

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

June 2017

Contact

Kedar Vedanti

Industry Interface & Coordination Lead, Customer Connections

ActewAGL Distribution

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www.actewagl.com.au

ActewAGL

for you

General Communication

Opening Hours

The ActewAGL Distribution Greenway Depot, located on the corner of Anketell and Oakden Street Greenway, is open week days 7.30am to 5.00pm to provide you with more convenient access at the start and end of the working day. The contact number is 02 6293 5749.

ActewAGL Distribution Schedule of Electricity Network Charges

The ActewAGL Distribution Schedule of Electricity Network Charges for 2017-18 is now available on our website [here](#). The updated prices come into effect on 1 July 2017. The Schedule provides prices and rules for the provision of metering equipment and miscellaneous services charges. For example, for temporary connections and three phase service upgrades.

Invitation to ActewAGL Distribution Customer Workshops

ActewAGL Distribution will be holding customer workshops to discuss the Energy Network Regulatory Submission 2019-2024. These workshops are open to personnel in the construction and energy industry and we ask you to please promote and pass this information on to your members.

The customer workshops are:

Small business and commercial customer workshop

Tuesday 18 July 2017; 4.30 – 6.30pm

Canberra Business Chamber, 220 Northbourne Avenue, Braddon

Residential customer workshop (Northside and during school/business hours)

Wednesday 19 July 2017; 12 – 2pm

Jim Service Room, ActewAGL House

Residential customer workshop (Southside and out-of-hours)

Wednesday 19 July 2017; 5.30- 7.30pm

Greenway Central Conference Room

HV customer and 'key account' workshop

Tuesday 25 July; 10 – 12 noon – followed by lunch

Greenway Central Conference Room

For confirming your attendance or further information please send an email to consumerfeedback@actewagl.com.au

Power of Choice Updates

ActewAGL Distribution is continuing to make progress on business and system changes to accommodate the Power of Choice reform package due to go live on 1 December 2017. After receiving feedback from industry, a revised Electricity Service and Installation Rules document is in the final stages of drafting and will be submitted to the Utilities Technical Regulator in July 2017. The revised rules will be distributed to industry as soon as possible upon receiving Regulator's approval.

Retailer consultation has also taken place on a range of changes to those processes relating to new connections, faults and emergencies, and alterations to existing connections. Several areas that require further work have been identified in these discussions and a face to face workshop which was held on 7 June. Further consultation is being planned over the coming months and relevant industry bodies will be notified.

Industry update – Gas Network

The Great Gas Housewarming campaign 2017

ActewAGL Distribution's Great Gas Housewarming campaign commenced in April and runs until 31 August 2017. It offers customers up to an \$800 in EFTPOS gift card when they install or upgrade natural gas heating or hot water appliances. The campaign is being advertised on radio, direct mail, digital advertising and through a network of 24 appliance retailers. The Great Gas Housewarming campaign complements the Energy Efficiency Improvement Scheme campaign run by ACT Government. Further information on the campaign is available at: www.actewagl.com.au/gasrewards

New Homes campaign

ActewAGL Distribution is rolling out a New Homes Gas campaign to promote installation of combined gas ducted heating and evaporative cooling in new homes in the ACT, Queanbeyan, Bungendore and Nowra. Various studies have shown that in the Canberra climate, evaporative cooling and gas ducted heating can be a superior cooling and heating option. Partnering with evaporative cooling manufacturers, Seeley and Rinnai, ActewAGL Distribution will offer a free high quality evaporative cooling unit for home owners who install 5 or 6 stars gas ducted heating in our gas networks. Please refer your dealers or installation contractors for further details about this offer. A Builder's Information Pack and Customer Brochure detailing this offer will be available in the coming months. Comments and feedback are welcome via email to GasNetworks@actewagl.com.au

Ginninderry West Belconnen Development

ActewAGL Distribution continues to oppose the plan by Riverview Project for development at Ginninderry West Belconnen to be a 'gas free' development. ActewAGL Distribution considers that the no-gas option fails to provide consumers

with their choice of preferred energy solution. Gas is essential to our economy and modern lifestyles; ActewAGL Distribution strongly believes that gas will continue to contribute significantly as part of a cleaner energy future.

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 2017-18 & 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 Electrical Safety Rules (The Blue Book) & Other Trainings -

<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>

ActewAGL Distribution key contact list

Name	Position	Phone Number	Mobile Number
Stephen Devlin	General Manager Energy Networks	6293 5850	0406 376 540
Margareta Sugianto	Executive Project and Support Officer	6293 5724	
Ed Gaykema	Strategic Project Services Manager	6270 7608	0402 060 308
Tracey McRoberts	Manager Business Solutions	6248 3029	0421 654 165
William Yeap	Gas Networks Branch Manager		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 & Acceptance Manager	6293 5135	0420 525 236
Kosta Didimiotis	Asset Information & 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 & Coordination Lead	6248 3582	0420 524 871
Alison Davis	Manager Energy Markets & Contact Centre	6270 7692	0455 088 687
Leylann Hinch	Branch Manager Asset & 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 5875	0401 075 111
Scott Seddon	Logistics/Contracts & Fleet Manager	6270 7450	0405 345 305
Joanne Fisher	Business Transformation Manager	6248 3314	0467 765 407
	Key Contacts		
	Network Connection Services		
	Technical enquiries		6248 3555
	Enworks@actewagl.com.au		Email
	Energy Networks & Contact Centre		
	Complaints - Electricity		6248 3555
	Complaints - Gas		1300 405 727
	Electricity faults & emergencies		13 10 93
	Natural gas faults & emergencies		13 19 09
	Nemnetwork@actewagl.com.au		Email
	General Enquiries		6293 5749