



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2015-16

Electricity distribution and transmission

ActewAGL Distribution

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Instructions for completing the annual report

Completing the non-technical template:

- 1 In most cases a response of 'yes', 'no', 'not-applicable' or a number will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) may also be attached.
- 2 If the licensee response represents a marked departure from previously reported performance or from industry norms, information is to be provided on the cause(s) of the departure. Any supplementary information can be provided in the "Comments" column, or in an attachment.
- 3 All responses provided should only relate to services provided in the ACT. Where this is not possible, the licensee should advise to which jurisdictions the information relates.
- 4 If the licensee is not able to provide the data or answer required in this template, the licensee should indicate 'not available' and provide supplementary information detailing whether and when it intends to collect this data (or to answer the question). Where data is not available the licensee should provide any other data it has that could serve essentially the same purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance).
- 5 Please indicate if material/data/answers are provided on a confidential basis and not for general public release.
- 6 Details are to be provided for the 2015-16 financial year only.



Tip : Press Alt-Enter to start a new line in a cell.

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About the annual report

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

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

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

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

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

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

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



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1.1 Exercise of functions under the *Utilities Act 2000*

Performance of networks

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

In 2015-16, how many times did the licensee enter landholders' property to undertake network operations?

38670

Increase due to number of pole inspections performed during FY2015/16 (13 suburbs compared to 11) in 2 largest suburbs in Canberra (Wanniassa and Kambah), plus more accurate reporting due to system upgrades

LV incidents/faults etc. 2477
 Notifications - 25025
 REEN/DEEN - 10578
 Meter Investigation - 590

Damage etc to be minimised (Section 108)

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

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

Procedure: Customer Notification & Access to Customer Property [PR 4902] outlines a requirement for Energy Network's personnel to ask specifically for an access route through to the work site.

ActewAGL uses complaint descriptions reflecting the type of complaints received and language used by complainants.

The words used by the ICRC do not align with our categories.

To provide the numbers shown, we amalgamated complaints about site restoration and damage to property

In 2015-16, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?	Yes	
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	80	

Notice to land-holder (Section 109)

In 2015-16, before the utility began network operations in relation to public land or private land, did the licensee fail in any instances to give the land-holder seven days notice of the proposed operations?	No	
If so, how many times did the licensee fail to give notice?	N/A	
Did the licensee carry out any operations in urgent circumstances under section 109(5)?	Yes	As per exemptions under the Utilites Act ActewAGL may and do conduct network operations under s109(5) where there is a direct threat under public safety/network integrity.
If so, provide details and numbers of the incidents.	Specific details are not recorded for incidents related to entry to public and private land in urgent circumstances.	

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

In 2015-16, before the utility began network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities), did the licensee fail to give at least seven days notice before operations began?	No	
If so, how many times did the licensee fail to give notice?	N/A	
Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?	No	
If so, provide details and numbers of the incidents.	N/A	

Network operations affecting heritage significance (Section 110A)

In 2015-16, did the licensee conduct any network operations under notices given under sections 109 and 110 that may have affected a place or object registered, or nominated for provisional registration, under the <i>Heritage Act 2004</i> ?	No	
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If so, how many times did the licensee give a copy of the notice to the heritage council?	N/A	
Did the licensee give a copy of the notice at least seven days before operations began to the heritage council each time?	N/A	
If not, provide details as to why not for each time.	N/A	
Did the licensee carry out any network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	
If so, provide details and numbers of the incidents.	N/A	

Notice to other utilities (Section 111)

In 2015-16, did the licensee receive complaints for failing to give seven days notice to other utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities?	No	
If so, how many complaints did the licensee receive?	N/A	
Did the licensee carry out any network operations in urgent circumstances under section 111(6)?	No	
If so, provide details and numbers of the incidents.	N/A	

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

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112.	Procedure: Preparation and Restoration of Sites [WF4641] outlines the requirements for site preparation, restoration and landscaping for all field works undertaken by Electricity Network's personnel.	
In 2015-16 did the licensee undertake any activities as network operations on land for which it was not the land-holder where it did not, as soon as practicable remove from the land the items listed in section 112(1)?	No	
If so, provide details.	N/A	

In 2015-16, did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).

No

If so, how many complaints did the licensee receive?

N/A

Land to be restored (Section 113)

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

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

In 2015-16, did the licensee receive complaints for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.

Yes

If so, how many complaints did the licensee receive?

19



1.2 Exercise of functions under the *Utilities Act 2000*

General functions

Reporting requirement	Response	Comments
Authorised persons (Division 7.4)		
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2015-16?	Yes	All personnel are issued with identification cards as part of the induction process. Cards are renewed every 3 years.
Are Authorised Persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
How are Authorised Persons made aware of their obligations and entry restrictions under the Utilities Act? Please provide a brief outline of any induction or special training, including whether the training is provided on a regular or ad hoc basis.	The induction process includes an overview of the Utilities Act in respect to notification and access to properties. New field based staff are teamed with experienced personnel in the initial phase of employment.	
Continuity of utility services - non-payment of customer debt (Section 179)		
Did the licensee receive any written directions from the ACAT under section 179(2)?	No	
If yes, provide details of the number of directions received.	N/A	
Discharge of customer debt (Section 180)		
Did the licensee receive any written declarations from the ACAT under section 180(1)?	No	
If yes, provide details of the number of declarations received.	N/A	
Payment for loss or damage (Section 181)		

<p>Did the licensee receive any written directions from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage?</p>	<p>Yes</p>	
<p>If yes, provide details of the number of directions received.</p>	<p>1</p>	<p>The 1 direction that AAD received under s.181 was to pay 20 cents to the Applicant for the 1 x kwh that ticked over on the meter during a meter test (i.e. the customer argued that he did not consume the power that went through his meter for the meter test so he should not have to pay it)</p>

Community service obligations (Part 13)

<p>In 2015-16 did the licensee receive any directions under section 221 from a minister responsible for a government program for the licensee to take a stated action that the minister considers appropriate to ensure that services are provided in accordance with a program?</p>	<p>No</p>	
<p>If yes, provide a summary of each direction and the stated action/s? Provide the summary with respect to the relevant government program.</p>	<p>N/A</p>	
<p>If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).</p>	<p>N/A</p>	



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2.1 Industry codes

Consumer Protection Code 2012 (DI2012-149)

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

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

Customer complaints

Indicator	Response	Please provide a brief explanation of the figures where there has been an increase from the previous year.
What was the total number of customer complaints ¹ received by the licensee in 2015-16?	796	Improved complaint record keeping e.g. categories aligned to ICRC requirements
Of the complaints received in 2015-16, please advise the number of complaints received by complaint category:		
Connection took too long	12	
Damage / fault our asset	55	
Damage to environment	10	
Damage to property	80	
Disconnection	6	
Driving / Parking	21	
Electricity quality	1	
Entry to land	7	
Failed to reply	0	
Fee dispute	2	
Feed-in tariff	2	
Information wrong	3	
Late / missed appointment	2	
Meter readers	17	
Meters, meter readings	73	
Network charges	33	
No / inadequate notice of work	13	

Noise / unsightly	3	
Not told outage cancelled	6	
Notices offended	1	
Other	73	Non ICRC categories: service poor, safety health, loss of food.
Other staff misbehaviour	1	
Outage notice nil / too short	121	
Outage too long	92	
Service request not met	38	
Site restoration	19	
Staff rude	0	
System unreliability	4	
Telephone service poor	1	
Timing of work	76	
Trees in wires	24	
Work faulty	0	

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



2.2 Industry codes

Consumer Protection Code 2012 (DI2012-149)

Reporting requirement	Response	Comments
Summary of Consumer and Utility Rights (Clause 9) Please provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Available from the ActewAGL website	
Is the Summary available in:		
<ul style="list-style-type: none"> the 5 most common non-English languages used in the Territory; and 	Yes	This is available on request
<ul style="list-style-type: none"> large print? 	Yes	This is available on request
Is a copy of the Summary included in the customer's first account or earlier?	Yes	Information is available on the ActewAGL website
Obligation to pay rebate for non-compliance (Clause 11.2) If the licensee received any claims for a rebate for failing to meet the minimum service standards, specified in Schedule 1 to the Consumer Protection Code, during 2015-16 how many claims did it receive?	Yes	
If the licensee paid rebates to customers in 2015-16, how many were there?	65	
What was the nature of the incidents? ¹	Failure to notify of planned interruption to supply	
What was the total value in dollar amount of the rebates paid?	3250	

Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)

In 2015-16, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? ²	No
If yes, how many?	N/A
If any, what percentage does this represent of total connections?	N/A
Please provide reasons for any failure to meet the performance standard.	N/A

Responding³ to complaints (Schedule 1: Minimum Service Standards, Standard 2)

Did the licensee receive any consumer/customer complaints in 2015-16?	No
If yes, how many?	N/A
How many were responded to within 20 business days?	N/A

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

If in 2015-16, the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	7840
How many of these notifications related to damage to, or a fault or problem with the Utility's Network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property?	92
Of the notifications referred to above, how many responses were not made within six hours?	8
How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property?	7748
Of the notifications referred to above, how many responses were not made within 48 hours?	5
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	13

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

How many planned interruptions to services were there in 2015-16?	1105	
If there were instances where the utility did not provide at least four business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	54	
Please provide details. ⁴	There were 54 instances in total 697 customers impacted; reason for failure to provide included admin errors and data defects.	
If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?	6	
Please provide details. ⁵	26/8/15: Phillip, 4 customers. Customer initiated dist sub upgrade 3/2/16: Campbell, 118 customers. Extended outage for HV pole replacement 24/3/16: Telopea Pk, 1 customer. Replace broken service clamp 21/4/16: Woden, 2 customers. Customer requested outage 18/6/16: Telopea Pk, 2 customers. Customer initiated sub LV board upgrade	

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

If there were unplanned interruptions to services in 2015-16, how many were there?	1839	
In how many instances was supply not restored within 12 hours of the initial interruption?	48	

Please provide details.⁵

21/11/15: Wakenfield feeder, 21 customers -
Vegetation blow in / fall in
22/02/16: Daplyn feeder, 18 customers - Third
party dig in
03/03/16: Brookman feeder, 9 customers - LV
asset failure
07/03/16: Cooleman feeder, 2 customers - LV
asset failure
05/04/16: Strzelecki feeder, 2 customers - Third
party dig in
07/04/16: Miller feeder, 2 customers - LV asset
failure
13/04/16: Hobart Short feeder, 5 customers - LV
asset failure
14/04/16: Stott feeder, 20 customers - LV asset
failure
24/04/16: Monash feeder, 3 customers - LV asset
failure
26/06/16: Braddon feeder, 5 customers - LV asset
failure
27/06/16: Lonsdale feeder, 12 customers - LV
asset failure
37 single premise outages - reason not recorded

-
- 1 Which performance standard was not met and how many rebates were paid for that performance standard, for example 'Failure to Make a Connection Within the Required Timeframe'.
 - 2 Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical electricity network connection in place, but network action is required to restore supply, for example if the premises has premises have been isolated from the network.
 - 3 A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (48)).
 - 4 Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 4 days' notice.
 - 5 Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.



2.3 Industry codes

Electricity Network Boundary Code (DI2013-71)

Reporting requirement	Response	Comments
Agreement on alternative boundary (Clause 3.4) In 2015-16, did the licensee and a customer agree in writing (with the agreement of the Technical Regulator and as advised to the ICRC) upon an alternative boundary between the electricity network and the customer's premises.	No	
If so, provide details of the number of alternative boundaries agreed upon during that period.	N/A	
In 2015-16 did the licensee and a customer agree either verbally or in writing upon an alternative boundary between the electricity network and the customer's premises that was not made with the agreement of the Technical Regulator and/or not advised to the ICRC?	No	
If so, provide details of the agreement/s and why the agreement was not made pursuant to clause 3.4.	N/A	



3.1 Utility licence conditions

Reporting requirement	Response	Comments
Licensee to notify ICRC of any material breaches (Clause 7.2)		
Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2015-16?	No	
If yes, was the ICRC notified of the breaches?	N/A	
Licensee to provide statement on any non-compliance (Clause 7.3)		
Did the licensee provide to the ICRC any statements of non-compliance with its obligations under clause 6.2 of its licence to comply with the Utilities Act, industry codes, technical codes, directions from the ICRC or the Technical Regulator or any applicable ring-fencing requirements?	No	
If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.	N/A	
Availability of Utility Licence Annual Report (Clause 7.5)		
Was a summary of the Utility Licence Annual Report for 2014-15 made publicly available? ¹	No	The ULAR has not been made available on the ActewAGL website. Upon a person making a request, the report is available and can be supplied.
Please provide a link to the report or attach the publicly available summary.	N/A	

Operation and compliance audits (Clause 7.6)

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

The range of audits undertaken by ActewAGL Distribution are extensive and cover areas such as:

- (a) Corporate area responsible for risk management, assurance & audits;
- (b) The Safety & Capability Branch have a program of audits that are related to integrated management systems and safety audits;
- (c) Branch level operational audits (in particular for field audits);and
- (d) external auditors as per statutory requirements and Australian Standards

Technical and prudential criteria (Clause 8)

The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licensee's financial and technical capacity for 2015-16 which show it can continue to provide the services authorised in the licence.²

Refer to the ActewAGL Annual Report [note: The 2015-16 report will not be available until November 2016. Please advise if you require submission of this when available]

[ActewAGL: Our year in review 2014-15](#)

Charge and assignment (Clause 10)

Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2015-16?

No

If so, please provide details.

N/A

Emergency telephone service (Schedule 1: Clause 1)

Did the licensee maintain a 24-hour emergency telephone service at all times during 2015-16?

Yes

How are customers and the public informed of the service?

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

[ActewAGL Website - Emergencies, faults & outages - 24 hours](#)

Environmental requirements (Schedule 1: Clause 2)

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

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

[ActewAGL Website - Initiatives](#)

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

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

Yes

If not, please provide details.

N/A

¹ This clause refers to a summary of the Utility Licence Annual Report (ULAR), not the licensee's general Annual Report. Where a summary is required, the licensee may also make the entire ULAR publically

² A copy of the Commission's technical and prudential criteria (Guideline) is available at <http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and-revocations/>



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4.1 Key Performance Indicators for 2015-16

Information required by the Australian Energy Regulator

		CBD	Feeder category		Overall network
			Urban	Rural Short	
1	SAIDI ¹ Overall		80.15	70.59	79.04
2	Distribution network—planned		40.49	26.36	38.86
3	Distribution network—unplanned		39.66	44.23	40.19
4	Normalised distribution network—unplanned		35.73	30.25	35.10
5	SAIFI ² Overall		0.921	0.929	0.922
6	Distribution network—planned		0.194	0.109	0.184
7	Distribution network—unplanned		0.727	0.820	0.738
8	Normalised distribution network—unplanned		0.682	0.616	0.675
9	CAIDI ³ Overall		87.00	76.00	85.71
10	Distribution network—planned		208.44	242.43	210.76
11	Distribution network—unplanned		54.55	53.93	54.47
12	Normalised distribution network—unplanned		52.38	49.11	52.03

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

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

3 CAIDI: Average duration of each interruption



5.1 Authorising and contact officers

Authorising officer

Note: The authorising officer may use an electronic signature.

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

Name Stephen Devlin

Signature _____

Title/position in organisation General Manager, Energy Networks

Contact officer

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

Name David Chambers

Title/position in organisation Regulatory Compliance and Reporting Officer

Postal address GPO Box 366, Canberra, ACT, 2601

Telephone 02 6293 5858

Email david.chambers@actewagl.com.au