

BRIEFING TO INDUSTRY BODIES.

For distribution to members:

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ActewAGL

for you

Initiatives implemented April 2016 to June 2016

1. ActewAGL Distribution has **extended the opening hours** of its front counter at Greenway to 7.30am to 5.00pm weekdays. This provides more convenient access at the start and ends of the working day. Our phone queue (02 6293 5749) hours of operation will be changing to match the front counter effective 1 August 2016. From this date the phone queue will be open 7.30am to 5.00pm weekdays.
2. It is noted that the number of Special Connection Request applications for PV **Solar installation with battery storage** has significantly increased in recent days. To manage this significant increase ActewAGL Distribution has improved the internal processes and arranged additional resources as required. Also, noted that any customer with PV solar installation connected to the ActewAGL Network has an obligation to have **their inverter tested** every 5 years. ActewAGL recently commenced sending reminder letters to customers and as of June 2016 ActewAGL has issued over 7,000 letters, with around 9,000 letters to be issued in 2016/17.
3. **Documents release for Industry Consultation** – We have now established a dedicated area of the ActewAGL website where we will publish our technical & policy documents for industry consultation. We have recently published a policy document for industry consultations - “Requirements for Connection of Embedded Generators up to 5MW to the ActewAGL Distribution Network”. The comments/feedback is due by 30th June 2016. This document is still available at <http://www.actewagl.com.au/Networks/Networks-for-industry/Industry-consultation.aspx>
4. ActewAGL Distribution were unable make the annual pricing and schedule of charges application for the 2016/17 year to the AER because of the unusual circumstances caused by the AER legal challenge. Hence, we were unable to submit the **miscellaneous work set fees** proposal to AER as previously communicated to industry. However, as part of continuous improvement initiatives, we have reviewed, reduced the number of steps and improved the overall processes for customer initiated miscellaneous work applications. We are now able to provide quotations for below types of miscellaneous work within 4-5 business days.
 - Cable Testing such as spiking/cable testing
 - Testing of substation HV & LV Earthing or Soil Resistivity Testing
 - Termination of consumer mains
 - HV & LV overhead & underground network disconnection or isolations
 - HV & LV overhead & underground network supply disconnection & removal
 - Substation supervised access

5. ActewAGL Distribution has recommenced the **SMS appointment** confirmation messages for basic customer initiated work requests, including standard Greenfield and Brownfield sites, meter upgrades and solar installations on 20/06/2016. SMS messages are sent three business days in advance (table below) as a prompt to ensure the site and electrician are ready for the appointment

SMS Message sent on...	For appointments on...
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

Feedback from industry is welcome via phone (02 6293 5749) or email address netwserv@actewagl.com.au.

Initiatives ActewAGL Distribution Customer Connections is working to implement

Electronic forms for basic connections – ActewAGL Distribution is currently progressing the design of a web portal which will provide an option for customers to submit the Request for Service (RFS) and Special Connection Request (SCR) forms on-line. The on-line portal is currently in the last stages of testing and will become available to customers late June - early July 2016. Whilst this new portal will offer a much more convenient way to submit forms, ActewAGL Distribution will be going one further step towards the end of 2016 by going live with fully self-serviced on-line application where you can submit, make payment and track your on-line applications from end to end.

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 & Gas Network Prices 2016-17 & Network Charges Policy & 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 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>

Regulatory Updates

Electricity network

Power of Choice

In September 2012 the Australian Energy Market Commission (AEMC) published a draft report as a result of the Power of Choice (PoC) review. The report identified opportunities for consumers to make informed choices about their electricity use, utilising education, technology and incentives to facilitate choice. It also addressed the drivers required for network operators (such as ActewAGL Distribution) to improve market efficiency through changes to demand side participation (DSP). This report was supported by an implementation plan with clearly defined recommendations.

The nine main recommendations stemming from the plan are:

1. Building consumer awareness, education and engagement.
2. Engaging with consumers – provision of energy management services to residential and small business consumers.
3. Consumer information – access to electricity consumption data.
4. Enabling technology (i.e. metering and metering services).
5. DSP in wholesale electricity and ancillary services markets.
6. Efficient and flexible pricing options for consumers.
7. Distribution network incentives.
8. Distributed generation.
9. Energy efficiency measures and policies that seek to integrate with the National Electricity Market (NEM).

The report formed an integrated reform package to enable DSP in two ways:

- Providing consumers with the information and tools in order to take up demand side options; and
- Better range of incentives to highlight DSP options, enabling the market to support customer choice as a result of reduced transaction costs and information barriers.

These recommendations will allow consumers to better manage their electricity use through more informed decision making on demand side products and services, ultimately giving consumers a greater ability to control their electricity bills. For network operators such as ActewAGL Distribution, the recommendations will also enable more flexible demand to reduce Capital and Operational expenditure. In the long term, all consumers will benefit through a greater range of network tariff options (to better suit the consumer's load profile/usage patterns) and reduced prices.

In order to realise the benefits of a fully functioning DSP, effective communication and education strategies will need to be developed to motivate consumers to take up the new services and products offered by the market. ActewAGL Distribution will

continue to engage with consumer and industry groups in order to ensure desired outcomes will be achieved. These consumer benefits can be achieved through:

- enhanced consumer access to consumption data and information about their electricity use;
- formal consultation when setting network tariffs;
- incentives for network operators to include DSP in network planning and investing; and
- enabling technology such as smart meters to provide additional functions for DSP products

ActewAGL Distribution Gas network

Gas Service and Installations Rules

ActewAGL Gas Service and Installations Rules (GS&I Rules) are being revised. After 18 months of implementation ActewAGL Distribution is in the process of updating the GS & I Rules and 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 Please note that the document revision work has commenced on the GS&I rules revision. No comments have been received from industry members to date.

Gas Network Access Arrangement

Final determination from the Australian Energy Regulator (AER) was received on 26th April 2016. Positive outcomes are the new tariff structure and Reference Service Agreement has been approved by the AER which allows for boundary metering for gas into high rise buildings.

This will facilitate availability of gas into high rise where under the Boundary Code and GS&I Rules Code individual metering is no longer allowed in each unit and was determined the prohibitive by developers. Industry will be updated when the final determination is released. The AER also accepted ActewAGL Distribution's Operational expenditure and most of the capital expenditure except has pushed back Molonglo (Denman Prospect) to beyond 2021.

Retail Market Procedures & Market Harmonisation

ActewAGL Distribution and retailers operating in the ACT have implemented a harmonised market system managed by the Australian Energy Market Operator (AEMO) this includes changes to the customer interface.

All meter reading transactions for connections, disconnections, reconnections and outages were impacted and customer processes now go via the AEMO hub either from the retailer or the distributor or visa versa. This change took place commencing 2 May 2016. Most customers should not see any difference but the portal interface for developers gives a greater level of information on the status of their applications.

ActewAGL Distribution key contact list

Please find attached a key contact list for AAD.

Name	Position	Phone Number	Mobile Number
Stephen Devlin	General Manager Energy Networks	6293 5850	0406 376 540
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Doug Pankhurst	Strategic Planning Manager	6175 2438	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
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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	Greenfields/Scheduling & Reactive Manager	6270 7478	0451 517 874
Scott Seddon	Logistics/Contracts & Fleet Manager	6270 7450	0405 345 305