

Meeting Details: Connections Customer Consultative Committee

Meeting Purpose: Quarter 1 review

Location Held: MS Teams

Date/Time Held: 14/05/21 11:00

Present: Stephen Waters, SMEC; John Forbes, Dennis Corp; Anthony Grodzki, ALDE; Sam Nettelbeck, Plan B; Tony Ilijoski, ALDE; Alex Harvey, Property Council of Australia; Nathan Hollow, Stephen Watters SMEC;

Powercor: Roy Kinston (Chair), Jan Needham, Craig Guymer, Matt Thomas

United Energy: Felicity Galluzzo, Derek Kwong

Secretariat: Sean Sammon

Apologies: Caroline Speed, Angela Gaedke, UDIA; Dino Strano, Winslows; Matthew Varcoe, Stockland; JP Camilleri

Copies Sent to:

Document N°: CCCC Q1 2021

Revision: A

Minutes Documented By: Sean Sammon

Date Distributed: 17-May-21

Key Discussion Points

No. **Item**

1 CitiPower and Powercor Q1 Update

Matt Thomas (Powercor) reviewed Powercor Q1 report document.

- **Masterplan review:** Masterplan slightly over target, tracking to below target for Q2. Pleased with the as-built data and the time taken to tie-in reduction. Powercor is still working towards the ongoing target of 20 days.
- **Design review:** on track
- **As-built plan review:** on track
- **Audit:** on track
- **Issue certificate of practical completion:** on track
- **Time take to tie in:** on track

Industry Feedback

Sam Nettelbeck (Plan B) said Craig (Powercor) and his team are doing a fantastic job in turning things around and there is a lot more engagement and it has made a big difference. Sam was concerned with the large amount of development scheduled for the second half of the year and wanted to make sure the team had the resources in place to continue the work. Matt congratulated the industry representatives as well, saying there was improved communications on all sides and the working relationship was going well.

2 Opportunities to further streamline processes

Communicate process for requesting a final at 'as-built' submission.

Streamlining processes and creating a more interactive audit system have superseded this opportunity.

Publish 'allowable variations tolerances' document to guide scope decisions.

Jan Needham (Powercor) said there has been more flexibility with the construction process from a civil perspective and less variations for clients to work through. This has resulted in more flexibility for contractors on the ground. Powercor is pleased with the changes and the feedback received from industry has been really good.

Allow design review submission for multiple adjoining stages of a development concurrently.

Matt (Powercor) said that Powercor had identified the changes needed and created the opportunity to review multiple stages and once. The processes changes required are currently on track. Craig (Powercor) said the changes don't require IT changes, just changes to processes and procedures.

Earlier release of plans for certification (within 28 days)

Matt (Powercor) said the system is now creating daily reports and notifications so Powercor can release plans as soon as possible. Stephen Watters (SMEC) said these changes are welcome.

Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time, and exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.

Roy Kinston (Powercor) said these opportunities were focused on less impact to construction and fitting in with project/development timelines as much as possible. Jan and her team have done a substantial amount of work to look at options.

Jan (Powercor) said CitiPower and Powercor have introduced the VEDN worksite inspection report and have run a number of awareness/coaching sessions with VEDN auditors. They are starting to see the reports come through after introducing it on April 1, replacing the open trench report, making it more in line with the construction process. As feedback has been received, it has been taken on board and the report has been modified as a result. The report will become mandatory on July 1, 2021.

Powercor is also reviewing its VEDN auditor contractor arrangement process and including the VEDN auditor in Powercor's contractor rating model. To develop this model Powercor has developed and refined this model over the last six to eight months taking into account feedback provided from industry through the consultation process.

The new model is aimed to be less intrusive and reduce the need for excavation with a more agile and flexible process, in particular for those that continually maintain a high standard. While Powercor has looked at attending sites during the open trench part of the construction process, at this stage it has put that on hold and is looking at other options to address this issue. Powercor has also been mindful of the request for consents for Statement of Compliance (SoC) and is looking to create a model to address those requests.

In addition Powercor is exploring an alternate system that rewards high performers and takes a more consultative approach with underperformers. Powercor is looking to announce these changes in July.

John Forbes (Dennis Corp) asked if the rating outcomes will remain private, and Jan confirmed this to be the case, with developers having to request a certificate. Jan also said that ratings will move from 12 month cycle to 6 month cycle. John said Powercor has done a terrific job and the changes are welcomed by industry.

3 United Energy Q1 Update

Felicity Galluzzo advised 100% of Q1 targets were achieved; the highest volume activity in Q1 was design reviews of which 7 were completed. In Q4 last year 2 of 6 design reviews were delivered outside the 20 business day target (delivered in 21 and 22 days respectively) due to UE's shutdown over the Christmas period. On average design reviews in Q4 were delivered within an average of 7 business days and all other activities were completed within target timeframes. In future years more proactive communications will be maintained to confirm shutdown periods and individual project requirements to ensure UE does not delay any customer works.

Felicity advised UE is currently undertaking a review of its end-to-end contestable works management processes (of which URD is a small portion) with a view to increase transparency and make it easier for customer project managers to navigate the delivery process. Based on the feedback received during the ESC consultation process last year, the revised process will include UE automatically granting consent to SoC as part of handover when all conditions have been met and not relying on the customer to request SoC. Sam (Plan B) welcomed the changes.

4 Industry Feedback

John (Dennis Corp) mentioned the harmonised standards and Jan (Powercor) said the standards were being rolled out and Powercor would be running industry forums including a detailed review on the harmonisation of the standards and what has changed and improved. There will be an opportunity for people to ask questions. Anthony Grodzki (ALDE) said it has provided consistency across DBs and thanked Powercor for providing the resources to create the new standards.

Anthony (ALDE) looked forward to seeing the new audit processes but wanted to keep open the option of consultation throughout the construction process and not wait until the end of the process. Jan (Powercor) said this was not off the table and they will look at the impacts on the improvements now and see what else is required in the future.

A discussion was held around the future pipeline of work for Powercor to get a top line understanding of future work requirements. Industry said that it was still busy and that land releases are selling out over weekends. The sector is still strong, but no one is clear on how long it will last.

ACTION: Add industry update to future agendas.

5 Other Business

Emma Tyner (Powercor) said they would be reviewing the changes expected to be proposed within the National Construction Code Stage two on energy efficiency, and would like to engage with industry once this has been released. John (Dennis Corp) raised a question around cabling and solar installations, especially as more people request solar.

ACTION: Powercor to take the question on notice and provide more information for the next meeting on the take up of solar and electric vehicle and the requirements on the grid.

4 Other items

Matt Thomas raised that after investigations into failures of underground cables, there were installation issues. There will be two new installation tests that will require investment in new equipment by cable installers. It relates to HB joints only.

Future Meeting Date:

Q2 meeting to be confirmed for August 13, 2021

No.	Action Item
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1	Add industry update to future agendas.
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2	Powercor to take the question on notice and provide more information for the next meeting on the take up of solar and electric vehicle and the requirements on the grid.
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