The Independent Competition and Regulatory Commission (the Commission) was established by the Independent Competition and Regulatory Commission Act 1997 (ICRC Act) to determine prices for regulated industries, advise government about industry matters, advise on access to infrastructure, and determine access disputes. The Commission also has responsibilities under the ICRC Act for determining competitive neutrality complaints and providing advice about other government-regulated activities. Under the Utilities Act 2000, the Commission has responsibility for licensing utility services and ensuring compliance with licence conditions.

Correspondence or other enquiries may be directed to the Commission at the addresses below:

The Independent Competition and Regulatory Commission
GPO Box 296
CANBERRA ACT 2601

Level 2
12 Moore Street
CANBERRA CITY ACT 2601

The secretariat may be contacted at the above addresses, by telephone on (02) 6205 0799, or by fax on (02) 6207 5887. The Commission’s website is at www.icrc.act.gov.au and its email address is icrc@act.gov.au.
Foreword

Utilities licensed to supply electricity, gas, water and sewerage services in the ACT are required to comply with a number of statutory and regulatory obligations established through the Utilities Act 2000, licence conditions, and industry and technical codes. One such requirement is to report annually to the Independent Competition and Regulatory Commission (the Commission) on the utility’s compliance with those obligations and its performance of functions under the Act.

Each year, the Commission prepares a report summarising utilities’ compliance with their statutory obligations, and a complementary report commenting on the annual performance of individual businesses and of utility sectors and on trends over time.

This is the ninth year for which the Commission has prepared reports. With the exception of the reports for 2003–04 and 2004–05, the compliance and performance reports have been combined in a single publication. A full list of those Commission reports is in Appendix 4.

The compliance component of this report documents compliance with a broad range of obligations imposed on licensed utilities by ACT regulatory instruments such as the Utilities Act, utility licences and industry codes made under the Utilities Act. The performance component of this report has a broader focus: in particular, on financial performance, customers service standards, safety net arrangements and the environment.

Much of the information in the report is derived from utilities’ reporting against compliance and performance indicators that have been agreed nationally by the Utility Regulators Forum, a cooperative arrangement of state and national utility regulators.

Utilities’ compliance reports serve a number of purposes. First, they are the principal means by which the Commission monitors utility service providers’ statutory compliance. Second, they provide information to interested parties on the nature and extent of licensees’ compliance and performance. Third, by identifying under-performance or non-compliance, the reports provide utilities and consumers with a signal about the need for performance improvements.

During the period covered by this report, the Commission had responsibilities for setting prices for water and sewerage services and retail electricity, and for the utility licence framework established under the Utilities Act. Responsibilities for the economic regulation of electricity and gas distribution businesses were transferred to the Australian Energy Regulator from 2008–09.

Malcolm Gray
Senior Commissioner

December 2011
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Executive summary

Background to this report

The Commission has a number of statutory roles in the licensing of electricity, gas, and water and sewerage network service providers and/or retail suppliers operating in the ACT. One of those roles is to monitor licensees’ compliance with the conditions of their licences, another is to report on that compliance to the ACT Government.

An operating licence issued under the Utilities Act 2000 requires utilities to notify the Commission of any material breaches of the licence conditions, legislation, codes of practice, directions or guidelines as soon as they become aware of them. The Utilities Act also requires utilities to report annually on the performance of their functions under the statute and their compliance with licence conditions.

Licensees are required also to report against a number of performance indicators, such as numbers of customers, and complaints and response times. Although this form of reporting is different from compliance reporting, it forms part of the Commission’s overall reporting program.

Reporting performance information is an important public accountability mechanism, providing assurance that service quality and other service obligations are being met. Through these reports, regulators and consumers can judge whether utilities in the ACT are meeting their service obligations and how they are performing in comparison with the market in general.

Utility services—main features

The following is a brief overview of the utility services regulated by the Commission, including information on customer numbers, consumption volumes and overall trends in each utility sector.

Electricity—distribution and supply

- During 2009–10, ActewAGL’s distribution network delivered electricity to nearly 164,900 metered supply points, of which 149,197 were to residential customers and 15,703 were non-residential customers.
- During the year, 2,908 GWh of electricity were delivered, with 1,713 GWh delivered to non-residential customers and 1,195 GWh to residential customers.
- At 30 June 2010, ActewAGL’s distribution network consisted of 4,845 km of power lines, with both overhead and underground lines about equal in length.
- The ACT electricity retail market comprises mainly residential customers; just over 143,187 at the end of June 2010, accounting for 91% of total customer numbers, but only for 41% of total sales.
- Average annual electricity consumption by residential customers has remained at about 8.3 MWh per customer. Between 2006–07 and 2009–10 average consumption for non-residential sales also has remained flat over the past three years at about 121 MWh.
- Residential customers’ average level of electricity consumption during 2009–10 was 8.3 MWh, the third highest of all the states and territories with the lowest level of 5.6 MWh for customers in Victoria and the highest of 9.6 MWh in the Northern Territory.
The most noticeable features of customers switching electricity retailers over recent years are the sharp rise to just over 11,000 in the number of switches in 2006–07, then a steady decline in the following year to 4,175, 3,043 in 2008-09 and 2,244 in 2009–10.

Total sales of electricity during the year amounted to 2,914 GWh, with 1,234 GWh, or 42%, attributed to customers on standard contracts and the balance of 1,680 GWh, or 58%, to customers on negotiated contracts.

Small customers who purchased less than 100 MWh accounted for just over 52% of all sales, with medium and large customers accounting for 37% and 11% respectively.

**Natural gas—transmission, distribution and supply**

At 30 June 2010, ActewAGL Distribution’s network comprised 3,735 km of medium-pressure and 263 km of high-pressure mains, a total pipeline length just under 4,000 km. In 2009–10, ActewAGL distributed 7,921 TJ of gas to over 104,000 delivery point identifiers.

During 2009–10, eight utilities were licensed to supply gas in the ACT; however, only four of those licensed companies—ActewAGL Retail, Country Energy, EnergyAustralia and TRUenergy Pty Ltd—supplied gas to customers during the year.

There were 96,975 gas supply customers in the ACT at 30 June 2010, a rise of 3.1% on the 2008–09 level.

Total gas sales fell slightly from 7,107 TJ in 2008–09 to 7,080 TJ in 2009–10, with the fall attributed to a decrease in both residential and non-residential sales.

Of the 7,107 TJ of gas supplied during the year, 4,419 TJ were supplied to customers on standard contracts and all were small customers consuming less than 1 TJ. Of the customers on negotiated contracts, small consumers accounted for a total of 1,537 TJ and larger commercial operators the remaining 1,150 TJ.

**Water and sewerage services**

ACTEW Corporation delivered 45,118 ML of water to 146,232 ACT premises and properties and 3,716 ML to Queanbeyan (bulk water) in 2009–10. In addition, under the environmental flow requirements, ACTEW Corporation released 10,890 ML as environmental flows, nearly double the previous year’s level.

Residential properties accounted for around 95% of all properties supplied by ACTEW Corporation, but for only 61% of the water supplied to ACT properties.

Average water consumption by residential premises has fallen since 2005–06 from 261 kL in that year to 199 kL in 2009–10. For non-residential premises, the average level supplied has also fallen from 2,809 kL in 2005–06 to 2,317 in 2009–10.
Utility compliance

- Since the introduction of the Utilities Act in 2000, no material breaches have been notified.
- The Office of Fair Trading reported that its records did not show any complaints relating to the marketing by utilities for 2009–10.
- The ACT Civil and Administrative Tribunal (ACAT) reported that while there were no industry-wide compliance issues in 2009–10, although a number of minor issues had arisen in respect of particular utilities.
- ACAT reported that it experienced periods of difficulty in receiving timely responses from AGL Customer Advocacy. While there were periods when AGL responded in a timely and efficient manner, there were other periods when responses were either not made or were slow even after repeated requests had been made.
- Throughout 2009–10, ActewAGL Retail Electricity had not established a hardship program equivalent to that offered by almost all other energy utilities in Australia. However, the company indicated that the program would be established in July 2010.
- ACAT reported no compliance issues of substance with respect to water supply in 2009–10.
- ACAT continued to be impressed by the high standard of EnergyAustralia’s non-hardship complaint-handling processes and the best practice approach the utility takes to energy hardship.
- TRUenergy reported to ACAT that there were problems with incorrect product rates on a large number of accounts throughout Australia that included 108 customers in the ACT. While this issue was not resolved as at 30 June 2010, the company subsequently advised ACAT that this matter had been resolved.
- ACAT reported concern about TRUenergy’s willingness to participate in the feed-in-tariff scheme. There was confusion by TRUenergy’s staff about their ability to participate in the scheme due to lack of automatic billing ability. There were also reports of TRUenergy offering customers generous goodwill payments to switch to an alternate provider.
- ACT Health advised that it had not recorded any complaints in the 2009–10 reporting period about the operation of licensed utilities.
- The Environment Protection Authority (EPA) advised the Commission that one incident had been reported to the EPA during the year, involving the discharge of sewage into a lake. ActewAGL notified the EPA of a system failure which resulted in the discharge. An investigation into the matter by the EPA identified a deficiency in ActewAGL’s internal notification system resulting in a warning letter being issued. The EPA noted that routine reports about sewer overflows are generally not recorded unless there are significant environmental or health implications.

Financial outcomes

- In 2009–10, 19 licensed retailers supplied electricity in the ACT. Of the total revenue of $416 million raised by electricity retailers during the year, non-residential customers accounted for $233 million, or 56%, with residential customers accounting for the remaining $183 million.
- In 2009–10, five licensed retailers supplied gas in the ACT. Total revenue raised was $128.3 million, with small customers consuming less than 1 TJ per year, accounting for just under
$108 million, or 84% of the total. Revenue from customers on standard contracts accounted for $87.4 million, or 68% of the total.

- In 2009–10, ACTEW’s sewerage services revenue increased to over $105 million, an increase of 8% on 2008–09.

Customer complaints and responses

- The number of complaints received about electricity distribution has continued to decrease over the past four years, falling from 817 in 2006–07 to 555 in 2009–10. The main sources of complaints during the year were failure to provide sufficient notice and also administrative processes of customer service, with these categories accounting for 33% and 46% respectively.

- During 2009–10, ACT electricity suppliers received a total of 924 complaints, well down on the 1,309 complaints in the previous year. Complaints about billing and affordability accounted for 26% of the total, marketing for 2%, and the general category of ‘other retail matters’ for the bulk of complaints at 72% of the total.

- Of the 924 complaints received about electricity suppliers during the year, 922 or 94% were acknowledged within 10 business days, and 819 or 87% were responded to within 20 business days.

- Of the 22 complaints received against gas distribution during 2009–10, 18 were responded to within 20 business days. Importantly, there was a fall in the number of notifications by customers of problems or concerns about the licensee’s network—from 1,549 in 2008–09 to 1,506 in 2009–10.

- In 2009–10, ACTEW Corporation received a total of 474 complaints regarding water supply to premises in the ACT, down by 67 or 12% on the previous year’s level. Complaints about water quality were the most common.

- During 2009–10, there were 155 complaints about sewerage services, well up on the 100 complaints received the previous year. Complaints regarding property damage and unplanned interruptions accounted for nearly half the total number of complaints.

Technical regulation—network reliability, serviceability and maintenance

Electricity

- An audit of ActewAGL’s Distribution’s management of its nailed poles, conducted during 2009–10, covered a total of 1,600 poles with eight recommendations being made. The technical regulator will monitor ActewAGL Distribution’s compliance with these recommendations over the coming year.

- Following the technical regulator’s representations, ActewAGL Distribution amended its Service and Installation Rules to remove the requirement of maintaining notional supply standards to only 95% of customers.

- During 2009–10, ActewAGL Distribution reported a slight improvement in its reliability of supply and in the operation and maintenance of its network.
Gas

- An audit was completed on the Australian Pipeline Trust’s transmission pipeline from Dalton to the Trunk Receiving Station located on the outskirts of the Gungahlin precinct in the ACT, to ‘assess the adequacy of the gas transmission operator’s management of the transmission supply pipeline to the ACT’.

- An audit was also completed on sections of ActewAGL Distribution’s primary pipelines that traverse the ACT to ‘assess the adequacy of the gas network operator’s management of the distribution system’s feeder/supply pipelines’.

- A compliance audit of all high-pressure meter set enclosures located inside buildings within the ACT identified several instances of non-conformance and questioned the adequacy of the inspection regime of inlet services within the ACT.

- Auditing of the ActewAGL Distribution gas network examined the safety of high-pressure gas meter sets, secondary district regulator sets and the primary pipeline. The full results for the primary pipeline audit will be available during the 2010–11 reporting period. The audits on the high-pressure meter sets and the secondary district regulator sets revealed a deterioration of the gas network assets over time and a lack of planning to redress the maintenance issues. ActewAGL Distribution has committed to raising the level and frequency of maintenance and many of the issues raised were attended to during 2009–10.

Water and sewerage

- Activities in recent years have resulted in improvements in the performance of the water network, although those activities have not been sufficient to arrest the continuing decline in long-term serviceability. The ACTEW utility has complied with its provisions for network renewal, although the scale has been minor when compared to renewals expenditure of other water utilities elsewhere.

Dam safety

- Actew had Dam Safety Emergency Plans as required by the Utilities Act 2000.

- Actew cooperated fully in following the procedures for design endorsements for the new Cotter Dam.

Reliability of services

- In 2009–10, ACTEW Corporation experienced 646 unplanned interruptions to water supply; down by 6% on the previous year. The average duration of outages during the year was 120 minutes, a decrease on the 2008–09 level but above the level of the previous three years.

- During the year, 880 residential electricity customers were disconnected for non-payment of an account while 573 or 65% were reconnected within seven days.

- Under the Consumer Protection Code, a utility is not permitted to disconnect water supply or withdraw sewerage services for failure to pay an account but may restrict the water flow to a level that allows for essential uses only. As in previous years, ACTEW Corporation did not restrict the water flow to any customer for failure to pay an account in 2009–10.
Call centre performance

- In 2009–10, ActewAGL Distribution’s call centre answered 73% of all calls within 30 seconds, a slight increase on the level in previous years. In 2009–10, 13% of all calls were classed as ‘abandoned’; down from 18% in 2008–09.

- ActewAGL Distribution (gas) was unable to provide the Commission with comprehensive call centre data for 2009–10. It stated, however, that on completion of its telecommunications upgrade, additional reporting capability would be available. The company was only able to report that during the year 2,636 calls were made to the call centre number, well down on the previous year.

- In 2009–10, ACTEW Corporation received just over 31,000 water and sewerage calls on its non-emergency numbers and 23,712 calls on its emergency number, with average waiting times of 33 and 23 seconds respectively. Over the five-year period, emergency call centre performance has improved on a number of indicators, and remained steady on others.

Environmental performance

- In 2009–10, ActewAGL Distribution’s electricity network losses were 4.69% of total network inputs, up slightly on the previous year’s level of 4.63%.

- Total greenhouse gas emissions have remained relatively constant over the past five years with about 3.3 million tonnes of greenhouse gases emitted each year. However, total emissions per head of population have tended to fall since 2005–06, with levels reducing from 8.6 tonnes per head in that year to 8.3 tonnes in 2009–10.

- The estimated volume of greenhouse gases emitted as a result of electricity consumption over the five years to 2009–10 has remained about 2.9 million tonnes of carbon dioxide equivalent annually; the level in 2009–10 was 2.962 million tonnes.

- The estimated volume of greenhouse gases emitted as a result of natural gas consumption in the ACT in 2009–10 was 467,008 tonnes of carbon dioxide equivalent, a slight decrease on the 2008–09 level of 469,310 tonnes.

- In 2009–10, environmental flows released by ACTEW from water storages represented just over 10% of the total water supplied in the ACT. ACTEW is one of only a few water utilities in Australia that is responsible for the release of water for environmental flows from the storage facilities that it manages.
1 Introduction

The Commission has a number of statutory roles in the licensing of electricity, gas, and water and sewerage network service providers and/or retail suppliers operating in the ACT. One of those roles is to monitor licensees’ compliance with the conditions of their licences. In discharging that responsibility, the Commission prepares an annual report on licensee compliance and performance. An operating licence issued under the Utilities Act 2000 requires utilities to notify the Commission of any material breaches of the licence conditions, legislation, codes of practice, directions or guidelines as soon as is practicable. Utilities are also required to report annually on the performance of their functions under the statute and on their compliance with licence conditions, including any non-material breaches.

Utility licences specify that reports must be on a financial year basis and must be submitted to the Commission no later than three months from the end of the financial year (that is, by 1 October).

Licensees are also required to report against a number of performance indicators, such as numbers of customers and complaints. Although this form of reporting is different from compliance reporting, it forms part of the Commission’s overall reporting program.

Two other ACT Government agencies are responsible for administering parts of the Utilities Act. In 2009–10, they were the ACT Planning and Land Authority (ACTPLA; Part 5 of the Act—Technical Regulation) and the ACT Civil and Administrative Tribunal (ACAT; Parts 11 and 12—Complaints). Other agencies that played a role in 2009–10 in regulating utilities’ performance were ACT Health, for example through the Public Health (Drinking Water) Code of Practice, and the Department of Territory and Municipal Services, for example through water resources management and environmental protection. Where appropriate, the Commission seeks advice from these agencies on utilities’ performance against the respective statutory requirements.

The Commission’s objectives under the Utilities Act include:

- to encourage the provision of safe, reliable, efficient and high-quality utility services at reasonable prices
- to minimise the potential for misuse of monopoly power in the provision of utility services
- to promote competition in the provision of utility services
- to encourage long-term investment, growth and employment in utility services
- to promote ecologically sustainable development in the provision of utility services
- to protect the interests of consumers
- to ensure that the government’s programs for the provision of utility services are properly addressed.

The Commission is also the regulator of the Greenhouse Gas Abatement Scheme in the ACT. The scheme is implemented through the Electricity (Greenhouse Gas Emissions) Act 2004. Under that Act, the Commission’s main functions are:

- to establish greenhouse gas benchmarks for participants
- to monitor benchmark participants’ compliance, and report to the Minister on the extent to which participants comply with greenhouse gas benchmarks
- to impose penalties if required.
Each year, benchmark participants are required to reduce their emissions of greenhouse gases to the level of their greenhouse gas benchmarks. Where a benchmark participant’s emissions are above its benchmark, excess emissions must be offset through the surrender of abatement certificates. The scheme’s operation is effected through electricity supply licences.

The Electricity Feed-in Scheme for feed-in electricity from renewable energy generators to the electricity network is established under the *Electricity Feed-in (Renewable Energy Premium) Act 2008*. The scheme commenced on 1 March 2009. The Electricity Feed-in Code is an industry code determined by the Commission under Part 4 of the Utilities Act. The code sets out practices and standards for the operation of the scheme.

### 1.1 Structure of this report

This report reviews the compliance and performance of licensed utilities that supplied services in the ACT during 2009–10. The utility services examined include electricity and gas distribution, the retailing (supply) of gas and electricity, and the provision of water and sewerage services.

The issues covered by each chapter of this report are as follows:

- **Chapter 2** describes the utility services regulated by the Commission, and gives information on customer numbers and consumption volumes. It also comments on overall trends in each utility sector.
- **Chapter 3** documents the extent to which, in 2009–10, licensed utilities complied with the broad range of obligations imposed on them by ACT regulatory instruments, such as the Utilities Act, utility licences, industry codes and, where applicable, ring fencing guidelines.
- **Chapter 4** provides information on the financial performance of licensed energy utilities, including capital expenditure levels, revenues, operating costs, user charges and average bills.
- **Chapter 5** deals with the customer service performance of licensed utilities with a focus on customer complaints and network service quality.
- **Chapter 6** reports on technical compliance during the year and covers the main issues raised by the technical regulator with respect to electricity and gas distribution and supply as well as technical compliance for water and sewerage services. The chapter also examines network reliability, serviceability and maintenance and includes material on planned and unplanned interruptions to services, as well as on utilities’ responses to those interruptions.
- **Chapter 7** reports on utilities’ call centre performance. It includes statistics on calls made, calls answered within specific timeframes, waiting times for responses and calls abandoned.
- **Chapter 8** reports on safety net arrangements for electricity and gas supply customers as well as for customers receiving water and sewerage services. It covers items such as the availability of instalment plans, flexibility in payment arrangements, credit management strategies and the use of security deposits.
- **Chapter 9** covers the performance of utilities in relation to environmental obligations that are a direct responsibility of the Commission, such as water losses, greenhouse gas emissions and consumption efficiency.
- **Appendix 1** describes the ACT’s utilities regulatory framework and lists the industry and technical codes in force in 2009–10.
- **Appendix 2** sets out the data used to compile the figures in the report.
Appendix 3 provides further information on the licensed suppliers (retailers) operating in the ACT at 30 June 2010.


The report also contains a list of acronyms and abbreviations.

1.2 Commercial-in-confidence information

To enable the Commission to undertake its responsibilities for compliance and performance reporting, licensees are required to provide information that may be commercially sensitive. Such information has been excluded from this report or published in an aggregated form to protect confidential commercial information. For example, this report gives the total volume of energy sold in the ACT, rather than the volume of energy sold by each supplier.

1.3 Accuracy of data

The data presented in this report are largely as submitted by licensees and may include errors. The Commission seeks to ensure that this report is accurate, and has taken steps to confirm data and clarify inconsistencies. Data for previous years have also been rechecked and updated and, as a result, may differ from the data presented in earlier reports.

1.4 Comparison with earlier reports

The approach taken to utility licence compliance in this report is broadly similar to that taken in previous reports. Utilities were required to report to the Commission on their compliance with a number of key obligations under the Utilities Act, licence conditions, industry codes and, where applicable, ring fencing guidelines. In addition, the Commission consulted with other ACT regulators.

The report highlights compliance issues that arose during the reporting year, updates compliance issues that were discussed in earlier reports, and provides a summary of compliance against the minimum service standards set out in schedules to the Consumer Protection Code.

The performance content in this report continues the approach taken in the 2008–09 report. However, unlike earlier reports there is less emphasis in this report on comparison of ACT data with data from interstate jurisdictions. This is because much of that reporting material has been provided in authoritative publications such as the Australian Energy Regulator’s State of the energy market report and the national performance reports jointly produced by the Water Services Association of Australia, the National Water Commission and the parties to the National Water Initiative.

Incorporated into this report in chapter 6 are major issues associated with the technical regulation of utilities in the ACT, for the most part extracted from the Chief Planning Executive’s statutory report to the Commission for 2009–10.
1.5 Utilities licensed in the ACT

Licensed utilities in the ACT during 2009–10 are set out in Table 1.1. Further detail on licensed supply utilities is provided in Appendix 3, including information on the dates on which their licences were first issued and, for the 2009–10 reporting year, whether the suppliers sold energy to customers.

Table 1.1 ACT licensed utilities, 1 July 2009 to 30 June 2010

<table>
<thead>
<tr>
<th>Utility service</th>
<th>Licensed utility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity distribution and connection</td>
<td>ActewAGL Distribution</td>
</tr>
<tr>
<td>Electricity supply</td>
<td>ActewAGL Retail</td>
</tr>
<tr>
<td></td>
<td>AGL Sales Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>AGL Sales (Queensland Electricity) Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Aurora Energy Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Australian Power and Gas Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Country Energy</td>
</tr>
<tr>
<td></td>
<td>Dodo Power &amp; Gas Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>EnergyAustralia</td>
</tr>
<tr>
<td></td>
<td>ERM Power Retail Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Integral Energy Australia</td>
</tr>
<tr>
<td></td>
<td>Jackgreen (International) Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Origin Energy Electricity Ltd</td>
</tr>
<tr>
<td></td>
<td>Powerdirect Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Red Energy Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>SUN Retail Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>TRUenergy Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>TRUenergy Yallourn Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Sanctuary Energy Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Momentum Energy Pty Ltd</td>
</tr>
<tr>
<td>Gas transmission</td>
<td>East Australian Pipeline Limited</td>
</tr>
<tr>
<td>Gas distribution and connection</td>
<td>ActewAGL Distribution</td>
</tr>
<tr>
<td>Gas supply</td>
<td>ActewAGL Retail</td>
</tr>
<tr>
<td></td>
<td>Australian Power and Gas Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Country Energy</td>
</tr>
<tr>
<td></td>
<td>Dodo Power &amp; Gas Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>EnergyAustralia</td>
</tr>
<tr>
<td></td>
<td>Jackgreen (International) Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>SUN Retail Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>TRUenergy Pty Ltd</td>
</tr>
<tr>
<td>Water supply</td>
<td>ACTEW Corporation Ltd</td>
</tr>
<tr>
<td>Sewerage services</td>
<td>ACTEW Corporation Ltd</td>
</tr>
</tbody>
</table>

a Sanctuary Energy was granted a licence on 29 June 2009. The licence was effective from 1 July 2009.
1.6 **Key features of the ACT**

This section outlines the population, climate and topography of the ACT.

### 1.6.1 Population

At 30 June 2010, the ACT had an estimated resident population of 358,644, up by just over 9,000 or 2.6% on the previous year’s level (see Figure 1.1)

**Figure 1.1**  **ACT population, 2000 to 2010**

![Graph showing ACT population from 2000 to 2010](image)

**Source:** Australian Bureau of Statistics (ABS), *Australian demographic statistics*, Table 4E, estimated resident population, states and territories (number), cat. no. 3101.0, ABS, Canberra.

The population of the ACT is forecast to increase to just over 400,000 by 30 June 2022 (medium-range projection) or by 30 June 2017 (high range; see Figure 1.2). Based on recent and forecast trends, it is unlikely that the low-range increase will occur. It has been included for comparison with the high and medium projections. The projected population levels provide an indication of the demand for utility services in future years.

**Figure 1.2**  **ACT forecast population, low, medium and high ranges, 2006 to 2020**

![Graph showing ACT forecast population from 2006 to 2020](image)

**Source:** ABS, *Population projections, Australia*, Table 5.11, Summary Tables, 2006 to 2101, cat. no. 3222.0, p. 88.
1.6.2 Climate

The ACT’s climate is essentially temperate, with hot summers and cold winters. Much of the rain that falls during the summer occurs during storms. Annual rainfall from 1960 to 2009, shown in Figure 1.3, shows a declining trend that is expected to continue over coming years, although there are likely to be years when rainfall is above the five-year moving average.

**Figure 1.3 ACT annual rainfall, calendar years 1960 to 2009**


Both minimum (Figure 1.4) and maximum (Figure 1.5) temperatures in the ACT have tended to rise over the past few decades. The annual average minimum temperature rose from 6°C in 1960 to 7.2°C in 2009, while the average maximum temperature over the same period rose from 19°C to 20.3°C.
**Figure 1.4** ACT mean minimum temperatures, calendar years 1960 to 2009


Note: a. ‘5 per. Mov. Avg’ refers to 5 year moving average

**Figure 1.5** ACT mean maximum temperatures, calendar years 1960 to 2009

1.6.3 Topography

The total area of the ACT is 2,351.6 square kilometres (about 235,000 hectares), of which 60% is hilly or mountainous. The highest peak in the ACT is Mount Bimberi (1,911 metres). The ACT’s main physical features are timbered mountains (in the south and west), and plains and hill country (in the north).

The ACT is within the upper Murrumbidgee River catchment in the Murray–Darling Basin. The Murrumbidgee flows through the territory from the south, and its tributary, the Molonglo, from the east. Other tributaries of the Murrumbidgee include the Cotter, Paddys, Naas and Gudgenby rivers. The Molonglo River was dammed in 1964 to form Lake Burley Griffin.
2 Utility services—main features

This chapter provides a brief overview of the utility services regulated by the Commission; it includes information on customer numbers and consumption volumes and discusses overall trends in each utility sector.

2.1 Electricity transmission

The Utilities (Electricity Transmission) Regulation 2006 made transmission a utility service when declared by the Minister. Section 4 provides that the transmission of electricity through an electricity transmission network declared under section 5 is a utility service. In 2006, TransGrid was exempted from the requirement to hold a licence on condition that it comply with specific conditions relating to minimum reliability standards governing bulk electricity supply arrangements and with appropriate technical, safety and prudential standards detailed in the exemption instrument.¹

2.2 Electricity distribution

The ACT has one licensed electricity distributor: ActewAGL Distribution.² ActewAGL Distribution’s licence authorises it to provide electricity distribution services and electricity connection services. During 2009–10, ActewAGL Distribution’s network delivered electricity to 164,900 metered supply points, of which 149,197 were to residential customers and 15,703 to non-residential customers.³ During the year, 2,908 GWh of electricity was delivered, with 1,713 GWh to non-residential customers and 1,195 GWh to residential customers (see Table 2.1).

Table 2.1  ActewAGL Distribution’s network, metered supply point numbers and energy delivered, 2009–10

<table>
<thead>
<tr>
<th>Item</th>
<th>Total</th>
<th>By type of customer</th>
<th>By supply voltage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of metered supply points (at end June 2010)</td>
<td>164,900</td>
<td>149,197</td>
<td>15,703</td>
</tr>
<tr>
<td>Energy delivered (GWh)</td>
<td>2,908</td>
<td>1,195</td>
<td>1,713</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s 2009–10 annual report to ICRC.

Table 2.2 shows that there has been a steady increase in both the number of metered supply points and total energy delivered since 2005–06 and the non-residential sector continues to consume the largest proportion of delivered energy.

¹ Utilities (Exemption) 2006 (No. 1) Disallowable instrument DI2006–47 (repealed) and Utilities (Exemption) 2009 (No. 3) Disallowable instrument DI2009-144.
² Country Energy has been granted an exemption from the obligation to hold a licence to provide electricity distribution and connection services for the electricity distribution line that it owns and operates in the ACT. The line is approximately 12 km long and runs along the ACT – New South Wales border.
³ This number is based on the number of metered supply points on the network, or ‘national metering identifiers’ (NMIs). It includes both connected and disconnected (non-active) supply points.
Table 2.2  ActewAGL Distribution’s network, metered supply points and energy delivered, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of metered supply points (end June)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>140,849</td>
<td>142,410</td>
<td>143,281</td>
<td>144,929</td>
<td>149,197</td>
</tr>
<tr>
<td>Non-residential</td>
<td>13,661</td>
<td>13,949</td>
<td>15,174</td>
<td>16,132</td>
<td>15,703</td>
</tr>
<tr>
<td>Total supply points</td>
<td>154,510</td>
<td>156,359</td>
<td>158,455</td>
<td>161,061</td>
<td>164,900</td>
</tr>
<tr>
<td>Energy delivered (GWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1,180</td>
<td>1,148</td>
<td>1,150</td>
<td>1,176</td>
<td>1,195</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,593</td>
<td>1,651</td>
<td>1,681</td>
<td>1,703</td>
<td>1,713</td>
</tr>
<tr>
<td>Total energy delivered</td>
<td>2,773</td>
<td>2,799</td>
<td>2,831</td>
<td>2,879</td>
<td>2,908</td>
</tr>
<tr>
<td>Energy delivered as proportion (%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>42.6</td>
<td>41.0</td>
<td>40.6</td>
<td>40.8</td>
<td>41.1</td>
</tr>
<tr>
<td>Non-residential</td>
<td>57.4</td>
<td>59.0</td>
<td>59.4</td>
<td>59.2</td>
<td>58.9</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution reports to the ICRC.

Figure 2.1 highlights that in 2009–10, energy delivered to residential connections exceeded the amount delivered in 2005–06 while the growth in energy delivered to the non-residential sector contracted.

Figure 2.1  Energy distributed, electricity distribution, ActewAGL Distribution (GWh), 2005–06 to 2009–10

Source: ActewAGL Distribution’s annual reports to ICRC.

At 30 June 2010, ActewAGL’s distribution network, as shown in Table 2.3, consisted of 4,845 km of power lines, with both overhead and underground lines being about equal in length. Details of the network from 2005–06 through to 2009–10 are shown in Table 2.4.
### Table 2.3  ActewAGL Distribution’s network, line length (km), 2009–10

<table>
<thead>
<tr>
<th>Feeder category(^a)</th>
<th>Total</th>
<th>Underground</th>
<th>Overhead</th>
<th>Sub-transmission(^b)</th>
<th>High voltage</th>
<th>Low voltage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urban and rural short(^a)</td>
<td>4,845</td>
<td>2,456</td>
<td>2,389</td>
<td>169</td>
<td>2,373</td>
<td>2,303</td>
</tr>
</tbody>
</table>

\(^a\) ActewAGL Distribution does not have the capability to report separately for urban and rural short feeders.
\(^b\) Includes circuits operating at 132 kV, 66 kV, 11 kV and 22 kV.

Source: ActewAGL Distribution’s 2009–10 annual report to ICRC.

### Table 2.4  ActewAGL Distribution’s network, urban and rural short, line length (km), 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year ending June</th>
<th>Total(^a)</th>
<th>Underground</th>
<th>Overhead</th>
<th>Sub-transmission(^b)</th>
<th>High voltage</th>
<th>Low voltage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>4,691</td>
<td>2,251</td>
<td>2,440</td>
<td>205</td>
<td>2,280</td>
<td>2,206</td>
</tr>
<tr>
<td>2006–07</td>
<td>4,696</td>
<td>2,283</td>
<td>2,413</td>
<td>205</td>
<td>2,282</td>
<td>2,209</td>
</tr>
<tr>
<td>2007–08</td>
<td>4,696</td>
<td>2,283</td>
<td>2,413</td>
<td>205</td>
<td>2,282</td>
<td>2,209</td>
</tr>
<tr>
<td>2008–09</td>
<td>4,795</td>
<td>2,400</td>
<td>2,395</td>
<td>205</td>
<td>2,322</td>
<td>2,268</td>
</tr>
<tr>
<td>2009–10</td>
<td>4,845</td>
<td>2,456</td>
<td>2,389</td>
<td>169</td>
<td>2,373</td>
<td>2,303</td>
</tr>
</tbody>
</table>

\(^a\) Includes circuits operating at 132 kV, 66 kV, 11 kV and 22 kV.
\(^b\) Includes 132 kV, 66 kV and 22 kV lines.
\(^c\) Excludes circuits classified as services.

Source: ActewAGL Distribution’s annual reports to ICRC.

At 30 June 2010 there were 28 sub-transmission transformers with a capacity of 1,342 MVA, while the number of distribution transformers totalled 4,784 with a capacity of 1,911 MVA (see Table 2.5).

### Table 2.5  Number of transformers, electricity distribution, ActewAGL Distribution, 2009–10

<table>
<thead>
<tr>
<th>Network type</th>
<th>Number</th>
<th>Capacity (MVA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub-transmission</td>
<td>28 (^a)</td>
<td>1,342</td>
</tr>
<tr>
<td>Distribution</td>
<td>4,784(^b)</td>
<td>1,911</td>
</tr>
</tbody>
</table>

\(^a\) Number of transformers and their capacity at 132 kV and 66 kV.
\(^b\) Number of substations and their capacity at 22 kV and 11 kV.

Source: ActewAGL Distribution’s 2009–10 annual report to ICRC.

Table 2.6 shows other key statistics of ActewAGL’s electricity distribution network from 2007–08 to 2009–10. Distribution losses rose slightly in 2009–10 to 4.64%, while the level of peak demand in 2009–10 at 604 MW was slightly lower than the 2008–09 level of 607 MW.
### Table 2.6  Key business descriptors, electricity distribution, ActewAGL Distribution, 2007–08 to 2009–10

<table>
<thead>
<tr>
<th>Item</th>
<th>2007–08</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribution lossesa (%)</td>
<td>4.390</td>
<td>4.325</td>
<td>4.640</td>
</tr>
<tr>
<td>Network service area (km²)</td>
<td>2,358</td>
<td>2,358</td>
<td>2,358</td>
</tr>
<tr>
<td>Number of poles—distribution</td>
<td>53,037</td>
<td>53,020</td>
<td>52,890</td>
</tr>
<tr>
<td>Peak demand—distribution (MW)</td>
<td>589</td>
<td>607</td>
<td>604</td>
</tr>
</tbody>
</table>

Note: Based on five-year moving average.
Source: ActewAGL Distribution’s annual reports to ICRC.

### 2.3 Electricity supply

The electricity retail market in the ACT is partially regulated. Any customer may elect to enter into a negotiated contract with a licensed electricity supplier. A franchise customer is any customer who consumes less than 100 MWh/year and who remains on the standard customer contract subject to a regulated tariff. Franchise customers become non-franchise customers if they elect to enter into a negotiated supply contract with any electricity supplier. The retail tariff for non-franchise customers is not regulated.

#### 2.3.1 Electricity sales and consumption

Table 2.7 provides details of customer numbers, customer sales and average electricity consumption, broken down into residential and non-residential categories. The ACT electricity retail market comprises mainly residential customers: 143,187 at the end of June 2010, or 91% of total customer numbers. However, power sales to those customers accounted for 41% of total sales. Average electricity consumption by residential customers has remained at about 8.3 MWh per customer. Average consumption for non-residential sales also remained flat over the past three years at about 121 MWh.

### Table 2.7  Customer numbers, sales and average consumption, electricity supply, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer numbers (end June)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>134,979</td>
<td>137,016</td>
<td>137,582</td>
<td>139,793</td>
<td>143,187</td>
</tr>
<tr>
<td>Non-residential</td>
<td>11,618</td>
<td>12,421</td>
<td>13,772</td>
<td>14,026</td>
<td>14,161</td>
</tr>
<tr>
<td>Total numbers</td>
<td>146,597</td>
<td>149,437</td>
<td>151,354</td>
<td>153,819</td>
<td>157,348</td>
</tr>
<tr>
<td>Customer sales (GWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1,162</td>
<td>1,148</td>
<td>1,142</td>
<td>1,167</td>
<td>1,194</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,659</td>
<td>1,651</td>
<td>1,676</td>
<td>1,699</td>
<td>1,721</td>
</tr>
<tr>
<td>Total sales</td>
<td>2,821</td>
<td>2,799</td>
<td>2,818</td>
<td>2,866</td>
<td>2,915</td>
</tr>
<tr>
<td>Average consumption (MWh/customer)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>8.61</td>
<td>8.38</td>
<td>8.30</td>
<td>8.35</td>
<td>8.34</td>
</tr>
<tr>
<td>Non-residential</td>
<td>142.80</td>
<td>132.92</td>
<td>121.69</td>
<td>121.13</td>
<td>121.54</td>
</tr>
<tr>
<td>Average, all categories</td>
<td>19.24</td>
<td>18.73</td>
<td>18.62</td>
<td>18.63</td>
<td>18.52</td>
</tr>
</tbody>
</table>

Note: The reported sales by suppliers may not equate to the reported distribution volumes reported by distributors because of differences in timing of billing cycles.
Source: Licensed electricity utilities’ annual reports to ICRC.

Figure 2.2 shows customer growth trends over the past five reporting periods, while Figure 2.3 shows total volume of electricity sold to residential and non-residential customers over the same five-year period.
Average electricity consumption levels for both residential and non-residential customers over the five years from 2005–06 to 2009–10 are shown in Figures 2.4 and 2.5 respectively.
Table 2.8 provides a more detailed breakdown of customer numbers by size, contract type and residential and non-residential categories for 2008–09 and 2009–10. Customers range from small customers consuming less than 100 MWh/year to large customers consuming more than 160 MWh/year. Two key points can be taken from this table:

- Customers consuming less than 100 MWh/year accounted for 98% of total customer numbers in both years.
- Customers on standard contracts accounted for about 80% of supply contracts in both 2008–09 and 2009–10.
Sales of electricity to various categories of customers during 2009–10 are shown in Table 2.9. Total sales amounted to 2,914,779 MWh, or 2,914 GWh, during the year, of which 1,234 GWh (42%) was to customers on standard contracts and 1,680 GWh (58%) was to customers on negotiated contracts. Customers who purchased less than 100 MWh accounted for just over 52% of all sales; medium and large customers accounted for 37% and 11% respectively.

Table 2.9

<table>
<thead>
<tr>
<th>Contract type</th>
<th>Sales to small customers a (MWh)</th>
<th>Sales to medium customers b (MWh)</th>
<th>Sales to large customers c (MWh)</th>
<th>Total (MWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers on standard contracts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>964,528</td>
<td>0</td>
<td>0</td>
<td>964,528</td>
</tr>
<tr>
<td>Non-residential</td>
<td>266,874</td>
<td>114</td>
<td>2,929</td>
<td>269,916</td>
</tr>
<tr>
<td>Sub-total</td>
<td>1,231,402</td>
<td>114</td>
<td>2,929</td>
<td>1,234,444</td>
</tr>
<tr>
<td>Customers on negotiated contracts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>229,148</td>
<td>0</td>
<td>0</td>
<td>229,148</td>
</tr>
<tr>
<td>Non-residential</td>
<td>63,598</td>
<td>1,074,125</td>
<td>313,463</td>
<td>1,451,186</td>
</tr>
<tr>
<td>Sub-total</td>
<td>292,747</td>
<td>1,074,125</td>
<td>313,463</td>
<td>1,680,335</td>
</tr>
<tr>
<td>Total sales</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1,193,677</td>
<td>0</td>
<td>0</td>
<td>1,193,677</td>
</tr>
<tr>
<td>Non-residential</td>
<td>330,472</td>
<td>1,074,239</td>
<td>316,392</td>
<td>1,721,102</td>
</tr>
<tr>
<td>Total sales</td>
<td>1,524,148</td>
<td>1,074,239</td>
<td>316,392</td>
<td>2,914,779</td>
</tr>
</tbody>
</table>

a 'Small' customers use <100 MWh/year.
b 'Medium' customers use 100 to 160 MWh/year.
c 'Large' customers use >160 MWh/year.
Source: Licensed electricity utilities' annual reports to ICRC.
Figure 2.6 compares ACT electricity consumption per customer with consumption in other states and territories in 2009–10. The average level of power consumption by ACT residential customers of 8.3 MWh was the third highest of all the states and territories during 2009–10, with the lowest level of 5.6 MWh by customers in Victoria and the highest of 9.6 MWh in the Northern Territory.

**Figure 2.6** Average electricity consumption, residential customers, states and territories, 2009–10

![Figure 2.6: Average electricity consumption, residential customers, states and territories, 2009–10](image)

Source: ESAA, Electricity Gas Australia 2010

### 2.3.2 Competition in the retail electricity market

The process of allowing customers to choose their preferred electricity retailer commenced in 1998 for customers using more than 160 MWh/year. From 1 July 2003, all customers were able to choose their preferred retailer. Table 2.10 shows customer and supplier numbers from 2005–06 through to 2009–10, while Figure 2.7 shows the number of suppliers with more than 100 customers. In 2009–10, eight suppliers from a total of 19 had more than 100 customers, while another six suppliers had fewer than 10 customers.

**Table 2.10** Number of suppliers by customer number categories, electricity supply, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer than 10</td>
<td>8</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>10 to 50</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>51 to 100</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>More than 100</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>15</strong></td>
<td><strong>12</strong></td>
<td><strong>12</strong></td>
<td><strong>12</strong></td>
<td><strong>19</strong></td>
</tr>
</tbody>
</table>

Source: Licensed electricity utilities’ annual reports to ICRC.
Figure 2.7  Number of suppliers with more than 100 customers, electricity supply, ACT, 2005–06 to 2009–10

![Bar chart showing the number of suppliers with over 100 customers]

Source: Licensed electricity utilities' annual reports to ICRC.

Figure 2.8 shows the extent of customers switching retailers on an annual basis since 2005–06. The most noticeable features of customers switching electricity retailers over recent years was the sharp rise, to just over 11,000, in the number of switches in 2006–07 then a steady decline in the following year to 4,175, 3,043 in 2008–09, 2,244 in 2009–10.

Figure 2.8  ACT electricity customers transferring to new retailers, 2005–06 to 2009–10

![Bar chart showing the number of switches]

2.4 Sources of natural gas

Natural gas accounts for about 9.1% of total energy consumption in New South Wales and the ACT.\(^4\) Natural gas is supplied to gas distribution networks via high-pressure transmission pipelines from two sources:

- The Dalton to Watson\(^5\) lateral transmission pipeline, owned by the Australian Pipeline Trust, branches off the Moomba to Sydney transmission pipeline, which transports natural gas from Moomba, in South Australia, across regional New South Wales to Sydney.
- The ActewAGL Hoskinstown to Fyshwick transmission pipeline interconnects with the Eastern Gas Pipeline, which transports gas from Longford in Victoria, at Hoskinstown custody transfer station.

2.5 Gas transmission

The Moomba to Sydney gas pipeline is owned by the Australian Pipeline Trust and operated by East Australian Pipeline Limited (EAPL). The transmission pipeline in the ACT is a 6 km section of that pipeline, and EAPL is licensed under the Utilities Act to carry out that transmission operation.

2.6 Gas distribution

The ACT has one licensed gas distributor: ActewAGL Distribution. ActewAGL Distribution’s licence authorises it to provide gas distribution and gas connection services. ActewAGL’s high-pressure gas network in the ACT includes all primary and secondary pressure pipelines. A primary pipeline connects the Gungahlin primary regulating station (PRS), Watson PRS, Jerrabomberra packaged off-take station (POTS) and the Phillip PRS.

A pipeline continuing from ActewAGL’s Hoskinstown custody transfer station to the ACT border pipeline (licensed in New South Wales and covered by another safety and operating plan) interconnects with the primary pipeline at the Fyshwick trunk receiving station.

A primary pipeline connects the Gungahlin PRS to the intersection of Gundaroo Drive and Gungahlin Drive, Ngunnawal. A secondary main at the intersection of Owen Dixon Drive and William Slim Drive, McKellar, will operate as part of the secondary network (1,050 kPa) until it is upgraded to full primary pressure to meet network capacity requirements.

Secondary mains are fed from the Watson trunk receiving station, Jerrabomberra POTS, Phillip PRS and Gungahlin PRS. These mains supply natural gas to the medium-pressure distribution network, as well as directly to many contract and tariff end users. The maximum and minimum allowable operating pressures are set out in Table 2.11.

---


\(^5\) The lateral transmission pipeline is conventionally described as the Dalton to Watson pipeline, although it, in fact, terminates in Kenny.
Table 2.11 Schedule of standard operating and metering pressures (kPa)

<table>
<thead>
<tr>
<th>Mains</th>
<th>Maximum allowable operating pressure</th>
<th>Minimum operating pressure</th>
<th>Emergency pressure</th>
<th>Standard metering pressure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary mains</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACT border to Fyshwick trunk receiving station</td>
<td>14,900</td>
<td>8,000</td>
<td>2,400</td>
<td>n.a.</td>
</tr>
<tr>
<td>Mains connecting Gungahlin PRS, Canberra PRS, Jerrabomberra POTS and Phillip PRS</td>
<td>6,895</td>
<td>1,750 to 2,200</td>
<td>1,750</td>
<td>n.a.</td>
</tr>
<tr>
<td>Mains connecting Gungahlin PRS to the intersection of Gundaroo Drive and Gungahlin Drive, Ngunnawal</td>
<td>6,895</td>
<td>525</td>
<td>400</td>
<td>n.a.</td>
</tr>
<tr>
<td>Secondary mains</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,050</td>
<td>525</td>
<td>400</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Medium</td>
<td>210</td>
<td>70</td>
<td>40</td>
<td>2.75, 5, 35</td>
</tr>
</tbody>
</table>

n.a. = not applicable.

Source: ACT Network Safety and Operating Plan, revision 9, section 2, Table 1.

At 30 June 2010, ActewAGL Distribution’s network comprised 3,735 km of medium-pressure and 263 km of high-pressure mains, a total pipeline length of just under 4,000 kms. In 2009–10, ActewAGL distributed 7,921 TJ of gas to over 104,000 delivery point identifiers (see Table 2.12). 6

Table 2.12 Gas distribution, pipeline details, gas delivered and customers connected, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Item</th>
<th>2008–09</th>
<th>2009–10</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pipeline length at 30 June (km)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medium pressure</td>
<td>3,718</td>
<td>3,735</td>
<td>0.5</td>
</tr>
<tr>
<td>High pressure</td>
<td>249</td>
<td>263</td>
<td>5.3</td>
</tr>
<tr>
<td>Total pipeline length</td>
<td>3,967</td>
<td>3,998</td>
<td>0.8</td>
</tr>
<tr>
<td>Number of delivery point identifiers at 30 June</td>
<td>100,254</td>
<td>104,423</td>
<td>4.0</td>
</tr>
<tr>
<td>Quantity of gas entering the distribution network (TJ)</td>
<td>7,965</td>
<td>7,921</td>
<td>2.9</td>
</tr>
<tr>
<td>Quantity of gas billed (TJ)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tariff customers (&lt;10 TJ/year)</td>
<td>6,798</td>
<td>6,718</td>
<td>−1.2</td>
</tr>
<tr>
<td>Non-tariff customers (&gt;10 TJ/year)</td>
<td>1,030</td>
<td>1,067</td>
<td>3.5</td>
</tr>
<tr>
<td>Total quantity of gas billed</td>
<td>7,828</td>
<td>7,785</td>
<td>−0.6</td>
</tr>
</tbody>
</table>

a ActewAGL mains operating at <1,050 kPa in the ACT only.
b ActewAGL mains operating at 1,050 kPa and above in the ACT only.
c ACT only.
d ACT only.

Source: ActewAGL Distribution’s annual reports to ICRC.

ActewAGL Distribution’s customer supply point numbers for gas are less than for electricity, but, as Figure 2.9 shows, the number continues to grow and is above the population growth trends in the territory.

---

6 The number of distribution customers (supply points) is not the same as the number of customers with contracts for gas supply.
Figure 2.9  Customer supply point numbers, gas distribution, ACT, 2005–06 to 2009–10

![Customer supply point numbers, gas distribution, ACT, 2005–06 to 2009–10](image)

Source: ActewAGL Distribution’s annual reports to ICRC.

Figure 2.10 shows that the volume of gas distributed in the ACT has risen over the last two years, driven by population increase and possibly a preference for gas-fired heating in the territory.

Figure 2.10  Volume of gas distributed, gas distribution, ACT, 2005–06 to 2009–10

![Volume of gas distributed, gas distribution, ACT, 2005–06 to 2009–10](image)

Source: ActewAGL Distribution’s annual reports to ICRC.

### 2.7 Gas retail

During 2009–10, eight utilities were licensed to retail gas in the ACT: ActewAGL Retail, Australian Power and Gas Pty Ltd, Country Energy, Dodo Power & Gas Pty Ltd, EnergyAustralia, Jackgreen (International) Pty Ltd, Sun Retail and TRUenergy Pty Ltd. However, only four of those licensed companies—ActewAGL Retail, Country Energy, EnergyAustralia and TRUenergy Pty Ltd—supplied gas to customers during the year.
2.7.1 Gas sales and consumption

Table 2.13 compares gas consumption and sales data for residential and non-residential customers from 2005–06 to 2009–10. There were 96,975 gas supply customers in the ACT on 30 June 2010, a rise of 3.1% on the 2008–09 level. Total gas sales fell slightly, from 7,107 TJ in 2008–09 to 7,080 TJ in 2009–10, with the fall attributable to a decrease in non-residential sales for the year. Gas supply data shown in the table may not reconcile with the data for gas distribution, because the gas distribution data include quantities supplied to Queanbeyan and Bungendore, in New South Wales, while the gas supply sales data include sales to customers in the ACT only. Average gas sales in 2009–10 for residential customers fell to 47 GJ, but rose to 1,444 GJ for non-residential customers.

Table 2.13 Customer numbers and sales, gas supply, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer numbers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>87,010</td>
<td>91,177</td>
<td>92,107</td>
<td>91,944</td>
<td>95,197</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,956</td>
<td>1,977</td>
<td>2,106</td>
<td>2,075</td>
<td>1,778</td>
</tr>
<tr>
<td>Total numbers</td>
<td>88,966</td>
<td>93,154</td>
<td>94,213</td>
<td>94,019</td>
<td>96,975</td>
</tr>
<tr>
<td>Customer sales (TJ)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>4,335</td>
<td>4,196</td>
<td>4,432</td>
<td>4,553</td>
<td>4,513</td>
</tr>
<tr>
<td>Non-residential</td>
<td>2,522</td>
<td>2,307</td>
<td>2,784</td>
<td>2,554</td>
<td>2,567</td>
</tr>
<tr>
<td>Total sales</td>
<td>6,857</td>
<td>6,503</td>
<td>7,216</td>
<td>7,107</td>
<td>7,080</td>
</tr>
<tr>
<td>Consumption (GJ/customer)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>50</td>
<td>46</td>
<td>48</td>
<td>50</td>
<td>47</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,289</td>
<td>1,167</td>
<td>1,322</td>
<td>1,231</td>
<td>1,444</td>
</tr>
<tr>
<td>Overall consumption per customer</td>
<td>77</td>
<td>70</td>
<td>77</td>
<td>76</td>
<td>73</td>
</tr>
</tbody>
</table>

Source: Licensed gas supply utilities’ annual reports to ICRC.

Table 2.14 shows gas customer numbers by contract type and size of supply during 2009–10. Of the 96,975 customers during the year, only 45 were supplied with more than 1 TJ, and they were all on negotiated contracts.

Table 2.14 Customer numbers by category, gas supply, ACT, 2009–10

<table>
<thead>
<tr>
<th>Contract type</th>
<th>Small (&lt;1 TJ/year)</th>
<th>Large (&gt;1 TJ/year)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers on standard contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>69,953</td>
<td>0</td>
<td>69,953</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,408</td>
<td>0</td>
<td>1,408</td>
</tr>
<tr>
<td>Subtotal</td>
<td>71,361</td>
<td>0</td>
<td>71,361</td>
</tr>
<tr>
<td>Customers on negotiated contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>25,244</td>
<td>0</td>
<td>25,244</td>
</tr>
<tr>
<td>Non-residential</td>
<td>325</td>
<td>45</td>
<td>370</td>
</tr>
<tr>
<td>Subtotal</td>
<td>25,569</td>
<td>45</td>
<td>25,614</td>
</tr>
<tr>
<td>Total customer numbers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>95,197</td>
<td>0</td>
<td>95,197</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,778</td>
<td>45</td>
<td>1,778</td>
</tr>
<tr>
<td>Total numbers</td>
<td>96,975</td>
<td>45</td>
<td>96,975</td>
</tr>
</tbody>
</table>

Source: Licensed gas supply utilities’ annual reports to ICRC.
Table 2.15 shows gas sales by contract type and scale of supply. Of the 7,107 TJ of gas supplied during the year, 4,419 TJ was supplied to customers on standard contracts, all of whom consumed less than 1 TJ. Of the customers on negotiated contracts, small consumers accounted for 1,537 TJ and larger commercial operators accounted for the remaining 1,150 TJ.

Table 2.15  Customer sales by category, gas supply (TJ), ACT, 2009–10 (TJ)

<table>
<thead>
<tr>
<th>Contract type</th>
<th>Sales to small customersa</th>
<th>Sales to large customersb</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers on standard contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>3,218</td>
<td>0</td>
<td>3,218</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,201</td>
<td>0</td>
<td>1,201</td>
</tr>
<tr>
<td>Subtotal</td>
<td>4,419</td>
<td>0</td>
<td>4,419</td>
</tr>
<tr>
<td>Customers on negotiated contracts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1,335</td>
<td>0</td>
<td>1,335</td>
</tr>
<tr>
<td>Non-residential</td>
<td>202</td>
<td>1,150</td>
<td>1,353</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,537</td>
<td>1,150</td>
<td>2,688</td>
</tr>
<tr>
<td>Total sales</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>4,553</td>
<td>0</td>
<td>4,553</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,403</td>
<td>1,150</td>
<td>2,554</td>
</tr>
<tr>
<td>Totals</td>
<td>5,957</td>
<td>1,150</td>
<td>7,107</td>
</tr>
</tbody>
</table>

a ‘Small’ customers use <1 TJ/year.
b ‘Large’ customers use ≥1 TJ/year.
Source: Licensed gas supply utilities’ annual reports to ICRC.

2.7.2 Competition in the retail gas market

The right of all gas customers to choose their preferred supplier was introduced on 1 January 2002. A measure of the level of competition since that time can be seen in Figure 2.11, which shows annual customer switches over the five years to 30 June 2010. This shows the large increase in switching that took place from 2005–06 to 2006–07, and then the steep fall to 1,870 in 2008–09 before a slight rise in the following year to 1,951.

Figure 2.11  ACT gas customers transferring to new retailers, 2005–06 to 2009–10
2.8 Water and sewerage services

ACTEW Corporation continues to be the only entity licensed to supply water and sewerage services in the ACT. ACTEW Corporation owns and manages the entire water and sewerage system in the territory, including water storage and harvesting, treatment, bulk supply, reticulation and supply, and sewage collection and treatment. It has a range of retail customer service functions, such as reading meters, issuing accounts and handling customer complaints.

ACTEW Corporation also provides bulk water to the Queanbeyan City Council but does not provide reticulated services to Queanbeyan residents.

2.8.1 Sources of water supply

The ACT draws most of its water supply from two separate catchment systems, the Cotter River catchment in the west and the Googong Dam on the Queanbeyan River. Most of the water is drawn from the Cotter system. Googong supplies about 20% of demand, but that proportion has changed in recent years with the development of the Cotter–Googong Bulk Water Transfer project and as a result of changing water supply and quality conditions.

Under its licence conditions, ACTEW Corporation is required to release water from the Cotter and Googong catchments for environmental purposes. The volume of water released as an environmental flow is in accordance with the Environmental Flow Guidelines approved by the minister responsible for water resources.\(^7\)

Table 2.16 sets out the relative contributions of surface water and recycled water to total water supplies over the period from 2005–06 to 2009–10. It shows that the total supply of water to the ACT declined by more than 10,000 ML between 2005–06 and 2007–08, before increasing in 2008–09 and 2009–10. The use of recycled water has continued to rise, doubling over the five-year period, and currently represents about 8.5% of the total water supplied to the territory.

Table 2.16 Sources and volumes of water supply (ML), ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface water</td>
<td>54,340</td>
<td>51,060</td>
<td>43,694</td>
<td>44,950</td>
<td>45,315</td>
</tr>
<tr>
<td>Recycling</td>
<td>2,141</td>
<td>2,104</td>
<td>3,789</td>
<td>4,207</td>
<td>4,249</td>
</tr>
<tr>
<td>Total supply</td>
<td>56,481</td>
<td>53,164</td>
<td>47,483</td>
<td>49,157</td>
<td>49,564</td>
</tr>
</tbody>
</table>


2.8.2 Uses of water supplied

Table 2.17 shows that ACTEW Corporation delivered 45,118 ML of water to 146,232 ACT premises and properties and 3,716 ML to Queanbeyan (bulk water) in 2009–10. In addition, under the environmental flow requirements, ACTEW Corporation released 10,890 ML as environmental flows, nearly double the level of the previous year.

Residential properties accounted for around 95% of all properties supplied by ACTEW Corporation, but for only 61% of the water supplied to ACT properties. Average water consumption in residential premises since 2005–06 has fallen from 261 kL in the year to 199 kL

in 2009–10. For non-residential premises, the average volume supplied has also fallen from 2,809 kL in 2005–06 to 2,317 in 2009–10.

Table 2.17 Premises supplied and uses of water supplied, ACT, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of premises supplied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>132,011</td>
<td>133,474</td>
<td>134,107</td>
<td>137,362</td>
<td>138,674</td>
</tr>
<tr>
<td>Non-residential</td>
<td>6,421</td>
<td>7,107</td>
<td>7,352</td>
<td>7,423</td>
<td>7,558</td>
</tr>
<tr>
<td>Total premises(^a)</td>
<td>138,432</td>
<td>140,581</td>
<td>141,459</td>
<td>144,785</td>
<td>146,232</td>
</tr>
<tr>
<td>Volume of water supplied (ML)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>34,436</td>
<td>31,954</td>
<td>26,079</td>
<td>27,477</td>
<td>27,609</td>
</tr>
<tr>
<td>Non-residential(^a)</td>
<td>18,034</td>
<td>15,745</td>
<td>14,670</td>
<td>17,478</td>
<td>17,509</td>
</tr>
<tr>
<td>Total ACT urban water supplied</td>
<td>52,470</td>
<td>47,699</td>
<td>40,749</td>
<td>44,955</td>
<td>45,118</td>
</tr>
<tr>
<td>Environmental flows</td>
<td>59,500</td>
<td>10,170</td>
<td>6,666</td>
<td>5,262</td>
<td>10,890</td>
</tr>
<tr>
<td>Bulk water exports to Queanbeyan</td>
<td>4,353</td>
<td>4,110</td>
<td>3,437</td>
<td>3,639</td>
<td>3,716</td>
</tr>
<tr>
<td>Total water supplied</td>
<td>116,323</td>
<td>58,406</td>
<td>47,334</td>
<td>53,856</td>
<td>59,724</td>
</tr>
<tr>
<td>Average supply per premises (kL)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>261</td>
<td>239</td>
<td>194</td>
<td>200</td>
<td>199</td>
</tr>
<tr>
<td>Non-residential</td>
<td>2,809</td>
<td>2,215</td>
<td>1,995</td>
<td>2,355</td>
<td>2,317</td>
</tr>
<tr>
<td>All premises</td>
<td>379</td>
<td>339</td>
<td>288</td>
<td>310</td>
<td>309</td>
</tr>
</tbody>
</table>

\(^a\) Figures for non-residential water include commercial and industrial water and estimated non-metered water supplied to other uses, such as firefighting and mains flushing.

Source: ACTEW Corporation’s annual reports to ICRC.

Figure 2.12 shows average annual residential water volumes supplied to the major capital cities during 2009–10. Levels ranged from a low of 142 kL per property for Melbourne to 276 kL for Perth.

Figure 2.12 Average annual residential water supplied, major capital cities, 2009–10

2.8.3 Sewerage services

Sewage is collected by ACTEW Corporation through the sewerage network and treated at the Lower Molonglo Water Quality Control Centre. Table 2.18 shows customer numbers and properties serviced by ACTEW Corporation for sewerage services over the four-year period through 2009–10.

Table 2.18 Customer numbers and properties serviced, sewerage services, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of customers at 30 June</td>
<td>135,241</td>
<td>137,262</td>
<td>139,794</td>
<td>142,577</td>
</tr>
<tr>
<td>Residential</td>
<td>128,830</td>
<td>130,628</td>
<td>133,066</td>
<td>135,781</td>
</tr>
<tr>
<td>Non-residential customers</td>
<td>6,411</td>
<td>6,634</td>
<td>6,698</td>
<td>6,796</td>
</tr>
<tr>
<td>Number of properties receiving sewerage services at 30 June</td>
<td>139,774</td>
<td>140,641</td>
<td>143,865</td>
<td>145,313</td>
</tr>
<tr>
<td>Residential</td>
<td>133,474</td>
<td>134,107</td>
<td>137,261</td>
<td>138,573</td>
</tr>
<tr>
<td>Non-residential customers</td>
<td>6,300</td>
<td>6,534</td>
<td>6,604</td>
<td>6,740</td>
</tr>
<tr>
<td>Number of new properties connected to network</td>
<td>1,931</td>
<td>2,021</td>
<td>2,532</td>
<td>3,124</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s 2009–10 annual report to ICRC.

Key data on sewerage services over the five-year period from 2005–06 to 2009–10 are shown in Table 2.19. In 2009–10, ACTEW Corporation operated 3,059 km of sewerage mains and treated a reduced volume of 25,307 ML of sewage, while the average volume of sewage collected per person fell to 73 kL.

Table 2.19 Sewerage service statistics, ACT, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of customers</td>
<td>135,561</td>
<td>135,241</td>
<td>137,262</td>
<td>139,794</td>
<td>142,577</td>
</tr>
<tr>
<td>Quantity of sewage treated (ML)</td>
<td>29,019</td>
<td>26,437</td>
<td>25,707</td>
<td>25,307</td>
<td>26,769</td>
</tr>
<tr>
<td>Sewage treated per customer (kL)</td>
<td>88</td>
<td>79</td>
<td>75</td>
<td>73</td>
<td>75</td>
</tr>
<tr>
<td>Length of mains (km)</td>
<td>2,991</td>
<td>2,993</td>
<td>3,014</td>
<td>3,059</td>
<td>3,094</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s annual reports to ICRC.
3 Utility compliance

This chapter documents licensed utilities’ compliance during 2009–10 with a broad range of obligations imposed on them by ACT regulatory instruments such as the Utilities Act, utility licences and industry codes. It reports on compliance issues detailed in previous Commission reports and those that arose during 2009–10. In addition, it provides a summary of compliance against the minimum service standards set out in schedules to the Consumer Protection Code.

The chapter has been prepared following consideration of reports required from utilities in relation to their compliance, consultation with other ACT regulators, and consideration of reports of non-compliance provided by utilities under the terms of their licences.

Having considered the reports submitted and the advice of other regulators, the Commission is of the view that utility licensees demonstrated a high level of compliance with the requirements of the Utilities Act, licence conditions and industry codes. However, there are some areas of concern, mainly to do with the range of issues discussed in the report of the ACT Civil and Administrative Tribunal (ACAT) to the Commission. Those matters are discussed in section 3.4.

3.1 Statutory compliance framework

3.1.1 Utilities Act conditions

Section 25 of the Utilities Act provides, among other things, that a utility licence is subject to the condition that the utility comply with any requirement of the Utilities Act or a related law, a requirement under any other law in force in the territory that applies to the utility in relation to the provision of a utility service, relevant industry and technical codes, and directions given to it by the Commission or the Technical Regulator. Section 25 also provides that the utility must give the Commission, in accordance with any written requirements by the ICRC, an annual report for each financial year in relation to its compliance with the conditions of the licence.

3.1.2 Licence provisions

There are specific provisions in all utility licences relating to compliance with applicable laws and reporting of breaches to the Commission. Relevant provisions include clauses 6.2, 7.2 and 7.3:

Clause 6.2. Without limiting the generality of clause 6.1 [licensee to comply with all laws], … the Licensee must comply with: (1) any requirement of the Act; (2) relevant Industry Codes including the performance standards (if any) prescribed under those codes; (3) relevant Technical Codes including the performance standards (if any) prescribed under those codes; (4) any direction given to the Licensee by ICRC or the Chief Executive under the Act; and (5) any applicable ring fencing requirements.

Clause 7.2. If the Licensee becomes aware of a material breach of this licence and any Law or such other code of practice, directions and guidelines applicable to the Licensee and to any of the other services to be rendered by the Licensee that it is required to comply with under clause 6.2, the Licensee must notify ICRC of the breach as soon as practicable.

Clause 7.3. If the Licensee has not complied with any of its obligations under clause 6.2, the Licensee must identify those obligations and provide a brief statement to ICRC that explains the circumstances of, and reasons for the non-compliance, consequences of the non-compliance (including any penalties imposed) and outlines measures that the Licensee will put in place to rectify that non-compliance.
3.2  **Approach taken to compliance assessment**

The reports that the Commission required all utilities to complete as part of the annual reporting requirements sought:

- specific information in relation to the requirement under clause 7.2 of utility licences for reporting of material breaches to the Commission
- specific information in relation to the requirement under clause 7.3 of utility licences for reporting of other breaches to the Commission
- specific information on compliance with certain additional regulatory requirements introduced during 2008–09 (the GreenPower Scheme and Electricity Feed-in Scheme)
- assurances relating to compliance with other key obligations contained in the Utilities Act, the utility licence and industry codes and, where applicable, ring fencing guidelines.

In addition, the Commission sought advice on utilities’ performance and compliance from other regulators and considered reports from utilities that were received in other contexts, such as the quarterly progress reports that all electricity supply utilities are required to submit under the Electricity Feed-in Code.

3.3  **Material breaches**

Licence condition 7.2 concerns material breaches. In previous compliance reports, the Commission has defined a material breach as anything that:

- affects a licensee’s ability to provide utility services
- adversely affects a significant number of consumers, financially and in terms of service provision
- threatens public health or safety, or the environment.

The guidance note issued in March 2009, *Utility reporting of material breaches and non-compliance*,

sets out the Commission’s position on what constitutes utility compliance under the terms of clauses 7.2 and 7.3 and so provides a fuller account of materiality. The material in the guidance note was communicated to utilities during 2008–09, but it is most relevant to compliance reporting in 2009–10 and later years.

As in 2008–09, licensees did not report any material breaches of their regulatory requirements in 2009–10. None of the compliance issues outlined in section 3.4 can be classed as material, although AGL’s gas billing issues, and continuing problems during 2009–10 with TRUenergy’s feed-in tariff arrangements—raised by ACAT—have been concerns. In relation to the latter, it is noted that the Commission raised its concerns with TRUenergy in May 2010 and sought the company’s confirmation that it had and was meeting its obligations under the electricity feed-in scheme.

Since the introduction of the Utilities Act in 2000, no material breaches have been notified.

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3.4 Assessment of licensee compliance by other regulators

As part of its assessment of licensee compliance, the Commission sought the advice of the Office of Fair Trading, ACAT, ACT Health, the Environment Protection Authority, and the Office of the Commissioner for Sustainability and the Environment.

3.4.1 Office of Fair Trading

The Office of Fair Trading reported that its records did not show any complaints relating to marketing by utilities in 2009–10.

3.4.2 ACT Civil and Administrative Tribunal

ACAT reported that while there were no industry-wide compliance issues in 2009–10, a number of issues had arisen in relation to particular utilities. In 2008–09, AGL changed its customer’s national gas billing computer system, which resulted in problems which were on-going in 2009–10, including:

- deduction of the full balance owing rather than the part payment amount
- inconsistent deduction of payments, including on non-approved dates
- deduction of the outstanding balance when an ‘even-pay’ arrangement was cancelled
- failure to take steps to review clients’ ‘even-pay’ arrangements for several years.

ACAT reported that it had experienced periods of difficulty in receiving timely responses from AGL Customer Advocacy and that there were periods when AGL responded in a timely and efficient manner. However, there were also periods when responses were not forthcoming, even after several weeks and after several requests had been made. The lack of a time-based penalty for the utilities, similar to those penalties that operate in other jurisdictions, appears to affect response times to ACAT.

ACAT noted that in 2009–10, ActewAGL Electricity had not established a hardship program equivalent to that offered by almost all other energy utilities in Australia. However, the company indicated that the program would be established during 2010–11. ACAT reports no compliance issues of substance with regard to water in 2009–10.

TRUenergy reported to ACAT that there were problems with incorrect product rates on a large number of accounts throughout Australia, which included 108 customers in the ACT. While the issue was not resolved as of 30 June 2010, the company subsequently advised ACAT that the matter had been resolved.

3.4.3 ACT Health

ACT Health advised that it recorded no complaints in 2009–10 about the operation of licensed utilities.

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9 Under the Justice and Community Safety Legislation (Amendment) Act 2008 (No 2), the Essential Services Consumer Council was renamed the Energy and Water Consumer Council from 29 July 2008. In February 2009, the functions of the council were subsumed into the ACT Civil and Administrative Tribunal (ACAT).
3.4.4 Environment Protection Authority

The Environment Protection Authority (EPA) advised the Commission that one incident had been reported to the EPA during the year, involving the discharge of sewage into a lake. ActewAGL, the relevant utility, notified the EPA of a system failure which resulted in the discharge of untreated effluent into a lake within the ACT. EPA’s investigation identified a deficiency in ActewAGL’s internal notification system, resulting in a warning letter being issued to the company. The EPA noted that routine reports about sewer overflows are generally not recorded unless there are significant environmental or health implications.

3.5 Part 7 of the Utilities Act—network operations

Part 7 of the Utilities Act obliges network operators to take reasonable steps to minimise inconvenience to landowners and damage to property when utilities’ staff enter properties to undertake maintenance or other work on network assets. The Act specifies minimum notice requirements and also requires network operators to restore property affected by the work they undertake.

The Commission considers the number of complaints made about utility performance of network operations: information on complaints made about the utility received by each network licensee is set out in chapter 5.

3.6 Consumer Protection Code—minimum service standards

The Consumer Protection Code specifies a number of minimum service standards. Most apply network operators, but some also apply to retailers. In some instances, failure to meet a standard may attract a rebate.

Table 3.1 and Table 3.2 summarise licensees’ performance against the specified minimum service standards set out in Schedule 1 to the Consumer Protection Code. Most met performance standards to a high level.
Table 3.1  Compliance with performance standards, major licensees, summary details, 2009–10

<table>
<thead>
<tr>
<th>Performance standard</th>
<th>Licensees’ compliance performance</th>
<th>Commission comments</th>
</tr>
</thead>
</table>
| Customer connection times (standard 1) | Proportion of services provided in accordance with prescribed connection times (i.e. on the same day as the request is made if before 2.00 pm, or by the end of the next business day if the request is made after 2.00 pm, or as otherwise agreed) (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 100% (100%)  
  - ActewAGL Distribution (gas): 100% (98.6%)  
  - ACTEW Corporation (water): 100% (100%) | Very high to full compliance.                                                                                                                                                    |
| Responding to complaints (standard 3) | Proportion of complaints acknowledged within 10 business days (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 99% (99%)  
  - ActewAGL Distribution (gas): 100% (100%)  
  - ACTEW Corporation (water): 97% (95%); (sewerage) 97% (100%)  
  - ActewAGL Retail (electricity): 99% (97%)  
  - ActewAGL Retail (gas): 100% (100%) | Moderate to full compliance by all network operators as well as most electricity and gas suppliers. EnergyAustralia was unable to supply information. |
|                     | Proportion of complaints responded to within 20 business days (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 97% (94%)  
  - ActewAGL Distribution (gas): 90% (93%)  
  - ACTEW Corporation (water): 98% (100%)  
  - ACTEW Corporation (sewerage): 98% (94%)  
  - ActewAGL Retail (electricity): 87% (89%)  
  - ActewAGL Retail (gas): 100% (100%) | Moderate to full compliance by network operators and variable levels of compliance by retailers. ActewAGL (electricity and gas) reported lower levels of compliance and a significantly diminished performance compared with 2008–09. EnergyAustralia was unable to provide information. |

a  Excludes complaints about water quality.

b  A response is taken to mean the resolution of a problem or confirmation of the cause of the issue, if known, advice about what corrective action is being taken to rectify the issue and an indication of the likely time by which the issue will be resolved.

Source: Licensed utilities’ 2008–09 and 2009–10 annual reports to ICRC.
### Table 3.2 Compliance with performance standards, all licensees, summary details, 2009–10

<table>
<thead>
<tr>
<th>Performance standard</th>
<th>Licensees’ compliance performance</th>
<th>Commission comments</th>
</tr>
</thead>
</table>
| **Response time to notification of problem or concern (standard 4)** (applies only to gas and electricity distributors, and water and sewerage utilities) | Notification about a problem or concern that may affect public health, or is causing, or has the potential to cause, substantial damage or harm to people or property. Number and percentage of notifications where the licensee failed to respond within 6 hours (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 213 and 2.5% (13 and 6.5%)  
  - ActewAGL Distribution (gas): 0 and 0.0% (0 and 0.0%)  
  - ACTEW Corporation (water): 0 and 0.0% (0 and 0.0%)  
  - ACTEW Corporation (sewerage): 0 and 0.0% (0 and 0.0%) | Full compliance by ActewAGL Distribution (gas) and ACTEW Corporation for water and sewerage. Compliance of ActewAGL Distribution (electricity) was lower. |
| **Notification about other problems or concerns** | Number and percentage of other notifications where the licensee failed to respond within 48 hours (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 0 and 0% (13 and 0.4%)  
  - ActewAGL Distribution (gas): 217 and 17.4% (168 and 12.7%)  
  - ACTEW Corporation (water): 855 and 25.0% (859 and 24.0%)  
  - ACTEW Corporation (sewerage): 23 and 0.4% (980 and 26.0%) | High compliance by ActewAGL Distribution (electricity and gas); the level of compliance by ACTEW Corporation for both water and sewerage was considerably lower. |
| **Planned interruptions to utility services (standard 5)** (applies only to gas and electricity distributors and water and sewerage utilities) | Number and percentage of other notifications where the licensee failed to respond within the timeframe specified in their response (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): N/A (N/A)  
  - ActewAGL Distribution (gas): N/A (N/A)  
  - ACTEW Corporation (water): 123 and 14% (126 and 3.3%)  
  - ACTEW Corporation (sewerage): 71 and 1.3% (74 and 1.3%) | ActewAGL notes that no timeframes are specified for reactive work. High compliance by ACTEW Corporation. |
| **Provision of two days’ notice** | Number and percentage of instances where the customer received insufficient or no notice (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 416 and 19% (74 and 1.6%)  
  - ACTEW Corporation (water): 0 and 0.0% (0 and 0.0%) | Full compliance by ACTEW Corporation (water); not an issue for ActewAGL distribution (gas) and ACTEW Corporation (sewerage) in 2009–10; reduced level of compliance by ActewAGL Distribution (electricity). |
| **Number and percentage of unplanned interruptions** | Number of instances in which supply was not restored within 12 hours and total number of unplanned interruptions (2008–09 in parentheses):  
  - ActewAGL Distribution (electricity): 2 out of 825 (10 out of 953)  
  - ActewAGL Distribution (gas): 0 out of 87 (0 out of 139)  
  - ACTEW Corporation (water): 0 out of 657 (2 out of 692)  
  - ACTEW Corporation (sewerage): 1 out of 222 (2 out of 2,229) | High to full compliance. ActewAGL Distribution (electricity) reported a lower level of compliance than other utility sectors and a lower level than it reported in 2008–09. |

Source: Licensed utilities’ 2008–09 and 2009–10 annual reports to ICRC.
3.7 Rebates payable for failure to meet minimum service standards

Table 3.3 summarises the payment of rebates for failure to meet minimum service standards in 2008–09 and 2009–10. The amount of rebates paid in 2009–10 ($3,720) was below the amount paid in the previous year ($5,000). The Commission notes that the number of rebates is more than the number of complaints made. As in previous years, most rebate payments were made without the customer submitting a claim.

<table>
<thead>
<tr>
<th>Utility</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Claims made (no.)</td>
<td>Rebates paid (no.)</td>
</tr>
<tr>
<td>ACTEW Corporation (water)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ACTEW Corporation (sewerage)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ActewAGL Distribution (electricity)</td>
<td>0</td>
<td>49</td>
</tr>
<tr>
<td>ActewAGL Distribution (gas)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ActewAGL Retail (electricity)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>ActewAGL Retail (gas)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1</td>
<td>50</td>
</tr>
</tbody>
</table>

Source: Licensed utilities’ annual reports to ICRC.

The Commission notes ACAT’s comments, reported elsewhere in this chapter, on the level of rebates prescribed under the Consumer Protection Code, customers’ knowledge of their possible entitlement to rebate payments, and the interaction of rebate payments with goodwill payments made voluntarily by utilities.

Under clause 11 of the Consumer Protection Code, utilities are required to inform customers of the minimum service standards and of their entitlement to a rebate if the standards are not met. The code provides that this information must be provided in the customer contract or, for franchise customers, in the statement of rights and responsibilities provided to customers under the code. The figures above suggest that, despite this provision, many potential complainants may remain unaware of their rights.

3.8 Ring fencing guidelines and compliance

The Commission’s ring fencing guidelines are binding on ActewAGL Distribution under its current utility licence obligations. The guidelines also reflect policies and obligations on distribution networks under national regulatory instruments.

The guidelines place a number of obligations on the electricity and gas distributors for the legal, operational, physical and accounting separation of the monopoly distribution businesses from contestable retail activities. ActewAGL Distribution (electricity) and ActewAGL Distribution (gas) reported compliance with their ring fencing obligations and a high level of understanding among staff about those obligations.

---

10 ICRC, Ring fencing guidelines for gas and electricity network service operators in the ACT, November 2002.
ActewAGL Distribution advised the Commission of the specific measures carried out to ensure ring fencing compliance during 2009–10. The measures included:

- the implementation of appropriate procedures and policies
- staff training
- maintenance of a ring fencing issues register
- regular reporting of breaches, including of ring fencing obligations
- legal advice on potential ring fencing issues.

The Australian Energy Regulator has been responsible for the economic regulation of ActewAGL Distribution since 2008. It has developed a ring fencing reporting regime under its compliance framework that takes account of the ring fencing obligations that exist under the National Electricity Rules and the National Gas Rules. The Commission and the Australian Energy Regulator have sought to ensure that no duplicate reporting is required.
4  Financial outcomes

This chapter provides a range of financial performance information for the electricity and gas distributors and aggregated data for both electricity and gas suppliers. Some financial details are also provided for the ACT’s supplier of water and wastewater services (ACTEW Corporation).

4.1  Electricity distribution

ActewAGL Distribution is the regulated distributor of electricity to all customers in the ACT. Up to and during 2008–09, the Commission was responsible for determining regulated revenue; since the beginning of 2009–10 the Australian Energy Regulator has been responsible for compliance with regulated revenue.

Table 4.1 and the associated Figure 4.1 provide details of network charges and energy deliveries by ActewAGL Distribution for the residential and non-residential sectors from 2005–06 to 2009–10. The following main points emerge from the data:

- For the residential sector, revenue from charges increased from $49.55 million in 2008–09 to $59.60 million in 2009–10, continuing the trend of rising charges, energy deliveries and average charges for the sector.
- For the non-residential sector, revenue from charges also rose; from $75.12 million in 2008–09 to $88.97 million in 2009–10. Energy deliveries increased to just over 1,713 GWh and the average charge for power rose from 4.41 cents per kWh in 2008–09 to 5.19 cents per kWh in 2009–10.

Table 4.1  Network charges and energy deliveries, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential customer charges</td>
<td>43.10</td>
<td>43.42</td>
<td>47.618</td>
<td>49.550</td>
<td>59.601</td>
</tr>
<tr>
<td>($ million, nominal)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy delivered (GWh)</td>
<td>1.180</td>
<td>1.148</td>
<td>1.150</td>
<td>1.176</td>
<td>1.195</td>
</tr>
<tr>
<td>Average residential network charge</td>
<td>3.65</td>
<td>3.78</td>
<td>4.14</td>
<td>4.21</td>
<td>4.99</td>
</tr>
<tr>
<td>(cents per kWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-residential</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-residential customer charges</td>
<td>66.510</td>
<td>70.940</td>
<td>76.682</td>
<td>75.125</td>
<td>88.967</td>
</tr>
<tr>
<td>($ million, nominal)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy delivered (GWh)</td>
<td>1.593</td>
<td>1.651</td>
<td>1.681</td>
<td>1.703</td>
<td>1.713</td>
</tr>
<tr>
<td>Average non-residential network charge</td>
<td>4.18</td>
<td>4.30</td>
<td>4.56</td>
<td>4.41</td>
<td>5.19</td>
</tr>
<tr>
<td>(cents per kWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network charges—total</td>
<td>109.6</td>
<td>114.4</td>
<td>124.3</td>
<td>124.7</td>
<td>148.6</td>
</tr>
<tr>
<td>($ million, nominal)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy delivered—total (GWh)</td>
<td>2,773</td>
<td>2,799</td>
<td>2,831</td>
<td>2,879</td>
<td>2,908</td>
</tr>
<tr>
<td>Average network charge (cents per kWh)</td>
<td>3.95</td>
<td>4.09</td>
<td>4.39</td>
<td>4.33</td>
<td>5.11</td>
</tr>
</tbody>
</table>

Note: The average charges provide a high-level basis for comparison only and do not represent actual tariff structures. Source: ActewAGL Distribution’s annual reports to ICRC.
Figure 4.1 Network revenue, residential and non-residential, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>43.1</td>
<td>66.5</td>
</tr>
<tr>
<td>2006–07</td>
<td>43.4</td>
<td>70.9</td>
</tr>
<tr>
<td>2007–08</td>
<td>47.6</td>
<td>76.7</td>
</tr>
<tr>
<td>2008–09</td>
<td>49.6</td>
<td>75.1</td>
</tr>
<tr>
<td>2009–10</td>
<td>59.6</td>
<td>89.0</td>
</tr>
</tbody>
</table>

### 4.2 Electricity supply, revenue and prices

Table 4.2 provides information about revenue, customer numbers, supply and electricity prices for the period from 2005–06 to 2009–10. The following key points emerge from the data:

- Total revenue from all customers rose by 7.5% in 2009–10 from $387 million to just under $416 million, revenue from the non-residential sector rose by 7.7%, and revenue from the residential sector rose by 7.2%.

- Total customer numbers rose by 2.3% during 2009–10, with residential customers rising by 2.4% and non-residential rising by 1.0%.

- The average charge per unit of power to all customers rose by 5.7% during the year. The charge for the residential sector rose by 4.8% and the charge for the non-residential sector rose by 6.3%.
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue ($m, nominal)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>128.0</td>
<td>131.6</td>
<td>151.4</td>
<td>169.7</td>
<td>182.0</td>
<td>7.2%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>161.5</td>
<td>192.7</td>
<td>210.0</td>
<td>217.2</td>
<td>233.9</td>
<td>7.7%</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>289.5</td>
<td>324.3</td>
<td>361.4</td>
<td>386.9</td>
<td>415.8</td>
<td>7.5%</td>
</tr>
<tr>
<td><strong>Customers (no.)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>134,979</td>
<td>137,016</td>
<td>137,582</td>
<td>139,793</td>
<td>143,187</td>
<td>2.4%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>11,618</td>
<td>11,856</td>
<td>13,772</td>
<td>14,026</td>
<td>14,161</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>Total customers</strong></td>
<td>146,597</td>
<td>148,672</td>
<td>151,354</td>
<td>153,819</td>
<td>157,348</td>
<td>2.3%</td>
</tr>
<tr>
<td><strong>Consumption (GWh)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>1,162</td>
<td>1,148</td>
<td>1,142</td>
<td>1,167</td>
<td>1,194</td>
<td>2.3%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,659</td>
<td>1,651</td>
<td>1,676</td>
<td>1,699</td>
<td>1,721</td>
<td>1.3%</td>
</tr>
<tr>
<td><strong>Total consumption</strong></td>
<td>2,821</td>
<td>2,799</td>
<td>2,818</td>
<td>2,866</td>
<td>2,915</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Average consumption/customer (MWh)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>8.6</td>
<td>8.4</td>
<td>8.3</td>
<td>8.3</td>
<td>8.3</td>
<td>-0.1%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>142.8</td>
<td>141.6</td>
<td>121.7</td>
<td>121.1</td>
<td>121.5</td>
<td>0.3%</td>
</tr>
<tr>
<td><strong>Average consumption all customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>19.2</td>
<td>18.8</td>
<td>18.6</td>
<td>18.6</td>
<td>18.5</td>
<td>-0.6%</td>
</tr>
<tr>
<td><strong>Average total charge ($ nominal)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>948</td>
<td>961</td>
<td>1,100</td>
<td>1,213</td>
<td>1,270.9</td>
<td>4.7%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>13,901</td>
<td>16,530</td>
<td>15,248</td>
<td>15,488</td>
<td>16,515.7</td>
<td>6.6%</td>
</tr>
<tr>
<td><strong>Average total charge all customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,975</td>
<td>2,181</td>
<td>2,387</td>
<td>2,515</td>
<td>2,642.9</td>
<td>5.1%</td>
</tr>
<tr>
<td><strong>Average charge per unit ($/MWh)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>110.2</td>
<td>114.7</td>
<td>132.6</td>
<td>145.4</td>
<td>152.4</td>
<td>4.8%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>97.3</td>
<td>116.7</td>
<td>125.3</td>
<td>127.9</td>
<td>135.9</td>
<td>6.3%</td>
</tr>
<tr>
<td><strong>Average charge per unit all customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>102.6</td>
<td>115.9</td>
<td>128.3</td>
<td>135.0</td>
<td>142.7</td>
<td>5.7%</td>
</tr>
</tbody>
</table>


Source: Licensed electricity utilities’ annual reports to ICRC.
Average costs of power for residential and non-residential customers are also shown in Figure 4.2.

**Figure 4.2** Average electricity charges for residential and non-residential customers ($/MWh), 2005–06 to 2009–10

![Figure 4.2: Average electricity charges for residential and non-residential customers ($/MWh), 2005–06 to 2009–10](image)

Source: Licensed electricity utilities’ annual reports to ICRC.

Table 4.3 shows revenues from various customer categories during 2009–10. Of the total revenue of $416 million raised by electricity suppliers during the year, non-residential customers accounted for $233 million, or 56% of total revenue.

**Table 4.3** Customer revenues by category, electricity supply, ACT, 2009–10 ($m)

<table>
<thead>
<tr>
<th>Contract type</th>
<th>Revenue from small customers(^a)</th>
<th>Revenue from medium customers(^b)</th>
<th>Revenue from large customers(^c)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>147.4</td>
<td>0.0</td>
<td>0.0</td>
<td>147.4</td>
</tr>
<tr>
<td>Non-residential</td>
<td>49.3</td>
<td>0.0</td>
<td>0.0</td>
<td>49.3</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>196.7</td>
<td>0.0</td>
<td>0.0</td>
<td>196.7</td>
</tr>
<tr>
<td><strong>Negotiated</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>34.5</td>
<td>0.0</td>
<td>0.0</td>
<td>34.5</td>
</tr>
<tr>
<td>Non-residential</td>
<td>8.8</td>
<td>130.4</td>
<td>45.4</td>
<td>184.6</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>43.4</td>
<td>130.4</td>
<td>45.4</td>
<td>219.1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>240.1</td>
<td>130.4</td>
<td>45.4</td>
<td>415.8</td>
</tr>
</tbody>
</table>

\(^a\) ‘Small’ customers use <100 MWh/year.

\(^b\) ‘Medium’ customers use 100–160 MWh/year.

\(^c\) ‘Large’ customers use >160 MWh/year.

Source: Licensed electricity utilities’ annual reports to ICRC.
4.3 Gas transmission and distribution

The financial details provided by utilities on both gas transmission and distribution are limited and therefore are not included in this report.

4.4 Gas supply, revenue and prices

During 2009–10 there were five licensed gas suppliers in the ACT. Table 4.4 shows revenue raised by those companies by various customer categories during the year. Of the $128.3 million of total revenue raised, customers consuming less than 1 TJ per year accounted for just under $108 million, or 84% of the total.

<table>
<thead>
<tr>
<th>Contract category</th>
<th>Revenue from small customersa ($m)</th>
<th>Revenue from large customersb ($m)</th>
<th>Total revenue ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Residential</td>
<td>68.9</td>
<td>0.0</td>
<td>68.9</td>
</tr>
<tr>
<td>Standard Non-residential</td>
<td>7.5</td>
<td>11.0</td>
<td>18.5</td>
</tr>
<tr>
<td>Standard Subtotal</td>
<td>76.4</td>
<td>11.0</td>
<td>87.4</td>
</tr>
<tr>
<td>Negotiated Residential</td>
<td>28.6</td>
<td>0.0</td>
<td>28.6</td>
</tr>
<tr>
<td>Negotiated Non-residential</td>
<td>2.8</td>
<td>9.6</td>
<td>12.4</td>
</tr>
<tr>
<td>Negotiated Subtotal</td>
<td>31.4</td>
<td>9.6</td>
<td>41.0</td>
</tr>
<tr>
<td>Standard and negotiated Residential</td>
<td>97.5</td>
<td>0.0</td>
<td>97.5</td>
</tr>
<tr>
<td>Standard and negotiated Non-residential</td>
<td>10.3</td>
<td>20.5</td>
<td>30.9</td>
</tr>
<tr>
<td>Totals</td>
<td>107.8</td>
<td>20.5</td>
<td>128.3</td>
</tr>
</tbody>
</table>

a 'Small' customers use <1 TJ/year.
b 'Large' customers use >1 TJ/year.

Source: Licensed gas utilities’ annual reports to ICRC.

Table 4.5 provides details on revenue, customer numbers, consumption levels and prices for gas for residential and non-residential customers from 2005–06 to 2009–10.
### Table 4.5  
**Revenue, customer numbers, consumption and average charges, gas supply, ACT, 2005–06 to 2009–10**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue ($m)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>65.3</td>
<td>67.4</td>
<td>76.7</td>
<td>90.8</td>
<td>97.5</td>
<td>7.3%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>20.9</td>
<td>22.8</td>
<td>25.8</td>
<td>31.0</td>
<td>30.9</td>
<td>–0.3%</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>86.2</td>
<td>90.2</td>
<td>102.5</td>
<td>121.8</td>
<td>128.3</td>
<td>5.4%</td>
</tr>
<tr>
<td><strong>Customers (no.)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>87,010</td>
<td>91,177</td>
<td>92,107</td>
<td>91,944</td>
<td>95,197</td>
<td>3.5%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,956</td>
<td>1,977</td>
<td>2,106</td>
<td>2,075</td>
<td>1,778</td>
<td>–14.3%</td>
</tr>
<tr>
<td><strong>Total customer numbers</strong></td>
<td>88,966</td>
<td>93,154</td>
<td>94,213</td>
<td>94,019</td>
<td>96,975</td>
<td>3.1%</td>
</tr>
<tr>
<td><strong>Consumption (TJ)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>4,335</td>
<td>4,196</td>
<td>4,432</td>
<td>4,553</td>
<td>4,513</td>
<td>–0.9%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>2,522</td>
<td>2,307</td>
<td>2,784</td>
<td>2,554</td>
<td>2,567</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Total consumption</strong></td>
<td>6,857</td>
<td>6,503</td>
<td>7,216</td>
<td>7,107</td>
<td>7,080</td>
<td>–0.4%</td>
</tr>
<tr>
<td><strong>Average consumption per customer (GJ)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>49.8</td>
<td>46.0</td>
<td>48.1</td>
<td>49.5</td>
<td>47.4</td>
<td>–4.3%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>1,289.4</td>
<td>1,166.9</td>
<td>1,321.8</td>
<td>1,230.8</td>
<td>1,443.7</td>
<td>17.3%</td>
</tr>
<tr>
<td><strong>Average consumption all customers</strong></td>
<td>77.1</td>
<td>69.8</td>
<td>76.6</td>
<td>75.6</td>
<td>73.0</td>
<td>–3.4%</td>
</tr>
<tr>
<td><strong>Average total charge per customer ($)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>750</td>
<td>739</td>
<td>832.6</td>
<td>987.7</td>
<td>1,023.7</td>
<td>3.6%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>10,685</td>
<td>11,526</td>
<td>12,257</td>
<td>14931</td>
<td>17369</td>
<td>16.3%</td>
</tr>
<tr>
<td><strong>Average total charge all customers</strong></td>
<td>968.9</td>
<td>967.9</td>
<td>1,087.9</td>
<td>1,295.5</td>
<td>1,323.4</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>Average unit charge per customer ($/GJ)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>15.1</td>
<td>16.1</td>
<td>17.3</td>
<td>19.9</td>
<td>21.6</td>
<td>8.3%</td>
</tr>
<tr>
<td>Non-residential</td>
<td>8.3</td>
<td>9.9</td>
<td>9.3</td>
<td>12.1</td>
<td>12.0</td>
<td>–0.8%</td>
</tr>
<tr>
<td><strong>Average unit charge all customers</strong></td>
<td>12.6</td>
<td>13.9</td>
<td>14.2</td>
<td>17.1</td>
<td>18.1</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

\(^a\) Change from 2008–09 to 2009–10  
Source: Licensed gas utilities’ annual reports to ICRC.

Retail pricing for gas supply in the ACT has been fully contestable since the regulation of gas retail prices ceased on 1 January 2002. Table 4.6 shows the level of prices being charged by ActewAGL Retail for gas from 1 July 2010.
Table 4.6 Residential and non-residential gas prices, ActewAGL, ACT, from 1 July 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Units</th>
<th>Price level from 1 July 2009</th>
<th>Price level from 1 July 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Residential</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply fee</td>
<td>cents/day</td>
<td>56.859</td>
<td>57.893</td>
</tr>
<tr>
<td>Usage fee</td>
<td>cents/MJ</td>
<td>1.9866</td>
<td>2.0614</td>
</tr>
<tr>
<td><strong>Industrial and commercial</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply fee</td>
<td>cents/day</td>
<td>113.058</td>
<td>113.058</td>
</tr>
<tr>
<td>Usage rate</td>
<td>cents/MJ</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First 1,643.8356 MJ/day</td>
<td></td>
<td>1.9096</td>
<td>1.9822</td>
</tr>
<tr>
<td>Thereafter</td>
<td></td>
<td>1.6863</td>
<td>1.7171</td>
</tr>
</tbody>
</table>

a Prices are inclusive of GST.
b The Always Home@ActewAGL plan and the Always Home@ActewAGL Saver plan.
Source: ActewAGL website.

4.5 Water and wastewater services

Water and wastewater services in the ACT continue to be provided by ACTEW Corporation and managed by the ActewAGL joint venture.

The Commission is responsible for determining the tariffs that ACTEW Corporation applies for the provision of water and wastewater services in the ACT. To determine those charges, the Commission undertakes a comprehensive inquiry into ACTEW Corporation’s water and wastewater business on a regular basis. Each inquiry results in the determination of a price path to apply for the length of the subsequent review period. The most recent review determined a price path to apply for the five years from 1 July 2008 to 30 June 2013.

4.5.1 Water supply

Table 4.7 shows the components of ACTEW Corporation’s water supply revenues, average charges and capital expenditure from 2005–06 to 2009–10.

Table 4.7 Property numbers, revenue and capital expenditure, water services, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of connected properties (’000)a</td>
<td>139</td>
<td>140</td>
<td>141</td>
<td>144</td>
<td>146</td>
</tr>
<tr>
<td>Total urban water supplied (ML)</td>
<td>52,470</td>
<td>47,699</td>
<td>40,749</td>
<td>41,797</td>
<td>41,572</td>
</tr>
<tr>
<td>Total revenue—water (’000)$b</td>
<td>76,233</td>
<td>73,733</td>
<td>80,244</td>
<td>98,866</td>
<td>102,085</td>
</tr>
<tr>
<td>Average residential bill ($/customer)</td>
<td>391</td>
<td>371</td>
<td>459</td>
<td>469</td>
<td>478</td>
</tr>
<tr>
<td>Capital expenditure (’000 nominal)</td>
<td>26,298</td>
<td>21,453</td>
<td>50,316</td>
<td>92,282</td>
<td>159,398</td>
</tr>
</tbody>
</table>

a Residential and non-residential.
b Does not include ACT government water abstraction charge or utilities network facilities tax.
Note: Figures may vary from earlier data supplied by ACTEW Corporation due to different definitions used.
4.5.2 Sewerage services

Table 4.8 shows that in 2009–10 ACTEW Corporation’s sewerage services revenue increased to over $105 million. Revenues have increased each year since 2005–06, reflecting growth in the customer base and an increase in the supply and fixture charges. The number of connected properties rose by 1,000 in 2009–10.

Table 4.8 Property numbers, revenue and capital expenditure, sewerage services, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of connected properties (‘000)</td>
<td>138</td>
<td>139</td>
<td>141</td>
<td>144</td>
<td>145</td>
</tr>
<tr>
<td>Total revenue ($’000)a</td>
<td>82,054</td>
<td>91,782</td>
<td>94,423</td>
<td>97,345</td>
<td>105,258</td>
</tr>
<tr>
<td>Average revenue per propertyb</td>
<td>594</td>
<td>660</td>
<td>670</td>
<td>676</td>
<td>726</td>
</tr>
<tr>
<td>Capital expenditure ($’000, nominal)</td>
<td>5,825</td>
<td>11,769</td>
<td>21,455</td>
<td>53,064</td>
<td>22,574</td>
</tr>
</tbody>
</table>

a Nominal. Levels quoted may vary from earlier data supplied by ACTEW due to different definitions used.
b Does not include ACT government utilities network facilities tax.


4.5.3 Residential tariff structure—water and sewerage

The residential tariff structure for 2009–10 is shown in Table 4.9.

Table 4.9 ACT residential tariff structure for water and sewerage, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Tariff Item</th>
<th>Description</th>
<th>Amount ($) from 1 July 2009</th>
<th>Amount ($) from 1 July 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed charge—water ($/property)</td>
<td></td>
<td>85.00</td>
<td>92.08</td>
</tr>
<tr>
<td>User charge—water: first step ($/kL)</td>
<td>Up to 548 litres per day</td>
<td>1.85</td>
<td>2.00</td>
</tr>
<tr>
<td>User charge—water: second step ($/kL)</td>
<td>Above 548 litres</td>
<td>3.70</td>
<td>4.01</td>
</tr>
<tr>
<td>Fixed charge—sewerage ($/property)</td>
<td></td>
<td>443.82</td>
<td>516.11</td>
</tr>
</tbody>
</table>

5 Customer complaints handling

This chapter presents information on licensees’ customer complaints handling.

5.1 All utilities

The ACT’s Consumer Protection Code establishes a range of minimum service standards which apply to suppliers of utility services in the ACT. Customer service indicators cover the timely provision of service, call centre performance, and number of complaints. A complaint is defined as any expression of dissatisfaction with an action, a proposed action or failure to act, or about a product or service offered or provided by the licensee, where a response by the service provider is explicitly or implicitly expected. Complaints do not include general enquiries or requests for advice.\(^\text{11}\)

Material relating to compliance with the Consumer Protection Code’s minimum service standard 3 (acknowledging and responding to complaints within the timeframes set out in the minimum service standard) appears in chapter 3 of this report.

Table 5.1 shows the number of complaints per 1,000 customers for all licensed utilities in 2009–10, and categorises the most common complaints made during the year in the ACT. In the electricity distribution sector, complaints about customer service were the most common, at 47% (30% in 2008–09). In the gas distribution sector, complaints about connection issues were the most common, at 35% of all complaints (29% in 2008–09). For electricity suppliers, complaints relating to ‘other’, which comprised disconnections and service requests not being met, were by far the most common at 72% (68% in 2008–09), while for gas suppliers complaints about marketing were the most common at 61.8%.

<table>
<thead>
<tr>
<th>Licensee</th>
<th>Complaints per 1,000 customers</th>
<th>Most common complaints</th>
<th>Proportion of total (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActewAGL Distribution (electricity)</td>
<td>3.37</td>
<td>Customer service</td>
<td>47</td>
</tr>
<tr>
<td>ActewAGL Distribution (gas)</td>
<td>0.21</td>
<td>Connections</td>
<td>35</td>
</tr>
<tr>
<td>ACT electricity suppliers</td>
<td>5.9</td>
<td>Other(^a)</td>
<td>72</td>
</tr>
<tr>
<td>ACT gas suppliers</td>
<td>10.5</td>
<td>Marketing</td>
<td>61.8</td>
</tr>
<tr>
<td>ACTEW Corporation (water)</td>
<td>3.2</td>
<td>Water quality</td>
<td>34</td>
</tr>
<tr>
<td>ACTEW Corporation (sewerage)</td>
<td>1.1</td>
<td>Property damage</td>
<td>48</td>
</tr>
</tbody>
</table>

\(^a\) ‘Other’ complaints relate to service requests not being met, products and services, and disconnections.

Source: Licensed utilities’ 2008–09 annual reports to ICRC.

\(^{11}\) From 1 July 2005, service standard 3 (on responding to complaints) was extended to include verbal as well as written complaints not previously captured. This resulted in the recording of a larger number of complaints than previously. The figures and trends in this report must be viewed against the background of the 2005 change.
5.2 Electricity distribution

Table 5.2 details the customer complaints about electricity distribution for the four years from 2006–07 to 2009–10. The overall number of complaints received continued to trend down over the period, falling from 817 in 2006–07 to 555 in 2009–10. The main sources of complaints related to failure to provide sufficient notice and also administrative processes of customer service: those categories accounted for 33% and 46% respectively of all complaints in 2009–10.

Table 5.2 Customer complaints, electricity distribution, ActewAGL Distribution, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability of supply</td>
<td>17</td>
<td>7</td>
<td>26</td>
<td>10</td>
</tr>
<tr>
<td>Technical quality of supply</td>
<td>21</td>
<td>7</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>Administrative process or customer service</td>
<td>232</td>
<td>253</td>
<td>181</td>
<td>259</td>
</tr>
<tr>
<td>Property damage/restoration of property</td>
<td>123</td>
<td>139</td>
<td>86</td>
<td>75</td>
</tr>
<tr>
<td>Connections</td>
<td>4</td>
<td>17</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Metering/meter reading</td>
<td>9</td>
<td>14</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>Failure to provide notice or provision of insufficient notice</td>
<td>285</td>
<td>225</td>
<td>209</td>
<td>183</td>
</tr>
<tr>
<td>Administrative process or customer service</td>
<td>232</td>
<td>253</td>
<td>181</td>
<td>259</td>
</tr>
<tr>
<td>Property damage/restoration of property</td>
<td>123</td>
<td>139</td>
<td>86</td>
<td>75</td>
</tr>
<tr>
<td>Connections</td>
<td>4</td>
<td>17</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Metering/meter reading</td>
<td>9</td>
<td>14</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>Failure to provide notice or provision of insufficient notice</td>
<td>285</td>
<td>225</td>
<td>209</td>
<td>183</td>
</tr>
<tr>
<td>Other network operations</td>
<td>n.a.</td>
<td>n.a.</td>
<td>26</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>126</td>
<td>98</td>
<td>51</td>
<td>75</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>817</td>
<td>760</td>
<td>611</td>
<td>555</td>
</tr>
</tbody>
</table>

n.a. = not available

Source: ActewAGL Distribution’s annual reports to ICRC.

Table 5.3 details the numbers of complaints per 1,000 customers from 2005–06 to 2008–09 and their nature. The following key points emerge from the data:

- Complaints about notices accounted for 34% of all complaints in 2008–09, followed closely by complaints about customer service, at just under 30%.
- Complaints about property damage accounted for 14% of all complaints, the next largest category for the year.

Table 5.3 Customer complaints, per 1,000 customers, electricity distribution, ActewAGL Distribution, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Category</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of complaints</td>
<td>Complaints per 000 customers</td>
</tr>
<tr>
<td>Complaints related to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliability of supply</td>
<td>26</td>
<td>0.2</td>
</tr>
<tr>
<td>Technical quality of supply</td>
<td>5</td>
<td>0.0</td>
</tr>
<tr>
<td>Administrative process or customer service</td>
<td>181</td>
<td>1.2</td>
</tr>
<tr>
<td>Property damage/restoration of property</td>
<td>86</td>
<td>0.6</td>
</tr>
<tr>
<td>Connections</td>
<td>12</td>
<td>0.1</td>
</tr>
<tr>
<td>Metering/meter reading</td>
<td>15</td>
<td>0.1</td>
</tr>
<tr>
<td>Failure to provide, or insufficient notice</td>
<td>209</td>
<td>1.4</td>
</tr>
<tr>
<td>Unplanned interruption</td>
<td>26</td>
<td>0.2</td>
</tr>
<tr>
<td>Other</td>
<td>51</td>
<td>0.4</td>
</tr>
<tr>
<td><strong>Total number of customer complaints received</strong></td>
<td><strong>611</strong></td>
<td><strong>4.2</strong></td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC
Table 5.4 compares responses to complaints and notifications for electricity distribution for 2008–09 and 2009–10.

<table>
<thead>
<tr>
<th>Complaint response</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints received</td>
<td>611</td>
<td>555</td>
</tr>
<tr>
<td>Complaints acknowledged within 10 business days</td>
<td>607</td>
<td>554</td>
</tr>
<tr>
<td>Complaints responded to within 20 business days</td>
<td>575</td>
<td>531</td>
</tr>
</tbody>
</table>

Table 5.4 Response to complaints and notifications, electricity distribution, ActewAGL Distribution, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Notifications of network problems or concerns about licensee’s network received</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notifications of network problems likely to affect public health or cause damage to people or property</td>
<td>199</td>
<td>198</td>
</tr>
<tr>
<td>Responses not made within 6 hours</td>
<td>13</td>
<td>213</td>
</tr>
<tr>
<td>Notifications of network problems not likely to affect public health, or cause damage to people or property</td>
<td>8,439</td>
<td>8,499</td>
</tr>
<tr>
<td>Responses not made within 48 hours</td>
<td>33</td>
<td>0</td>
</tr>
</tbody>
</table>

Planned interruptions to services

<table>
<thead>
<tr>
<th>Times licensee did not provide at least 2 days notice</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Times supply not restored within 12 hours of the initial interruption</td>
<td>646</td>
<td>416</td>
</tr>
</tbody>
</table>

Unplanned interruptions to services

<table>
<thead>
<tr>
<th>Times supply not restored within 12 hours of the initial interruption</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Times supply not restored within 12 hours of the initial interruption</td>
<td>953</td>
<td>625</td>
</tr>
</tbody>
</table>

5.3 Electricity supply

During 2009–10, ACT electricity suppliers received a total of 924 complaints, well down on the 1,309 in the previous year (refer Table 5.5). Complaints about billing and affordability in 2009–10 accounted for 26% of the total, marketing accounted for 2%, and the general category of ‘other retail matters’ accounted for the bulk of complaints at 72% of the total.

<table>
<thead>
<tr>
<th>Complaint item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints related to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>billing and affordability</td>
<td>297</td>
<td>244</td>
</tr>
<tr>
<td>marketing</td>
<td>116</td>
<td>16</td>
</tr>
<tr>
<td>other retail matters</td>
<td>896</td>
<td>664</td>
</tr>
<tr>
<td>Total number</td>
<td>1,309</td>
<td>924</td>
</tr>
</tbody>
</table>

Table 5.5 Complaints, electricity suppliers, 2008–09 and 2009–10

Table 5.6 provides a detailed breakdown of the complaints received by individual retailers during 2009–10. Care must be exercised in interpreting the information because a retailer with a large number of customers, such as ActewAGL Retail, would be expected to receive more complaints than a retailer with a limited number of customers, such as TRUenergy.
Table 5.6  Complaints received by electricity suppliers, by type, 2009–10

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Billing and affordability(^a)</th>
<th>Marketing</th>
<th>Other retail</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActewAGL Retail</td>
<td>244</td>
<td>16</td>
<td>664</td>
<td>924</td>
</tr>
<tr>
<td>AGL Sales</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AGL Sales (Queensland Electricity)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aurora Energy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Country Energy</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>EnergyAustralia</td>
<td>7</td>
<td>0</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>Integral Energy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Origin Energy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Powerdirect</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Red Energy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TRUenergy</td>
<td>18</td>
<td>0</td>
<td>9</td>
<td>27</td>
</tr>
<tr>
<td>TRUenergy Yallourn</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>271</td>
<td>16</td>
<td>679</td>
<td>966</td>
</tr>
</tbody>
</table>

\(^a\) Billing and affordability complaints include complaints directly related to the amount of a bill, as well as ensuing matters such as disconnection due to an unpaid disputed bill and complaints related to affordability or hardship. This includes complaints about difficulty in paying accounts, overcharging, prices, payment terms and methods, and debt recovery practices.

Source: Licensed electricity utilities’ annual reports to ICRC.

A more useful indicator of complaints, shown in Table 5.7, is the number of electricity supply complaints per 1,000 customers and the percentage of complaints in the main categories over the four years to 2009–10. Over that period, the number of complaints per 1,000 customers increased from 4.65 in 2006–07 to 9.39 in 2007–08, before falling back to 5.9 per 1,000 in 2009–10.

Table 5.7  Complaints per 1,000 customers, electricity supply, ACT suppliers 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
</tr>
<tr>
<td>Marketing</td>
<td>1.24</td>
<td>26.8</td>
<td>1.05</td>
<td>11.2</td>
</tr>
<tr>
<td>Billing</td>
<td>0.98</td>
<td>21.0</td>
<td>1.57</td>
<td>16.7</td>
</tr>
<tr>
<td>Other(^a)</td>
<td>2.43</td>
<td>52.2</td>
<td>6.77</td>
<td>72.1</td>
</tr>
<tr>
<td>Total</td>
<td>4.65</td>
<td>100.0</td>
<td>9.39</td>
<td>100.0</td>
</tr>
</tbody>
</table>

\(^a\) Complaints in the ‘Other’ category are about service requests not being met, products and services, and disconnections.

Source: Licensed electricity utilities’ annual reports to ICRC.

While the number of complaints levelled against utilities is a useful indicator, it is perhaps more important to gauge the responses to those complaints by utilities. Table 5.8 shows the responses by electricity suppliers to complaints during 2009–10, and in particular the number acknowledged within 10 days and responded to within 20 business days. Of the 924 complaints received during the year, 922 or 94% were acknowledged within 10 business days, and 819 or 87% were responded to within 20 business days.
Table 5.8  Responses to complaints, ACT electricity suppliers, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Complaint response item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of complaints</td>
<td>1,309</td>
<td>966</td>
</tr>
<tr>
<td>Complaints acknowledged within 10 business days</td>
<td>1,237</td>
<td>922</td>
</tr>
<tr>
<td>Complaints responded to within 20 business days</td>
<td>1,138</td>
<td>819</td>
</tr>
</tbody>
</table>

Source: Licensed electricity utilities’ annual reports to ICRC.

5.4  Gas distribution

Table 5.9 shows the main categories of complaints and the numbers of complaints about gas distribution from 2007–08 to 2009–10. During 2009–10, ActewAGL Distribution received 20 complaints, up from 14 in 2008–09 and 12 in 2007–08.

Table 5.9  Complaints, type and number, gas distribution, ActewAGL Distribution, 2007–08 to 2009–09

<table>
<thead>
<tr>
<th>Complaint item</th>
<th>2007–08</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property damage/restoration of property</td>
<td>3</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Administrative process or customer service</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Quality and reliability of supply</td>
<td>0</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Connections</td>
<td>4</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Metering/meter reading</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to provide, or insufficient, notice</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Unplanned interruptions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12</strong></td>
<td><strong>14</strong></td>
<td><strong>20</strong></td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC.

Table 5.10 shows responses made to complaints about gas distribution in 2008–09 and 2009–10. Of the 20 complaints received during 2009–10, 18 of them were responded to within 20 business days. There was a small decrease in the number of notifications by customers of problems or concerns about the licensee’s network—from 1,549 in 2008–09 to 1,506 in 2009–10.

Table 5.10  Response to complaints and notifications, gas distribution, ActewAGL Distribution, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Complaint and notification response item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of complaints</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td>Number acknowledged in 10 business days</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>Number responded to in 20 business days</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Number of notifications of network problems or concerns about licensee’s network received in 2009–10</td>
<td>1,549</td>
<td>1,506</td>
</tr>
<tr>
<td>Notifications likely to affect public heath, or cause damage to person/property</td>
<td>225</td>
<td>258</td>
</tr>
<tr>
<td>Number of responses not made within 6 hours</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notifications not likely to affect public heath, or cause damage to person or property</td>
<td>1,324</td>
<td>1,248</td>
</tr>
<tr>
<td>Number of responses not made within 48 hours</td>
<td>168</td>
<td>217</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC.
5.5 Gas supply

Table 5.11 provides a comparison of complaints in the gas supply sector from 2007–08 to 2009–10. During 2009–10, ACT gas suppliers reported receiving 1,022 complaints, up slightly on the previous year’s level of 964 and well above the 696 recorded for 2007–08.

Table 5.11 Complaints, gas supply, ACT suppliers, 2007–08 to 2009–10

<table>
<thead>
<tr>
<th>Complaint item</th>
<th>2007–08</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing and affordability</td>
<td>351</td>
<td>411</td>
<td>567</td>
</tr>
<tr>
<td>Marketing</td>
<td>20</td>
<td>27</td>
<td>17</td>
</tr>
<tr>
<td>Other retail</td>
<td>325</td>
<td>526</td>
<td>438</td>
</tr>
<tr>
<td>Total</td>
<td>696</td>
<td>964</td>
<td>1,022</td>
</tr>
</tbody>
</table>

Source: Licensed gas utilities’ annual reports to ICRC.

While the number of complaints is a useful indicator to report, suppliers’ responses to those complaints are a more important indicator of improvement in handling complaints. Table 5.12 shows that during 2009–10 ACT gas suppliers responded to all complaints within 20 business days.

Table 5.12 Response to complaints, ACT gas suppliers, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Complaint response</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of complaints</td>
<td>964</td>
<td>1,030</td>
</tr>
<tr>
<td>Complaints acknowledged within 10 business days</td>
<td>961</td>
<td>1030</td>
</tr>
<tr>
<td>Complaints responded to within 20 business days</td>
<td>962</td>
<td>1030</td>
</tr>
</tbody>
</table>

Source: Licensed gas utilities’ annual reports to ICRC.

Table 5.13 shows the main categories of complaints and the numbers of complaints per 1,000 gas supply customers over the four years to 2009–10. On an aggregate level, the number of complaints per 1,000 customers rose from 3.1 in 2006–07 to 10.2 in 2008–09 and 10.5 in 2009–10. Complaints about billing and affordability rose further in 2009–10 after a significant fall the previous year.

Table 5.13 Complaints per 1,000 customers, gas supply, ACT suppliers, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
</tr>
<tr>
<td>Billing and affordability</td>
<td>2.2</td>
<td>70.5</td>
<td>0.2</td>
<td>2.9</td>
</tr>
<tr>
<td>Marketing</td>
<td>0.5</td>
<td>17.0</td>
<td>3.7</td>
<td>50.4</td>
</tr>
<tr>
<td>Other retail</td>
<td>0.4</td>
<td>12.5</td>
<td>3.4</td>
<td>46.7</td>
</tr>
<tr>
<td>Total</td>
<td>3.1</td>
<td>100.0</td>
<td>7.4</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Note: ActewAGL Retail only; includes Queanbeyan.
Source: Licensed gas utilities’ annual reports to ICRC.

5.6 Water and sewerage

5.6.1 Water supply complaints

In 2009–10, ACTEW Corporation received a total of 474 complaints about water supply to premises in the ACT, 67 (12%) more than the previous year’s level. Table 5.14 details the types
and numbers of complaints received by ACTEW Corporation over the four years to 2009–10. Complaints about water quality again featured prominently in 2009–10, with 159 during the year.

Table 5.14 Complaints, water supply, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water quality</td>
<td>141</td>
<td>144</td>
<td>191</td>
<td>159</td>
</tr>
<tr>
<td>Water supply reliability</td>
<td>24</td>
<td>7</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Property damage / restoration of property</td>
<td>40</td>
<td>49</td>
<td>54</td>
<td>105</td>
</tr>
<tr>
<td>Accounts / billing</td>
<td>62</td>
<td>44</td>
<td>63</td>
<td>59</td>
</tr>
<tr>
<td>Metering / meter reading</td>
<td>40</td>
<td>12</td>
<td>7</td>
<td>68</td>
</tr>
<tr>
<td>Failure to provide, or insufficient, notice</td>
<td>9</td>
<td>4</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Unplanned interruptions</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Other network complaints</td>
<td>44</td>
<td>140</td>
<td>219</td>
<td>78</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>363</strong></td>
<td><strong>401</strong></td>
<td><strong>541</strong></td>
<td><strong>474</strong></td>
</tr>
</tbody>
</table>

a A complaint is defined as ‘any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected’. It does not include queries or requests for advice.

b A water quality complaint is any complaint about discolouration, taste, odour, stained washing, illness, etc.

Source: ACTEW Corporation’s annual reports to ICRC.

5.6.2 Sewerage service complaints

Numbers of complaints about sewerage services over the four years to 2009–10 are summarised in Table 5.15. In 2009–10, 155 complaints were received, well up on the levels in the previous three years. The main categories of complaints during 2009–10 related to property damage and unplanned interruptions. These accounted for nearly half the total number of complaints.

Table 5.15 Complaints, sewerage services, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sewage odoura</td>
<td>10</td>
<td>9</td>
<td>26</td>
<td>15</td>
</tr>
<tr>
<td>Sewerage services reliability and quality</td>
<td>14</td>
<td>27</td>
<td>29</td>
<td>40</td>
</tr>
<tr>
<td>Property damage / restoration of property</td>
<td>19</td>
<td>28</td>
<td>26</td>
<td>74</td>
</tr>
<tr>
<td>Accounts/billing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to provide, or insufficient, notice</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Unplanned interruptions</td>
<td>0</td>
<td>18</td>
<td>19</td>
<td>40</td>
</tr>
<tr>
<td>Other networks</td>
<td>7</td>
<td>14</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total sewerage services</strong></td>
<td><strong>50</strong></td>
<td><strong>97</strong></td>
<td><strong>100</strong></td>
<td><strong>155</strong></td>
</tr>
</tbody>
</table>

a This includes all sewage odour complaints, irrespective of whether the business believes the odour was attributable to another non-business source.

Source: ACTEW Corporation’s annual reports to ICRC.
Responses to complaints by ACTEW Corporation regarding water supply are shown in Table 5.16.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer connections that failed to meet the performance standard specified in the Consumer Protection Code</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percentage of total connections</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Consumer/customer complaints received</td>
<td>363</td>
<td>401</td>
<td>541</td>
<td>474</td>
</tr>
<tr>
<td>Complaints acknowledged within 10 business days</td>
<td>341</td>
<td>382</td>
<td>539</td>
<td>460</td>
</tr>
<tr>
<td>Complaints responded to within 20 business days</td>
<td>343</td>
<td>376</td>
<td>541</td>
<td>467</td>
</tr>
<tr>
<td>Notifications of network problems or concerns about the licensee’s network received</td>
<td>4,537</td>
<td>3,673</td>
<td>3,944</td>
<td>3,525</td>
</tr>
<tr>
<td>Notifications related to damage or harm to, or fault with, the licensee’s network that was likely to affect public health, or cause or potentially cause, substantial damage or harm to a person or property</td>
<td>82</td>
<td>64</td>
<td>108</td>
<td>114</td>
</tr>
<tr>
<td>Responses not made within 6 hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property</td>
<td>4,455</td>
<td>3,609</td>
<td>3,836</td>
<td>3,411</td>
</tr>
<tr>
<td>Responses not made within 48 hours</td>
<td>840</td>
<td>859</td>
<td>980</td>
<td>855</td>
</tr>
<tr>
<td>Problems or concerns not resolved in the time specified in the response</td>
<td>77</td>
<td>116</td>
<td>126</td>
<td>123</td>
</tr>
<tr>
<td>Planned interruptions to services</td>
<td>10,777</td>
<td>1,414</td>
<td>4,750</td>
<td>6,219</td>
</tr>
<tr>
<td>Instances where licensee did not provide at least 2 days’ notice of a planned interruption to each premises affected</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Instances where supply was not restored within 12 hours of the initial interruption</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unplanned interruptions to services</td>
<td>727</td>
<td>594</td>
<td>692</td>
<td>657</td>
</tr>
<tr>
<td>Instances where supply was not restored within 12 hours of the initial interruption</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Claims for a rebate for failing to meet the performance standards specified in Schedule 1 to the Consumer Protection Code</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rebates paid to customers</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total value of rebates paid ($)</td>
<td>220</td>
<td>40</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s annual reports to ICRC.
Responses to complaints against sewerage services over the four years to 2009–10 are shown in Table 5.17.

Table 5.17  Response to complaints—obligations under Consumer Protection Code, sewerage services, 2006–07 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer connections that failed to meet the performance standard specified in the Consumer Protection Code</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percentage of total connections</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaints received</td>
<td>50</td>
<td>97</td>
<td>100</td>
<td>155</td>
</tr>
<tr>
<td>Complaints acknowledged within 10 business days</td>
<td>50</td>
<td>97</td>
<td>100</td>
<td>151</td>
</tr>
<tr>
<td>Complaints responded to within 20 business days</td>
<td>50</td>
<td>96</td>
<td>100</td>
<td>152</td>
</tr>
<tr>
<td>Notifications of network problems or concerns about the licensee’s network received</td>
<td>5,181</td>
<td>5,252</td>
<td>5,593</td>
<td>5,249</td>
</tr>
<tr>
<td>Notifications related to damage or harm to, or fault with, the licensee’s network that was likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property</td>
<td>17</td>
<td>21</td>
<td>28</td>
<td>25</td>
</tr>
<tr>
<td>Responses not made within 6 hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property</td>
<td>5,164</td>
<td>5,231</td>
<td>5,565</td>
<td>5,224</td>
</tr>
<tr>
<td>Responses not made within 48 hours</td>
<td>15</td>
<td>15</td>
<td>27</td>
<td>23</td>
</tr>
<tr>
<td>Problems or concerns not resolved in the time specified in the response</td>
<td>61</td>
<td>63</td>
<td>74</td>
<td>71</td>
</tr>
<tr>
<td>Planned interruptions to services</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Instances where licensee did not provide at least 2 days’ notice of a planned interruption to each premises affected</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Instances where supply was not restored within 12 hours of the initial interruption</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unplanned interruptions to services</td>
<td>1,985</td>
<td>2,059</td>
<td>2,229</td>
<td>2,220</td>
</tr>
<tr>
<td>Instances where supply not restored within 12 hours of the initial interruption</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Claims for a rebate for failing to meet the performance standards specified in Schedule 1 to the Consumer Protection Code</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rebates paid to customers</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total value of rebates paid ($)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s annual reports to ICRC.
6 Technical regulation—network reliability, serviceability and maintenance

This chapter details matters relevant to network reliability and serviceability and, in particular, compliance and monitoring reporting by utilities.

6.1 ACT technical regulation framework

Part 5 of the Utilities Act provides for technical regulation of ACT utility services. In the compliance period covered by this report, part 5 was administered by the ACT Planning and Land Authority (ACTPLA). Since 1 July 2011 the functions have been incorporated in the Environment and Sustainability Development Directorate.

The functions of the Chief Planning Executive in relation to technical regulation are set out in section 66 of the Utilities Act. The functions include monitoring and enforcing utilities’ compliance with technical codes made under the Utilities Act, advising the Commission and the responsible minister, and providing a report to the Commission on the operation of Part 5.

Much of the material in this chapter has been extracted from the Chief Planning Executive’s report to the Commission for 2009–10. The chapter does not aim to provide a complete picture of ACTPLA’s technical regulation role or the matters associated with the technical codes regime. It focuses on major issues that ACTPLA has identified, including those flowing from the program of compliance audits that ACTPLA has instituted in recent years.

6.2 Objectives of technical regulation

The Utilities Act does not specify explicit objectives for technical regulation, but cites the following as being fit purposes for technical codes:

- protecting the integrity of a utility network
- protecting health and safety of workers and others
- ensuring proper connection of premises to a network
- ensuring appropriate design and performance features to protect public and private property, and the environment
- ensuring appropriate design and performance features in equipment used to connect a premises to a network
- ensuring appropriate emergency planning by a utility
- accrediting persons for work associated with the connection of premises to a network.
6.3 Utility compliance monitoring and reporting

6.3.1 Audits carried out

Electricity distribution
During 2009–10, ACTPLA audited ActewAGL’s management of reinstated timber poles, or ‘nailed poles’. The audit identified the following:

- Maintenance was required on 182 items, including five major defects.
- Four reinstated poles were condemned.
- Fourteen conditionally serviceable poles were reassessed and downgraded to temporarily serviceable.
- A number of potentially serious maintenance issues were noted and reported to ActewAGL.
- One hundred and three poles had a degree of leaning, with four considered to be leaning excessively. Again these were reported to ActewAGL Distribution.

The auditor made eight recommendations, six of which were accepted by ActewAGL Distribution in their entirety and two conditionally.

Gas distribution
In 2009–10, auditing work was conducted on the gas network operator’s systems. The audits focused on Australian Pipeline Trust’s transmission gas pipeline and ActewAGL’s gas distribution network infrastructure targeting primary gas mains and gas meter set enclosures.

Meter set enclosure audit
The audit was designed to measure compliance with the safety requirements relating to high- and medium-pressure gas meter sets placed within buildings. Evaluation of the risk level of high-pressure gas meter set enclosures using AS4360—Risk Management, shows that the risk to the community for those types of meter sets is extreme where maintenance safety regimes are not adhered to. Of the 712 meter set enclosures that were audited, the following results were found:

- 130 of the 712 (18%) building managers/building owners were notified of corrective actions required to their meter set enclosures
- 81 of the 130 (63%) sites requiring corrective actions/modifications were under construction or complete
- 51 of 130 (37%) sites requiring corrective actions/modifications were outstanding.

6.4 Technical codes
Details of licence holders during 2009–10 and the technical codes associated are shown in Table 6.1.
Table 6.1: Licence holders and applicable technical codes

<table>
<thead>
<tr>
<th>Service sector</th>
<th>Applicable technical code</th>
<th>Licence holder⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity distributors</td>
<td>Emergency Planning Code</td>
<td>ACTEW Distribution Ltd</td>
</tr>
<tr>
<td></td>
<td>Contestable Work Accreditation Code</td>
<td>ACN 073 025 224 and Jemena Networks (ACT) Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Electricity Service and Installation Rules Code</td>
<td>ACN 008 552 663 trading as 'ActewAGL Distribution'</td>
</tr>
<tr>
<td></td>
<td>Franchise Customer Electricity Metering Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Management of Electricity Network Assets Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Electricity Distribution (Supply Standards) Code</td>
<td></td>
</tr>
<tr>
<td>Gas transmission</td>
<td>Gas Safety and Operating Plan Code</td>
<td>East Australian Pipeline Limited ACN 064 629 009 (now APA Group)</td>
</tr>
<tr>
<td>Gas distribution and connection</td>
<td>Gas Safety and Operating Plan Code</td>
<td>ACTEW Distribution Ltd</td>
</tr>
<tr>
<td></td>
<td>Gas General Metering Code</td>
<td>ACN 073 025 224 and Jemena Networks (ACT) Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Gas General Metering Code</td>
<td>ACN 008 552 663 trading as 'ActewAGL Distribution'</td>
</tr>
<tr>
<td>Gas supply</td>
<td>Gas General Metering Code</td>
<td>ACTEW Retail Ltd ACN 074 371 207 and AGL ACT Retail Investments Pty Ltd ACN 093 631 586 trading as 'ActewAGL Retail'</td>
</tr>
<tr>
<td>Water services and sewerage services</td>
<td>Water Supply and Sewerage Service Standards Code</td>
<td>ACTEW Corporation Ltd ACN 069 381 960</td>
</tr>
<tr>
<td></td>
<td>Water and Sewerage Network (Design and Maintenance) Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water and Sewerage Service and Installation Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water Metering Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dam Safety Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency Planning Code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contestable Work Accreditation Code</td>
<td></td>
</tr>
</tbody>
</table>

a  Includes only the licence holders whose annual reports were provided to ACT Planning and Land Authority.

### 6.4.1 Emergency Planning Code

The purpose of the Emergency Planning Code is to ensure that utilities have in place appropriate procedures, structures and arrangements for preventing, anticipating and responding to emergency events. A utility must develop and periodically review emergency plans, must report to the Chief Executive of ACTPLA on compliance with the code and must develop cooperative arrangements with other utilities.

During 2009–10, a review (in conjunction with ActewAGL) of the Emergency Planning Code was conducted and the following key elements were identified:

- The code has been reworded so that emergency planning requirements for gas networks are now in line with those for water and electricity.
- Emergency planning in gas is currently covered by the Gas Safety and Operating Plan Code. However, the current gas emergency planning requirements are considered to be very general and may not be adequate.
- The code has been expanded to specify the matters that must be considered in the annual audit of emergency procedures—these include relevance, effectiveness (as demonstrated in an emergency or in annual testing exercises) and compliance.
- The code now includes a clear set of objectives for emergency plans.
- A definition of an emergency event is now provided.
- The dictionary has been updated to ensure definitions are consistent with relevant legislation and technical codes.
ACTPLA expects the Emergency Planning Code to be notified in legislation in the next reporting period (2010–11).

6.4.2 Electricity Service and Installation Rules Code

The purpose of the Electricity Service and Installation Rules Code is to ensure that electricity distributors develop service and installation rules that set out the requirements and associated obligations and procedures for the safe, reliable and efficient connection of electrical installations to an electricity network.

Following ACTPLA representations, ActewAGL amended its service and installation rules to remove the requirement to maintaining notional supply standards to only 95% of customers.

6.4.3 Gas Service and Installation Rules Code

A Gas Service and Installation Rules Code will be developed by ACTPLA to ensure that ActewAGL can implement gas service and installation rules to clarify responsibility for compliance by gasfitters and builders when they are involved in the installation of gas meter sets and/or consumer services.

A review of ActewAGL’s process for issuing gas meters to industry was undertaken in 2009–10. The gasfitting industry has been reliant on informal arrangements for obtaining gas meters from the utility. The only document/procedure that ActewAGL could provide was outdated and had no legal foundation in the ACT. ActewAGL, Jemena and ACTPLA have workshopped the process, revised the document and negotiated sections of the document. The document, titled ‘Gas Service & Installation Rules’, is approaching the final draft stage. The rules will provide clear directions for the gasfitting industry.

6.4.4 Electricity Distribution Supply Standards Code

Voltage Regulation LV network

ActewAGL is statutorily obliged to supply voltage that is in accordance with AS2926 or AS 60038, two standards used by the electricity industry in Australia that relate to voltage quality. AS2926 states that voltage must be +/- 6% of 240 V (225.6 V to 254.4 V). AS60038 states that the voltage must be +10% to –6% of 230 V (216.2 V to 253 V). There are no constraints on time or customers, although it could be argued that ‘for 95% of the time’ is reasonable. In its report to the ICRC for 2008–09 under section 3A Quality of Supply, ActewAGL adopted a similar rule to that used in Europe to quantify voltage levels. It, however, adapted that rule with the addition of the words ‘for 95% of the customers’ and justified this by reference to Energy Australia.

ACTPLA wrote to ActewAGL requesting the removal of the reference to ‘95% of the customers’ as this conflicted with the spirit of the code. ActewAGL complied with this request. All quality of supply parameters were met.

6.4.5 Management of Electricity Networks Asset Code

ActewAGL responded to a series of technical questions covering a range of items including employee safety, training programs, maintenance, serious electrical accidents and bushfire mitigation. ActewAGL reported the following:

- All items were covered by compliant documents or procedures and all relevant items had been independently audited with no non-conforming or negative reports.
• All employees in each category were stated to have received appropriate training. It is intended to carry out audits on the suitability and efficiency of training during the next financial year.
• There were no accidents involving death, but one serious electric shock ‘involving hospitalisation’ to a contractor working on ActewAGL’s distribution network was reported.
• There were four accidents causing damage to property reported. Most maintenance was completed to schedule.
• ActewAGL’s bushfire mitigation plan requires that annual inspections and maintenance of poles and lines within bushfire prone areas be completed by October of each year. It is proposed to audit ActewAGL’s compliance with its plan during 2010–11.
• Low-voltage equipment such as mini-pillars, substation panels and transformer isolators were being maintained in a satisfactory manner. Following the 2007–08 audits by ACTPLA, this now appears to be the case.
• Scheduled proactive maintenance has continued on chamber and kiosk substations.
• In respect of zone substations (the large substations that transform 132,000 volts down to 11,000/22,000 volts for local distribution), all equipment was being maintained in accordance with manufacturers’ recommendations.
• All contaminated material and waste is disposed of in an environmentally responsible way.

There are 34,574 timber poles on the network. Of these, 8,649 were inspected, 1,379 were condemned (828 of these were ‘nailed’), and some 940 were replaced.

It is of concern that 34.2% of the timber pole population is now nailed and is therefore non-operational. It is also of further concern that 47.2% of timber poles above 22 kV, poles on ActewAGL’s 66 kV and 132 kV subtransmission network are nailed. The nail life is finite so the poles will eventually have to be replaced. ActewAGL stated that the cost to replace the poles over the next 30 years would be $350 million.

6.4.6 Gas General Metering Code

ActewAGL stated that the Jemena Field Guidelines satisfy the requirement for compliant documents or procedures. A copy of a current version of the guidelines was provided to ACTPLA for review purposes. During 2009–10, Jemena continued the practice established by its predecessor companies of issuing gas meters to gasfitters for installation purposes rather than using Jemena personnel or contractors to install the gas meters.

A project was initiated between ACTPLA and ActewAGL from its liaison meetings for a new document to be developed that will provide clear and concise information to industry, including gasfitters, about the installation requirements for gas meters and the associated enclosures. That document was nearing finalisation at the time of this report being issued. The document’s title is ‘ActewAGL Service & Installation Rules’; it has progressed to draft stage and will be reviewed against other existing technical and industry codes.

6.4.7 Gas Safety and Operating Code

ACTPLA has reviewed the Safety and Operating Plan 2010 submitted by ActewAGL. Section 3.6.2 of that plan describes procedures for employees accessing network maps (mapping records). The plan contains a schedule for maintenance frequencies of network assets. The utility noted that all programmed maintenance had occurred but that compliance with the schedule was rated at 94%. ACTPLA will seek an explanation of that outcome.
ActewAGL reported that 12 incidents relating to occupational or public safety occurred during the year. Eleven incidents were occupational health and safety-related incidents where workers were injured but did not relate to the actual network infrastructure (they were typically slips, trips and falls). ActewAGL will be consulted about this reporting criterion.

ActewAGL provides a third-party independent audit report with the safety and operating plan each year. The periodical audit report compiled by Nine Lives Systems Pty Ltd identified 15 issues that are categorised into ‘non-conformance’ and ‘opportunities for improvement’. The issues will be tracked by ACTPLA and reported on in the 2010–11 reporting period.

**Gas regulator and meter replacements**

Table 6.2 shows that the number of regulators and meters that have been replaced over the five-year period to 2009–10 fell to their lowest level in 2009–10 at 534 and 132 respectively.

**Table 6.2** Gas regulator and meter replacements, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulators replaced</td>
<td>621</td>
<td>620</td>
<td>622</td>
<td>717</td>
<td>534</td>
</tr>
<tr>
<td>Meters replaced</td>
<td>264</td>
<td>278</td>
<td>203</td>
<td>235</td>
<td>132</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC.

**6.4.8 Planned and unplanned interruptions to electricity supply**

Planned and unplanned interruptions to electricity supply from 2005–06 to 2009–10 are shown in Tables 6.3 and 6.4 respectively.

**Table 6.3** Planned interruptions, performance indices, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SAIDI (average minutes per customer per year without power)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>49.8</td>
<td>52.2</td>
<td>64.6</td>
<td>59.4</td>
<td>51.5</td>
</tr>
<tr>
<td>Rural</td>
<td>49.5</td>
<td>31.6</td>
<td>38.8</td>
<td>35.9</td>
<td>45.3</td>
</tr>
<tr>
<td>Network total</td>
<td>49.5</td>
<td>51.4</td>
<td>63.6</td>
<td>58.6</td>
<td>51.3</td>
</tr>
<tr>
<td>SAIFI (average number interruptions per customer per year)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>0.23</td>
<td>0.21</td>
<td>0.25</td>
<td>0.25</td>
<td>0.24</td>
</tr>
<tr>
<td>Rural</td>
<td>0.24</td>
<td>0.14</td>
<td>0.16</td>
<td>0.17</td>
<td>0.20</td>
</tr>
<tr>
<td>Network total</td>
<td>0.23</td>
<td>0.21</td>
<td>0.25</td>
<td>0.25</td>
<td>0.24</td>
</tr>
<tr>
<td>CAIDI (average duration in minutes per interruption)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>216.5</td>
<td>243.4</td>
<td>255.0</td>
<td>235.6</td>
<td>215.6</td>
</tr>
<tr>
<td>Rural</td>
<td>206.1</td>
<td>225.3</td>
<td>247.0</td>
<td>205.8</td>
<td>229.7</td>
</tr>
<tr>
<td>Network total</td>
<td>215.2</td>
<td>243.0</td>
<td>254.8</td>
<td>234.8</td>
<td>216.1</td>
</tr>
</tbody>
</table>

SAIDI = system average interruption duration index; SAIFI = system average interruption frequency index; CAIDI = customer average interruption duration index

Source: ActewAGL Distribution’s annual reports to ICRC.
Table 6.4  Unplanned interruptions, performance indices, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SAIDI (average minutes per customer per year without power)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>45.5</td>
<td>30.7</td>
<td>26.2</td>
<td>33.7</td>
<td>29.7</td>
</tr>
<tr>
<td>Rural</td>
<td>42.9</td>
<td>70.7</td>
<td>10.5</td>
<td>17.0</td>
<td>26.1</td>
</tr>
<tr>
<td>Network total</td>
<td>44.1</td>
<td>32.2</td>
<td>25.6</td>
<td>33.0</td>
<td>29.6</td>
</tr>
<tr>
<td>SAIFI (average number of interruptions per customer per year)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>0.8</td>
<td>0.6</td>
<td>0.5</td>
<td>0.63</td>
<td>0.66</td>
</tr>
<tr>
<td>Rural</td>
<td>2.9</td>
<td>0.6</td>
<td>1.8</td>
<td>0.27</td>
<td>0.78</td>
</tr>
<tr>
<td>Network total</td>
<td>0.8</td>
<td>0.6</td>
<td>0.6</td>
<td>0.62</td>
<td>0.67</td>
</tr>
<tr>
<td>CAIDI (average duration in minutes per interruption)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>59.8</td>
<td>52.3</td>
<td>51.0</td>
<td>53.50</td>
<td>45.00</td>
</tr>
<tr>
<td>Rural</td>
<td>15.0</td>
<td>113.5</td>
<td>5.9</td>
<td>62.50</td>
<td>33.40</td>
</tr>
<tr>
<td>Network total</td>
<td>55.1</td>
<td>54.7</td>
<td>45.7</td>
<td>53.50</td>
<td>44.50</td>
</tr>
</tbody>
</table>

SAIDI = system average interruption duration index; SAIFI = system average interruption frequency index; CAIDI = customer average interruption duration index
Source: ActewAGL Distribution’s annual reports to ICRC.

6.4.9 Planned and unplanned interruptions to gas distribution

Table 6.5 shows the levels of planned and unplanned interruptions for gas distribution for 2008–09 and 2009–10. There were 349 planned interruptions to services in 2009–10 compared to none in 2008–09, although the level of unplanned interruptions fell from 139 in 2008–09 to 87 in 2009–10.

Table 6.5  Planned and unplanned interruptions, gas distribution, ActewAGL Distribution, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Interruption item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned interruptions to services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instances where licensee did not provide at least 2 days’ notice of the planned interruption to each of the premises affected</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Instances where supply was not restored within 12 hours of the initial interruption</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unplanned interruptions to services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instances where supply was not restored within 12 hours of the initial interruption</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total instances of lost supply affecting 5 or more customers</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Total customer hours lost for interruptions affecting 5 or more customers</td>
<td>42</td>
<td>235</td>
</tr>
<tr>
<td>Burst or leaking pipes that affected public health, or were causing, or likely to cause, substantial damage or harm to people or property</td>
<td>3</td>
<td>258</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC.
6.4.10 Mechanical damage and gas leaks

Table 6.6 shows the extent of reported gas leaks in the ACT’s gas distribution system over the five-year period to 2009–10. The number of reported leaks rose to 1,247 in 2009–10 with the level of mechanical damage incidents to mains and services also increasing. However, there was a marked drop from 48 to 11 in the number of times gas specification reached the maximum or minimum limits.

Table 6.6  Reported leaks, gas distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pipeline length (km)</td>
<td>3,621</td>
<td>3,709</td>
<td>3,758</td>
<td>3,967</td>
<td>3,998</td>
</tr>
<tr>
<td>Reported leaks</td>
<td>1,060</td>
<td>897</td>
<td>842</td>
<td>1,185</td>
<td>1,247</td>
</tr>
<tr>
<td>Leaks per 1,000 customers</td>
<td>11.6</td>
<td>9.5</td>
<td>8.9</td>
<td>11.8</td>
<td>11.9</td>
</tr>
<tr>
<td>Leaks per 1,000 km of pipe</td>
<td>294</td>
<td>242</td>
<td>224</td>
<td>299</td>
<td>312</td>
</tr>
<tr>
<td>Mechanical damage incidents to mains and services</td>
<td>195</td>
<td>196</td>
<td>229</td>
<td>224</td>
<td>234</td>
</tr>
<tr>
<td>Number of times gas specification reached the maximum or minimum limits</td>
<td>72</td>
<td>48</td>
<td>41</td>
<td>48</td>
<td>11</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution’s annual reports to ICRC.

6.5 Gas transmission

East Australian Pipeline Limited (EAPL) holds the utility licence for the transmission pipeline entering the ACT from Dalton, New South Wales. The APA Group, the controlling parent entity of EAPL, operates and maintains the Moomba to Sydney pipeline system on behalf of EAPL.

An audit of the transmission pipelines took place in June 2009 to determine any specific threats and to assess signage adequacy. The field audit found the pipeline, easement and above-ground assets to be consistent with a ‘well-maintained pipeline’. The final report from the auditor did not identify any areas of significant concern.

6.6 Water and wastewater network serviceability indicators and standards

6.6.1 Water supply

There are two principal types of performance indicators (KPIs) used in the water industry to measure water main breaks that cause interruptions to supply, both of which are benchmarked by the Water Services Association of Australia (WSAA):

- main breaks per 100 km of main—directly reflecting network condition and preventive maintenance, but only indirectly related to customer service level
- interruptions per 1,000 properties—directly reflecting current customer service levels, but only indirectly related to mains condition and upkeep.

Current customer service interruption levels can be substantially improved by inserting more valving in order to reduce the size of each ‘shut’. While this is of benefit insofar as a main break will then affect fewer properties, it does little to improve the water mains themselves. The rate of water main main break is the most appropriate indicator of serviceability for technical regulation purposes in the ACT.
The regulatory framework established by the Utilities Act currently does not specify any explicit performance standard for any of these indicators. Required performance levels should, when determined, include at least a standard for main breaks per 100 km. The technical regulator has proposed that the introduction of explicit, and hence measurable, performance standards is necessary for effective technical regulation.

The Customer Protection Code provides for a utility to be financially penalised for unplanned interruptions of long duration. This measure for unplanned interruptions, together with public relations concerns, probably represents the greatest business risk to a utility. The utility can attempt to manage that risk, at least over the short term, by installing more stop valves in the network to reduce the number of customers affected by any network outage (or, in water network jargon, by reducing the size of the ‘shuts’). In the long term, however, the extra valves represent added network inventory requiring maintenance and eventual renewal or replacement, all the while masking any current needs for network renewal. This consideration supports the adoption of water main breaks as the main indicator of network serviceability.

A review of ACTEW Corporation’s record for unplanned interruptions (which are counted by every customer affected by each interruption event) shows an improving performance over the last couple of years. This trend is in line with most of the other utilities against which ACTEW Corporation is benchmarked.

ACTEW Corporation’s reporting does indeed show a slight decrease in the average shut size (that is, the number of customers that can be isolated from the mains by shutting off the valves on either side of them).

### 6.6.2 Sewerage

Industry KPIs in common use and at times used by WSAA are:

- number of sewage overflows, normalised to length of sewer mains
- number of breaks and chokes in sewer mains, also normalised to length of sewer mains.
  Although breaks and chokes can result from different causes and also have different implications for network serviceability, they have traditionally been lumped together
- number of breaks and chokes in the utility-owned portion of sewer connections
- proportion of breaks and chokes attributable to root infestation.

It is notable that the KPIs used in National Water Initiative/WSAA benchmarking (to which ACTEW Corporation must contribute as a condition of its operating licence) have undergone some changes in the last few years, with more emphasis on financial performance and less on physical aspects related to network sustainability and its relevant drivers. The technical regulator intends to require the utility in future to report on the full array of relevant KPIs, irrespective of whether a KPI may also (still) be included in the National Water Initiative framework.

A significant consideration relating to the National Water Initiative data for sewage overflows is that they do not require all overflows to be reported. A further reduction in incidents to be reported occurred in 2008–09 when this KPI was redefined to measure only overflows reportable to the local environmental protection agency. These overflows, reportable to the National Water Initiative, appear to amount to some one-tenth or less of the total number of overflow incidents. This subset of overflows is not a useful indicator of the state of the sewerage network. As environmental licences and associated reporting obligations vary between jurisdictions, the National Water Initiative’s sewer overflow KPIs also no longer constitute a valid basis for comparing utility performances.
ACTEW Corporation claims that it maintains records of all sewage spills and reports that information to EMA monthly.

The regulatory framework established by the Utilities Act currently does not specify any explicit performance standard for any of these indicators. Required performance levels should, when determined, include at least a standard for main breaks and chokes per 100 km. The technical regulator has proposed that introduction of explicit, and hence measurable, performance standards is necessary for effective technical regulation.

### 6.6.3 Network serviceability

Table 6.7 shows that there was a slight fall in the number of instances of burst or leaking pipes not affecting public health from 2008–09 to 2009–10 and a similar commensurate fall in the number of times the licensee responded to the reported incident within 24 hours.

#### Table 6.7 Burst or leaking pipes, water supply, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instances of burst or leaking pipes that did not affect public health, or that caused or were likely to cause substantial damage or harm to people or property</td>
<td>1,219</td>
<td>1,167</td>
</tr>
<tr>
<td>Times licensee responded within 24 hours</td>
<td>937</td>
<td>922</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s annual reports to ICRC.

### 6.6.4 Planned and unplanned interruptions

Tables 6.8 and 6.9 show the changes in levels of planned and unplanned interruptions over the five-year period to 2009–10.

#### Table 6.8 Planned interruptions, frequency and duration, water supply, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of planned interruptions&lt;sup&gt;a&lt;/sup&gt;</td>
<td>144</td>
<td>170</td>
<td>682</td>
<td>4,750</td>
<td>6,219</td>
</tr>
<tr>
<td>Average water supply interruption duration&lt;sup&gt;b&lt;/sup&gt; (minutes)</td>
<td>71</td>
<td>27</td>
<td>51</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>Average number of planned interruptions per 1,000 properties&lt;sup&gt;c&lt;/sup&gt;</td>
<td>41.0</td>
<td>n.a.</td>
<td>n.a.</td>
<td>32.8</td>
<td>n.a.</td>
</tr>
<tr>
<td>Total interruption faced by an average customer&lt;sup&gt;d&lt;/sup&gt; (minutes per property)</td>
<td>2.90</td>
<td>2.06</td>
<td>0.51</td>
<td>0.57</td>
<td>0.68</td>
</tr>
</tbody>
</table>

n.a. = not available

<sup>a</sup> For 2008–09, includes upgrading of approximately 3,800 standard meters and for 2009–10 an upgrading of a further large number of meters.

<sup>b</sup> Calculated as: total time of all planned interruptions/total number of interruptions.

<sup>c</sup> Calculated as: total time of all planned interruptions/total number of water properties.

Source: ACTEW Corporation’s annual reports to ICRC.

In 2009–10, ACTEW Corporation experienced 646 unplanned interruptions, down by 6% on the previous year. The average duration of outages during the year of 120 minutes showed a decrease on the 2008–09 level but was still above the level of the three previous years.
Table 6.9 Unplanned interruptions, frequency and duration, water supply, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of unplanned interruptions to water supply services</td>
<td>798</td>
<td>727</td>
<td>594</td>
<td>692</td>
<td>646</td>
</tr>
<tr>
<td>Average water supply interruption duration* (minutes)</td>
<td>99</td>
<td>108</td>
<td>110</td>
<td>127</td>
<td>120</td>
</tr>
</tbody>
</table>

* Includes mains only, and not connections owned or maintained by the utility.

Source: ACTEW Corporation’s annual reports to ICRC.

6.7 Sewerage services

Details of unplanned interruptions to sewerage services over the five years to 2009–10 are shown in Table 6.10.

Table 6.10 Unplanned interruptions, frequency and duration, sewerage services, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>1,847</td>
<td>1,985</td>
<td>2,059</td>
<td>2,229</td>
<td>646</td>
</tr>
<tr>
<td>Average interruption time (minutes)</td>
<td>137.4</td>
<td>150.0</td>
<td>135.2</td>
<td>136.1</td>
<td>142</td>
</tr>
<tr>
<td>Average number of outages per 1,000 properties</td>
<td>13.9</td>
<td>14.2</td>
<td>14.6</td>
<td>15.5</td>
<td>4.4</td>
</tr>
<tr>
<td>Average outage time experienced by an average customer (minutes)</td>
<td>1.8</td>
<td>2.1</td>
<td>2.0</td>
<td>2.1</td>
<td>2.2</td>
</tr>
<tr>
<td>Sewer main breaks and chokes</td>
<td>3,863</td>
<td>3,203</td>
<td>3,363</td>
<td>3,344</td>
<td>3,245</td>
</tr>
<tr>
<td>Sewer main breaks and chokes caused by tree roots</td>
<td>3,670</td>
<td>2,915</td>
<td>3,035</td>
<td>3,034</td>
<td>2,942</td>
</tr>
<tr>
<td>Property connection sewer main breaks and chokes</td>
<td>2,033</td>
<td>1,849</td>
<td>2,004</td>
<td>2,077</td>
<td>2,240</td>
</tr>
<tr>
<td>Property connection sewer main breaks and chokes caused by tree roots</td>
<td>1,830</td>
<td>1,590</td>
<td>1,708</td>
<td>1,794</td>
<td>1,963</td>
</tr>
</tbody>
</table>

Source: ACTEW Corporation’s annual reports to ICRC.
7 Call centre performance

This chapter covers utilities call centre performance, including numbers of calls made, calls answered within specific timeframes, waiting times for responses and calls abandoned.

7.1 All utilities

The ACT’s Consumer Protection Code establishes a range of minimum service standards which apply to suppliers of utility services in the ACT. Customer service indicators cover the timely provision of service and call centre performance.

Feedback from call centres is a useful guide to the performance of utilities and their interactions with customers. Details on call centre performance also provide a useful tool for utilities to obtain feedback on their customers’ needs.

ActewAGL Retail (electricity) and ACTEW Corporation share a call centre for retail enquiries. Call centres for other ACT retailers are provided either on a national basis or for combined ACT and New South Wales regions. Separate ACT data are not reported by those retailers. The network operators—ACTEW Corporation, ActewAGL Distribution (gas) and ActewAGL Distribution (electricity)—have separate call centres and separate numbers for general and emergency network enquiries and notifications. ACTEW Corporation also has a drought advisory line.

Call centre performance by ACT licensees varied significantly, both between and within utility sectors. It is difficult to draw overall conclusions about relative performance because of the differences in the types of services that utilities provide, the nature of the call centres, and the types of calls made to the various call centres.

7.2 Electricity distribution

In 2009–10, ActewAGL Distribution’s call centre answered 73% of all calls within 30 seconds, a slight increase on the previous year’s level when 70.2% were answered within the same timeframe (see Table 7.1). During 2009–10, 13% of all calls were classed as ‘abandoned’, down from 18% in 2008–09. These figures may, however, include calls from customers whose queries may have been answered by a recorded message and so were not in reality ‘abandoned’.

Table 7.1 Customer service call centre performance, electricity distribution, ActewAGL Distribution, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Call service indicator</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls to licensee’s call centre</td>
<td>48,844</td>
<td>43,021</td>
</tr>
<tr>
<td>Calls answered within 30 seconds</td>
<td>34,271</td>
<td>31,366</td>
</tr>
<tr>
<td>Calls answered within 30 seconds as proportion of total calls (%)</td>
<td>70.2</td>
<td>72.9</td>
</tr>
<tr>
<td>Average waiting time before call answered by a person (seconds)</td>
<td>26.0</td>
<td>23.3</td>
</tr>
<tr>
<td>Calls abandoned before being answered by a person</td>
<td>8,771</td>
<td>5,602</td>
</tr>
<tr>
<td>Calls abandoned within 30 seconds (%)</td>
<td>18</td>
<td>13</td>
</tr>
<tr>
<td>Overload events</td>
<td>17</td>
<td>10</td>
</tr>
</tbody>
</table>

Source: ActewAGL Distribution reports to ICRC.
7.3 Electricity supply

Table 7.2 shows provides a comparison of response times at the various call centres of the four main ACT electricity suppliers during 2008–09 and 2009–10.

Table 7.2  Call centre performance, response times and calls abandoned, electricity supply, selected ACT suppliers, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Call service indicator</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls made by customers to the licensee’s call centre in 2009–10</td>
<td>246,636</td>
<td>252,661</td>
</tr>
<tr>
<td>Number of calls answered within 30 seconds¹</td>
<td>205,704</td>
<td>201,266</td>
</tr>
<tr>
<td>Percentage of calls answered within 30 Seconds</td>
<td>83</td>
<td>80</td>
</tr>
<tr>
<td>Average waiting time before a call was answered by a person (seconds)</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>Number of overload events that occurred²</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Number of calls abandoned before being answered by a person</td>
<td>12,488</td>
<td>10,371</td>
</tr>
</tbody>
</table>

n.a. = total numbers not available as some were retailers unable to supply disaggregated data for the ACT.

7.4 Gas distribution

ActewAGL Distribution (gas) was unable to provide the Commission with comprehensive call centre data for 2009–10. It stated, however, that on completion of its telecommunications upgrade, additional reporting capability would be available. The company was only able to report that during the year 2,636 calls were made to the call centre number, well down on the previous year’s level of 3,630. (Table 7.3).

Table 7.3  Call centre performance, response times and calls abandoned, gas distribution, ActewAGL Distribution, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of calls received</td>
<td>1,000</td>
<td>1,093</td>
<td>8,372</td>
<td>3,630</td>
<td>2,636</td>
</tr>
<tr>
<td>Calls answered within 30 seconds (%)</td>
<td>100</td>
<td>100</td>
<td>n.a.</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>Average waiting time (seconds)</td>
<td>5</td>
<td>5</td>
<td>n.a.</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>Calls abandoned (%)</td>
<td>0.0</td>
<td>0.0</td>
<td>1.6</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
</tbody>
</table>

n.a. = not available as some retailers were unable to provide data.  
Source: ActewAGL Distribution’s annual reports to ICRC.

7.5 Gas supply

Gas suppliers’ call centres, like their electricity counterparts, tend to serve a number of jurisdictions and industries. The call centres of Country Energy and EnergyAustralia, for example, serve electricity and gas customers in both the ACT and New South Wales. Table 7.4 shows call centre performance, response times and calls abandoned during 2008–09 and 2009–10.
Table 7.4 Call centre performance, response times and calls abandoned, gas suppliers, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Call centre item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls made by customers to the licensee’s call centre</td>
<td>232,189</td>
<td>217,596</td>
</tr>
<tr>
<td>Number of calls answered within 30 seconds</td>
<td>187,167</td>
<td>190,425</td>
</tr>
<tr>
<td>Percentage of calls answered within 30 seconds (%)</td>
<td>80.6</td>
<td>88.0</td>
</tr>
<tr>
<td>Average waiting time before a call was answered by a person (seconds)</td>
<td>22.5</td>
<td>32.24</td>
</tr>
<tr>
<td>Number of overload events that occurred</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Number of calls abandoned before being answered</td>
<td>8,580</td>
<td>4,169</td>
</tr>
</tbody>
</table>

7.6 Water and sewerage

Table 7.5 summarises ACTEW Corporation’s call centre performance from 2005–06 to 2009–10. In 2009–10, ACTEW Corporation received just over 31,000 water and sewerage calls on its non-emergency numbers and 23,712 calls on its emergency number, with average waiting times of 33 and 23 seconds respectively. Over the five-year period, emergency call centre performance improved on a number of indicators and remained steady on others. For example, in the emergency call centre, the proportion of calls answered within 30 seconds rose from 77% in 2005–06 to just under 83% in 2009–10, while the average waiting time fell from 29 seconds to 23 seconds over the same period.

Table 7.5 Call centre performance, call numbers, response times and calls abandoned, water and sewerage services, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-emergency call centre</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls received</td>
<td>28,666</td>
<td>48,541</td>
<td>49,094</td>
<td>43,370</td>
<td>31,266</td>
</tr>
<tr>
<td>Proportion answered within 30 seconds (%)</td>
<td>85</td>
<td>n.a.</td>
<td>78</td>
<td>85</td>
<td>80</td>
</tr>
<tr>
<td>Proportion abandoned by caller (%)</td>
<td>3.0</td>
<td>2.8</td>
<td>3.6</td>
<td>5.1</td>
<td>4.3</td>
</tr>
<tr>
<td>Average waiting time (seconds)*</td>
<td>45</td>
<td>49</td>
<td>75</td>
<td>50</td>
<td>33</td>
</tr>
<tr>
<td><strong>Emergency call centre</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls received</td>
<td>29,098</td>
<td>30,843</td>
<td>26,832</td>
<td>27,510</td>
<td>23,712</td>
</tr>
<tr>
<td>Proportion answered within 30 seconds (%)</td>
<td>77.0</td>
<td>76.7</td>
<td>80.3</td>
<td>84.8</td>
<td>82.6</td>
</tr>
<tr>
<td>Proportion abandoned by caller (%)</td>
<td>4.0</td>
<td>4.5</td>
<td>3.1</td>
<td>0.9</td>
<td>3.1</td>
</tr>
<tr>
<td>Average waiting time (seconds)*</td>
<td>29</td>
<td>23</td>
<td>23</td>
<td>20</td>
<td>23</td>
</tr>
<tr>
<td>Number of overload events</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

* Time spent waiting before being answered by a person.

Source: ACTEW Corporation’s annual reports to ICRC.
8 Customer safety net arrangements

This chapter reports on various safety net arrangements for customers and covers items such as the availability of instalment plans, flexibility in payment arrangements, credit management strategies and the use of security deposits.

Access to utility services is determined by the availability of the infrastructure and the ability of customers to pay bills (a function of the price of the service and of demand). Accessibility is also influenced by utilities’ safety net arrangements (for example, the availability of instalment plans and flexibility in payment arrangements) and credit management strategies (such as security deposits).

For electricity retailers, customers’ ability to access services is measured by hardship indicators, such as disconnections for non-payment of accounts, reconnections of customers within seven days of disconnection, the use of instalment payment plans, direct debit defaults, and the use of security deposits.

8.1 Disconnection for non-payment of accounts

Before a supplier may disconnect a customer for non-payment of an account, the supplier must follow a number of steps, such as issuing reminder notices, allowing a certain number of days between notices, and making personal contact with the customer. Disconnection for failure to pay an account is very much a last resort for suppliers attempting to recover a debt; therefore, it is a fair indicator of affordability.

However, this indicator does not necessarily differentiate between households that can afford to pay and those that cannot. For this reason, a second indicator is used to more accurately identify customers in genuine hardship: reconnection of a customer with the same name at the same premises within seven days.

8.1.1 Electricity customers

Table 8.1 shows that in 2009–10, 880 residential electricity customers were disconnected for non-payment of an account while 573 or 65% were reconnected within seven days.

Table 8.1 Disconnections and reconnections of residential customers for non-payment of an account, electricity supply, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers disconnected for non-payment of an account</td>
<td>408</td>
<td>880</td>
</tr>
<tr>
<td>Customers reconnected in the same name within seven days</td>
<td>257</td>
<td>573</td>
</tr>
</tbody>
</table>

Source: Licensed electricity utilities’ annual reports to ICRC.
8.1.2 Gas customers

The reported incidences of disconnections of gas supply customers for non-payment of an account for 2008–09 and 2009–10 are shown in Table 8.2.

Table 8.2 Disconnections for non-payment of an account, numbers disconnected and proportion subsequently reconnected, gas supply, 2008–09 and 2009–10

<table>
<thead>
<tr>
<th>Item</th>
<th>2008–09</th>
<th>2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers disconnected for non-payment of an account</td>
<td>1,219</td>
<td>1,611</td>
</tr>
<tr>
<td>Customers reconnected in the same name within seven days</td>
<td>254</td>
<td>506</td>
</tr>
</tbody>
</table>

Source: Licensed gas utilities’ annual reports to ICRC.

8.1.3 Water and sewerage customers

Under the Consumer Protection Code, a utility is not permitted to disconnect water supply or withdraw sewerage services for failure to pay an account. However, it may restrict the water flow to a level that allows for essential uses only. As in previous years, ACTEW Corporation did not restrict the water flow to any customer for failure to pay an account in 2009–10.

8.2 Direct debit defaults

Defaults on automatic direct debit account payments may indicate emerging payment difficulties. While a certain level of defaults can be expected to occur by accident—for example, through administrative errors by utilities or oversights by customers—a rising trend could indicate increasing numbers of customers having difficulty in paying their utilities bills.

Of electricity and gas suppliers, as in 2008–09 only ActewAGL Retail was able to provide information about direct debit defaults in 2009–10. As Table 8.3 shows, the percentage of ActewAGL Retail’s electricity and gas customers defaulting on direct debit payments declined through to 2007–08, but increased in 2008–09 and 2009–10, reversing the earlier trend. This indicates that some additional customers had difficulty making their payments within the timeframes allowed during that year. The pattern of payment defaults by water and sewerage service customers fell to 0.8%—well below the high of 3.5% in 2005–06.

Table 8.3 Direct debit payment defaults, ActewAGL Retail and ACTEW Corporation, 2005–06 to 2009–10 (%)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>ActewAGL Retail</td>
<td>3.2</td>
<td>1.0</td>
<td>0.8</td>
<td>1.5</td>
<td>1.6</td>
</tr>
<tr>
<td>Natural gas</td>
<td>ActewAGL Retail</td>
<td>0.2</td>
<td>2.9</td>
<td>0.1</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Water and sewerage</td>
<td>ACTEW Corporation</td>
<td>3.5</td>
<td>0.5</td>
<td>0.8</td>
<td>1.3</td>
<td>0.8</td>
</tr>
</tbody>
</table>

Source: ActewAGL Retail’s and ACTEW Corporation’s annual reports to ICRC.
9 Environmental performance

This chapter covers the environmental performance of utilities. Recognition of environmental externalities has placed greater emphasis on this indicator. Only those environmental issues that are direct responsibilities of the Commission, such as water losses, greenhouse gas emissions and consumption efficiency, are considered here. The chapter also refers to a number of safety issues related to natural gas.

9.1 Electricity distribution

9.1.1 Electricity network losses

Electricity networks lose energy mainly through heat generated by resistance in wires and transformers. From an environmental perspective, the greater the electricity network losses, the greater the need for more electricity to be generated to meet demand, and the greater the potential impact on the environment.

Figure 9.1 summarises ActewAGL Distribution’s electricity network losses from 2005–06 to 2009–10. Over the five years, network losses ranged from 4.39% to 4.69%. In 2009–10, ActewAGL Distribution’s electricity network losses were 4.69% of total network inputs, up slightly from the previous year’s level of 4.63%.

Figure 9.1 Network losses, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10

Source: ActewAGL Distribution’s annual reports to ICRC.

ActewAGL Distribution is required to report annually to the Commission on the strategies it has in place to reduce its network losses. ActewAGL Distribution stated that the management of network losses was incorporated into a range of functions and strategies, including:

- network planning, design and project assessments, which must demonstrate consideration of network losses
- audits of zone substation transformer losses
• consideration of the cost of losses when purchasing transformers (electrical losses over the life of a transformer are a criterion in tender assessments)
• the use of various network tariff initiatives to manage network demand and, as a result, network losses
• the provision of appropriate price signals, including demand tariffs designed to improve the system’s load profile and so result indirectly in reduced losses and time-of-use residential network tariffs.

ActewAGL Distribution also noted that demand tariffs, which are designed to improve the load profile, may also reduce losses and that further opportunities for load profile improvements may become available with the introduction of interval metering in the ACT.

### 9.2 Electricity supply

#### 9.2.1 Energy consumption efficiency

Energy consumption efficiency is an important environmental and cost-efficiency consideration. The more energy required for a task (for example, heating a house), the more greenhouse gases are released through burning fossil fuels and the greater the environmental impact.

To examine the efficiency of residential energy consumption over time, it is necessary to look at consumption per person, rather than consumption in total; otherwise, changes in consumption efficiency can be hidden by population growth. As Figure 9.2 shows, consumption per customer in the ACT has maintained a broad downward trend since 2005–06.

**Figure 9.2 Electricity, residential consumption per customer, ACT, 2005-06 to 2009-10**

![Energy Consumption per Customer](image)

Source: Licensed electricity utilities’ annual reports to ICRC.

#### 9.2.2 ACT Electricity Feed-in Scheme

The ACT’s Electricity Feed-in Scheme, established under the *Electricity Feed-in (Renewable Energy Premium) Act 2008*, encourages the take-up of renewable energy electricity generation by:

• promoting the generation of electricity from renewable energy sources
• reducing the ACT’s contribution to human-induced climate change
• diversifying the ACT’s energy supply
• reducing the ACT’s vulnerability to long-term volatility in fossil fuel prices.

The Act provides a framework that enables capital investment in renewable energy electricity generation to be recouped; ‘occupiers’ are paid a ‘premium rate’ for the gross amount of electricity they generate.

The scheme requires electricity distributors (in the ACT, ActewAGL Distribution) to connect generators of renewable energy to the electricity network and to reimburse those generators’ electricity suppliers (retailers) for the difference between the premium rate determined for renewable electricity and the normal cost of electricity. The retailer is then required to pay the generator the premium rate.

The Electricity Feed-in Code, which supports the Act, was determined by the Commission in February 2009 under the Utilities Act. The code applies to electricity distributors and retailers, and sets out practices and standards for the operation of the renewable energy feed-in scheme. It details the obligations of electricity distributors and retailers to each other and to generators of renewable electricity under the scheme.

The code also requires distributors and retailers to report quarterly to the Commission. Distributors are required to report the numbers of connection applications, new connections and total connections, as well as the total installed capacity and total metered output. Retailers are required to report the number of customers receiving the feed-in tariff and the total premium tariff paid out.

Between 2000 and 2007, prior to the introduction of the scheme, 136 renewable energy generators were installed in the ACT. However, following the initial announcement of a feed-in tariff for the ACT and the Australian Government’s Solar Homes and Communities Plan, an additional 432 new generators were installed before the scheme began on 1 March 2009.

Details from ActewAGL Distribution (electricity) show that by end June 2010, 2,486 sites were connected, with a capacity of 4.388 GW. Further statistics to 30 June 2010 are shown in Table 9.1.

### Table 9.1 ACT Electricity Feed-in Scheme, to 30 June 2010

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total number of sites connected</th>
<th>Total capacity installed (W)</th>
<th>Total metered output to date (KWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-scheme (to 28 Feb 2009)</td>
<td>568</td>
<td>n.a.</td>
<td>n.a.</td>
</tr>
<tr>
<td>At end June 2010</td>
<td>2,486</td>
<td>4,388,322</td>
<td>3,008,333</td>
</tr>
</tbody>
</table>

**Source:** ActewAGL Distribution (electricity).

9.3 Gas distribution

9.3.1 Codes of practice compliance

ActewAGL Distribution confirmed that its environmental management policies and practices were in line with the AG750 Environmental Code of Practice and the Australian Pipeline Industry Code of Practice for Pipeline Construction.
9.4 Greenhouse Gas Abatement Scheme

More than two-thirds of the greenhouse gas emissions attributable to the ACT is derived from energy consumption.¹² This section covers the environmental impacts of greenhouse gas emissions associated with the use of gas and electricity sourced from outside the ACT.

9.4.1 Greenhouse gas emissions

Greenhouse gas emissions are a major environmental concern arising from energy consumption. Greenhouse gases include carbon dioxide, methane and nitrous oxide. These gases are released into the atmosphere by such activities as the use of fossil fuels, broadscale land clearing and other land-use changes, and are a key factor in climate change.

Electricity consumption

The Commission’s methodology for calculating emissions from electricity consumption is set out in the ACT Greenhouse Gas Inventory Report for 2008-09.¹³ While the same method is adopted for calculating emissions in this report, some of the variables used differ. Greenhouse gas emissions attributable to electricity consumption in the ACT are calculated by subtracting the volume of GreenPower (accredited electricity sourced from generators that produce no greenhouse gases) from the quantity of electricity sold by retailers in the ACT adjusted to account for network (transmission and distribution) losses.¹⁴ That figure is then multiplied by the full fuel cycle (scope 2 and scope 3) emissions factor for New South Wales and ACT electricity consumption as supplied by the Department of Climate Change and Energy Efficiency (DCCEE).¹⁵¹⁶ Note that the emissions factor may not be consistent with the emission intensity coefficients published by the Independent Pricing and Regulatory Tribunal and notified by the Commission, as the regulator of the ACT Greenhouse Gas Abatement Scheme, as key factors for the scheme.¹⁷

Table 9.2 provides details of the levels of greenhouse emissions in the ACT and shows that the estimated volume of greenhouse gases emitted as a result of electricity consumption over the five years to 2009–10 has ranged between 3.06 million and 3.15 million tonnes of carbon dioxide equivalent, with the latter being the level in 2009–10.

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¹⁴ The greenhouse gas inventory uses ActewAGL Distribution’s reported sales of electricity supplied to consumers for each financial year.
¹⁵ Department of Climate Change and Energy Efficiency, National greenhouse accounts (NGA) factors, January 2010.
¹⁶ The scope 2 and scope 3 emissions factors reflect the full fuel cycle emissions including the emissions intensity of the mix of technologies used to generate the electricity consumed in New South Wales and the ACT. The greenhouse gas inventory prepared by the Commission uses only the scope 2 emissions factor.
Table 9.2  Greenpower and estimated greenhouse gas emissions, ACT electricity consumption, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity sold in the ACT (MWh)</td>
<td>2,816,479</td>
<td>2,823,995</td>
<td>2,817,869</td>
<td>2,865,755</td>
<td>2,914,779</td>
</tr>
<tr>
<td>Network loss factor(^a)</td>
<td>1.055</td>
<td>1.063</td>
<td>1.062</td>
<td>1.067</td>
<td>1.062</td>
</tr>
<tr>
<td>Electricity generated for consumption (MWh)</td>
<td>2,971,385</td>
<td>3,001,907</td>
<td>2,992,577</td>
<td>3,057,761</td>
<td>3,095,495</td>
</tr>
<tr>
<td>GreenPower sold in the ACT (MWh)(^b)</td>
<td>43,463</td>
<td>61,377</td>
<td>103,637</td>
<td>107,493</td>
<td>120,431</td>
</tr>
<tr>
<td>GreenPower as a percentage of electricity sold</td>
<td>1.54</td>
<td>2.17</td>
<td>3.68</td>
<td>3.75</td>
<td>4.13</td>
</tr>
<tr>
<td>Greenhouse gas–producing electricity sold in the ACT (MWh)</td>
<td>2,927,922</td>
<td>2,940,530</td>
<td>2,888,940</td>
<td>2,950,268</td>
<td>2,975,064</td>
</tr>
<tr>
<td>Electricity full fuel cycle emissions factor for greenhouse gases (t CO(_2)-e/MWh)(^c)</td>
<td>1.06</td>
<td>1.06</td>
<td>1.06</td>
<td>1.07</td>
<td>1.06</td>
</tr>
<tr>
<td>Estimated greenhouse gas emissions arising from ACT electricity consumption (t CO(_2)-e)</td>
<td>3,103,598</td>
<td>3,116,961</td>
<td>3,062,276</td>
<td>3,156,786</td>
<td>3,153,568</td>
</tr>
<tr>
<td>Estimated ACT population end June</td>
<td>334,119</td>
<td>341,054</td>
<td>345,551</td>
<td>351,118</td>
<td>355,700</td>
</tr>
<tr>
<td>Estimated greenhouse gas emissions from electricity consumption per head of population (t CO(_2)-e/person)(^d)</td>
<td>9.3</td>
<td>9.1</td>
<td>8.9</td>
<td>9.0</td>
<td>8.9</td>
</tr>
</tbody>
</table>

MWh = megawatt hours; t CO\(_2\)-e = tonnes of carbon dioxide equivalent
\(^a\) Distribution losses are based on the difference between amounts purchased and sold in each financial year.
\(^b\) Government-accredited GreenPower products.
\(^c\) Data from the Department of Climate Change and Energy Efficiency.
\(^d\) Based on population levels at end June.

Source: Licensed electricity utilities’ annual reports to ICRC.

Figure 9.3 shows that electricity sourced from GreenPower sold in the ACT has nearly trebled since 2005–06, rising from around 43,500 MWh in that year to more than 120,000 MWh in 2009–10.

**Figure 9.3  Electricity sourced from GreenPower sold in the ACT, 2005–06 to 2009–10**

![Bar chart showing electricity sourced from GreenPower sold in the ACT, 2005–06 to 2009–10](chart.png)

Source: Licensed electricity utilities’ annual reports to ICRC.
Gas consumption

The Commission’s methodology for calculating emissions from natural gas consumption is set out in the ACT Greenhouse Gas Inventory Report for 2008–09. While the same method is adopted for calculating emissions in this report, some of the variables used differ. To estimate greenhouse gas emissions caused by ACT gas consumption the volume of gas sold in the ACT by retailers adjusted to account for distribution losses is multiplied by the full fuel cycle (scope 1 and scope 3) emissions factor for New South Wales and ACT consumption of natural gas provided by the Australian Greenhouse Office. This approach is in contrast to that used by the Commission in preparing the greenhouse gas inventory which uses ActewAGL’s reported amount of natural gas billed in each financial year, and excludes sales of natural gas to ACTION Buses. Two emissions factors are provided: one for large customers and one for small customers.

As shown in Table 9.3, the estimated volume of greenhouse gases emitted as a result of natural gas consumption in the ACT in 2009–10 was 467,008 tonnes of carbon dioxide equivalent, a slight decrease on the 2008–09 level of 469,310 tonnes.

Table 9.3   Estimated greenhouse gas emissions, ACT natural gas sales, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural gas sold in the ACT (TJ)</td>
<td>6,857</td>
<td>6,503</td>
<td>7,216</td>
<td>7,107</td>
<td>7,080</td>
</tr>
<tr>
<td>Sales to large customers (TJ)</td>
<td>1,490</td>
<td>1,041</td>
<td>1,826</td>
<td>1,150</td>
<td>1,933</td>
</tr>
<tr>
<td>Sales to small customers (TJ)</td>
<td>5,368</td>
<td>5,462</td>
<td>5,389</td>
<td>5,957</td>
<td>5,146</td>
</tr>
<tr>
<td>Distribution loss factor</td>
<td>1.008</td>
<td>1.015</td>
<td>1.012</td>
<td>1.016</td>
<td>1.016</td>
</tr>
<tr>
<td>Natural gas supplied for consumption (TJ)</td>
<td>6,916</td>
<td>6,604</td>
<td>7,303</td>
<td>7,224</td>
<td>7,195</td>
</tr>
<tr>
<td>Full fuel cycle emission factors—large customers (t CO₂-e/TJ)</td>
<td>68.0</td>
<td>65.5</td>
<td>65.5</td>
<td>65.5</td>
<td>66.0</td>
</tr>
<tr>
<td>Full fuel cycle emission factors—small customers (t CO₂-e/TJ)</td>
<td>71.3</td>
<td>66.1</td>
<td>66.1</td>
<td>66.1</td>
<td>66.0</td>
</tr>
<tr>
<td>Estimated greenhouse gas emissions arising from ACT total natural gas consumption (t CO₂-e)</td>
<td>484,931</td>
<td>430,284</td>
<td>477,265</td>
<td>470,331</td>
<td>469,303</td>
</tr>
</tbody>
</table>

TJ = terajoule; t CO₂-e = tonnes of carbon dioxide equivalent

a Emission factors for 2004–05 and 2005–06 are NSW and ACT figures from Australian Greenhouse Office, Factors and methods workbook, December 2006, Table 2. Emissions factors for 2006–07 to 2009–10 are from Department of Climate Change, National greenhouse accounts (NGA) factors, January 2010, tables 2 and 37.

Source: Licensed gas utilities’ annual reports to ICRC; Australian Greenhouse Office/Department of Climate Change and Energy Efficiency emissions factors.

Table 9.4 shows the combined effect of both electricity and gas on greenhouse gas emissions in the ACT over the six years from 2005–06 to 2009–10. Total emissions have ranged over that period between about 3.5 million and 3.6 million tonnes each year. However, total emissions per head of population have tended to fall since 2005–06, declining from 10.74 tonnes per head in that year to 10.18 tonnes in 2009–10. This is also shown in Figure 9.4.

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19 The greenhouse gas inventory prepared by the Commission uses only the scope 2 emissions factor.
20 Natural gas consumed by ACTION Buses is captured under transport emissions.
Table 9.4  Estimated total greenhouse gas emissions, ACT electricity and natural gas consumption, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total ACT emissions (t CO₂-e)</td>
<td>3,588,529</td>
<td>3,547,245</td>
<td>3,539,541</td>
<td>3,627,117</td>
<td>3,622,872</td>
</tr>
<tr>
<td>Emissions per head of population (t CO₂-e)</td>
<td>10.7</td>
<td>10.4</td>
<td>10.2</td>
<td>10.3</td>
<td>10.2</td>
</tr>
</tbody>
</table>

₁ CO₂-e = tonnes of carbon dioxide equivalent

Source: Licensed gas utilities’ annual reports to ICRC; Australian Greenhouse Office/Department of Climate Change and Energy Efficiency.

Figure 9.4  Total greenhouse gas emission (electricity/gas consumption) levels per head of population, ACT, 2005–06 to 2009–10

Source: Licensed electricity utilities’ annual reports to ICRC; Australian Greenhouse Office/Department of Climate Change and Energy Efficiency.

9.5  Water distribution and supply

9.5.1  Water losses

‘Unaccounted-for’ (or ‘non-revenue’) water is water that has been wasted or lost through leakages, bursts or evaporation from open-air treatment and storage facilities, as well as water consumption not billed for, unauthorised consumption and water lost through metering inaccuracies or errors. Thus, the volume of unaccounted-for water is the difference between the volume of water extracted and the amount of water for which the utility bills its customers.

Unaccounted-for water is sometimes used as a measure of the condition and efficiency of a utility’s water network. It is also significant from an environmental perspective, as the water lost was extracted from river systems for consumption but was not used for that purpose.

Figure 9.5 shows that the annual quantity of unaccounted-for water in the ACT, as a proportion of total water volume of water supplied, has ranged from 5.0% to 8.6% since 2003–04, rising to 7.9% during 2009–10.
In 2009–10, ACTEW Corporation reported that it had continued its meter replacement and service upgrade programs, which are designed to reduce losses of water through leaks and to improve measurement by meters. The intention is to identify any otherwise unaccounted-for flows that are other than minimal. Such flows would be investigated to pinpoint and reduce water losses.

### 9.5.2 Environmental flows

Environmental flows are the flows of water into rivers and streams that are necessary to maintain healthy aquatic ecosystems. They are designed to mimic naturally occurring water flows, including seasonal fluctuations and other variables. Under its licence conditions, ACTEW Corporation is required to release water from the Cotter and Googong catchments for environmental purposes. The volume of water released as an environmental flow is in accordance with the environmental flow guidelines approved by the minister responsible for water resources. It is not determined by the water utility.

Dams, such as those built on the Cotter River and Queanbeyan River as part of the ACT water supply system, affect downstream flow by reducing the volume of flows and sometimes by changing the natural flow patterns. To reduce their impact, water is released or spilled from the dams into the rivers below at certain times of the year.

The environmental flows that are recommended for the water supply catchments are based on research and monitoring of environmental flows in the river systems and are intended to ensure that both water supply and conservation objectives are met. Because of the recent prolonged drought, the relevant authorities have reduced environmental flow requirements in recent years.

Figure 9.6 shows the total volume of environmental flows released by ACTEW Corporation, and those flows as a proportion of total water abstracted for consumptive or environmental purposes, between 2005–06 and 2009–10. In 2009–10, environmental flows released by ACTEW from water storages represented just over 10% of the total water supplied in the ACT. ACTEW is one of only a few water utilities in Australia that is responsible for the release of water for environmental flows from the storage facilities that it manages.
Figure 9.6  Environmental flows, volumes and proportion of total volumes abstracted, water supply, ACTEW Corporation, 2005–06 to 2009–10

Appendix 1 Regulatory framework

ACT utilities regulatory regime

The regulatory framework for the ACT’s utilities is established by the Utilities Act 2000. Section 21(1) of the Act specifies that a person must not provide a utility service except in accordance with a licence (although in special circumstances the minister may exempt a person from this requirement by means of a disallowable instrument).

Licences are granted subject to conditions intended to promote the objectives of the legislation, including service reliability and safety, consumer protection, effective competition, industry growth and ecological sustainability. Conditions are also imposed on utilities through industry and technical codes, and by any other related requirement imposed by the Commission or under the technical regulation regime (part 5 of the Utilities Act).

The utilities licensing regime is underpinned by industry and technical codes and by guidelines that interpret licence conditions and/or specify what actions licensees must take to comply with licence conditions (for example, submitting the annual returns that inform the Commission’s compliance and performance reports).

The Commission’s licensing role

The Commission holds the statutory authority to grant, vary, transfer, approve the surrender of and revoke licences, and to exempt a utility from compliance with a condition of its licence in relation to a stated activity or in stated circumstances.

The Commission’s licensing role principally involves:

- maintaining the licence register
- assessing applications for the grant, variation, transfer and surrender of licences
- monitoring licensees’ compliance with the Utilities Act, licences and codes
- determination of licence fees.

The Utilities Act provides for the determination by the Commission of annual licence fees for utilities. Determined fees cover a reasonable contribution towards the costs incurred, or expected to be incurred, by the Commission, the ACT Civil and Administrative Tribunal (ACAT), and the Technical Regulator, located in the ACT Planning and Land Authority (ACTPLA). Considerations made by the Commission when determining annual licence fees include the extent of costs in relation to each utility, the annual licence fees payable by all utilities, and the relative scope and nature of the services provided by all utilities.

Until 2007–08, each utility paid an annual licence fee determined to be a reasonable contribution towards the costs incurred by the Commission, ACAT and the Technical Regulator in performing their statutory functions under the Utilities Act.

In May 2007, the Utilities Act was amended to provide for an energy industry levy to recover the amount of the territory’s national and local regulatory costs in relation to energy industry sectors. Part 3A (energy industry levy) commenced on 1 July 2007 with the effect of progressively replacing annual licence fees for prescribed energy utilities. Part 3A provides for the making of
determinations by the appointed Levy Administrator, currently the chief executive officer of the Commission.

National regulatory costs is the amount determined to be the cost to the territory of meeting its national regulatory obligations under the Australian Energy Market Agreement in relation to the Australian Energy Market Commission and the Ministerial Council on Energy’s responsibilities under the agreement. Local regulatory costs are currently determined to be those incurred by the Commission, ACAT and the Technical Regulator.

From 2008–09, levy determinations were made for national and local regulatory costs for prescribed energy utilities while licence fees were determined for utilities involved with gas transmission and water and sewerage services. Prescribed energy utilities subject to the energy levy provisions are electricity and gas distribution and supply utilities which provided an energy utility service between 1 July and 15 September of the energy levy year or at any time during the previous levy year.

The Commission monitors and reports each year on the extent to which licensed utilities comply, or fail to comply, with their statutory obligations and the conditions of their licences, and on their performance of their licensed activities. The Commission also has extensive enforcement powers, especially for compliance with codes and pricing directions. Licensees may face significant penalties for contraventions of licence conditions.

**ACT Civil and Administrative Tribunal**

The responsibilities of ACAT in relation to complaints about utilities are established under part 12 of the Utilities Act.21

ACAT facilitates the resolution of complaints, may determine unresolved complaints, and ensures, as far as is practicable, that utility services (electricity, gas, water and sewerage) continue to be provided to people suffering financial hardship. It also protects the rights of consumers under the Act, and advises ministers with portfolio responsibilities under the Act and the Commission about systemic problems in relation to the operation the Utilities Act and other matters that come to its attention in the course of exercising its functions under part 12.

**Industry codes**

Industry codes administered by the Commission in 2009–10 were as follows.

- **Consumer Protection Code** (January 2007). This code:
  - outlines the basic rights of customers and consumers in relation to connection to and disconnection from a utility’s network; the supply by a utility of electricity, gas, water and sewerage services; and access to product and service information
  - sets out the circumstances in which a utility can interrupt, restrict or disconnect supply of a utility service to a customer or consumer
  - outlines particular obligations that a utility must meet in dealing with customers or consumers

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21 Under the *Justice and Community Safety Legislation (Amendment) Act 2008 (No. 2)*, the Essential Services Consumer Council was renamed the Energy and Water Consumer Council in July 2008. In February 2009, the functions of the Council were subsumed into ACAT.
• outlines obligations that a marketer has in relation to the marketing of electricity and gas supply services
• sets out the provisions that a utility must give effect to in its customer contracts for the provision of utility services.

**Electricity Customer Transfer Code** (August 2004). This code sets out practices and procedures for transferring customers between electricity suppliers. The data access and transfer rules operate in conjunction with the National Electricity Code and the requirements of the Australian Energy Market Operator’s transfer systems that operate under the code.

**Electricity Feed-in Code** (February 2009). This code sets out practices and standards for the operation of the scheme for feed-in from renewable energy generators to the electricity network established under the *Electricity Feed-in (Renewable Energy Premium) Act 2008*.

**Electricity Network Boundary Code** (December 2000). This code defines boundaries between an electricity transmission network and an electricity distribution network; connected electricity distribution networks; and an electricity distributor’s network and a customer’s premises.

**Electricity Network Capital Contributions Code** (August 2007). This code outlines the principles and procedures by which an electricity distributor or an electricity supplier may impose a capital contribution charge, payable by a customer, for the costs incurred by the distributor in developing or augmenting its electricity network.

**Electricity Network Use of System Code** (October 2007). This code imposes an obligation on an electricity distributor and an electricity supplier to enter into a commercial agreement setting out the terms upon which utility services relating to the distribution of electricity are provided by the distributor to the supplier.

**Gas Network Boundary Code** (December 2000). This code defines the boundary between a gas transmission network and a gas distribution network; between connected gas distribution networks; and between a gas distributor’s network and a customer’s premises.

**Gas Network Capital Contributions Code** (August 2007). This code outlines the principles and procedures by which a gas distributor or a gas supplier may impose a capital contribution charge, payable by a customer, for the costs incurred by the distributor in developing or augmenting its gas network.

**Prepayment Meter System Code** (July 2006). This code outlines the basic rights of customers, consumers and utilities with respect to the provision of prepayment meter systems that are not otherwise covered by the Consumer Protection Code.

**Water and Sewerage Network Boundary Code** (December 2000). This code defines the boundaries between water utilities’ networks; between a water utility’s network and a customer’s premises; between sewerage utilities’ networks; and between a sewerage utility’s network and a customer’s premises.

### Technical codes

Technical codes administered by ACTPLA during 2009–10 were as follows.

• **Contestable Work Accreditation Code** (August 2001). This code requires each utility to prepare an accreditation scheme or adopt an approved accreditation scheme, and sets out those matters that must be included in an approved accreditation scheme. The purpose of the accreditation scheme is to accredit persons to undertake contestable work, such as electricity connection services.
• **Dam Safety Code** (March 2003). This code ensures that utilities have in place processes and procedures to properly manage water storage dams in order to prevent unsafe operation and/or failure that can in time cause loss to life and damage to property and the environment.

• **Electricity Distribution (Supply Standards) Code** (December 2000). This code prescribes minimum standards for the quality and reliability of electricity distributed through electricity networks.

• **Electricity Metering Code** (August 2003). This code sets out requirements relating to electricity metering with which an electricity distributor must comply in providing electricity connection services to franchise customers and first-tier customers, and with which an electricity supplier must comply in providing electricity supply services to franchise customers and first-tier customers.

• **Electricity Service and Installation Rules Code** (December 2000). This code requires electricity distributors to develop service and installation rules that set out the requirements and associated obligations and procedures for the safe, reliable and efficient connection of electrical installations to an electricity network.

• **Emergency Planning Code** (March 2003). This code ensures that utilities have appropriate procedures, structures and arrangements for preventing, anticipating and responding to emergency events and potential emergency events.

• **Gas General Metering Code** (December 2000). This code sets out rules with which gas distributors must comply in providing connection services to customers and with which gas suppliers must comply in providing supply services to customers.

• **Gas Safety and Operating Plan Code** (December 2000). This code applies to operators of gas transmission and gas distribution networks to ensure the safe operation and maintenance of the networks and quality and pressure standards for gas conveyed through the networks.

• **Management of Electricity Network Assets Code** (December 2000). This code requires electricity distributors to design, construct, operate and maintain their electricity networks with reasonable care to avoid injury to any person or property.

• **Water and Sewerage Network (Design and Maintenance) Code** (December 2000). This code prescribes minimum standards for the design, construction, operation and maintenance of water networks and sewerage networks.

• **Water and Sewerage Service and Installation Code** (December 2000). This code requires water utilities and sewerage utilities to develop service and installation rules setting out the requirements and associated obligations and procedures for the safe, reliable and efficient connection of a customer’s premises to a water network and a sewerage network.

• **Water Metering Code** (December 2000). This code sets out matters relating to water metering.

• **Water Supply and Sewerage Service Standards Code** (December 2000). This code prescribes minimum standards for the quality and reliability of water supply distributed through water networks and for the provision of sewerage services, including the removal of sewage from customers’ premises through sewerage networks.
Appendix 2  Data tables for figures

This appendix shows tables of data used to generate each figure in the body of the report. However, details for Figures 1.1 to 1.5 have not been provided because of the level of detail used to compile them.

Table A2.1  Figure 2.1: Energy distributed, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10 (GWh)

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>1,180</td>
<td>1,593</td>
<td>2,773</td>
</tr>
<tr>
<td>2006–07</td>
<td>1,148</td>
<td>1,651</td>
<td>2,799</td>
</tr>
<tr>
<td>2007–08</td>
<td>1,150</td>
<td>1,681</td>
<td>2,831</td>
</tr>
<tr>
<td>2008–09</td>
<td>1,176</td>
<td>1,703</td>
<td>2,879</td>
</tr>
<tr>
<td>2009–10</td>
<td>1,195</td>
<td>1,713</td>
<td>2,908</td>
</tr>
</tbody>
</table>

Table A2.2  Figure 2.2: Customer numbers, electricity supply, ACT, end June 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>134,979</td>
<td>11,618</td>
<td>146,597</td>
</tr>
<tr>
<td>2006–07</td>
<td>137,016</td>
<td>12,421</td>
<td>149,437</td>
</tr>
<tr>
<td>2007–08</td>
<td>137,582</td>
<td>13,772</td>
<td>151,354</td>
</tr>
<tr>
<td>2008–09</td>
<td>139,793</td>
<td>14,026</td>
<td>153,819</td>
</tr>
<tr>
<td>2009–10</td>
<td>143,187</td>
<td>14,161</td>
<td>157,348</td>
</tr>
</tbody>
</table>

Table A2.3  Figure 2.3: Sales volume, electricity supply (GWh), residential and non-residential, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>1,162</td>
<td>1,654</td>
<td>2,816</td>
</tr>
<tr>
<td>2006–07</td>
<td>1,156</td>
<td>1,668</td>
<td>2,824</td>
</tr>
<tr>
<td>2007–08</td>
<td>1,142</td>
<td>1,676</td>
<td>2,818</td>
</tr>
<tr>
<td>2008–09</td>
<td>1,167</td>
<td>1,699</td>
<td>2,866</td>
</tr>
<tr>
<td>2009–10</td>
<td>1,194</td>
<td>1,721</td>
<td>2,915</td>
</tr>
</tbody>
</table>

Table A2.4  Figure 2.4: Average electricity consumption, residential customers, ACT, 2005–06 to 2009–10 (MWh/year)

<table>
<thead>
<tr>
<th>Year</th>
<th>Average consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>8.42</td>
</tr>
<tr>
<td>2006–07</td>
<td>8.44</td>
</tr>
<tr>
<td>2007–08</td>
<td>8.30</td>
</tr>
<tr>
<td>2008–09</td>
<td>8.35</td>
</tr>
<tr>
<td>2009–10</td>
<td>8.34</td>
</tr>
</tbody>
</table>
### Table A2.5: Average electricity consumption, non-residential customers, ACT, 2005–06 to 2009–10 (MWh/year)

<table>
<thead>
<tr>
<th>Year</th>
<th>Average consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>142.8</td>
</tr>
<tr>
<td>2006–07</td>
<td>143.1</td>
</tr>
<tr>
<td>2007–08</td>
<td>121.7</td>
</tr>
<tr>
<td>2008–09</td>
<td>121.1</td>
</tr>
<tr>
<td>2009–10</td>
<td>121.5</td>
</tr>
</tbody>
</table>

### Table A2.6: Average electricity consumption, residential customers, states and territories, 2009–10 (MWh/customer)

<table>
<thead>
<tr>
<th>State/territory</th>
<th>Average consumption, all customers (MWh/customer)</th>
<th>Average consumption (MWh/residential customer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vic.</td>
<td>16.9</td>
<td>5.6</td>
</tr>
<tr>
<td>WA</td>
<td>16.0</td>
<td>6.0</td>
</tr>
<tr>
<td>SA</td>
<td>15.6</td>
<td>6.3</td>
</tr>
<tr>
<td>NSW</td>
<td>20.7</td>
<td>6.9</td>
</tr>
<tr>
<td>Qld</td>
<td>24.3</td>
<td>7.8</td>
</tr>
<tr>
<td>ACT</td>
<td>18.5</td>
<td>8.3</td>
</tr>
<tr>
<td>Tas.</td>
<td>36.9</td>
<td>9.1</td>
</tr>
<tr>
<td>NT</td>
<td>24.4</td>
<td>9.6</td>
</tr>
</tbody>
</table>

### Table A2.7: Number of suppliers with more than 100 customers, electricity supply, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;100</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

### Table A2.8: ACT electricity customer transferring to new retailers, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of switches</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>4,389</td>
</tr>
<tr>
<td>2006–07</td>
<td>11,040</td>
</tr>
<tr>
<td>2007–08</td>
<td>4,175</td>
</tr>
<tr>
<td>2008–09</td>
<td>3,043</td>
</tr>
<tr>
<td>2009–10</td>
<td>2,244</td>
</tr>
</tbody>
</table>
Table A2.9  Figure 2.9: Customer supply point numbers, gas distribution, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Customer numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>91,330</td>
</tr>
<tr>
<td>2006–07</td>
<td>94,066</td>
</tr>
<tr>
<td>2007–08</td>
<td>94,590</td>
</tr>
<tr>
<td>2008–09</td>
<td>100,254</td>
</tr>
<tr>
<td>2009–10</td>
<td>104,423</td>
</tr>
</tbody>
</table>

Table A2.10  Figure 2.10: Volume of gas distributed, gas distribution, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Volume distributed (TJ)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>7,731</td>
</tr>
<tr>
<td>2006–07</td>
<td>7,055</td>
</tr>
<tr>
<td>2007–08</td>
<td>6,925</td>
</tr>
<tr>
<td>2008–09</td>
<td>7,695</td>
</tr>
<tr>
<td>2009–10</td>
<td>7,921</td>
</tr>
</tbody>
</table>

Table A2.11  Figure 2.11: ACT gas customers transferring to new retailers, 2004–05 to 2009–10

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>3,860</td>
</tr>
<tr>
<td>2006–07</td>
<td>5,915</td>
</tr>
<tr>
<td>2007–08</td>
<td>3,362</td>
</tr>
<tr>
<td>2008–09</td>
<td>1,870</td>
</tr>
<tr>
<td>2009–10</td>
<td>1,951</td>
</tr>
</tbody>
</table>

Table A2.12  Figure 2.12: Average annual residential water supplied, major capital cities, 2009–10 (kL/property)

<table>
<thead>
<tr>
<th>Water Corporation (Perth)</th>
<th>ACTEW (ACT)</th>
<th>SA Water (Adelaide)</th>
<th>Sydney Water (NSW)</th>
<th>Brisbane Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>276</td>
<td>199</td>
<td>191</td>
<td>205</td>
<td>143</td>
</tr>
</tbody>
</table>

Table A2.13  Figure 4.1: Network revenue, residential and non-residential, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10 ($m)

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>43.1</td>
<td>66.5</td>
<td>109.6</td>
</tr>
<tr>
<td>2006–07</td>
<td>43.4</td>
<td>70.9</td>
<td>114.4</td>
</tr>
<tr>
<td>2007–08</td>
<td>47.6</td>
<td>76.7</td>
<td>124.3</td>
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<tr>
<td>2008–09</td>
<td>49.6</td>
<td>75.1</td>
<td>124.7</td>
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<tr>
<td>2009–10</td>
<td>59.6</td>
<td>89.0</td>
<td>148.6</td>
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</tbody>
</table>
Table A2.14 Figure 4.2: Average electricity charges for residential and non-residential customers, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10 ($/MWh)

<table>
<thead>
<tr>
<th>Year</th>
<th>Residential</th>
<th>Non-residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>110.2</td>
<td>97.3</td>
</tr>
<tr>
<td>2006–07</td>
<td>113.9</td>
<td>115.5</td>
</tr>
<tr>
<td>2007–08</td>
<td>131.0</td>
<td>147.4</td>
</tr>
<tr>
<td>2008–09</td>
<td>145.4</td>
<td>127.9</td>
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<tr>
<td>2009–10</td>
<td>152.4</td>
<td>135.9</td>
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</tbody>
</table>

Table A2.15 Figure 9.1: Network losses, electricity distribution, ActewAGL Distribution, 2005–06 to 2009–10 (%)

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>Network losses (% of total network inputs)</td>
<td>4.58</td>
<td>4.51</td>
<td>4.39</td>
<td>4.39</td>
<td>4.64</td>
</tr>
</tbody>
</table>

Table A2.16 Figure 9.2: Electricity, residential consumption per customer, ACT, 2005–06 to 2009–10 (MWh/person)

<table>
<thead>
<tr>
<th>Year</th>
<th>Average consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005–06</td>
<td>8.42</td>
</tr>
<tr>
<td>2006–07</td>
<td>8.44</td>
</tr>
<tr>
<td>2007–08</td>
<td>8.30</td>
</tr>
<tr>
<td>2008–09</td>
<td>8.35</td>
</tr>
<tr>
<td>2009–10</td>
<td>8.34</td>
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</tbody>
</table>

Table A2.17 Figure 9.3: GreenPower from electricity sold in the ACT, 2005–06 to 2009–10

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<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>GreenPower from electricity (MWh)</td>
<td>43,463</td>
<td>61,377</td>
<td>103,637</td>
<td>107,493</td>
<td>120,431</td>
</tr>
</tbody>
</table>

Table A2.18 Figure 9.4: Total greenhouse gas emission levels per head of population, ACT, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Greenhouse gas emissions per head of population (t CO2-e)</td>
<td>10.7</td>
<td>10.4</td>
<td>10.2</td>
<td>10.3</td>
<td>10.2</td>
</tr>
</tbody>
</table>

Table A2.19 Figure 9.5: Unaccounted-for water, proportion ACTEW Corporation, 2005–06 to 2009–10

<table>
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<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of unaccounted-for water (%)</td>
<td>8.2</td>
<td>5.0</td>
<td>8.6</td>
<td>7.6</td>
<td>8.0</td>
</tr>
</tbody>
</table>
Table A2.20  Figure 9.6: Environmental flows, volumes and proportion of total volumes abstracted, water supply, ACTEW Corporation, 2005–06 to 2009–10

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume of environmental flows ('000 ML)</td>
<td>59.5</td>
<td>10.2</td>
<td>6.7</td>
<td>5.3</td>
<td>10.0</td>
</tr>
<tr>
<td>Percentage of total water supplied (%)</td>
<td>35.2</td>
<td>9.3</td>
<td>7.3</td>
<td>5.7</td>
<td>10.2</td>
</tr>
</tbody>
</table>
### Appendix 3  ACT Licensed energy suppliers

**Table A3.1  Licensed electricity suppliers, ACT, 30 June 2010—date of entry and customer activity in 2009–10**

<table>
<thead>
<tr>
<th>Retailer—electricity</th>
<th>Licence effective from</th>
<th>Licensed at 30 June 2011</th>
<th>Sales 2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActewAGL Retail</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>AGL Sales Pty Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>AGL Sales (Queensland Electricity) Pty Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Aurora Energy Pty Ltd</td>
<td>16 July 2005</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Australian Power and Gas Pty Ltd</td>
<td>1 July 2008</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Country Energy</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Dodo Power &amp; Gas Pty Ltd</td>
<td>12 September 2007</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>EnergyAustralia</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>ERM Power Retail Pty Ltd</td>
<td>10 December 2007</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Integral Energy Australia</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Jackgreen (International) Pty Ltd</td>
<td>4 May 2007</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Origin Energy Electricity Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Powerdirect Pty Ltd</td>
<td>8 July 2004</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Red Energy Pty Ltd</td>
<td>1 January 2006</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SUN Retail Pty Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sanctuary Energy Pty Ltd</td>
<td>1 July 2009 (granted 30 June 2009)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>TRUenergy Pty Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TRUenergy Yallourn Pty Ltd</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Table A3.2  Licensed gas suppliers, ACT, 30 June 2010—date of entry and customer activity in 2009–10**

<table>
<thead>
<tr>
<th>Retailer—gas</th>
<th>Licence effective from</th>
<th>Licensed at 30 June 2010</th>
<th>Sales 2009–10</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActewAGL Retail</td>
<td>1 July 2001</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Australian Power and Gas Pty Ltd</td>
<td>1 July 2008</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Country Energy</td>
<td>3 February 2003</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Dodo Power &amp; Gas Pty Ltd</td>
<td>21 September 2007</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>EnergyAustralia</td>
<td>22 July 2003</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Jackgreen (International) Pty Ltd</td>
<td>04 May 2007</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>SUN Retail Pty Ltd</td>
<td>01 July 2001</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>TRUenergy Pty Ltd</td>
<td>17 August 2005</td>
<td>Yes</td>
<td>Yes</td>
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</table>
Appendix 4  Compliance and performance reports, 2004 to 2011

Reports issued 2011


Reports issued 2009


Reports issued 2008


Reports issued 2007


Reports issued 2006


Reports issued 2005


Reports issued 2004

### Acronyms and abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ABS</td>
<td>Australian Bureau of Statistics</td>
</tr>
<tr>
<td>ACAT</td>
<td>ACT Civil and Administrative Tribunal</td>
</tr>
<tr>
<td>ACT</td>
<td>Australian Capital Territory</td>
</tr>
<tr>
<td>ACTPLA</td>
<td>ACT Planning and Land Authority</td>
</tr>
<tr>
<td>Commission</td>
<td>Independent Competition and Regulatory Commission</td>
</tr>
<tr>
<td>EPA</td>
<td>Environment Protection Authority</td>
</tr>
<tr>
<td>EAPL</td>
<td>East Australian Pipeline Limited</td>
</tr>
<tr>
<td>GJ</td>
<td>gigajoule</td>
</tr>
<tr>
<td>GL</td>
<td>gigalitre</td>
</tr>
<tr>
<td>GWh</td>
<td>gigawatt hour</td>
</tr>
<tr>
<td>ICRC</td>
<td>Independent Competition and Regulatory Commission</td>
</tr>
<tr>
<td>kL</td>
<td>kilolitre</td>
</tr>
<tr>
<td>km</td>
<td>kilometre</td>
</tr>
<tr>
<td>km²</td>
<td>square kilometres</td>
</tr>
<tr>
<td>kPa</td>
<td>kilopascal</td>
</tr>
<tr>
<td>KPI</td>
<td>key performance indicator</td>
</tr>
<tr>
<td>kW</td>
<td>kilovolt</td>
</tr>
<tr>
<td>kWh</td>
<td>kilowatt hour</td>
</tr>
<tr>
<td>MJ</td>
<td>megajoule</td>
</tr>
<tr>
<td>ML</td>
<td>megalitre</td>
</tr>
<tr>
<td>MWh</td>
<td>megawatt hour</td>
</tr>
<tr>
<td>POTS</td>
<td>packaged off-take station</td>
</tr>
<tr>
<td>PRS</td>
<td>primary regulating station</td>
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<tr>
<td>TJ</td>
<td>terajoule</td>
</tr>
<tr>
<td>TRS</td>
<td>trunk receiving station</td>
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<tr>
<td>Utilities Act</td>
<td><em>Utilities Act 2000</em></td>
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<tr>
<td>WSAA</td>
<td>Water Services Association of Australia</td>
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