

**Quarterly Briefing to Industry Bodies, for distribution to members:**

- 1. MBA: Michael Hopkins**
- 2. HIA: Neil Evans**
- 3. NECA: Brett McIntyre**

**December 2015**

**Contact**

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**ActewAGL**

*for you*

## **ActewAGL Distribution (AAD) Continuous Improvement Initiatives**

### **1. Set fees for Miscellaneous Works**

A draft of the set fee structure is now under internal review and approval stage. We are currently planning to implement this in early March 2016. Initially, the set fees will be for:

- HV and LV isolations
- tiger tails
- termination of consumers' mains
- disconnection of temporary supplies
- spiking of cables.

Once these set fees are implemented we will be able to provide quotations for these types of works within 4-5 business days (currently 10-15 business days). Additionally our customers will have certainty of costs.

### **2. Request for Service (RFS) and Request for Service Markings (RSM)**

- On a trial basis a PC has been installed on the front counter at our Greenway Depot for “walk in customers” to complete Request for Service (RFS) Forms online. This is a trial and pending its success we will implement this through the ActewAGL website for all customers to use.
- AAD is currently reviewing the entire RSM and RFS process with a view to simplify and consolidate the application and payment process. Feedback received from industry includes:
  - Transparency of all upfront fees and charges prior to RFS work.
  - Validity period of an RSM / RFS quote
  - Payment terms after submission of RFS
  - Re-scheduling of appointments.
  - Streamlining customer notifications, lack of explanation, lack of flexibility i.e. always go to the end of the queue
  - Industry requested a RFS / RSM pricing increase notice to be available to direct their customer to. This was to assist in Industry communicating to their customers about the 1 July 2015 price changes being out of their control. This has been completed and the Website updated. Please click on the following link :-

#### **[ActewAGL Distribution Connection Charges Fact Sheet](#)**

A copy of this Fact Sheet is also issued with this newsletter for ease of reference and other related information can be found on ActewAGL's website at:

<http://www.actewagl.com.au/Networks/About-our-network/Network-prices.aspx>

- **RFS Fees**

AAD advised Industry on 16/10/2015;

*Unfortunately we have not been able to establish a suitable commercial alternative. The AER requirement to implement the new charges from the 1 July 2015 remains.*

AAD reconfirmed this with Industry in the response to the MBA's letter and in the media in Nov 2015 and in Industry engagement meetings.

- **RSM Fees –**

AAD advised Industry on 16/10/2015;

*AAD is able to consider retrospective charges and reimbursement where appropriate under the following circumstances:*

- a. You completed an RSM Form and submitted it between the 1<sup>st</sup> and the 30<sup>th</sup> June 2015,*
- b. your site was ready and you did not delay AAD in completing the service making, and*
- c. AAD provided a quote for the RSM service after 30 June 2015 based on the new rates.*
- d. If you meet the above criteria, you can email the completed RSM form to [enworks@actewagl.com.au](mailto:enworks@actewagl.com.au) marked "2014/15 RSM service for retrospective pricing consideration",*
- e. AAD will acknowledge your email request and assess each claim individually. It is expected that each claim may take 30 days to assess.*

- **Advance Invoicing for RFS work**

An issue identified by Industry was that Tax Invoices were not available in advance. This has now been implemented and advance invoicing for RFS payments is available upon request.

3. **SMS appointment confirmation trial update** – AAD has been running an SMS confirmation message trial since mid-August 2015. During the trial electricians who lodged request for service (RFS) applications were given an appointment time and sent a confirmation message via SMS two business days prior to the scheduled appointment. The trial was completed at the end of November 2015. We are assessing its effectiveness and will update Industry in the March Newsletter (and at any Industry engagement meetings).

Please submit your feedback to [DistributionEnquiries@actewagl.com.au](mailto:DistributionEnquiries@actewagl.com.au) or phoning 02 6293 5749.

#### 4. **Website Review:**

A review and update is being planned for the first half of 2016. The objectives of the review are:

- ActewAGL Networks website contents & documents
- Reorganisation of ActewAGL Networks website sections

AAD will seek input from Industry and provide updates in its quarterly Newsletters. Please send any suggestions / comments to: [Kedar.Vedanti@actewagl.com.au](mailto:Kedar.Vedanti@actewagl.com.au)  
Kedar would be happy to meet with interested Industry representatives.

#### 5. **Christmas Break Operational updates –**

- **Call Centre** – The call centre will remain open over the Christmas break, with faults and emergencies available 24 hours a day, and the general enquiries queue 02 6296 5749 open each business day through the period.
- **Greenway Depot Front Counter**– The Front Counter Service will be closed during Christmas break from 28<sup>th</sup> December 2015 to 4<sup>th</sup> January 2016.
- **Works Delivery** - Works Delivery will not have a formal shutdown, reduced staffing levels expected during the Christmas period.

#### 6. **Greenway Depot Customer Hours–**

The Greenway Depot is currently open to customers from 8.30am to 4.00pm during Business Days. A review is presently underway to assess if customers would benefit from extending these hours (earlier / later). AAD is sending out a brief survey to selected customers to seek your input. This will be completed by 18/12/15. If you would like to provide feedback to this proposal, please email:

[Kedar.Vedanti@actewagl.com.au](mailto:Kedar.Vedanti@actewagl.com.au)

## **AAD Customer Connections – Useful Web Links**

- For ActewAGL Network Connection/Disconnection/ Network Alterations Application Forms –  
<http://www.actewagl.com.au/Networks/About-our-network/ActewAGL-Distribution-publications-and-forms.aspx>
- For ActewAGL Network Charges & Network Charges Policy & FAQ –  
<http://cm.actewagl.com.au/Networks/About-our-network/Network-prices.aspx>
- For Electrical Safety Rules ( Blue Book) -  
<http://www.actewagl.com.au/Networks/Networks-for-industry/Network-rules/Blue-book.aspx>

We welcome any feedback, improvement suggestions and requests for additional information via [actewagl.com.au/About-us/Contact-us/Website-feedback.aspx](http://actewagl.com.au/About-us/Contact-us/Website-feedback.aspx)

## **AAD Regulatory Update**

### **CT Metering**

From 1st March 2016 AAD will be charging for the purchase of CT meters and associated metering and servicing equipment. The charges will be standardised to the three common CT types and fixed for each financial year. The charges will be published in early 2016. Formal advice to all purchasers will occur in December 2015.

Switchboard manufacturers and purchasers will be required to provide a purchase order to AAD who will then order the material. The materials will be made available from the ActewAGL Distribution Greenway store as per the current practices. AAD will invoice all purchasers on a monthly basis.

AAD will be introducing a new CT metering fee from 1 July 2016, subject to approval from the Australian Energy Regulator (AER). The new fee will be an inclusive fee for the supply of all CT materials and inspection costs.

## **AAD Gas Network**

### **2016/17 to 2020/21 Pricing Reset**

The Australian Energy Regulator (AER) released its draft decision on morning of the 26<sup>th</sup> November for ActewAGL Distribution's gas network for the regulatory period 2016-17 to 2020-21. A copy of the AER's draft determination can be found on their website at <http://www.aer.gov.au/news-release/aer-seeks-views-on-draft-decision-for-actewagl-distribution%E2%80%99s-gas-network> .

Key milestones:

1. Public submissions to the AER by 4 February 2016.
2. AAD response to the draft decision by 6 January 2016.

As you may appreciate from the consultation AAD carried out during the development of its proposal to the AER, the draft determination is very complex and AAD is currently working its way through the detail. The AER has proposed amendments to a number of areas of AAD's proposal. In particular the AER has sought further information on a several proposed capital projects which will be the subject of further discussions with the AER.

Ed Gaykema (Gas Networks Manager) would like to thank Industry for their contribution to the development of our proposal to the AER and in particular to those organisations that provided submissions directly to the AER. AAD will be providing an update as more information becomes available from its review of the Draft Determination. However, if you have any questions or would like to discuss any aspect of the draft decision with Ed prior to then, please contact Ed on 6270 7608.

### **Australian Energy Regulator (AER)**

We encourage Industry to contact the AER to provide comments, feedback on the implementation of new charges and work to changing the way the AER implement these changes. A useful discussion with Industry has been around the potential for Industry to influence the AER in allowing a three month implementation phase. The AER works in the best interests of all customers (inc Industry) and regulate AAD to ensure these customer interests are implemented.

Please refer below web link for AER contact details:

<https://www.aer.gov.au/about-us/contact-us#aer-contact-details>

## ActewAGL Distribution key contact list

Please find attached a key contact list for AAD.

ActewAGL Distribution (Electricity) Contacts - December 2015			
Name	Position	Phone Number	Mobile Number
Stephen Devlin	General Manager	6293 5850	0408 376 540
Nicole Milne	EA to GM Energy Networks	6293 5713	0450 961 509
Ed Gaykema	Gas Networks Manager	6270 7608	0402 080 308
Dennis Stanley	Manager Asset Strategy & Planning	6270 7667	0417 681 319
Doug Pankhurst	Strategic Planning Manager	6248 6878	0455 093 830
Peter Cunningham	Regulatory Compliance Manager	6293 5108	0477 356 835
Wahid Ibrahim	Asset Standards & Acceptance Manager	6293 5135	0420 525 236
Kosta Didimiotis	Asset Information & Systems Manager	6248 3015	0408 293 398
Max Feickert	Major Projects Manager	6293 5899	0407 539 656
Glenn Pallesen	Customer Connections Manager	6293 5715	0418 772 061
Mathew Wass	Network Connection Services Manager	6270 7690	0451 679 345
Kedar Vedanti	Industry Interface & Coordination Lead	6248 3582	0420 524 871
Leanne Gunstone	Acting Metering & Billing Manager	6293 5759	0438 537 670
Alison Davis	Contact Centre Manager	6270 7692	0455 088 687
Leylann Hinch	Asset & Network Performance Manager	6248 3813	0477 347 854
Fiona Wright	Primary Assets Manager	6293 5729	0414 510 353
Chris Kelly	Program of Work Manager	6175 2516	0400 838 610
James Cole	Secondary Systems Manager	6293 5178	0407 251 467
Tim Anderson	Control Manager	6293 5827	0406 377 732
Clinton McAlister	Works Delivery Manager	6248 3420	0408 752 331
Rowan McMurray	Greenfields/Scheduling & Reactive Manager	6293 5145	0477 701 433
Stephen Mudford	Metering Services	6293 5120	0414 513 958
Stephen Mudford	Streetlight Services	6293 5120	0414 513 958
Brent Lamont	Network Services Supply Manager	6293 5801	0404 090 769
Bob Spence	Overhead Manager	6293 5779	0414 515 828
Scott Seddon	Logistics/Contracts & Fleet Manager	6270 7450	0405 345 305