Information for Master Builders Association – New Connections Delays

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New Connections – Prior 1 Dec 2017

1. CUSTOMER
   Requests a new connection

2. RETAILER
   Raise SO for New Connection

3. AUSNET
   • Creates NMI
   • Installs meter and tests meters
   • Accepts electrician’s Certificate of Electrical Safety
   • Completes all necessary new connection work
   • Tests installation
   • Carries out energisation

4. RETAILER
   Notifies customer of completion

10 day SLA
New Connections – Post 1 Dec 2017

1st Stage

1. CUSTOMER Requests a new connection

2. RETAILER Raise SO for Create NMI

3. AUSNET Creates NMI

4. RETAILER Raise SO for Establish Supply

5. AUSNET • Installs meter and tests meters • Accepts electrician’s Certificate of Electrical Safety • Completes all necessary new connection work • Tests installation • Carries out energisation

2nd Stage

6. RETAILER Notifies customer of completion

7. MDP

8. MP

9. 10 day SLA

10. 2 day SLA

11. 1st Stage

12. 2nd Stage
Routine connections for builders and new home occupants (line of mains exist)

- **Timeframes for connections**
  - 10 business day connection customer timeframes still applies.
  - The AEMC’s Power of Choice Rule change introduced an extension to the timeframe by an additional 2 business days on 1 Dec 2017.
    - Previously, the Supply Establishment and NMI Allocation processes were concurrent, see slides 2. ie 10 Days
    - Supply Establishment and NMI Allocation processes are now sequential, see slide 4. ie 12 Days

- **Recent issues**
  - Industrial action impacted connections in North and East regions, resolved in Q1 2018.
    - Associated with this industrial action, GSL payments were made to 445 customers through in their retail bills.
  - Retailers have significant customer connection backlogs associated with the establishment of Power of Choice in other states causing substantial delays for Victorian customers.
How we are improving outcomes for builders and new home occupants?

- Industrial action associated connection delays in our North and East regions were resolved in Q1 2018.

- More resources allocated to routine connections processes.
  - Creating NMIs involves an address and network data validation process. Important to avoid incorrect addresses that can prevent retailer transfers.

- Engagement and collaboration with retailers to improve customer outcomes
  - Monthly meetings with all major retailers to improve processes.

- Potential improvements to Victoria regulatory framework
  - Review obligations to incorporate Retailers processing of NMI Allocation and Establish Supply.
  - Avoid creating additional connection delays, continue deferring Metering Contestability in Victoria, see appendices A and B.
How we are improving outcomes for builders and new home occupants?

- **Changed our new connection process.**
  - Previously a truck in each of our 5 depots was responsible for New Connections and Fault response. Faults took priority over new connections. Each area now has a dedicated new connection truck with work scheduled to them (previously crews managed their own workloads).

**New Conns Lead Times - Received to Completed - April 18 - Aug 18 (Average Business Days - Gippsland)**

![Graph showing new connections lead times](image-url)
Appendix A: New Connections – Metering Contestability in QLD and SA.

1. **CUSTOMER** Requests a new connection

2. **RETAILER** Contacts the MC

3. **MC** Contacts the MP & MDP

4. **MC** Notify retailer of MP & MDP

5. **RETAILER** Sends NMI allocation SO and participant details to DB

6. **DNSP** Creates NMI in MSATS

7. **RETAILER** Raise SO for meter installation

8. **MP** Installs meter and notifies MC & retailer

9. **MC** Notify DNSP of meter installation

10. **RETAILER** Raise SO for supply establishment

11. **DNSP** Complete New-Conn and notify parties

12. **MP** Returns to site to test and energise meter

13. **RETAILER** Notifies customer of completion
Appendix B: New Connections – Metering Contestability in NSW.

1. CUSTOMER Requests a new connection
2. RETAILER Contacts the MC
3. MC Contacts the MP & MDP
4. MC Notify retailer of MP & MDP
5. RETAILER Sends NMI allocation SO and participant details to DB
6. DNSP Creates NMI in MSATS
7. RETAILER Raise SO for meter installation and supply establishment
8. MP Installs meter, establish and energise supply & notifies MC
9. MC Notify DNSP of meter installation and supply establishment
10. RETAILER Notifies customer of completion

Key:
- Uncertain response
- Uncertain support

COMMERCIAL IN CONFIDENCE
Questions?