

ESC Residential Connections Service Improvement Commitment 2019 Performance report

03.03.20



Executive summary

Over the course of 2018/19 we've committed significant resources (people, time and investment) to deliver on the ESC Service Improvement commitments.

Drawing a line under 2019 and only reporting only projects that are current in 2020 gives us a much better picture of the impacts of the changes

This report outlines summarises our performance against targets at 5 key stages of the development and connection process






1. Master plan review
2. Design review
3. Construction audit
4. Practical completion
5. Construction tie in

We've also included additional performance information relating to design and audit quality

Key performance metrics

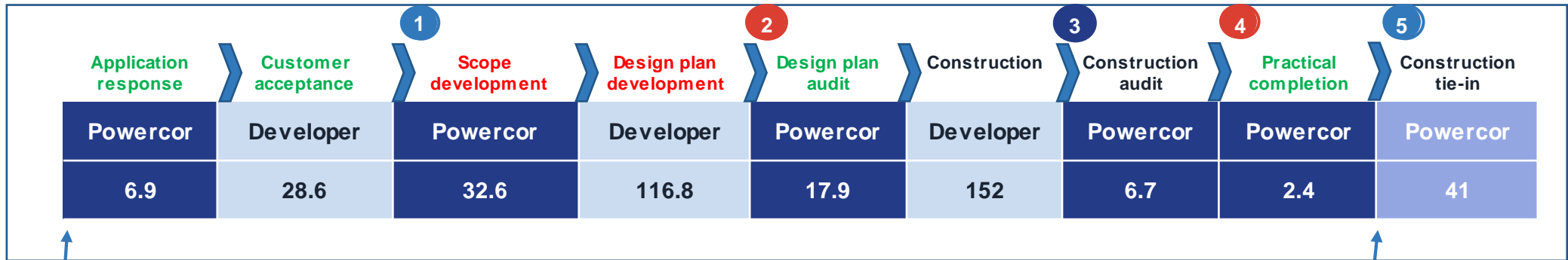
1Q2020

Powercor has committed to improving in 5 key stages of the connection process

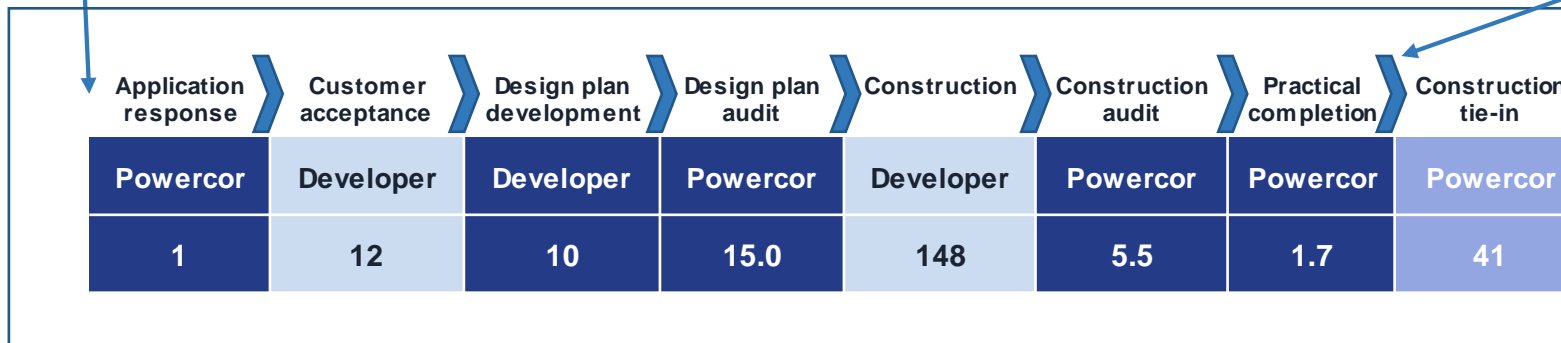
Stage	Target	2020 Performance ¹
 1 Master plan review	Replace staged scopes with a revised and contestable Master Planning process – this will remove network scoping from the critical path	New process 11 days
 2 Design review	Target completion of design plan audits and re-audits within 20 business days	15.0 days
 3 Construction audit	Complete construction audit (from request to final report) within 5 to 8 business days	5.5days
 4 Practical completion	Grant practical completion in less than 10 business days from request	1.7 days
 5 Construction 'tie-in'	Meet customer dates and implement new process to offer the option of a 20-business day construction tie in (Completed)	20 business day tie-in implemented

Key changes in the process now visible in the timeline

Old 2019 Through it took an average of ~364 business days from Application to SOC¹ (82 spent days with Powercor)



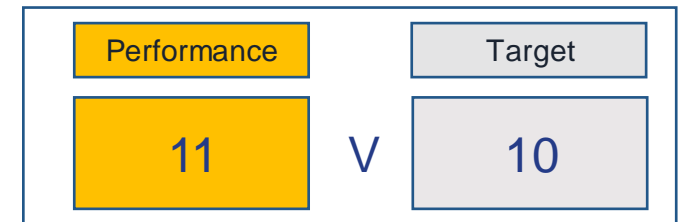
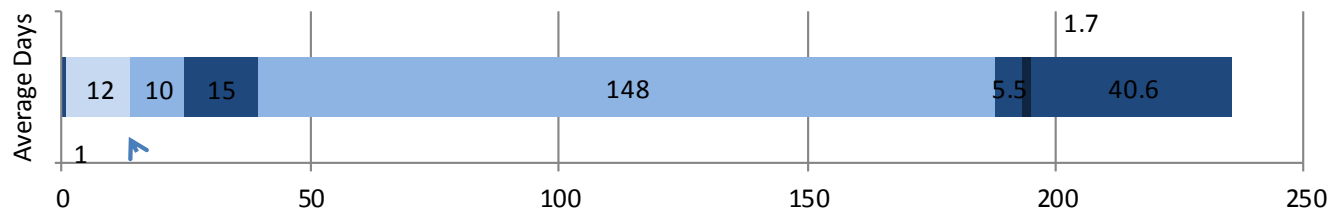
New 2020 Now the more streamlined process we are seeing an average of ~195 business days from Application to SOC (23 days spent with Powercor)



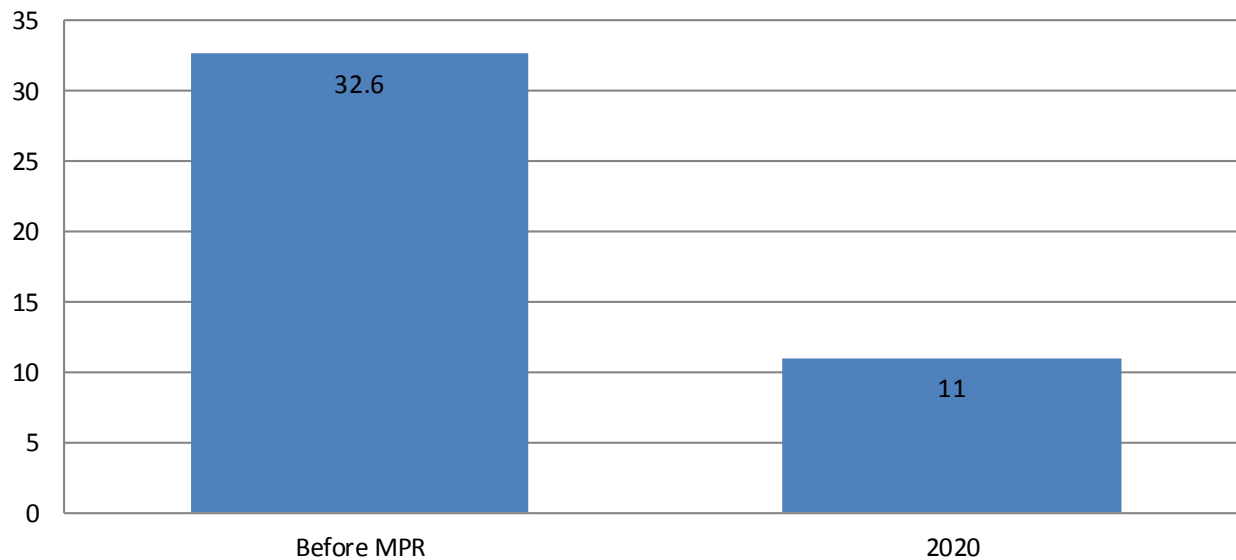
An outcome of the Master Plan review is that **Scope development** no longer has to be on the project critical path and **Design plan development** can also occur in parallel with other activities

Staged scopes have been replaced with a contestable Master Planning process

Master Plan review has delivered a time saving at the front end of a development and delivers further savings through the staged development.



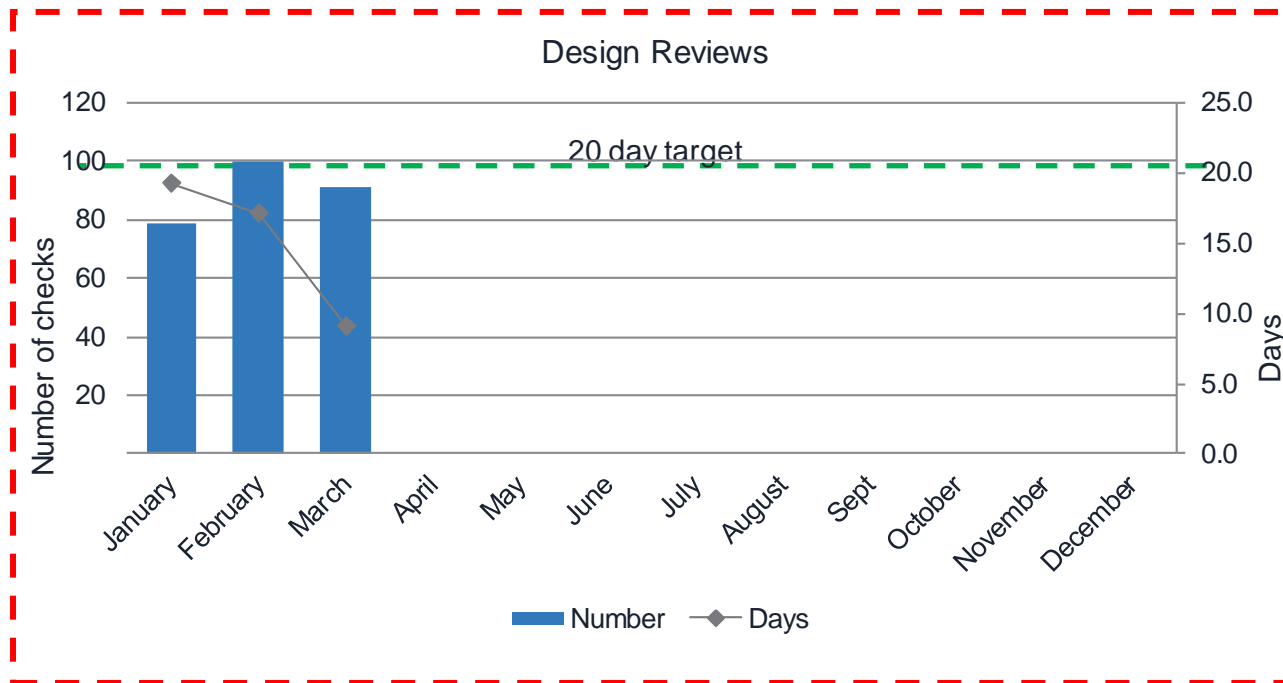
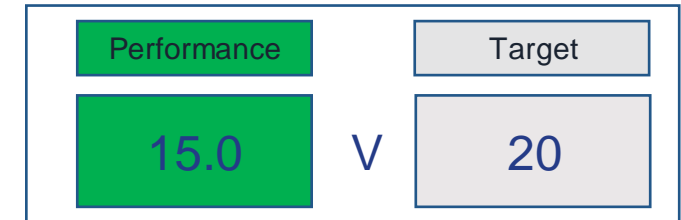
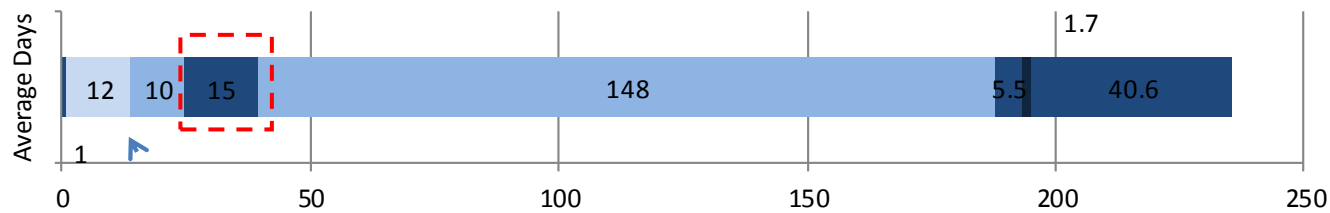
Master Plans Review Days



- Master plan process is fully implemented
- 19 master plans have been submitted in 2020
- Average turn around for approval is 11 business days
- Our target remains 10 business days
- This process has further benefits associated with stage scope development and approval times

Our target is to complete Design review within 20 business days.

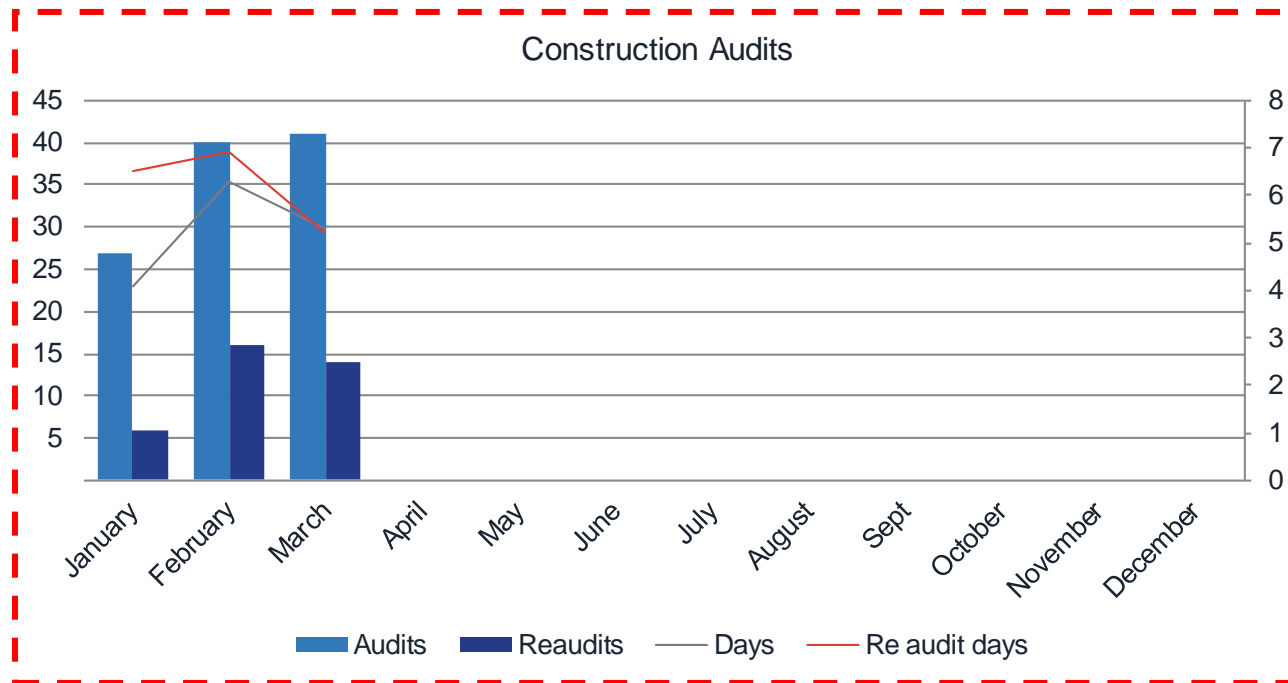
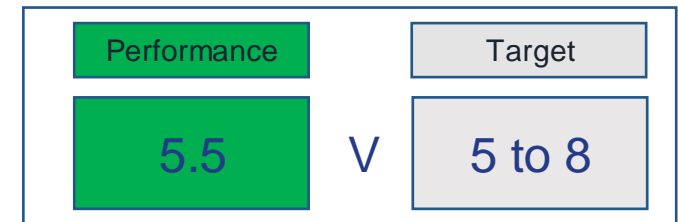
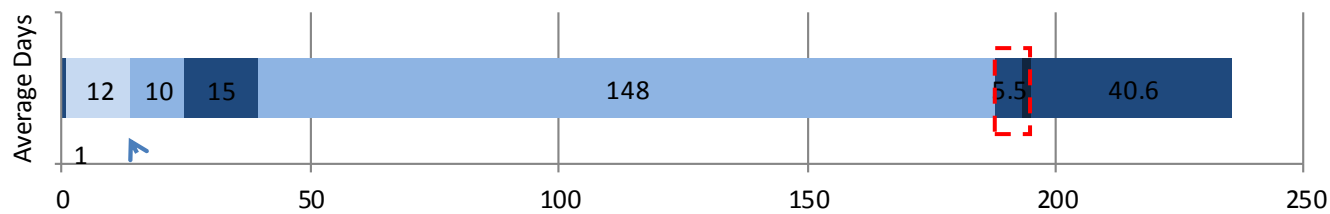
We've consistently been under 20 business days in 2019 averaging 17.9 business days



- We continue to streamline and improve the plan checking process
- Some seasonality in the submission of applications needs to be factored in

Our target is to complete construction audits within 5 to 8 business days

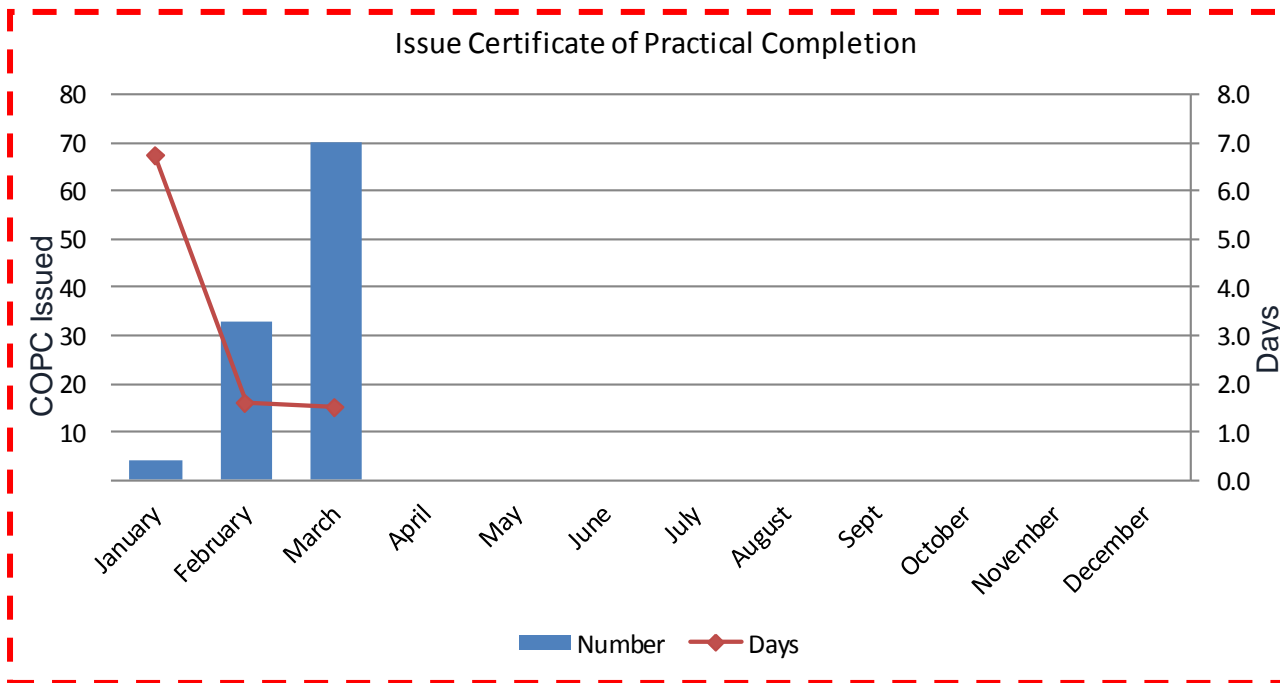
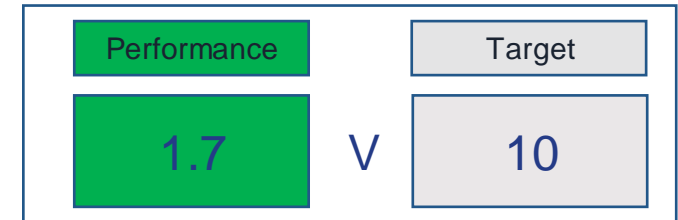
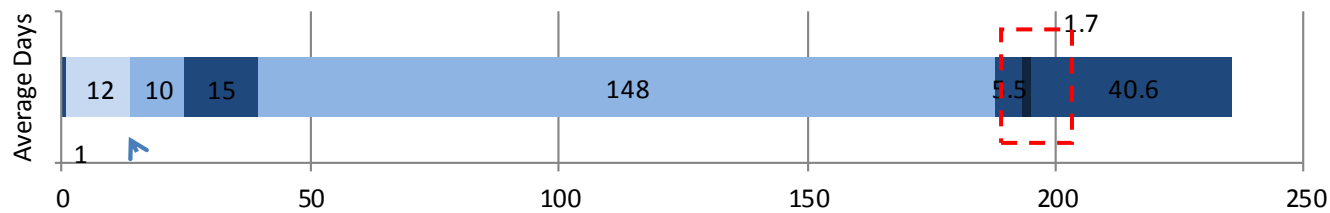
We are currently delivering at 5.5 days. Resourcing and improved processes have been the keys to meeting this performance target in periods of high demand



- Demand for audits increased slightly up on this time last year
- the 5-8 day window for audits was maintained
- There has been little change to audit items and patterns from 2019 (see appendix)

Our target is to provide practical completion in less than 10 business days

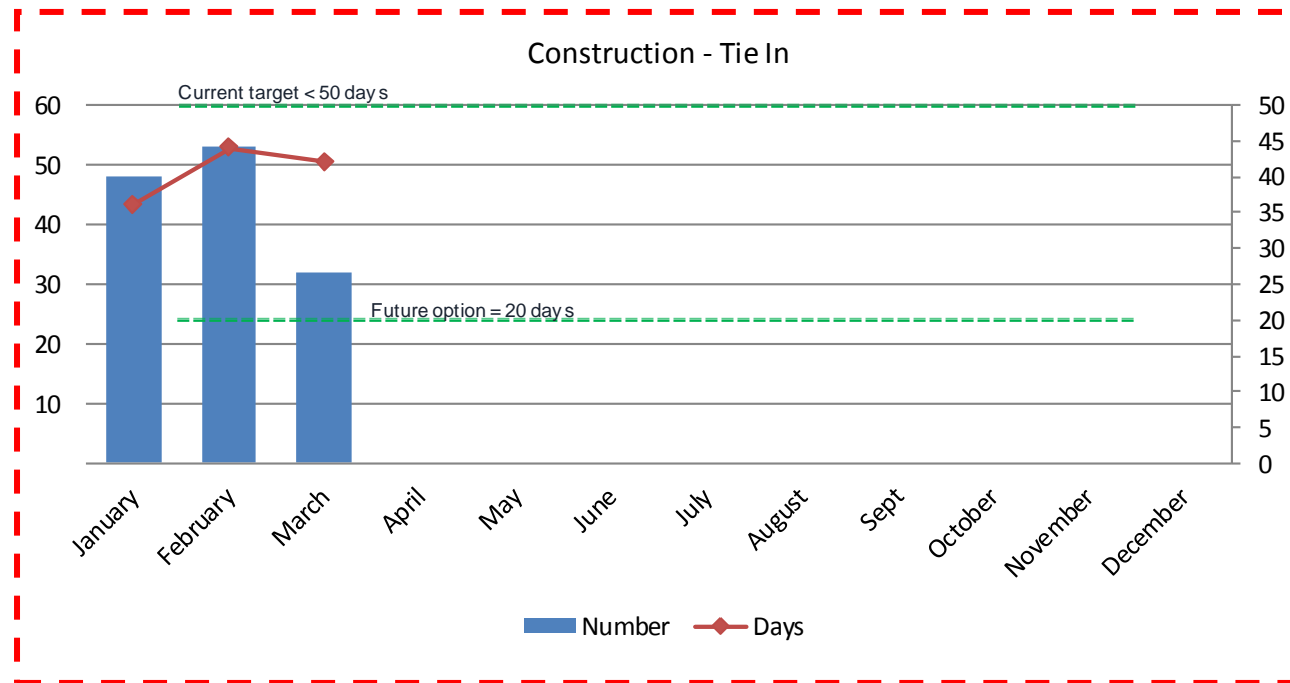
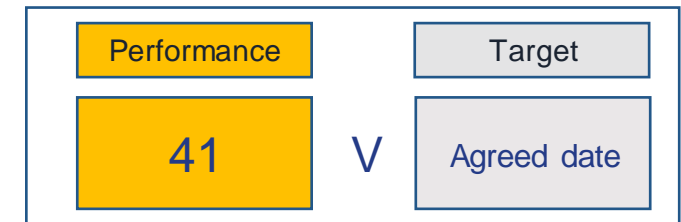
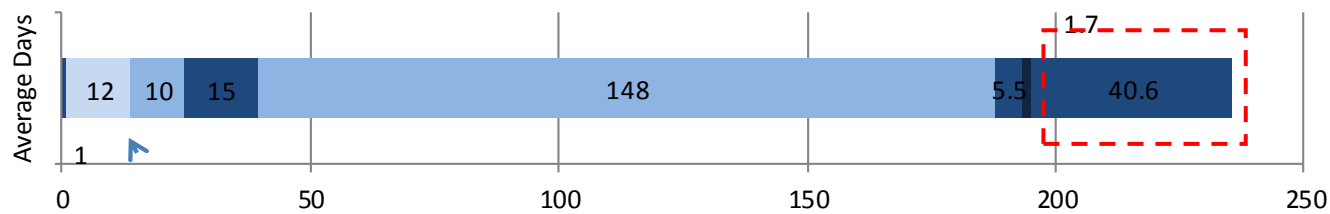
YTD we have achieved a result of 1.7 business days. Improved communication and a clear view of upcoming work continues to enable this performance



- We've streamlined this process to be able to consistently outperform this target
- We will continue to focus on stakeholder management and communication to maintain this performance

We are working to meet customer dates. We now provide a rapid service of 20 days¹

Our average performance YTD is 41 business days. We are offering the option of 20 business day tie-in¹.



- The 20 day tie in remains an attractive option for lighting and commercial
- We directly negotiate a tie in date with our customers – our focus is to deliver to these dates
- YTD we haven't had any requests for 20 day tie in
- Our performance against agreed dates is 97% YTD²

Additional performance information

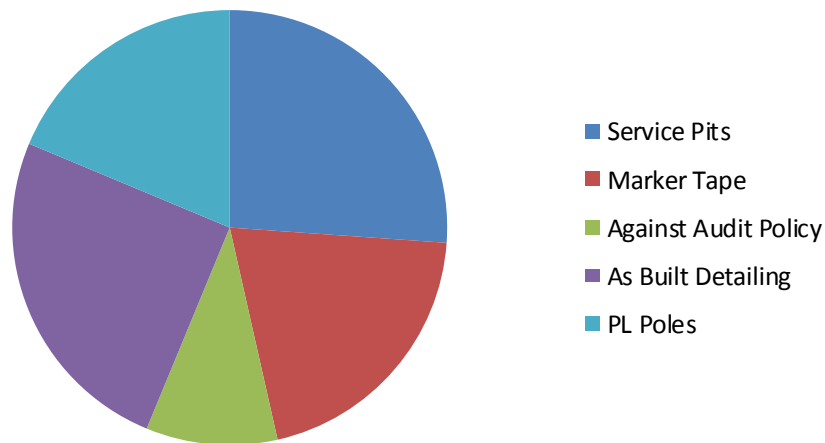
2019

Trends in construction audit non-conformance trends (2019 to YTD 2020)

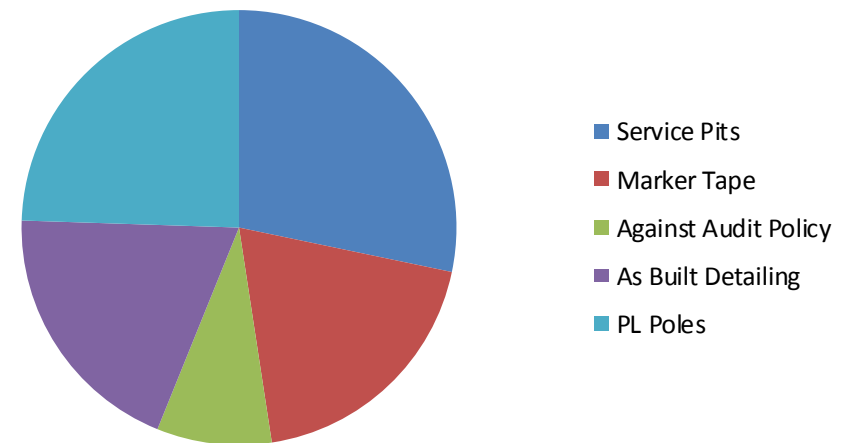
As-built detailing, service pit installation and misaligned (or non-installation of) marker tape are recurring construction audit issues that make up the majority of our audit non-conformances. The below charts show that there is little change in these patterns

Top 5 Audit NC items

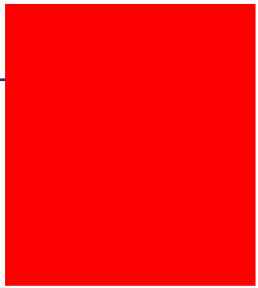
2019 whole year



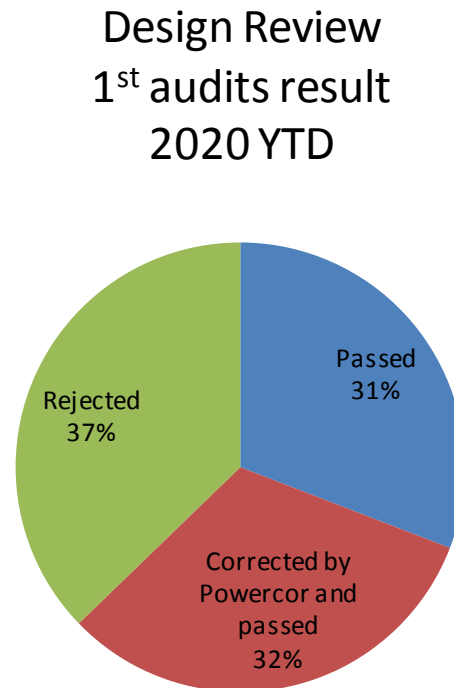
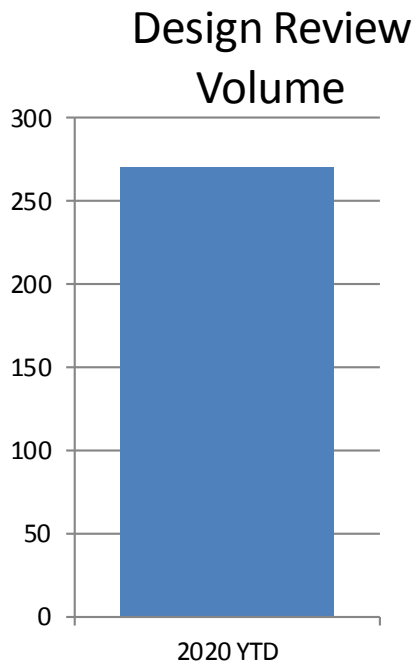
2020 YTD



Design quality has improved with ~57%¹ of submitted designs passing at the first check



We continue to work with stakeholders to improve the quality of designs submitted. Improving quality here will reduce timeframes and improve construction quality



- Powercor made minor corrections to 32% of plans and then passed them
- Still room for further improvement in quality
- Improved quality will reduce rework and in turn improve design plan approval times