

# Connections Performance Report Q2 2021

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23.07.21 Quarter 2 Report for the Connections Customer Consultative Committee



# Actions

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- Provide update the take up of solar and electric vehicle requirements on the grid.

# Customer Standards Statement Commitment

Commitment	Update
Communicate process for requesting a final at 'as-built' submission	<i>No change from previous report</i> Delayed while entire audit process is under review. Powercor has undertaken a comprehensive review of the audit function including consultation with external stakeholders and other utilities. Review outcomes seek to enable a more flexible, timely and efficient audit process that better aligns with developer milestones
Publish 'allowable variations tolerances' document to guide scope decisions.	Completed. As a result of feedback we are receiving we are making some 'fine tuning' changes and preparing version 2 for communication
Allow design review submission for multiple adjoining stages of a development concurrently.	Completed. We are now accepting multiple stage submissions



# Customer Standards Statement Commitment

Commitment	Update
Earlier release of plans for certification (within 28 Days)	Complete. Since 1st April we have put systems in place to ensure all plans are being released within 20 days from the SPEAR notification.
Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time.	<p>Both of these commitments are addressed by our recently announced new Contractor Rating Program:</p> <ul style="list-style-type: none"> <li>• Participating PM2 and VEDN audit companies will be awarded a rating based on audit performance (higher rating for those presenting fewest non-compliances)</li> <li>• A and B rated VEDN auditor companies will be subject to a significantly reduced audit regime</li> <li>• Projects where the assigned PM2 and VEDN auditor is <b>A rated will benefit from a reduced audit regime for 70% of projects and may be considered for early release of SOC</b></li> <li>• Projects where the assigned PM2 and VEDN auditor is <b>B rated will benefit from a reduced audit regime for 40% of projects</b></li> <li>• A reduced audit regime involves desktop and above ground inspections only (zero mechanical excavations)</li> <li>• The new scheme commenced 1 July 2021, a three month period to establish ratings for participants will apply; during this time all participants will attract an acceptable 'B' rating during this time</li> <li>• Refer to appendix for further information on the Contractor Rating Program</li> <li>• This program seeks to reduce the 'intrusiveness' of audit practices, initiatives to address audit timing are also being explored</li> </ul>
Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards.	

# Performance Measure Updates: Powercor and CitiPower

Proposed Measure	Measure to be reported	2021 Target	Ongoing Target	Q1 2021 measurement	Q2 2021 measurement	Half Year measurement
<b>Masterplan review</b>	% reviewed within time frame	70% within 10 days	80% within 10 days	Average 12 days. 58% within 10	Average 10.9 days. 66% within 10	Average 11.7 days. 65% within 10
<b>Design review</b>	Average business days taken to review	18 days	16 days	Average 10.8 days.	Average 10.9 days	Average 10.8 days
<b>As-built plans reviewed</b>	% reviewed within time frame	70% within 5 days	TBD	Average 2.5 days. 91% within 5 days.	Average 2.5 days. 95% within 5 days	Average 2.5 days. 93% within 5 days
	Average business days taken to review	8 days				
<b>Audit (request final audit)</b>	% completed within time frame	70% within 6 days	70% within 6 days	Average 5.8 days 65% within 6 days	Average 5.8 days 66% within 6 days	Average 5.8 days 66% within 6 days
<b>Issue certificate of practical completion</b>	% completed within time frame	90% within 5 days	90% within 5 days	92.2% within 5 days.	96.3% within 5 days	94% within 5 DAYS
<b>Time taken to tie-in</b>	Average business days to tie in	20 days	20 days	98% by agreed date.	100% by agreed date.	99% by agreed date.
	% completed within time frame	>90% of agreed date	>95% of agreed date			

# Performance Measure Updates: United Energy

Proposed Measure	Measure to be reported	Target	Q1 2021 Measurement	Q2 2021 Measurement	Half Year Measurement
Offer issued	% completed within time frame	20 days	100%	100%	100%
Masterplan review	% completed within time frame	10 days	100%	100%	100%
Design review	% completed within time frame	20 days	100%	100%	100%
Authority to construct	% completed within time frame	10 days	100%	100%	100%
Authority to commission	% completed within time frame	10 days	100%	100%	100%



# Appendix



# Contestable Works (Option 2) Contractor Rating Program

With two new incentive schemes

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Quarter 2 2021





# Our commitment | We are committed to continuous improvement and exceeding customer expectations

- During the previous 18 months we have engaged with industry and our stakeholders
- We have listened to the feedback provided and sought guidance on how we can meet our customer expectations
- Through our consultative process we have identified improvement opportunities that can make a real difference
- We have designed a new process that can ensure quality and safety whilst achieving customer outcomes more swiftly
- The new Contractor Rating program will result in a faster turnaround at final audit, fewer excavations and minimal on-site disruption; leading earlier consent to SoC

# Overview | Improvements & changes have been made to the Contractor Rating Program

- Following on from the successful implementation of the new Worksite Inspection Report we can now advise the changes and improvements that have been made to the Contractor Rating program, including two incentive schemes
  - The new Contractor Rating Program includes two contractor types being the **PM1/2 and the VEDN Audit Company**
  - Electrical Constructors and Civil Contractors are no longer required to participate in the scheme as the new Worksite Inspection Report has additional accountability with the VEDN Audit Company and PM1/2
  - The VEDN Audit company will now be allocated non-compliances associated with the electrical and civil components of the project ('as built' detailing and design non-compliances will remain allocated to those areas)
  - **Two Separate incentive schemes** will apply to both contracting companies
  - The program will be introduced on the **1<sup>st</sup> July 2021** allowing for a three month implementation period to gather audit result information
  - All Contractors will commence with an **“Acceptable” (rating B) on 1<sup>st</sup> July 2021**
  - The Contractor Rating Program will then re-assess ratings and will **Go Live on 1<sup>st</sup> October 2021**
  - The first rating certificate under the new scheme is expected to be issued mid October 2021 and subsequent ratings will be issued each quarter thereafter

# Contractor Rating Program | Enabling a quicker final audit result with reduced on-site disruption

## What has changed?

- Civil and Electrical Contractors are no longer required to participate in the program
- PM1 & PM2's will remain in the program
- Simplified the Audit Score & criteria
- Auditing regime improvements e.g. reduced excavations
- Two separate incentive schemes apply however in order for a PM1/2 to be eligible for their incentive scheme they must be working with an A or B rated VEDN Audit Company

## What is new?

- VEDN Electrical Audit companies are now included in the Contractor Rating program
- All civil & electrical NCs will be allocated to the VEDN electrical audit company
- New audit regime based on performance
- "A" rated PM1/2's are eligible for early consent to SOC scheme
- Under-performing contractors will be subject to an enhanced audit regime

## What are the benefits?

- A & B rating VEDN Electrical audit companies will be eligible for a reduced audit regime & no excavations
- Greater flexibility as auditing appointments not required for "reduced" audit regime
- No requirement for an Approved Final Audit as a pre-condition to consent to SOC
- New process is aligned to Council Engineering issuing of Practical Completion
- Reduced re-audits and non-conformances resulting in a quicker approved final audit being issued

# Overview | Improvements & changes have been made to the Contractor Rating Program

- The rating program will incentivise high performing contractors, resulting in a flexible final audit regime including no excavations and removing the requirement for an “Approved” final audit as pre-condition to consent to SoC

## Incentive Scheme 1 – Electrical Project Manager

### Proficient – A Rating

- Application for early SoC can be made once a Network Final Audit has been scheduled as long as all other terms and condition for applying for early SoC must be met
- No requirement for an Approved Final Audit report as a pre-condition to applying for SoC
- Electrical PM1/2 must be working in conjunction with an A or B rated VEDN Audit Company for that specific project

### Acceptable – B Rating

- Subject to an annual Recognised Contractor List (RCL) Review

### Deficient – C Rating

- Subject to bi-annual RCL review including Performance Strategy

### Substandard – D Rating

- Subject to a quarterly RCL review & must use an independent VEDN Audit Company

## Incentive Scheme 2 – VEDN Audit Company

### Proficient – A Rating

- 70% - Reduced Audit Regime
- 30% Normal Audit Regime

### Acceptable – B Rating:

- 40% Reduced Audit Regime
- 60% Normal Audit Regime

### Deficient – C Rating:

- 90% Normal Audit Regime
- 10% Enhanced Audit Regime

### Substandard – D Rating:

- 100% Enhanced Audit Regime (with additional inspections and site excavations)

# Electrical VEDN Auditor Service Provider | Final Audit Inspection Regime

Audit Regime	Audit Booking Required	Audit Process
Reduced	* No	<ul style="list-style-type: none"> <li>➤ Desktop &amp; reduced audit</li> <li>➤ Above ground inspection</li> <li>➤ No mechanical excavations</li> </ul>
Normal	Yes	<ul style="list-style-type: none"> <li>➤ No change</li> <li>➤ As per current practice</li> </ul>
Enhanced	Yes	<ul style="list-style-type: none"> <li>➤ Increased sample size</li> <li>➤ Additional excavations</li> </ul>

\* Audit booking will still be made when where traffic management or other access considerations may be required

# Electrical Project Manager 1/2 | Rating System Overview

Rating	Audit Score	Performance Incentive	Final Audit Inspection Regime Requirements
Proficient A	> 92	No requirement for an Approved Final Audit as a pre-condition to consent to SoC	Removal of this pre-condition relies on working in conjunction with an A or B rated VEDN audit service provider
Acceptable B	86 - 91	Subject to annual Recognised Contractor List review	Must use a VEDN approved service provider
Deficient C	80 - 85	Subject to biannual Recognised Contractor List Review. Performance Improvement strategy to be provided	Consideration should be given to using independent VEDN audit service provider
Substandard D	< 80	Subject to quarterly Recognised Contractor List Review for suitability to provide services within CP/PAL	Must use an independent VEDN audit service provider

# Electrical VEDN Audit Service Provider | Rating System Overview

Rating	Audit Score	Audit Allocation	Performance Incentive Audit Regime
Proficient A	>92	70% 30%	Reduced Normal
Acceptable B	86 – 91	40% 60%	Reduced Normal
Deficient C	80 – 85	90% 10%	Normal Enhanced
Substandard D	< 80	100%	Enhanced

## Final Audit Inspection Regime

Audit Regime	Audit Booking Required	Audit Process
Reduced	* No	<ul style="list-style-type: none"> <li>➤ Desktop &amp; reduced audit</li> <li>➤ Above ground inspection</li> <li>➤ No mechanical excavations</li> </ul>
Normal	Yes	<ul style="list-style-type: none"> <li>➤ No change</li> <li>➤ As per current practice</li> </ul>
Enhanced	Yes	<ul style="list-style-type: none"> <li>➤ Increased sample size</li> <li>➤ Additional excavations</li> </ul>

### Summary:

1. Allows flexibility when scheduling audits as appointments for A Rating VEDN Auditor Service Providers will no longer be required as no excavations
2. Review inspection regime after 6 months
3. \* Audit booking will still be made when traffic management or other access considerations are required