



Jemena Electricity Networks (Vic) Ltd

Greenfields Negotiated Electricity Connection Customer Service Standard Reporting

January to June 2024



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1. Background

1.1 Greenfields Negotiated Electricity Connection Customer Service Standard

In March 2021, the Essential Services Commission (ESC) released its final decision on Timely Electricity Connections¹. Jemena Electricity Networks (Vic) Ltd (JEN), as a distribution business, must report on our performance against the “Greenfields Negotiated Electricity Connection Customer Service Standard” (**GNECCSS**) to the ESC under condition 23.2 of their electricity distribution licence. On 27 March 2023, the ESC made a final decision directing distribution businesses to report on revised Greenfields Negotiated Electricity Connection Customer Service Standards².

Under clause 24.2.2 of the Electricity Distribution Code of Practice, distribution businesses must report to the commission on their performance against the standards every six months for the regulatory period 1 April 2023 to 31 March 2026. Reporting to the ESC is required every six months as follows:

- for the period 1 January to 30 June, reporting by 31 August of that year
- for the period 1 July to 31 December, reporting by 28 February of the following year.

In December 2023, the Victorian Government made a Ministerial Order³ that:

- Specified target timeframes that the Victorian distribution businesses must comply with for connecting the supply of electricity to new real estate developments under negotiated connection contracts; and
- Required the Victorian distribution businesses to report to the Commission on their performances in meeting the targets set out in the Ministerial Order.

On 25 July 2024, the ESC released an amended decision for JEN to report on the standards, to align with the timeframes specified in the Ministerial Orders made by the Victorian Government in December 2023.

Under the amended direction, the report must include:

- copy of minutes of JEN’s regular meetings with its developer partners
- performance against the measures included in JEN’s customer service standard
- the reason why any performance measures were not achieved (where appropriate)
- what actions have been or are being taken to rectify any issues

The ESC intends to publish the performance of distribution businesses against their customer service standards through their Victorian Energy Market Report and updates. This report is an indication of how JEN is performing in the GNECCSS space and our ongoing commitment to meeting our customer’s expectations.

¹ Essential Services Commission 2021, Timely negotiated electricity connections: Final decision, 16 March 2021, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Timely%20negotiated%20electricity%20connections%20final%20decision%2020210219.pdf>

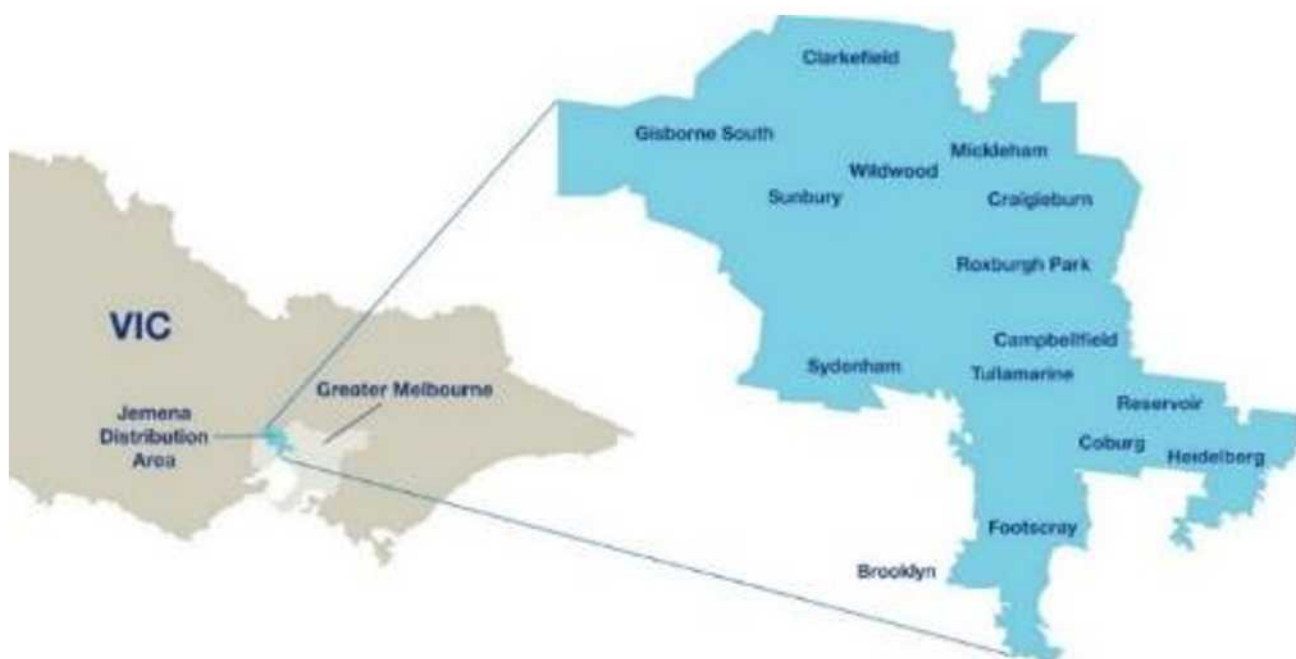
² Essential Services Commission 2023, Resetting the Greenfields Negotiated Electricity Connection Customer Service Standards: Final Decision, 27 March 2023, <https://www.esc.vic.gov.au/sites/default/files/documents/FDP%20-%20Resetting%20the%20greenfields%20underground%20negotiated%20electricity%20connection%20customer%2020230327.pdf>

³ Victorian Government Gazette No.S70021, December 2023, <https://www.gazette.vic.gov.au/gazette/Gazettes2023/GG2023S700.pdf>

1.2 About Jemena Electricity Networks

JEN is the licensed electricity distributor providing electricity distribution services in the north west of Melbourne's greater metropolitan area in Victoria. JEN's network service area—shown in below in Figure 1 below—covers 950 square kilometres. The network service area ranges from Couangalt, Clarkefield and Mickleham in the north to Williamstown and Footscray in the south and Hillside, Sydenham and Brooklyn in the west to Yallambie and Heidelberg in the east. Jemena serves a wide range of industrial, commercial and residential customers including Melbourne Airport in Tullamarine.

Figure 1 – JEN's network service area



2. Performance Reporting

2.1 Performance Metrics

From 1 January 2024, some of the JEN performance metrics have changed to align to the [Victorian Government Gazette No.S70021 December 2023](#). Below is a table of JEN metrics and definitions of how it is measured.

Specified connection stage	Maximum Target timeframe	Reporting Obligation	Calculation of target timeframes applying to specified connection stages
Offer issued	All customer negotiated connection offers to be issued within an average of 65 business days	GNECCSS	Average number of business days from and excluding the date Jemena receives from the connection applicant a complete application including a paid application fee, until and including the date JEN issues the offer to the customer (deducting any business days the customer request was on 'HOLD' awaiting customer input or information').
Masterplan review	All Masterplan design reviews to be completed within an average of 15 business days	Ministerial Order	Average number of business days from and excluding the date Jemena receives from the connection applicant a draft design for review with all the information required for a relevant connection until and including the date that review is completed by Jemena, whether or not Jemena approves that design.
Stage Design review	All Stage Design reviews to be completed within an average of 15 business days	Ministerial Order	Average number of business days from and excluding the date Jemena receives from the connection applicant a draft design for review with all the information required for a relevant connection until and including the date that review is completed by Jemena, whether or not Jemena approves that design.

Specified connection stage	Maximum Target timeframe	Reporting Obligation	Calculation of target timeframes applying to specified connection stages
Pre-commissioning audit	All pre-commissioning audits to be completed within an average of 10 business days	Ministerial Order	Average number of business days from and excluding the date Jemena receives a request from the connection applicant for a pre-commissioning audit with all information required for a relevant connection until and including the date that Jemena has engaged a suitably qualified auditing contractor to undertake that pre-commissioning audit, whether or not Jemena approves that audit.
Consent to statement of compliance	All SoC requests to be completed within an average of 10 business days	GNECCSS	Average number of business days from and excluding the date Jemena receives from the connection applicant a request for SoC with all the information required for a relevant application until and including the date that review is completed by Jemena, whether or not Jemena approves the issuance of the SoC.
Time taken to Tie-in	All Tie-in requests to be completed within an average of 40 business days	GNECCSS	Average number of business days from and excluding the date Jemena receives from the connection applicant an OA in the JEN 'SOM Planner' system, with all the information required for a relevant application until and including the date the 'Tie-in' is completed, whether or not Jemena approves the Tie-in application.

2.2 Performance Outcomes

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jan –Jun 2024 Actual (Average Business Days)	Performance Summary and Key Insights and Indicators	What we are doing to improve.
Offer issued (average business days to issue offer)	40 days	65 days	45 Days (within range)	JEN has continued to experience a consistent increase in the number of connection applications from January to June 2024, a continuation of what was being experienced in the previous reporting period. With new methods of monitoring this metric, JEN has had success in bringing this result down to within maximum target, despite the challenge of the increase in the volume of connection applications.	JEN is keeping customer communication in focus in conjunction with internal performance metrics to continue aligning offer timeframe targets and results.
Masterplan review (average business days taken to review)	15 days		5 days (target met)	JEN completed 5 masterplan reviews during this reporting period and successfully maintained the masterplan review average time to review.	JEN has adapted to the Victorian Government Gazette measurement rules and met the target timeframe. JEN will continue to monitor the potential for improving the way it tracks this metric to ensure we continue to meet the target timeframe.
Design review (average business days taken to review)	15 days		9 days (target met)	JEN completed 55 design reviews during this reporting period. JEN has put greater focus on the design review timeframes this reporting period, having implemented improved internal collaboration and processes.	While the results have been well within target, JEN has seen a broad spectrum of design quality. The lower end of this spectrum is creating more reviews, resulting in a challenge for developers. JEN is looking into formulating a more collaborative space with its accredited designers to align expectations in drafting standards.

Performance Measure	Target (Average Business Days)	Maximum Target (Average Business Days)	Jan –Jun 2024 Actual (Average Business Days)	Performance Summary and Key Insights and Indicators	What we are doing to improve.
Pre-commissioning audit (average business days to complete audit)	10 days		0 days (target met)	JEN has implemented a process change to proactively appoint an auditor for the pre-commissioning audit, at the Authority to Commence Construction (ACC) stage of the process. This has removed the need for customers to submit an application to JEN for this, hence JEN has received 0 applications during this reporting period.	With this process change, this has allowed JEN to shift its focus to other aspects of quality in Network Audits. With the intent to improve customer engagement, JEN is looking at including further support in education of JEN/industry standards to align expectations with its stakeholders.
Consent to statement of compliance (average business days to release statement)	5 days	10 days	4 days (target met)	JEN continues to maintain its performance against the target to issue SOC to our customers.	JEN is continuing to explore opportunities to streamline the internal SOC release process, with generating numerous pre-reviewed SOC templates, to reduce manual efforts and enhance efficiency.
Time taken to tie-in (average business days of time taken between passed audit and tie-in date)	30 days	40 days	33 days (within range)	JEN has achieved the Tie-In timeframes for our customers. JEN requires a minimum 25 days prior to the requested Tie-in date, in order to maintain compliance with outage notification requirements. Any additional timeframe is impacted by the validation and any required amendments of the customer applications, prior to approval.	JEN is continuing to explore further opportunities to develop process improvements with our customers, aimed at reducing the number of applications requiring amendment.

3. Ongoing Customer Engagement & Consultation

3.1 Customer Engagements

Ongoing Developer Engagement

- In line with our commitments, JEN confirms it has maintained its ongoing one to one consultation commitments with its key development partners during this reporting period.
- JEN's approach to customer consultation is customised to meet our individual customer's needs and aligned to their development plans.
- Dedicated project managers continue to work hand in hand with our customers to meet their needs.
- JEN is developing an engagement plan to work with industry bodies and with Greenfield Developers to provide support on new initiatives and policies where possible.
- JEN recognises the importance of other market participants, and will seek to engage with them on a regular basis, including in JEN's Customer Council, where relevant. JEN notes that Urban Development Institute of Australia (UDIA) has now been included in JEN's Customer Council meetings as a key stakeholder, as we recognise UDIA played a significant role in the implementation of the GNECCSS.
- Following stakeholder engagement during this reporting period, feedback has been provided to JEN to consider holding its collaborative forums more frequently in an effort to lessen the frequency of its one on one consultations. JEN is open to catering to this, with a hybrid approach to continue to provide one on one engagement with our stakeholders who still prefer this approach.

Annual Reputation Survey

- JEN undertakes an annual reputation survey that includes developers as part of the cohort list. The feedback received from our stakeholders, including developers, helps highlight areas for continuous improvements and provides invaluable feedback on the customer experience.
- JEN's next annual reputation survey will be conducted in August and September 2024 and the feedback obtained will form the basis of our engagement strategy for the remainder of 2024 and into 2025.

3.2 Improvement Initiatives

As noted above, JEN has a continuous improvement commitment to deliver improvements to the customer experience. In addition to the improvements noted, Table 1 below outlines additional improvement initiatives that JEN is either currently undertaking or planning to undertake.

Table 1 – Additional improvement initiatives

Ongoing Improvement Commitments	Descriptions
Customer Improvements	CX Uplift Project – Phase two (Transform) has commenced and is currently in its UX/ Detailed design phase. The Transform Phase is split into two Phases with the expected replacement of the existing JEN Electricity Distribution Portal by 2025, subject to business case sign off.