

Greenfield Connections

Performance & consultation report

Q1 2023



Actions

Actions from last meeting

| Actions | | | | |
|---------|-----|---|----------|--------|
| # | Who | Description | Date due | Status |
| 1.2 | Sam | <p>Work with Sam N, Anthony G and other industry partners to implement a 'medium density/secure estate' audit process suitable to all parties</p> <p>[Update] Process in place on a trial basis. Formalisation to follow. Sam to arrange on site meeting to progress</p> <p>[Update] Another site visit conducted to simulate process; propose to close</p> | March | Closed |
| 1.3 | Sam | Follow up fast track for Option 2 process & check in re: Q1 timings | May | New |
| 1.4 | Sam | <p>Follow up on master plan process with regard to changes needing re-approval/resubmission</p> <p>[Update] Streamlined masterplan revision process; propose to close</p> | May | Closed |
| 1.5 | JP | <p>Shortages/cost increases in kiosks. Anything we can do?</p> <p>[Update] Further cost increases scheduled internally from 1 June. Wilson lead times now ~16 weeks (was 8 weeks); propose to close</p> | May | Closed |

Performance

Quarter 1 2023

Q1 2023 Performance | CitiPower/Powercor

Summary

- Performance across all areas in CitiPower and Powercor remains strong compared to 2022.
- Masterplan processing has been slightly slower in Q1 2023 than Q4 2022 likely impacted by high annual leave through January and other public holidays in Q1.
- Design review has remained steady compared to full year metric for 2022, slightly higher than Q4 in 2022. This has picked up in Q2 2023 and we are currently at 13.7 YTD.
- As built review is improved in 2023 compared with 2022 and remains well below target.
- Field audit timeframes are improved in 2023 compared to last year with 100% of audits completed inside 6 business days, well below target.
- Processing and issuing of the certificate of practical completion also is improved YTD when compared to 2022 and is tracking better than target.
- Average days to tie in has trended negatively in Q1.

Q1 2023 Performance | United Energy

Summary

- Performance across all areas in UE are at 100% with only one project received YTD, all metrics are better than target.

Q1 2023 Performance | CitiPower/Powercor

| Process step | Measure | Target | Q4 2022 | FY 2022 | Q1 2023 | Trend |
|-------------------------------------|---------------------------------|------------------|--|--|--|-------|
| Masterplan review | % reviewed within timeframe | 80% / 10 days | Average 18.7 days 48.2% within 10 days (137 completed) | Average 35.1 days 34% within 10 days (549 completed) | Average 27.6 days 45.9% within 10 days (135 completed) | ➡ |
| Design review | Average business days | 16 days | Average 12.7 days (226 completed) | Average 17.4 days (993 completed) | Average 17.5 days (432 completed) | ➡ |
| 'As built' plan review | % reviewed within timeframe | 70% / 5 days | 89.2% within 5 days (378 completed) | 85.8% within 5 days (1523 completed) | 93.8% within 5 days (375 completed) | ⬆ |
| | Average business days | 8 days | Average 2.6 days | Average 2.9 days | Average 2.1 days | ⬆ |
| Final audit | % completed within timeframe | 70% / 6 days | 95.7% within 6 days | 56.6% within 6 days | 100% within 6 days | ⬆ |
| Certificate of practical completion | % issued within timeframe | 90% / 5 days | 92.6% within 5 days (164 completed) | 91.6% within 5 days (591 completed) | 96.6% within 5 days (117 completed) | ⬆ |
| Time to 'tie in' | Average business days to tie in | 20 days | 42.7 days | 42.4 days | 51.8 days | ⬇ |
| | % tied in within timeframe | >95% agreed date | 94% | 97% | 98% | ⬆ |

Q1 2023 Performance | United Energy

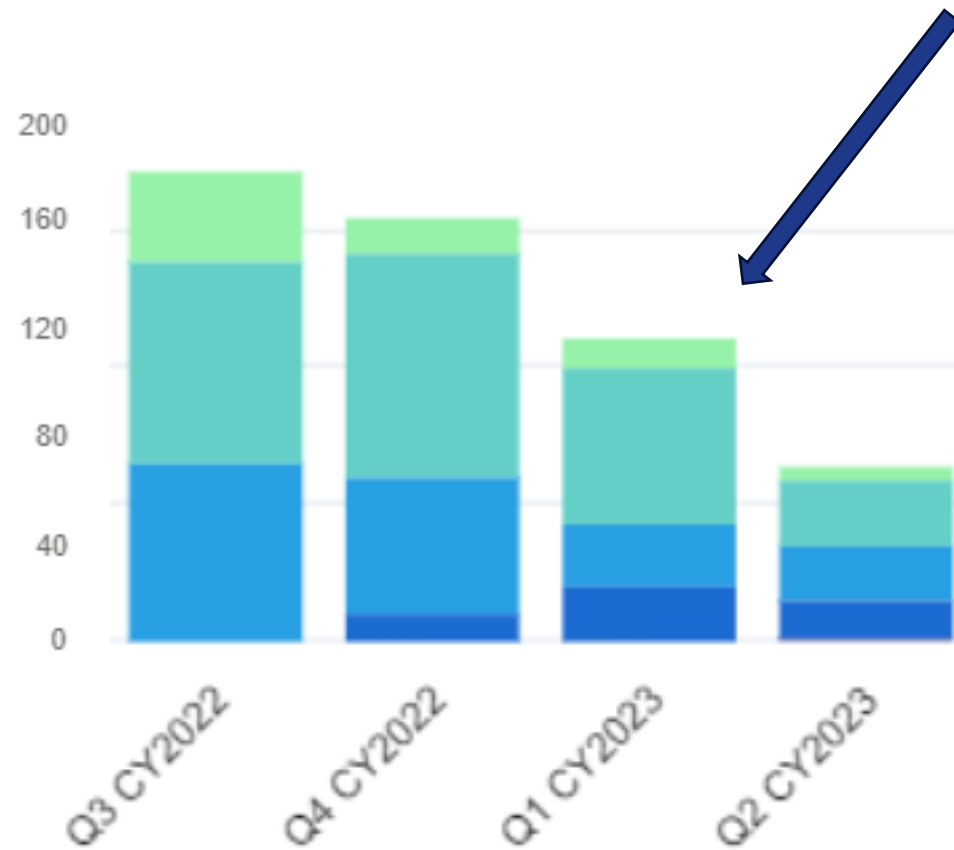
| Process step | Measure | Target | Q4 2022 | FY 2022 | Q1 2023 | Status |
|-------------------------|-------------------------------|---------|-----------------------------|---------|---|---|
| Offer issued | % completed within time frame | 20 days | 0% | 57% | 100% (1 URD offer in Q1 2023 – issued in 14 days) |  |
| Masterplan review | % completed within time frame | 10 days | Not applicable ¹ | 100% | 100% (1 masterplan in Q1 2023 – reviewed in 8 days) |  |
| Design review | % completed within time frame | 20 days | 100% | 100% | 100% (2 URD design reviews in Q1 2023 – reviewed at average 14.5 days) |  |
| Authority to construct | % completed within time frame | 10 days | 100% | 100% | 100% (2 ACC issued in Q1 2023 at average 1.8 days) |  |
| Authority to commission | % completed within time frame | 10 days | 100% | 100% | 100% (1 ACC issued in Q1 2023 in 1 day) |  |

| 1. Zero applications received

a. VPN audit breakdown by type

Sam Reidy

VPN Audit breakdown | Volumes YTD/Q1 2023



- 1,600 excavations were avoided in 2022

Audit Regime ■ Enhanced ■ Normal ■ Reduced ■ Compliance

Open forum

Discussion

Other business/forward view

Other business | for discussion...

1. [Next meeting]
 - To be discussed

Appendix

Meeting minutes | Q4 2022

Minutes from Q4 meeting

| Agenda item | Consensus/summary |
|-------------|---|
| 2 | John F asked about Q4 tie in timings and the use of the fast track process [action] |
| 2 | No questions regarding UE performance |
| 2 | John F asked about compliance audit process, Sam responded with description/benefit |
| 3 | Derek introduced new UE PM Ahsan Sheikh |
| 3 | Sam R talked about further initiatives to derive greater value from the contractor rating scheme |
| 3 | Sam R talked about intentions to improve the master plan process; Manoj P said he had been advised by Powercor that masterplan changes require additional [re]approvals and required re-submission? [action] |
| 4 | Anthony G noted cost escalations and lead time increases in kiosks & suggested another site meeting |
| 5 | Committee happy to meet at Market Street for Q1 2023 meeting in May |
| 3 | [Motion] Committee supportive of UE/Powercor proposed measures (regulated & non-regulated) from 2023; noted all six measures will continue to be reported |
| 3 | Powercor confirmed all existing measures will continue to be presented to industry at quarterly meetings beyond when regulation commences |
| 4 | Sam N noted industry changes will see the removal of gas and standard inclusion of solar in residences from next year. A topic for a future meeting |
| 4 | Stephen W asked John F to speak on recent sales trends, suggested some downturn |
| 4 | John F sought confirmation of new audit request cut off from 1 December. Sam R clarified this is the cut off for assurance of completion prior to Christmas. Powercor will have team members available right through Christmas and new year break but not a full team |
| 4 | John F sought clarity regarding medium density criteria/characteristics, confirmed by Sam N |
| 4 | Sam N advised 4 main cable installers have ~400 projects with cables in ground that have not yet been filled in due to wet weather. Influx possible early 2023 |
| 4 | John F asked if we can also present the volumes of audits completed per quarter |
| 4 | John F advises construction costs likely to remain high for the next 6 months |

Commitments

Customer Commitments | All completed (as published in 2020)

✓ Exploration of creating a more interactive system for completing audit, resulting in a faster turnaround time

✓ Consult with industry on implementation plan based on findings learned from the exploration of a more interactive system for completing audit

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

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

✓ Create and trial rating system for those who deliver high quality products

31 Mar 2021

30 Jun 2021

30 Sep 2021

31 Dec 2021

✓ Publish 'allowable variation tolerances' document to guide scope decisions

✓ Earlier release of plans for certification (within 28 day window)

✓ Exploring methods to minimise the disruption to developers to rectify non-compliant audit findings without compromising quality and safety standards

Completed | All customer standards commitments have been completed

| Commitment | Summary | Status |
|---|--|----------|
| Publish 'allowable variations tolerances' document to guide scope decisions | Allowable variations published in 2021 [Link: https://media.powercor.com.au/wp-content/uploads/2021/07/13165303/Allowable-Construction-Tolerances.pdf] | Complete |
| Allow design review submission for multiple adjoining stages of a development concurrently | Multiple stage submissions accepted as of July 2021 | Complete |
| Earlier release of plans for certification (within 28 Days) | From 1 April 2021, systems in place to ensure all plans are being released within 20 days from the SPEAR notification. | Complete |
| Exploration of a creation of a more interactive system for completing audit, resulting in a faster turnaround time. | The new Contractor Rating System has now been in place since 1st July 2021 Contractor Rating Certificates were issued for Q3 on 1st October 2021 that has enabled the following: <ul style="list-style-type: none"> • A & B rated VEDN Auditor Companies are now eligible for a reduced audit regime that includes a desktop audit and site visit with no mechanical excavations. This has resulted in a quicker audit process, civil contractors are no longer required to be on site as equipment is now not required on site • A rated Project Managers are eligible to apply for early SoC once a Network Final Audit has been scheduled as long as all other terms and conditions for apply for early SoC have been met. An Approved Audit is no longer a pre-condition for apply for SoC | Complete |
| Exploring methods to minimise the disruption to developments to rectify non-compliant audit findings without compromising quality and safety standards. | | |
| Communicate process for requesting a final audit at 'as-built' submission | Requesting final audit as at 'as built' submission was trialled in 2021. The trial deemed that non-finalised 'as-built' designs added complexity to audit activities and did not unlock any time savings. In fact, delays were more likely due to physical assets being audited not being accurately reflected on available design documents | Complete |

In progress | All customer standards commitments have been completed

Zero commitments remain outstanding, however, we remain committed to continued industry collaboration and the identification/progression of further improvement initiatives