

# 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

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## Contact

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**ActewAGL**

*for you*

## **ActewAGL Distribution – General Communication**

### **Opening hours**

Greenway Depot, located on the corner of Anketell and Oakden Streets, Greenway (ph: 02 6293 5749) is open weekdays from 7.30am to 5.00pm.

### **Updates on industry issue – Basic connections**

ActewAGL Distribution (AAD) has been working to develop and improve our online capabilities. Stage one of this program includes forms now available on our website including request for service marking (RSM), request for service (RFS), special connection request (SCR) and supply abolishment forms. These forms can be submitted online [here](#). On submission of these forms a receipt number is provided; similarly all payments made over the phone or in person at the Greenway Depot are confirmed with a receipt number.

Stage two of this program involves development of a portal to provide customer access to their personal electricity supply data. This portal is expected to be available before 30 June 2017 and will be accessible from mobile devices or our website. Stage three is expected to provide access to manage connection applications and associated interactions with AAD.

This program requires considerable development effort and as such stage three does not have a release date. Updates will be provided in AAD's quarterly industry newsletter.

A presentation on the Basic Connections process is being provided at the next Power of Choice Industry Forum. Details are provided later in this Newsletter.

AAD is always happy to receive feedback and suggestions regarding process improvements. Feedback can be sent to [networkservicing@actewagl.com.au](mailto:networkservicing@actewagl.com.au) or lodged over the phone Monday to Friday from 7:30am to 5:00pm on (02) 6293 5749.

### **Temporary supply connections reminder**

A reminder when establishing temporary supplies for building sites including; builders' poles, cranes and demountable buildings, an electricity account must be established with a Retailer. AAD will install the physical connection infrastructure however cannot energise the connection until a retail account is in place. This is the same process as a permanent connection. A full list of retailers servicing the ACT is available at [www.aer.gov.au](http://www.aer.gov.au)

### **Consumer mains installation and terminations**

The termination of large consumer mains cables at substations can present manual handling issues to ActewAGL personnel and electrical contracting staff. Consumer mains cables are terminated onto ActewAGL's equipment by installing the cable through a 90 degree bend upwards to terminate onto the switchgear. The flexibility of the consumer mains cable reduces as the cable size increases. Below table specifies the cable type and size that shall be used by the installer when connecting to the ActewAGL distribution network.

**TABLE: CONSUMER MAINS TYPES FOR CONNECTION TO THE ACTEWAGL DISTRIBUTION NETWORK**

Cable Size	Cable Type	
Up to 70mm <sup>2</sup>	Hard Drawn	At Installers Discretion
	Soft Drawn	
	Flexible	
Up to 300mm <sup>2</sup>	Soft Drawn	At Installers Discretion
	Flexible	
Greater than 300mm <sup>2</sup>	Flexible	Mandatory

**Generator Connection Agreement template**

A revised version of the Generator Connection Agreement (GCA) template was available for industry consultation from 27 Jan to 10 Mar 2017. Thank you to all who have provided comments and feedback.

The finalised Generator Connection Agreement (GCA) template is available [here](#) on the ActewAGL website under the Embedded Generation section.

**Invitation to next Power of Choice Industry Forum**

ActewAGL Distribution will be holding Industry Forums to discuss changes to our Service and Installation Rules required as part of the Power of Choice reforms to the National Electricity Rules. These forums are open to all members of the construction and energy industry and we ask you to please pass this information on to your members and promote the forums where possible.

The forums are being held as follows:

<p><b>Tues 28 March 2017 5.00 – 7.00pm</b>            Canberra Business Chamber            216 Northbourne Avenue, Braddon            Parking at rear of building via boom-gate access from Northbourne Ave</p>	<p><b>Wed 29 March 2017, 4.30 – 6.30pm</b>            ActewAGL Greenway Depot,            Cnr Anketell &amp; Oakden Sts, Greenway            Parking available on site</p>
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These industry forums present an important opportunity for members of the construction and energy industry to learn more about the potential impacts of these changes, ask questions and provide industry feedback.

For further information please contact [powerofchoice@actewagl.com.au](mailto:powerofchoice@actewagl.com.au)

Please note that the Draft of Service and Installation Rules will be available on the ActewAGL website for industry consultation by Tuesday morning prior to industry forums.

## 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 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>

# Regulatory Updates – Gas network

## Gas Vision 2050

Gas 2050 Vision was developed by Australia's peak gas industry bodies and demonstrates how gas can continue to provide Australians and Australian industry with reliable and affordable energy in a low carbon energy future. The Vision was presented to The Minister for the Environment and Energy, Josh Frydenberg, and the Minister for Resources and Northern Australia, Matt Canavan, on 23 March 2017.

In relation to the Vision, Energy Networks Australia Gas Committee Chairman Ben Wilson said Australia's gas supply and infrastructure should be a national advantage as our energy mix continues to evolve. "The gas supply chain is working constructively with the Government to provide the energy security Australia needs today. We also recognise the need to plan for the longer-term," Mr Wilson said.

The Vision outlines three transformational technologies – biogas, hydrogen, and carbon capture and storage – that could provide new zero-emission and low emission fuels to deliver energy to Australian homes, businesses and vehicles using the existing distribution network. All these technologies are commercially available and ActewAGL Distribution is trialling the hydrogen and biogas work in ACT in near future. You can obtain a copy of the Vision at

<http://gasenergyaustralia.asn.au/download/natural-gas-networks-vision-to-2050>

## Ginninderry West Belconnen Development

Riverview Development has recently announced its Stage 1 development at Ginninderry West Belconnen, which involves 350 dwellings, as a 'gas free' development. Riverview propose that natural gas supply will remain an option for the future commercial hub, schools and later development stages in Ginninderry. ActewAGL Distribution considers that the no-gas option fails to provide consumers with the choice of energy and is therefore not supportive of the proposal. Gas is essential to our economy and modern lifestyles, and will continue to contribute significantly as Australia makes the transformation to a cleaner energy future. Additionally, it is important that consumers are given the option for their preferred energy solution where gas is available.

## The Great Gas Housewarming campaign 2017

ActewAGL Distribution's Great Gas Housewarming campaign will commence in April 2017. The campaign provides consumers in ACT and surrounding areas with a gift card when they purchase a new or replacement gas ducted heating, new space heater or a new gas hot water system. The campaign will run between April and September 2017. The Great Gas Housewarming Campaign will complement the Energy Efficiency Improvement Scheme campaign ran by ACT Government. Further information on the campaign will be available on ActewAGL's website in April.

## **New Homes campaign**

ActewAGL Distribution is rolling out a New Homes Gas campaign in May 2017 to promote installation of combined gas ducted heating and evaporative cooling in new homes. 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, 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 ACT, Queanbeyan and Bungendore network. Details of the campaign will be communicated to builders and developers during the coming months. Comments and feedback are welcome and can be made via email to [GasNetworks@actewagl.com.au](mailto:GasNetworks@actewagl.com.au).

## 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
	<b>Key Contacts</b>		
	<b>Network Connection Services</b>		
	Technical enquiries		6248 3555
	<a href="mailto:Enworks@actewagl.com.au">Enworks@actewagl.com.au</a>		Email
	<b>Energy Networks &amp; Contact Centre</b>		
	Complaints - Electricity		6248 3555
	Complaints - Gas		1300 405 727
	Electricity faults & emergencies		13 10 93
	Natural gas faults & emergencies		13 19 09
	<a href="mailto:Nemnetwork@actewagl.com.au">Nemnetwork@actewagl.com.au</a>		Email
	General Enquiries		6293 5749