

# BRIEFING TO INDUSTRY BODIES.

For distribution to members:

1. MBA: Michael Hopkins
2. HIA: Greg Weller
3. NECA: Robert Donnelly
4. Energy Consumer Reference Council
5. Property Council of Australia

December 2016

## Contact

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[www.actewaql.com.au](http://www.actewaql.com.au)

**ActewAGL**

*for you*

## ActewAGL Distribution – General Communication

### Opening hours

A reminder that our Greenway Depot, located on the corner of Anketell and Oakden Streets, Greenway (ph: 02 6293 5749) is open weekdays 7:30am to 5:00pm to provide you with more convenient access at the start and end of the working day.

### Christmas break operational updates

- **Contact centre** – The Contact centre will remain open over the Christmas break, with faults and emergencies available 24 hours a day (ph: 13 10 93), and general enquiries available each business day, 7:30am to 5:00pm (02 62965749).
- **Greenway Depot front counter**– Front counter service will be closed during the Christmas break from 5.00pm on 23 December 2016 and reopen 7.30am on 3 January 2017.
- **Works Delivery** – Works Delivery will not have a formal shutdown, reduced staffing levels expected during the Christmas period.

### Basic customer connection online form submission

You can now submit a range of forms online at [actewagl.com.au](http://actewagl.com.au). This includes request for service (RFS), request for service marking (RSM), solar connection request (SCR) and the supply abolishment form. On submission of the form you will receive a confirmation email with a receipt number for your records and receive a response from us within five working days. If you have any questions about the form once submitted, please contact us on 02 6293 5749 or visit us at the Greenway Depot Monday to Friday 7:30am to 5:00pm.

The timeframes for basic connection works are listed in our Model Standing Offer for Basic Connection Services, located on our website. Timeframes are dependent on the number of connections and range from 20 business days for 1-4 connections and 45 business days for more than 20 connections.

### Basic connections – Request for electricity service marking (RSM) work

A Request for electricity service marking (RSM) is used to provide a design and quote for basic connections under 100Amps where the service connection point is generally no more than 10-15 metres from supply point of the requested block boundary.

Some examples of when an RSM may be used include the following circumstances.

- Providing an underground electrical service to a newly constructed/redeveloped residence in a brownfield area.
- Altering or relocating an existing overhead or underground electrical service for any residential additions or alterations where the connection point at the residence will be in conflict with the work zone.
- Connection of temporary supply for a building site.
- Disconnection of supply to allow for demolition or alterations.

- Connection of some commercial installations such as a traffic light control cubicle, streetlight control cubicle, lawn water controller and other unmetered supplies.

Applications can be made by completing the [Request for Service Marking](#) form clearly indicating applicant details and location as well as details for the service request. RSM applications can be completed online or at the Greenway Depot front counter or by emailing the request to [netwserv@actewagl.com.au](mailto:netwserv@actewagl.com.au)

An ActewAGL Customer Service and Asset Protection Officer will visit the site to assess the required work to be carried out which will include the following.

- Compliance to the ActewAGL Network including inspecting the connection point for capacity.
- Access and clearances to existing electrical assets.
- Customer required scope of works covering work such as conduit installations, POA/POE requirements and any other site specific work required to be carried out by the applicant.
- ActewAGL scope of works including if there is any external civil works to be completed.
- A sketch of the proposed work to be carried out.
- Cost of work as per ActewAGL Distribution's Schedule of Electricity Network Charges.

A completed RSM will be emailed back to the applicant. There are instances where the scope of works is not clear or is not feasible which can delay the RSM being completed and returned.

An RSM is not required for Greenfield residences as the meter box location and conduit requirements are specified and returned at the time of BA/DA approval when lodged with ActewAGL for consideration of approval.

For Greenfield residences either 1 phase or 3 phase service will be installed under 'Request for Service' work for metering and service installations. The standard underground service connection is 1 phase, if a 3 phase service connection is required it must be clearly specified in 'Request for Service' application so that 3 phase service cable shall be installed.

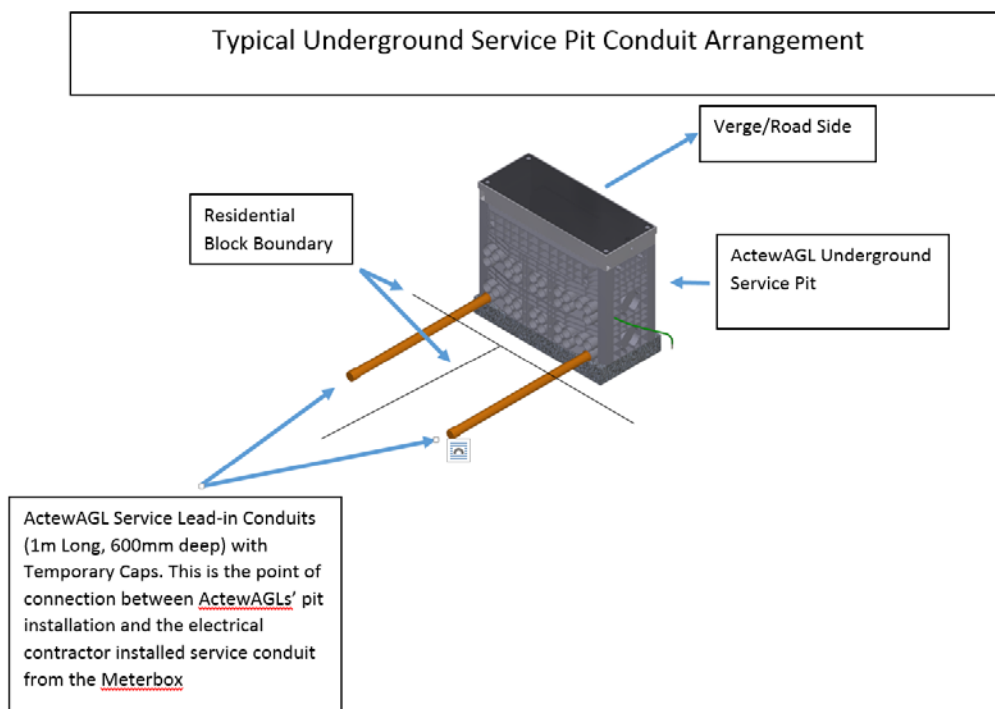
Further information can be obtained regarding RSM's by contacting ActewAGL on 6293 5770.

### **Conduits and servicing requirements for connection to underground service pits**

- The electrical contractor shall install conduit between the underground service pit lead in (1 metre from service pit – refer to conduit arrangement sketch below) and the customer meter box. Note: Electrical contractors must not access underground service pits.
- ActewAGL shall provide a temporarily capped lead in conduit, 1 metre long at 600mm depth, between the underground service pit and each of the two residential blocks that a pit may service.
- ActewAGL shall install the service cable, meter and service fuse/s

## Electrical Contractor's responsibilities

- Install 50mm heavy duty rigid PVC underground electrical conduit compliant with AS/NZS 2053 and AS/NZS 3000:2007.
- Service conduit installation shall comply with ActewAGL Service and Installation Rules.
- Excavate and expose 50mm lead in conduit (installed by ActewAGL) to service pit, remove cap from lead in conduit and join to (contractor installed) service conduit installed from meter box. Please note that the conduit joints must be water proof and all efforts must be made to prevent foreign material entering conduit.
- Join service conduit to ActewAGL pit lead in conduit.
- Conduit shall not pass under any part of the building or structure.
- All conduit joints shall be glued.
- All burrs and sharp edges shall be removed from conduit ends and conduit fittings.
- All conduit bends shall be large sweeping (minimum 450mm radius).
- Minimum conduit depth is 600mm, with warning tape installed 200mm above conduit.
- Draw wires or rope is not required.



## **Building and construction work near utility assets**

ActewAGL has installed underground pits adjacent to residential blocks/property boundaries particularly in new suburbs such as Moncrieff, Denman Prospect and Throsby. In recent months, a number of incidences of damaged underground pits were reported to ActewAGL. It was assessed that the damages occurred due to vehicular or landscaping activity undertaken by third party contractors on site.

Please note that it is the responsibility of all landowners and occupiers to ensure that there is no interference to gas, water and electricity infrastructure. This includes services engaged by the landowner or occupier for example a draftsman, builder, architect or landscaper. The landowner or occupier is responsible if their service provider fails to comply with minimum clearances or cause damage to ActewAGL infrastructure. Please ensure these service providers include necessary checks in the planning and delivery of their work in order to avoid damage to ActewAGL assets.

## **Electric shocks and tingles campaign**

Through January and March 2017 ActewAGL will be running a campaign reminding customers about the need to report electric shocks and tingles to ActewAGL for investigation. The campaign will also include a prompt for customers to seek a certificate of electrical safety (CES) from their qualified electrician whenever they have work done around the home as per testing requirements of the ACT Government. Your members may see an increase in CES requests following the campaign.

## **ActewAGL electric vehicle (EV) charging**

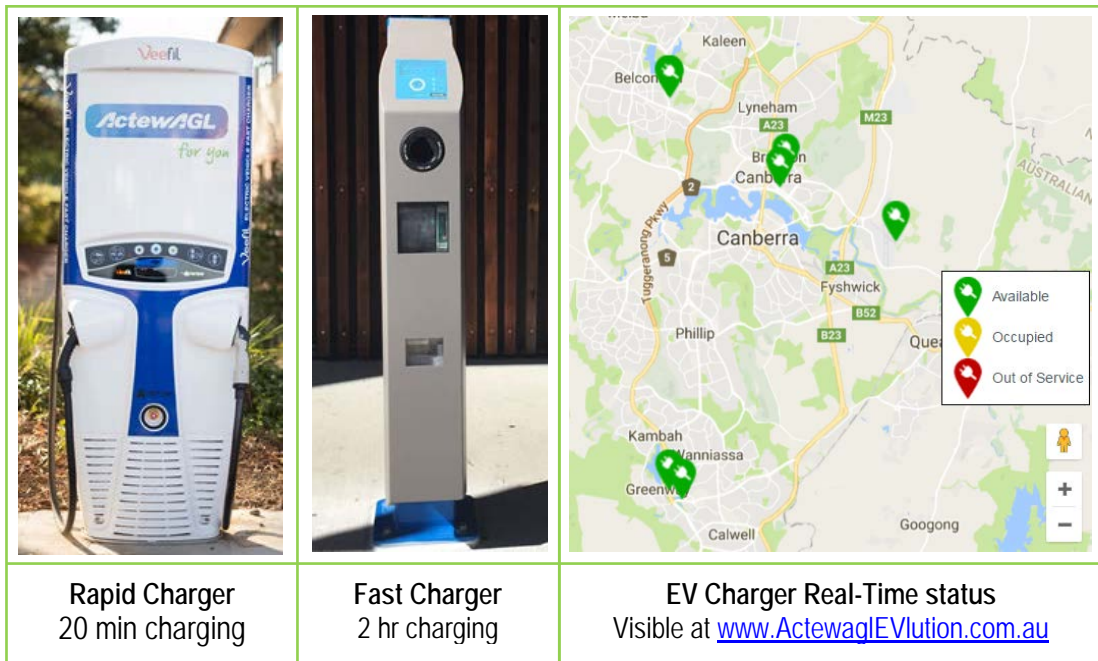
ActewAGL have been involved in the electric vehicle (EV) charging space since 2015. Our aim is to increase EV adoption in the ACT and Australia as a whole by providing publicly available EV charging infrastructure for all makes and models of EVs. EVs are a sustainable solution to fossil fuel driven motor vehicles especially when recharged with renewable energy. We proudly support sustainable and innovative technology by supplying EVs with 100% renewable energy available through our chargers.

We are the primary provider of EV charging infrastructure in the ACT. The first addition to our EV charging network was a 50 kW rapid charger, the first of its kind in the ACT. Currently we have three rapid chargers and five 22 kW fast chargers installed in the ACT providing charging access to the EV community

We will continue to expand our network and provide a greater service to the community.

## **About the EV charging network**

ActewAGL's EV charging network was officially launched by the ACT Chief Minister Andrew Barr MLA and ActewAGL Chief Executive Officer Michael Costello on 16 December 2016. Managing Director Canberra Airport Group, Stephen Byron and ACT Minister for Planning and Land Management, Mick Gentleman MLA also attended this event.



### Will more charging stations be installed?

ActewAGL's EV charging network is part of a research and development pilot project. ActewAGL will consider installing additional rapid and fast chargers throughout the ACT over the coming months. We are also investigating options to install the stations on major roads to and from the ACT, such as the Hume Highway to Sydney, at Cooma on the way to the snow and on the way to the South Coast.

### Statistics from the trial so far

- ActewAGL has 60 customers registered to use our electric vehicle charging stations.
- Approximately six customers are registering each month, and we expect this number to continue to increase as we expand the network and the take up of electric vehicles increases.
- A total of 6,600kWh of power has been consumed from our EV charging stations, all of which was provided from renewable sources. This is comparable to the national average residential electricity consumption of 6,470kWh per year.
- On average, four customers are benefitting from the use of our charging stations each day. In November, our rapid and fast chargers were used 120 times.

### How much does it cost to recharge?

As an introductory offer, the charging stations are currently free for all registered customers. From 1 February 2017, the following pricing structure will apply.

- \$10 monthly membership fee which includes free use of all our level 2 fast charging stations and access to our level 3 rapid charging stations.
- Use of our level 3 rapid chargers will cost \$6 for the first 15 minutes and 35 cents per minute after that. This is equivalent to approximately one-third the cost of fuel.

### **How does this initiative contribute to renewable targets?**

All power supplied through our EV charging network is 100% renewable energy. Through the charging network we aim to increase the adoption of EVs in the ACT as a sustainable solution to fossil fuel-driven motor vehicles. This initiative plays an important part in meeting the ACT Government's target of 100% renewable energy by 2020.

### **Getting connected to ActewAGL's EV charging station network**

To get started, customers need to apply for their unique access card (RFID card) with ActewAGL to use the charging stations. Visit [actewagl.com.au/evchargers](https://actewagl.com.au/evchargers) to register. This RFID will enable access to all ActewAGL EV charging stations. For installation of EV charging infrastructure at your home or business, or to enquire about additional EV charging related services please contact the EV charging team at [actewagl.com.au/evchargers](https://actewagl.com.au/evchargers)



## ActewAGL Distribution – Useful web links

- For ActewAGL Network Connection/Disconnection/ Network Alterations Application Forms

<http://www.actewagl.com.au/Networks/Forms-applications-publications.aspx>

- For ActewAGL Electricity and Gas Network Prices 2016-17, and Network Charges Policy and FAQ

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

- For Electrical Safety Rules (The Blue Book)

<http://www.actewagl.com.au/Networks/Networks-for-industry/Network-rules/Blue-book.aspx>

- For Electrical Safety Rules (The Blue Book) and other training

<http://www.actewagl.com.au/Networks/Networks-for-industry/ActewAGL-training.aspx>

- For Industry consultation

<http://www.actewagl.com.au/Networks/Networks-for-industry/Industry-consultation.aspx>

We welcome any feedback, improvement suggestions and requests for additional information via

<http://www.actewagl.com.au/About-us/Contact-us/Website-feedback.aspx>

- For Consumer engagement program details

<http://www.actewagl.com.au/Networks/About-our-network/Initiatives/Consumer-engagement.aspx>

- For ActewAGL Service and Installation Rules

<http://www.actewagl.com.au/Networks/Networks-for-industry/Network-rules/Electricity-service-standards-and-guidelines.aspx>



# Regulatory Updates – Electricity network

## ActewAGL Annual Planning Report 2016

The Annual Planning Report (APR) is prepared to comply with the National Electricity Rules (NER) clause 5.12.2 Transmission Annual Planning Report (TAPR) and clause 5.13.2 and Schedule 5.8 Distribution Annual Planning Report (DAPR).

The purpose of this report is to inform Registered Participants, stakeholders and interested parties of the identified current and future network issues, and the committed and proposed solutions to these issues. It identifies potential opportunities for non-network solutions such as embedded generation and demand-side management.

The APR provides information about ActewAGL's assessment and planning of its transmission and distribution capacity and ActewAGL's plans for development of the transmission network to meet demand over the next ten years, and development of the distribution network to meet demand over the next five years.

This report also details how ActewAGL plans to meet predicted demand for electricity supplied through its transmission lines, zone substations and high voltage feeders and discusses the process to engage with non-network providers and customers to address network constraints and system limitations.

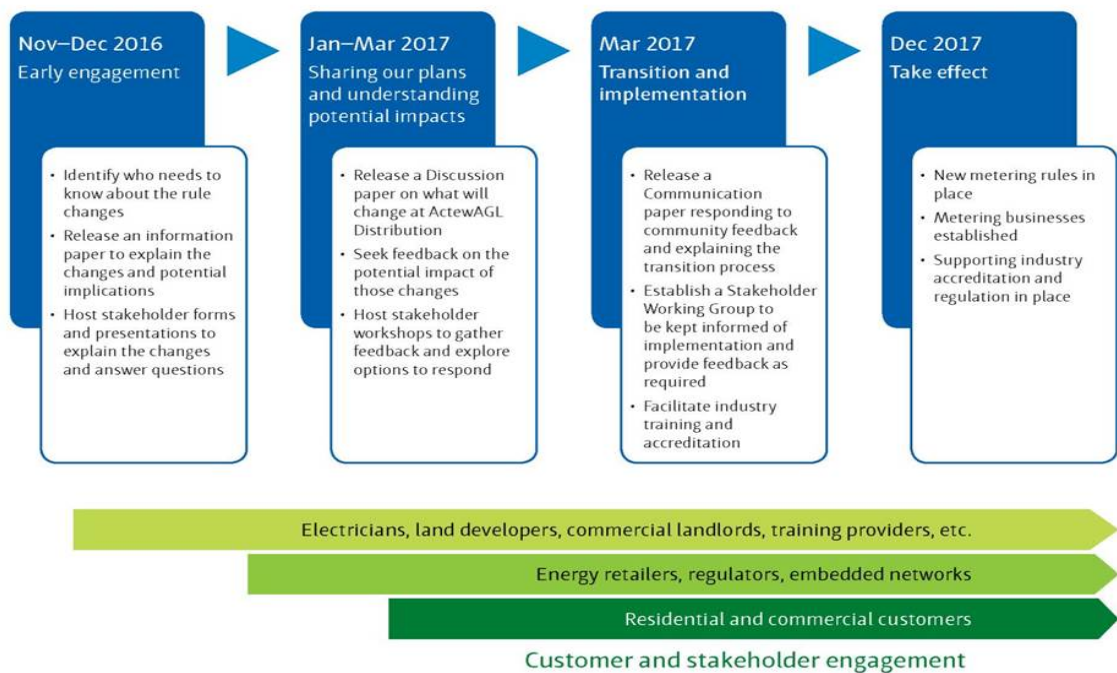
This APR report can be found under Electricity/General Section on our website at <http://www.actewagl.com.au/About-us/Publications.aspx>

## Power of Choice – Metering contestability

The Power of Choice team has begun industry consultations to examine the potential challenges created by the rule changes. The main areas we are focusing on from an industry perspective are those related to energisation, faults and emergencies, training and safety.

The outcomes we are seeking to achieve will result in more flexibility around who can energise premises and when this can take place. In order to accomplish this we will be continuing to consult with industry over the coming months. We are also working closely with the ACT Government to develop qualifications that will be recognised across jurisdictional boundaries and allow electricians to carry out this work in a safe manner. In addition to this we have also requested that the ACT Government coordinate local electricians and retailers to facilitate a close working relationship with respect to the provision of metering services in the future. We are aiming to have the requirements for training, accreditation and so forth rolled out by June 2017 ready for commencement of the new rules in December 2017.

The timeline below shows what we're aiming to achieve:

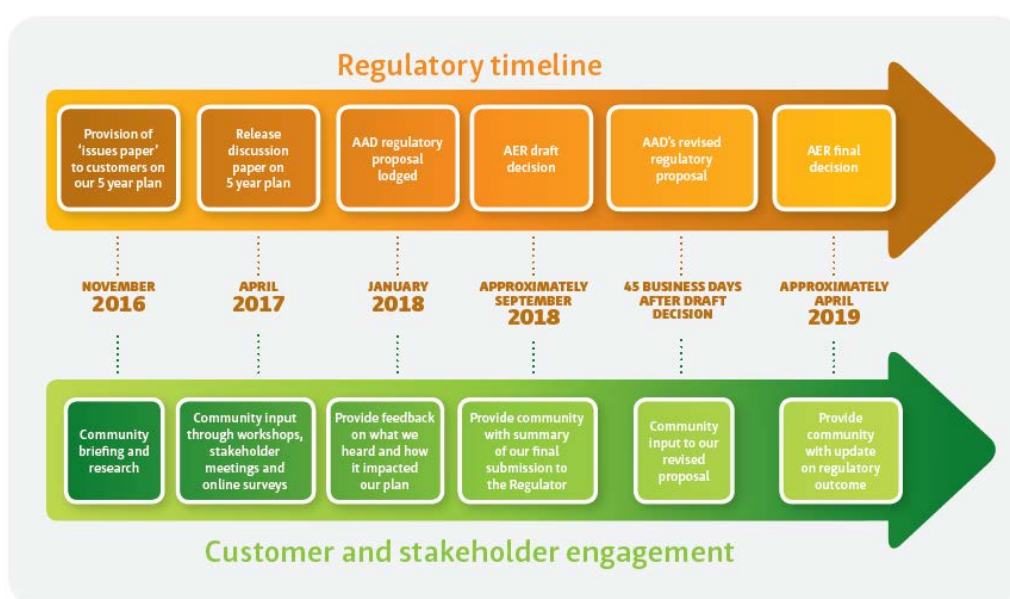


For any enquiries and feedback regarding the development of this regulatory change please email [powerofchoiceproject@actewagl.com.au](mailto:powerofchoiceproject@actewagl.com.au)

## Consumer engagement program – ActewAGL Distribution electricity network 2019-24 (five-year plan)

Every five years, ActewAGL Distribution is required to prepare a detailed plan explaining how we will operate and maintain the electricity network to meet the future demand of our customers. This five-year plan is submitted to the Australian Energy Regulator for review. We are currently preparing our plan for the 2019/20-2023/24 years. We are required to submit our proposed plan to the Regulator by 31 January 2018.

Over the next year our customers and other stakeholders, including the business sector, will have opportunities to understand our plans and provide input. The image below provides an overview of the regulatory review timeline and associated customer and stakeholder engagement.



As a first step to ensuring the decisions made on future services, costs and prices take into consideration our customers' preference, ActewAGL Distribution has released an Issues Paper. The [Issues Paper](http://www.actewagl.com.au/Networks/About-our-network/Initiatives/Consumer-engagement.aspx) can be found on our website at <http://www.actewagl.com.au/Networks/About-our-network/Initiatives/Consumer-engagement.aspx>. This Issues Paper provides information on the areas we expect to explore as we prepare our five-year plan, including our annual operating expenditure, capital investment plans, tariffs and ensuring safety, reliability and customer service. We welcome your feedback on these issues and other questions raised in the Issues Paper.

During 2017 we will be hosting community forums and workshops, including some targeting the business community. We will also release a Discussion Paper to provide information on the options being considered in the five-year plan and to seek customer feedback. Information on these activities will be posted on our [website](#). If you would like to register interest to participate in these activities please email [consumerfeedback@actewagl.com.au](mailto:consumerfeedback@actewagl.com.au)

For further information on the **Electricity Network 2019-24 five year plan** and associated customer engagement, please email [consumerfeedback@actewagl.com.au](mailto:consumerfeedback@actewagl.com.au).

# Regulatory Updates – Gas network

## Gas campaign 2017

ActewAGL Distribution is planning a campaign in early 2017 to promote installation of gas ducted heating and evaporative cooling in new homes. Various studies have shown that under the Canberra climate, evaporative cooling and gas ducted heating can be a superior cooling and heating option. Partnering with evaporative cooling manufacturers in ACT region, ActewAGL Distribution will offer an incentive in the form of a discounted or free evaporative cooling unit for home owners who install gas ducted heating. The details of the campaign are being confirmed and ActewAGL is seeking input from builders on the plan and any other suggestions to ensure maximum exposure. Comments and feedback are welcome and can be made via email to [William.Yeap@actewagl.com.au](mailto:William.Yeap@actewagl.com.au).

## Smart gas home

As part of its initiative to promote gas, ActewAGL Distribution is planning to build a smart gas home in 2017. The house will be installed with the latest high efficiency gas appliances, heating and cooling systems. The smart gas home will also be equipped with sophisticated metering and energy management systems that enable remote control, collection and communication of consumption data. The house will be occupied by a 'real household' and continual data collection will be used to understand the gas consumption pattern and assessment of gas appliance efficiency.

## Canberra news

On Sunday 27 November 2016, the Canberra Times published an article under the title *Canberra gas bills through the roof*. The article claimed that Canberra gas bills are the highest among other states and double the Queensland gas bills. It also claims that the primary reason for the high gas bills was due to lack of competition. The article is incorrect on both fronts. It is inaccurate to compare Canberra gas bills to those of other states – Canberra households use far more gas than most other areas in Australia because winters here are freezing unlike, for example, Queensland. It is also untrue that there is no competition in the ACT market. Just like the electricity market, the gas market has been open to competition for approximately 15 years (since 2000) and there are three gas retailers actively participating in the ACT. ActewAGL's CEO Michael Costello wrote to Canberra Times opposing these incorrect statements.

## Gas Service and Installations Rules

The review of ActewAGL Gas Service and Installations Rules (GS&I Rules) is entering its final phases. ActewAGL Distribution is requesting input from relevant stakeholders including industry bodies. The GS&I Rules are required under the Gas Service and Installation Rules Code published by UTR in 2013. The GS&I Rules cover installation of the gas networks metering installations. The current version can be found at <http://www.actewagl.com.au/Networks/Networks-for-industry/Network-rules/Natural-gas-network-service-standards-and-installation-guidelines.aspx>

Comments can be made via email on [GS&Irulescomments@actewagl.com.au](mailto:GS&Irulescomments@actewagl.com.au)

## ActewAGL Distribution key contact list

Name	Position	Phone	Mobile
Stephen Devlin	General Manager Energy Networks	6293 5850	0406 376 540
Alexandria Savage	Executive Project and Support Officer	6293 5724	0472 810 256
Ed Gaykema	Strategic Project Services Manager	6270 7608	0402 060 308
William Yeap	Gas Networks Branch Manager	6293 5721	0408 285 825
Dennis Stanley	Branch Manager Asset Strategy	6270 7667	0417 681 319
Doug Pankhurst	Strategic Planning Manager	6175 2438	0455 093 830
Peter Cunningham	Regulatory Compliance Manager	6293 5108	0477 356 835
Wahid Ibrahim	Asset Standards and Acceptance Manager	6293 5135	0420 525 236
Kosta Didimiotis	Asset Information and Systems Manager	6248 3015	0408 293 398
Glenn Pallesen	Branch Manager Customer Connections	6293 5715	0418 772 061
Mathew Wass	Network Connection Services Manager	6270 7690	0451 679 345
Kedar Vedanti	Industry Interface and Coordination Lead	6248 3582	0420 524 871
Alison Davis	Manager Energy Markets and Contact Centre	6270 7692	0455 088 687
Leylann Hinch	Branch Manager Asset and Network Performance	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	Manager Control	6293 5827	0406 377 732
Clinton McAlister	Branch Manager Works Delivery	6248 3420	0408 752 331
Santanu Chaudhuri	Manager Construction Works Delivery	6270 7478	0451 517 874
Mark Trainor	Operational Performance Manager	6293 5757	0401 075 111
Scott Seddon	Logistics/Contracts and Fleet Manager	6270 7450	0405 345 305
	<b>Key contacts</b>		
	<b>Network connection services</b>		
	Technical enquiries		6248 3555
	Metering and Basic Connection Enquiry		6293 5749
	<a href="mailto:Enworks@actewagl.com.au">Enworks@actewagl.com.au</a>		Email
	<b>Energy Networks and Contact centre</b>		
	Complaints – Electricity		6248 3555
	Complaints – Gas		1300 405 727
	Electricity faults and emergencies		13 10 93
	Natural gas faults and emergencies		13 19 09
	<a href="mailto:Nemnetwork@actewagl.com.au">Nemnetwork@actewagl.com.au</a>		Email
	General enquiries		6293 5749
	<b>Power of Choice project</b>		
	<a href="mailto:Powerofchoiceproject@actewagl.com.au">Powerofchoiceproject@actewagl.com.au</a>		Email