of Interruptions (Guaranteed Service level 7)			
B311	Number of customers that experienced more than 9 sustained interruptions during the reporting year	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.	2266	
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).	253	
B314	Number of priority 1 notifications not responded to within six hours.	0	

B314(a)	Number of priority 1 notifications that were not resolved in the time specified to the customer	3	There were 3 instances where we did not meet the requirement owing to incorrect classification of the priority. They should have been raised as Priority 3 (7 days) rather than Priority 1. They presented no danger to the customer.
B315	Number of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	243	
B316	Number of priority 2 notifications not responded to within 48 hours.	0	
B317	Number of priority 2 notifications that were not resolved in the time specified in the response to the customer.	0	

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	Date	Date customer	Reason for the wrongful disconnection	What was the affect to the	Remediation
Your	customer	reconnected		customer?	Please provide details of actions taken to rectify
incident	disconnecte	dd-mm-yy			the non-compliance and to minimise future
reference	d				occurrences.
number	dd-mm-yy				

	25/01/2022	25/01/2022	<p>ActewAgl Retail initiated the meter wadding project to manage some 5000 meters that have never been registered with a customer or have had consecutive zero readings for at least 18 months. The program of work, targeting approximately 80 meters per week, involves placing a wad, (a metal disc), between the company service and the regulator. Wads are designed to temporarily isolate gas supply to the customer's service to ensure gas supply cannot be unsafely reintroduced to the premises unless the reconnection is undertaken by an authorised person.</p> <p>In this instance, 6 premises had the wad installed the day prior to the Australia Day public holiday.</p> <p>One of the premises did not have any customer piping installed past the meter. The other five had the meter control valve turned off. Having the meter control valve turned off restricts the flow of gas to the premises, but can be turned back on by the owner of the premises without completing any safety checks. Root cause was lack of vigilance by the scheduler when issuing the work orders.</p> <p>Whilst hard controls are in place to ensure no work is completed on Fridays, public holidays are managed with human intervention, in this instance the scheduler was not mindful of the Australia Day public holiday falling midweek when allocating the work on 17 Jan 22.</p>	<p>The premises were without gas supply for approximately 2 hours; no customer contact was received with regard to the loss of supply.</p> <p>Prior to works being initiated, ActewAGL Retail have undertaken extensive reviews and attempts of communications with each of the addresses that are part of the meter wadding project.</p> <p>Due to the lack of customer account details, historical communications not being responded to and the premises not having an active gas supply, no outbound attempts were made to contact the impacted customers.</p>	<p>Outlook Calendars have been updated to highlight Public Holidays to assist with keeping them in front of mind.</p> <p>Process updated to require scheduling team leaders to review all work issued to the field.</p> <p>NECF compliance has been included as an agenda item in the weekly operations stand up meetings to ensure all protected periods are identified.</p> <p>NECF refresher training was undertaken by all Scheduling team members during 28 Feb 22.</p>

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>

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

END OF B5

Please provide the details of each instance where supply was **not restored within 12 hours**. 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	Date	Duration of unplanned interruption	Number of premises affected	Number of premises that experienced an unplanned sustained interruption that lasted 12 hours or longer	Did this event occur on a Major Event day	Reason for failure to meet guaranteed service level	Remediation
Your reference code	enter as dd/mm/yyyy	enter as hours:minutes	Provide the number of customer affected by the interruption	(as classified under the AER's distribution reliability measures) Answer Yes or No	Provide a reason/s why supply was not restored within 12 hours	Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.	

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

Unplanned sustained interruption¹ means an unplanned interruption to a utility service that has a duration longer than three minutes.

For reference, see Dictionary in the Consumer Protection Code 2020.

END OF B6

Part B — Consumer Protection Code

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

Please give details of each instance where notification related to damage to, or a fault or problem with the network which was likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was **not responded to within six hours**.

Please tick '**Nothing to report**' if you had no incident to report.

☒ Nothing to report

Reference code	Date	How long before you responded?	Suburb/s or area affected	Number of customers affected	Reason for not meeting the service level	What was the effect to the customer?	Remediation
<i>Your reference code</i>	<i>enter as dd/mm/yyyy</i>	<i>enter as hours:minutes</i>			<i>Provide a reason/s why the notification was not responded to within 6 hours</i>	<i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i>	<i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>

END OF B7

Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

*Note: Please report the actual number of rebates paid for every quarter of the reporting year.
Please answer 'n/a' if the question is not applicable. Answer "0" if data recorded is nil or zero .

Reporting year	Ref	Subject of the service level	Number of times GSL was not met (**see note)				Number of rebates paid (**see note)				Number of rebates not paid				Total value of rebates paid (\$)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
2021-22	GSL-1	Customer connection times	1	0	0	0	1	0	0	0	0	0	0	0	\$60.00	
2021-22	GSL-2	Wrongful Disconnection	0	0	6	0	0	0	0	0	0	0	0	0	0	Protected Period Breaches – GSL not payable as not wrongful disconnection but timing of disconnection was not compliant due to protected period, furthermore, all the customers MCV's were already turned off
2021-22	GSL-3	Responding to complaints	0	0	1	0	0	0	1	0	0	0	0	0	\$20.00	
2021-22	GSL-4	Notice of planned interruption to services	0	0	0	0	0	0	0	0	0	0	0	0	0	
2021-22	GSL-5	Duration of interruption (single)	0	0	0	0	0	0	0	0	0	0	0	0	0	
2021-22	GSL-6	Cumulative duration of interruptions	0	0	0	0	0	0	0	0	0	0	0	0	0	
2021-22	GSL-7	Frequency of interruptions	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	0	0	0	0	0	0	0	0	0	0	0	0	

****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>
GC01	Asbestos	0	
GC02	Abolishment	4	Cost of abolishment and some with abolishment delays
GC03	Address details	0	
GC04	Billing	47	In line with 20/21
GC05	Contractor behaviour	4	Complaints about meter reader not reading meter
GC06	Customer Service	2	
GC07	Damage	3	
GC08	Meter	48	In line with 20/21
GC09	New Connection	2	There was a drop in the number of complaints from customers regarding new connections
GC10	Reading	2	A reduction in compliants regrding meter not being read and account estimated
GC11	Recoverable works	0	
GC12	Restoration	2	
GC13	Supply	17	In line with 20/21
GC14	Gas Leak	7	In line with 20/21
GC15	Reconnection	2	In line with 20/21
GC16	Meter Relocation	0	

END OF B9

Part D — Utility licence conditions

D1 — General conditions

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>	
Licensee to notify ICRC of any material breaches (Clause 8.2)			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	
D101(a)	Please provide the dates for each material breach and the 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	
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	

Availability of Utility Licence Annual Report (Clause 8.5)		
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.	https://www.evoenergy.com.au/about-us/reports-and-publications
D103(b)	Please confirm that a summary of the 2021–22 ULAR will be published before 30 November this year	Yes
Operation and compliance audits (Clause 8.6)		
D104	When was the last time the licensee reviewed its data collection and reporting process?	Audits are performed on the Safety and Operating Plan by Ken Cameron and Report submitted by 30/06/2022
D105	How often does the licensee audits or review its data collection and reporting process?	One annual external periodical audit in conjunction with multiple maintenance and construction audits and the 2020
Technical and prudential criteria (Clause 9)		
Click here for a copy of the Commission's Technical and prudential criteria guideline		
D106	Please provide a summary of details of the licensee's financial and technical capacity for 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 commissioner's use
Charge and assignment (Clause 11)		
D107	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2021–22 ?	No
D107 (a)	If yes, please provide details.	n/a
Record keeping (Clause 14)		
D108	Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?	Yes
Emergency telephone service (Schedule 1: Clause 1)		

D109	Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and able to receive reports of network emergencies?	Yes	Evoenergy's 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	The emergency telephone number (131 909) is displayed in the public telephone directory

Compliance with the National Gas (ACT) Act 2008 (Schedule 1: Clause 2)

D110	Does the licensee has network operation standards in place that comply with:		
	· the National Gas (ACT) Act 2008; or	Yes	
	· any other legislation in force in the Territory that relates to the provision of services to gas suppliers necessary to facilitate the operation of a competitive gas retail market in the Territory.	Yes	

Environmental requirements (Schedule 1: Clause 3)

D111	Are the licensee's environmental management policies and practices in line with the current APGA Code of Environmental Practice and the Australian Pipeline Industry Code of Practice for Pipeline Construction?	Yes	Jemena's environmental management system and environmental management plan are in line with the APIA code and APGA code of Environment. The APIA Pipeline Construction Code is used as guidance in planning, construction and maintaining pipelines.
D111 (a)	If no, describe how they differ and why.		

Additional reporting (Schedule 1: Clause 4) — Total pipeline length by pressure classes at 30 June 2022 (km)

D112	Medium pressure	4,455	
D113	High pressure	276	Note: 46.3 (>1,050kPa for Trunk & Primary) 229.07 (1,050kPa for Secondary Mains)

D114	Please provide an update of general technical description (in total) as provided in the licence application to the Commission.	Refer to Attachment A "(Safety & Operating Plan Asset Description)" which reflects the ACT based assets as detailed in Appendix A of the 2022 Evoenergy ACT Natural Gas Networks Safety & Operating Plan (GAS-999-PA-HSE-001)	Attachment A is provided with his annual report.
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END OF D1

Authorising and contact officers

Authorising officer

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

Name	PETER BILLING
Title/position in organisation	GENERAL MANAGER - EVOENERGY
Postal address	Anketell St & Oakden St, Greenway ACT 2900
Telephone	
Email	

Contact officer

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

Name	KIERA BARRETT
Title/position in organisation	SNR REGULATORY COMPLIANCE OFFICER
Postal address	Anketell St & Oakden St, Greenway ACT 2900
Telephone	
Email	