

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

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

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**Contact**

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**ActewAGL**

*for you*

## ActewAGL Distribution (AAD) Continuous Improvement Initiatives

### 1. Updates on the Continuous Improvement Initiatives mentioned in previous briefing/s

- An overall review of RFS & RSM process/ workflow, improvements currently under progress. The relevant team members within the Customer Connection and Works Delivery meet weekly to talk through administration of RFS/RSM process issues around the submission of Request for Service (RFS)/ Special Customer Request (SCR) forms and scheduling of appointments. The goal is to improve any internal pain points that affect either our business or external parties. Any procedural or process changes to come out of these meetings are conveyed to all relevant areas of AAD to ensure information provided to customers is consistent and transparent at all times.
- SMS appointment confirmation trial - AAD is continuing to work through trial outcomes prior to making final decisions regarding a permanent solution. Feedback about the trial is still welcome via [DistributionEnquiries@actewagl.com.au](mailto:DistributionEnquiries@actewagl.com.au) or calls to 02 6293 5749.
- A set fee structure for miscellaneous work is now under internal approval stage, this will be submitted to AER for the final approval. We are currently planning to implement this in July 2016. As mentioned previously 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 this will provide certainty of costs and we will be able to provide quotations for these types of works within 4-5 business days (currently 10-15 business days).

### 2. Greenway Depot Customer Service Hours—

ActewAGL Distribution has extended the opening hours of its front counter to 7:30am to 5:00pm weekdays. This has been done to provide more convenient access at the start and ends of the working day.

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

- For ActewAGL Network Connection/Disconnection/ Network Alterations Application Forms –  
<http://www.actewagl.com.au/Networks/Forms-applications-publications.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**

### **AEMC Determination**

The Australian Energy Market Commission (AEMC) has made a final rule determination and final rules in relation to a rule change request from the COAG Energy Council. The final rules make it easier for customers or their authorised representatives to get their electricity consumption data from their retailer or distributor in an easy-to-understand, timely and affordable manner.

The AEMC has made changes to the National Electricity Rules (NER) and National Electricity retail Rules (NERR) that:

- allow customers to obtain their electricity consumption data from their distributor in addition to their retailer;
- allow parties authorised by customers to also obtain their customers' electricity consumption data from retailers and distributors; and
- require retailers and distributors to comply with minimum requirements relating to the format, time frames and costs when a customer, or a party authorised by that customer, requests their electricity consumption data.

The new rules will make it easier for customers to get their electricity consumption data to help customers to better understand their current electricity use and make more informed decisions about new products and services.

Customers and their authorised representatives have been able to request electricity consumption data from retailers and DNSPs since 1 December 2014 however the minimum requirements relating to the provision of metering data, such as format, time frame and the number of free requests, takes effect on 1 March 2016.

## **ActewAGL Tariff Structure Statement 2015**

On 27 November 2015 we received ActewAGL's Tariff Structure Statement proposal for the period 1 July 2017 to 30 June 2019.

The Australian Energy Markets Commission made a series of changes to the pricing rules in November 2014. These originated in recommendations from their earlier Power of Choice review that were then actioned into rule change proposals from governments. Broadly, these new rules aim to achieve three objectives:

- Better signals of the cost drivers of distribution networks.
- The explicit consideration of the impact of changing tariffs, as part of a stakeholder dialogue based approach to their design and implementation.
- Transparency and greater certainty as to the tariff strategies that will be employed during a regulatory period.

The AER is required under these new rules to review how distributors complied with the new pricing rules in deciding whether to approve the proposed Tariff Structure Statement.

### **Invitation for submissions**

AER released an issues paper on 11 March 2016 covering key issues and themes arising from ActewAGL's proposal. Submissions remain open until **28 April 2016**.

### **Stakeholder forum**

On 6 April 2016, the AER will host a public forum on ActewAGL's tariff structure statement proposal. The forum will be held at Human Rights Commission - Level 3, 175 Pitt Street, Sydney from 10am to approximately 2pm; an agenda will be released shortly.

Interested parties who wish to attend this forum should register by **COB 1 April 2016** by emailing [acttss2016@aer.gov.au](mailto:acttss2016@aer.gov.au) with 'Tariff Structure Statement (TSS) stakeholders forum' in the subject line. When registering, please include your full name and contact details.

Website - <http://www.aer.gov.au/node/42368> -

## **AAD 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 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](mailto:GS&Irulescomments@actewagl.com.au)

### **Gas Network Access Arrangement**

Final determination from the Australian Energy Regulator (AER) is due on 26th April 2016. Positive outcomes so far is the new tariff structure has been provisionally accepted 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 cost prohibitive by developers. Industry will be updated when the final determination is released.

### **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 (including 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	0406 376 540
Nicole Milne	EA to GM Energy Networks	6293 5713	0450 961 509
Ed Gaykema	Gas Networks Manager	6270 7608	0402 060 308
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
Rohan Jones	Energy Markets Manager	6293 5876	0400 217 700
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