



ICRC

independent competition and regulatory commission

Monitoring Report on the 2017–18 Utility Licence Annual Reports

Report 7 of 2019, June 2019

The Independent Competition and Regulatory Commission is a Territory Authority established under the *Independent Competition and Regulatory Commission Act 1997* (the ICRC Act). The Commission is constituted under the ICRC Act by one or more standing commissioners and any associated commissioners appointed for particular purposes. Commissioners are statutory appointments. Joe Dimasi is the current Senior Commissioner who constitutes the Commission and takes direct responsibility for delivery of the outcomes of the Commission.

The Commission has responsibilities for a broad range of regulatory and utility administrative matters. The Commission has responsibility under the ICRC Act for regulating and advising government about pricing and other matters for monopoly, near-monopoly and ministerially declared regulated industries, and providing advice on competitive neutrality complaints and government-regulated activities. The Commission also has responsibility for arbitrating infrastructure access disputes under the ICRC Act. In discharging its objectives and functions, the Commission provides independent robust analysis and advice.

The Commission's objectives are set out in section 7 and 19L of the ICRC Act and section 3 of the *Utilities Act 2000*.

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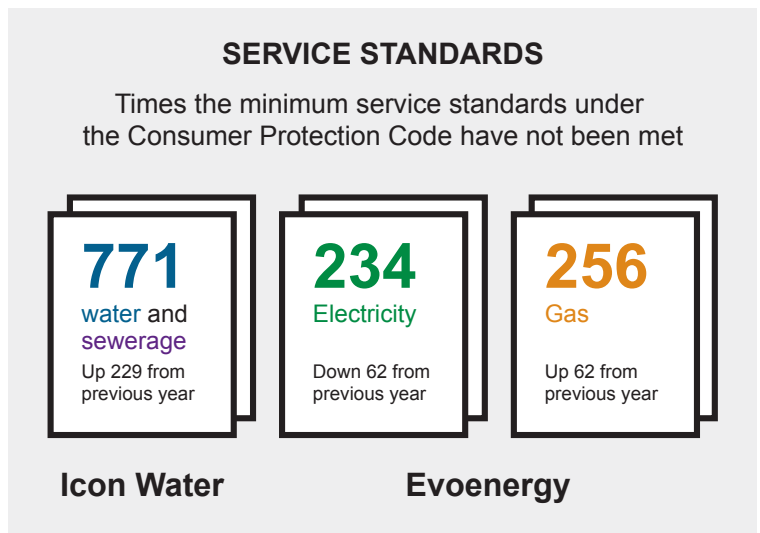
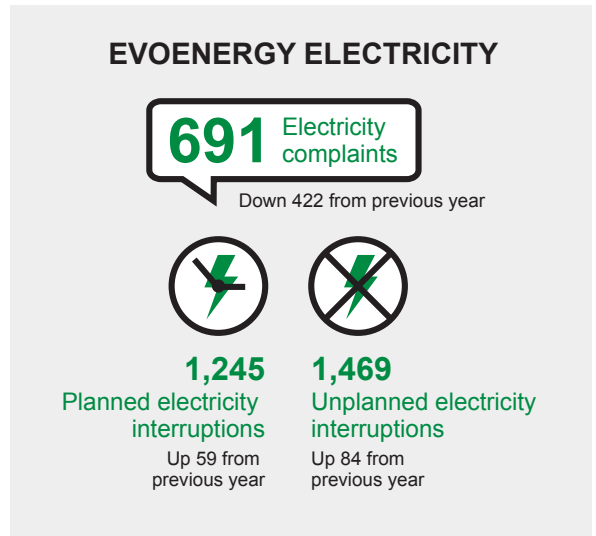
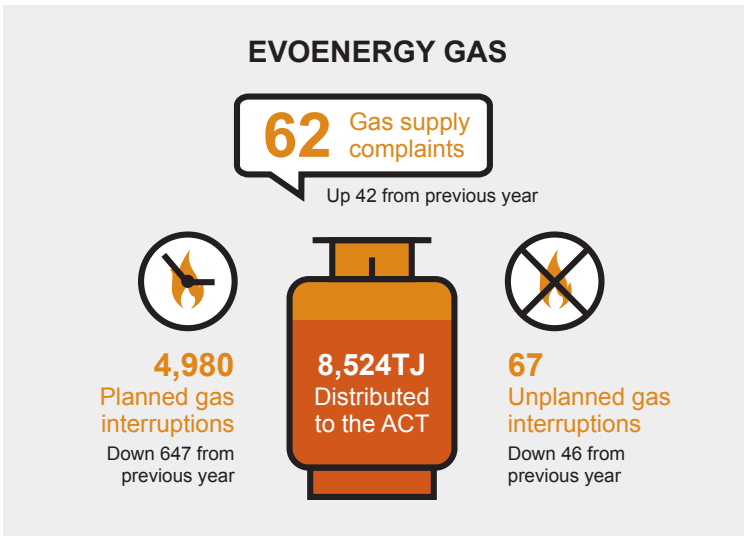
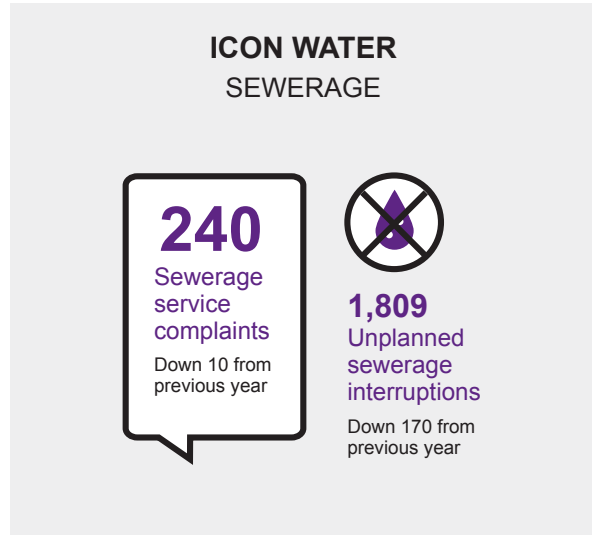
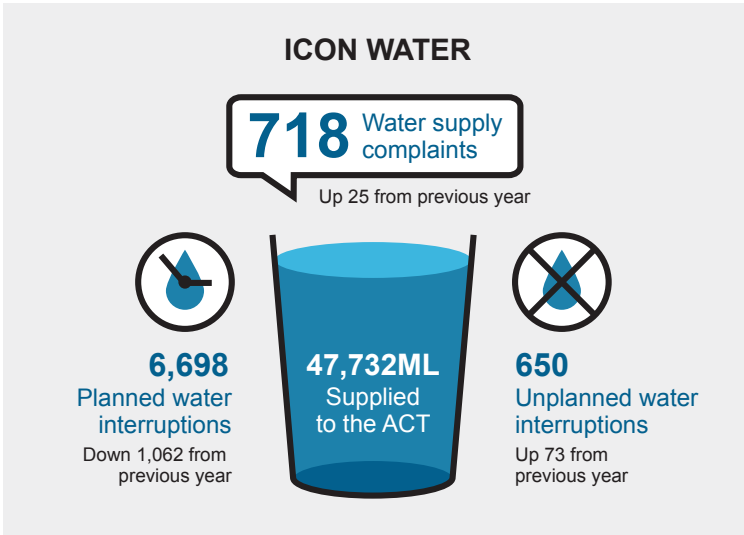
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COMPLIANCE SUMMARY 2017–18

The Independent Competition and Regulatory Commission licenses five utilities in the ACT to provide water, sewerage, and energy services.

Transmission utilities provide bulk gas and electricity services to the ACT, while Icon Water and Evoenergy provide water, sewerage, electricity and gas services direct to around 25,000 businesses and 165,000 households in the ACT.

Each year licensed utilities report to the Commission on their licence compliance. The Monitoring Report summarises the utility licence annual reports provided by utilities.



1 Introduction

This monitoring report sets out the results of the Independent Competition and Regulatory Commission's (Commission) assessment of the Utility Licence Annual Reports (ULAR) submitted each year to the Commission by licensed utilities in the ACT. This report covers the 2017–18 reporting year. Further to this introductory chapter, the report comprises six chapters:

- Chapters 2–6 set out the Commission's assessment of the ULARs submitted by the five licensed utilities operating in the ACT during the 2017–18 year.
- Chapter 7 sets out the Commission's assessment of each utility's processing of its ULAR for the 2017–18 year.

The *Utilities Act 2000* (Utilities Act or Act) provides a framework under which the Commission licenses utilities and regulates certain aspects of the provision of utility services in the ACT. To provide a utility service in the ACT a utility must be licensed. The Commission is responsible for the licensing process and monitoring the compliance of licensees with their legislative and licence obligations. The obligations for licensees originate from a number of sources including:

- the Utilities Act;
- the *Utilities (Technical Regulation) Act 2014* (UTR Act);
- utility licence;
- industry codes determined by the Commission under Part 4 of the Utilities Act; and
- technical codes determined by the Technical Regulator under Part 3 of the UTR Act.

The Commission does not license retail energy providers. Retail energy services are instead licensed under a national framework by the Australian Energy Regulator (AER).¹

Licensed utilities operating during the 2017–18 year in the ACT included:

- Icon Water (water and sewerage services);
- Evoenergy Electricity (electricity distribution, connection and transmission services);
- Evoenergy Gas (gas distribution and connection services);
- TransGrid (electricity transmission services); and
- EAPL (gas transmission services).

Under section 25(2)(d) of the Utilities Act, a licensed utility reports annually through its ULAR to the Commission in relation to the exercise of its functions under the Act, and compliance with licence conditions. It is also a requirement under a utility licence that the licensee submit its ULAR to the Commission by 1 October every year. A licensee reports against reporting requirements under the Act including numbers of complaints received, responses to complaints, and some aspects of the licensee's network performance.

¹ <https://www.aer.gov.au/retail-markets>.

The Commission monitors a licensed utility throughout the year and may verify or seek further information on the data and responses provided in a ULAR. The Commission prepares this monitoring report to set out its assessment of a utility's compliance and highlights any issues. It is important to also note that this monitoring report focuses on a utility's compliance with licence conditions. The technical regulation of a utility is also a substantial part of the regulation of the entity and is covered in the Technical Regulator's annual compliance report.

Figures in this monitoring report relate to 2017–18 unless otherwise specified.

1.1 Publication of summary of the ULAR

It is a requirement under all utility licences that a summary of the utility's ULAR is made publicly available each year.²

Icon Water, Evoenergy Electricity, Evoenergy Gas, TransGrid and EAPL have all reported that their 2016–17 ULAR, or a summary of their ULAR, has been made publicly available.

2 Water and sewerage services

Icon Water is licensed to provide water and sewerage services in the ACT.

2.1 Utility licence compliance

Under clause 6.2 of a utility's licence, a licensee must comply with any requirement under the Utilities Act, relevant industry and technical codes, and certain directions given by the Commission or Utilities Technical Regulator.

The licensed utility is required to notify the Commission of any material breach of the licence under clause 6.2 as soon as practicable (clause 7.2). In relation to general non-compliance (not of a material nature), the utility is required to provide a brief statement to the Commission that explains the circumstances of and reasons for the non-compliance, consequences of the non-compliance and measures that the licensee will put in place to rectify non-compliance (clause 7.3).³

2.1.1 Material breach

Based upon information provided by Icon Water and monitoring by the Commission throughout the year, there were no material breaches in 2017–18.

² Clause 7.5, which is common across all licences.

³ http://www.icrc.act.gov.au/wp-content/uploads/2013/02/Guidance_Note_Compliance_Reporting_Mar09.pdf.

2.1.2 Non-compliance

Icon Water reported one instance of non-compliance during 2017–18 that involved a cross connection on a treated water main in the Cotter precinct. The Commission was notified in writing of the non-compliance issue as required under the licence and is satisfied with the actions taken by Icon Water to rectify the issue, with ACT Health and Technical Regulation being notified, the cross connection being removed and follow up testing undertaken.

2.2 Water supply

Icon Water supplied 47,732 ML of water to the ACT during 2017–18. This was a 5.1 per cent increase on the 45,425 ML of water supplied to the ACT during 2016–17. Icon Water has noted that the increase in consumption can be attributed to a dry autumn.

Residential use, as a proportion of total water supplied to the ACT, decreased from 68.4 per cent to 67.7 per cent. This figure has remained around 67–68 per cent for the last four years.

2.3 Customer service and complaints

Icon Water reported it has complaint handling procedures in place which comply with the relevant Australian Standard on complaint handling. Icon Water advises customers and consumers⁴ of its complaint handling procedures when acknowledging complaints. In the complaint handling procedures and when providing a response, Icon Water advises customers of their rights to raise a complaint with the ACAT. Icon Water keeps records of complaints made by a customer or consumer for not less than twelve months after the complaint is resolved.

Water supply complaints

Table 1 sets out complaints received by Icon Water in relation to water supply from 2012–13 to 2017–18. In 2017–18, Icon Water received 718 complaints relating to water supply to premises in the ACT, a 3.6 per cent increase from the previous year. Water quality complaints accounted for 18.7 per cent of all complaints in 2017–18 but were 20.7 per cent lower than in 2016–17. Icon Water reported that water quality complaints generally relate to discolouration due to a burst water main or someone incorrectly accessing the network (taking too much water too quickly and stirring up the naturally occurring sediment).

Complaints relating to metering and meter reading accounted for 29.8 per cent of all water related complaints. It is important to note that complaints from customers about their meter being faulty where it turned out to be high water consumption on the customer's part are

⁴ A **customer** of a utility service is a person for whom the service is provided under a customer contract; a **consumer** is the customer or an occupier of a customer's premises to which the service is provided. In the case of a rented property the landlord is usually the customer of water and sewerage services, and the tenant is the consumer.

currently included in this category.⁵ Complaints in this category rose 34.5 percent from 159 in 2016–17 to 214 in 2017–18. Icon Water has noted that:⁶

The majority of complaints in this category relate to high bills and high consumption. Determining a fault on the meter will ascertain whether Icon Water are responsible for excess consumption or whether the consumption is an internal issue. The majority of the meter inspections carried out for high consumption showed the issue to be internal and the water meter measuring accurately.

Table 1 Water supply complaints 2012–13 to 2017–18

Complaint item	2012–13 (no.)	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Water quality	121	187	204	210	169	134	-35
Water supply reliability	36	15	2	2	3	4	1
Property damage/restoration of property	82	62	64	62	91	113	22
Accounts/billing/ retail ⁷	62	66	53	75	72	84	12
Metering/meter reading	85	69	74	93	159	214	55
Failure to provide notice, or insufficient notice	42	19	26	37	32	19	-13
Unplanned interruptions	44	5	19	24	16	5	-11
Other network ⁸	110	76	80	118	151	145	-6
Total	582	499	522	621	693	718	25

Sewerage service complaints

Table 2 sets out complaints received by Icon Water in relation to sewerage services from 2012–13 to 2017–18. In 2017–18, 240 complaints were received in relation to sewerage services, which was a 4.0 per cent decrease from the previous year.

⁵ Complaints in this category relate to meter faults, meter replacement and meter reading.

⁶ Due to the high number of ‘faults’ recorded that turn out to be high water consumption on the customer’s part, from 2018-19 Icon Water will be recategorizing meter faults relating to high consumption as ‘inquiries’ in the first instance. If a fault is then identified with the Icon Water asset, it will then be categorised as a complaint.

⁷ Icon Water does not record complaints for ‘accounts, billing and retail’ separately for water supply and sewerage services. The total category has been split 50/50 across water supply (Table 1) and sewerage services (Table 2).

⁸ Other network includes: damage/fault to Icon Water’s asset, driving/parking, failed to reply, information wrong, noise/unsightly, notices offended, other, safety/health, service request not met, staff rude, water hammer/noisy pipes, water leak, water pressure, water wasted.

Table 2 Sewerage services complaints 2012–13 to 2017–18

Complaint item	2012–13 (no.)	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Sewage odour	14	4	20	13	7	9	2
Sewerage services reliability and quality	22	35	43	41	33	28	-5
Property damage/restoration of property	61	106	132	124	106	84	-22
Accounts/billing/retail	61	66	53	75	72	84	12
Failure to provide notice, or insufficient notice	7	5	1	1	8	6	-2
Unplanned interruptions	0	0	0	0	0	0	0
Other networks ⁹	87	28	41	39	24	29	5
Total sewerage services	252	244	290	293	250	240	-10

Responding to complaints within the required time frame

Icon Water is required to respond to a customer complaint within 20 business days.¹⁰ Under the Consumer Protection Code (CPC), if Icon Water fails to meet this requirement, the complainant may apply for a rebate of \$20.

Icon Water responded to 99.2 per cent of water supply complaints and 100 per cent of sewerage service complaints within the 20 business days required time frame. No complainants applied for a rebate for the service standard not being met. For more information on the CPC refer to Chapter 2.5.

2.4 Planned and unplanned interruptions to services

Table 3 sets out the number of planned and unplanned interruptions to Icon Water’s water supply services from 2013–14 to 2017–18.

The number of planned interruptions decreased by 1,062 and the number of unplanned interruptions increased by 73 compared to those reported in 2016–17.

Despite the decrease in Icon Water’s planned interruptions to services, they have remained high for 2015–16, 2016–17 and 2017–18 compared to previous years. Icon Water has reported that these higher figures relate to an ongoing meter replacement program that is expected to run for approximately five years, with 6,500 small and 500 large meters to be replaced each year. Icon water reported that the 1,062 decrease in planned interruptions for 2017–18 compared to the previous year related to a reprioritising of some resources away from the meter replacement program due to dry weather conditions (see below for further comments on dry weather conditions)

⁹ Other network complaints incorporate several categories: reimbursement assessment, safety/health, other, damage/fault our asset, notices offended, driving/parking, service request not met, failed to reply, telephone service poor.

¹⁰ *Utilities (Consumer Protection Code) Determination 2012*, Minimum Service Standard 2.

Table 3 Planned and unplanned interruptions to water supply services 2013–14 to 2017–18

Interruptions to water supply services	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Planned interruptions to services	880	2,555	10,318	7,760	6,698	-1,062
Instances where licensee did not provide at least 2 days' notice of the planned interruption to each of the premises affected	0	1	0	1	0	-1
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0	0	0	0
Average water supply interruption duration (minutes)	39.1	19	31	31.9	32.3	0.40
Total interruption faced by an average customer (minutes per property) ¹¹	0.21	0.39	2.28	1.8	1.25	-0.55
Unplanned interruptions to services	489	564	665	577	650	73
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0	0	0	0
Average water supply interruption duration (minutes)	148	114.7	115.3	133.8	119.7	-14.10

Table 4 sets out the number of unplanned interruptions to sewerage services from 2013–14 to 2017–18. The number of unplanned interruptions increased by 170 to 1,809 in 2017–18 compared to those reported in 2016–17. Icon Water reported increases for all its unplanned interruptions reporting categories for 2017–18. Icon Water reported that the increase in the sewer blockage rate across the board for 2017–18 was a direct result for the dry weather conditions experienced for the year.

Table 4 Unplanned interruptions to sewerage services 2013–14 to 2017–18

Unplanned interruptions	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Number of unplanned interruptions ¹²	1,634	1,561	1,697	1,639	1,809	170
Instances where the service was not restored within 12 hours of the initial interruption	0	0	0	0	0	0
Total number of sewer main breaks and chokes	1,844	1,678	1,778	1,618	1,855	237
Sewer main breaks and chokes caused by tree roots	1,672	1,536	1,639	1,648	1,723	75
Total number of property connection sewer breaks and chokes	1,629	1,552	1,694	1,634	1,806	172
Property connection sewer breaks and chokes caused by tree roots	1,425	1,385	1,476	1,425	1,617	192

¹¹ This figure is the total time of all interruptions divided by the total number of serviced properties. This figure does not indicate how long each serviced property has experienced an actual interruption, and instead, is a theoretical average based upon all customers experiencing an interruption and is used generally for benchmarking purposes against other utilities.

¹² The number of unplanned interruptions does not equal the total of the other five rows below it in the table due to how Icon Water records and reports its unplanned interruptions. For example, 1,855 interruptions of sewer main breaks and chokes includes interruptions classed as breaks and those also classed as chokes. A single interruption may be classed as both. There

2.5 Rebates paid under the Consumer Protection Code – water and sewerage services

The Consumer Protection Code (CPC) outlines the particular obligations that a utility must meet in dealing with customers and consumers and the basic rights of a customer or a consumer in relation to:

- connection to, and disconnection from, a utility’s network;
- the supply of utility services by a utility; and
- access to product and service information.

The CPC sets out the circumstances in which a utility can interrupt, restrict or disconnect supply of a utility service and the provisions that a utility must give effect to in its customer contracts. Schedule 1 specifies five minimum service standards covering connection times, responding to complaints, response times to notification of problems or concerns, notice period and duration of planned interruptions, and restoration of supply when unplanned interruptions occur. The minimum service standards are more applicable to utilities that distribute and connect utility services (as opposed to transmission utilities like EAPL and TransGrid).¹³

Under the CPC, if a utility fails to meet a minimum service standard, the customer or consumer is entitled to apply for a rebate within three months of the incident of non-compliance. Under clause 11 of the CPC, utilities are required to inform customers of their entitlement to apply for a rebate if the standards are not met.

Table 5 outlines the number of times Icon Water has not met the minimum service standards from 2014–15 to 2017–18. Icon Water noted the following in relation to the response time to notifications and problems being resolved within the time specified:

Work is prioritised at four different levels depending on the nature of the work. Each priority has a different target to be responded by or fixed by. The majority of the work not responded to within 48 hours was classified as a priority four (lowest priority). These types of jobs are generally minor leaks which may require operation of a valve to stop the leak. In some cases the leak may be repaired but the restoration of the site may take longer than 48 hours or the time specified in the response, for example if a driveway needs to be repaired. During 2017-18, there was an increase in the number of reactive jobs compared to the previous year due to dry weather conditions which required additional prioritisation of work.

is also the potential for a choke not to result in an interruption to service. This means that it is best to read each row as a stand-alone figure.

¹³Evoenergy Electricity and Gas are discussed in this report in chapter 3 and 4 respectively. TransGrid and EAPL do not fall within this area of monitoring due to the nature of their services being transmission, and hence no direct consumers or customers.

Table 5 Icon Water number of instances minimum service standard not met

Minimum service standard	Parameter	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year
Customer connection times	Connection made on same day if request made before 2pm or by the end of next business day	0	0	0	0	0
Responding to complaints	Respond within 20 business days	38	14	26	7	-19
Response times (faults)	For a problem that is likely to affect public health or has the potential to cause substantial harm - within 6 hours	0	0	0	0	0
	In all other cases, within 48 hours	493	353	407	558	151
	resolve the problem within the time specified in the response	124	89	108	206	98
Planned interruptions	Provide 2-business days' notice	0	0	1	0	-1
	does not exceed 12 hours	0	0	0	0	0
Unplanned interruptions	does not exceed 12 hours	0	0	0	0	0
TOTALS		655	456	542	771	229

Table 6 summarises the rebates paid by Icon Water to the customer or consumer for failure to meet minimum service standards from 2014–15 to 2017–18. Icon Water reported that it received no applications, and it paid no rebates in 2017–18.

Table 6 Payment by Icon Water of performance rebates 2014–15 to 2017–18

Utility	2014–15			2015–16			2016–17			2017–18			Change from previous year		
	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)
Icon Water (water)	0	1	50	0	0	0	0	0	0	0	0	0	0	0	0
Icon Water (sewerage)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

The Commission has commenced a review of the CPC. An issues paper was released in November 2018 which identified a range of issues such as consumer knowledge of the Code, minimum service standards, rebates and the process for receiving a rebate. The figures reported above relate to the ULAR reporting year prior to the review commencing. The Commission will release a draft report in 2019 with proposed changes to the Code. The Commission welcomes feedback from interested parties, community members and stakeholders. Please visit the Commission's website for more information on this project.

2.6 Compliance with the agreement with the ACT Fire Brigade

Under clause 4 of Icon Water's licence, the utility is required to develop and finalise an agreement with the ACT Fire Brigade to ensure water supply is at set pressures for firefighting purposes. In the past, Icon Water has reported some minor non-compliance issues in relation to its agreement with the ACT Fire Brigade. In its 2017–18 ULAR Icon Water reported that the licensee was compliant with its agreement with the ACT Fire Brigade. The

Commission continues to monitor Icon Water's compliance with this licence requirement and expects to report in the 2018–19 year that Icon Water finalised a new agreement with the ACT Fire Brigade.

2.7 24 hour emergency telephone service

Icon Water's utility licence requires it to maintain a 24 hour emergency telephone service. In 2017–18, Icon Water reported no outages to the service.

Customers and the public are informed of the service through the White Pages telephone directory, customer bills, Icon Water's website, newspaper advertisements, brochures, correspondence with customers, Twitter, Facebook, event programs and bumper stickers.

2.8 Customer safety net arrangements

Under the CPC, utilities are not permitted to disconnect water supply or withdraw sewerage services for failure to pay an account. However, they may restrict the water flow to amounts sufficient for essential uses only. Icon Water did not report any disconnection of water supply or restriction on the water flow or withdrawal of sewerage services for failure to pay an account in 2017–18.

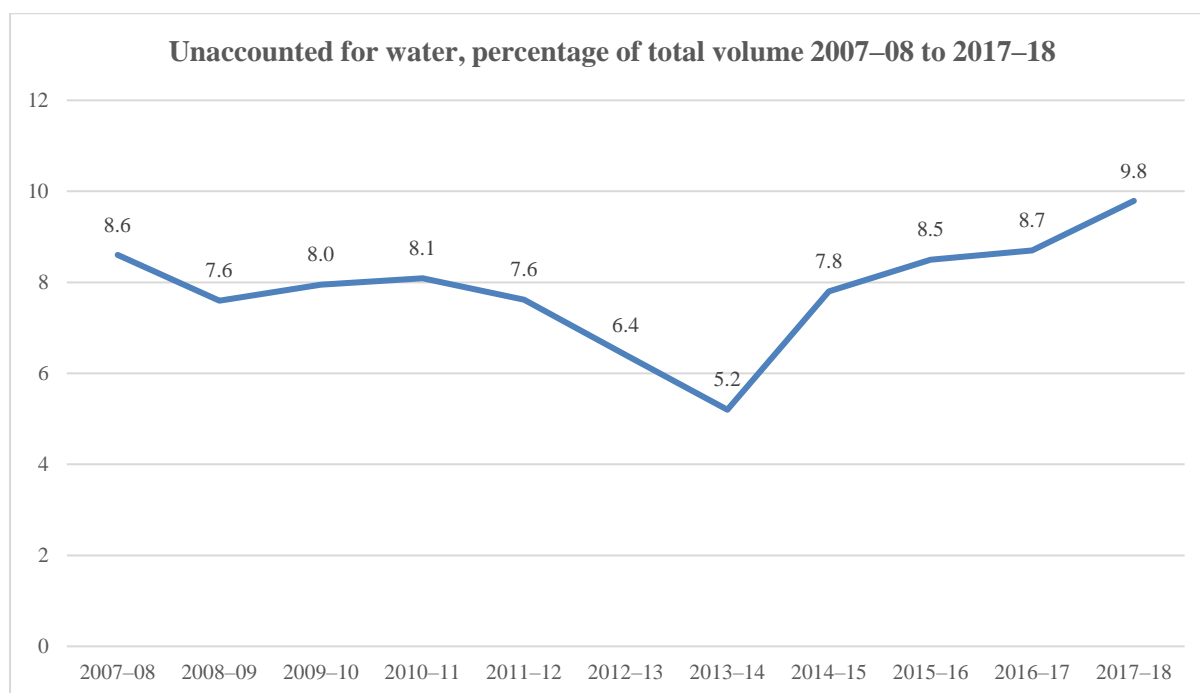
2.9 Environmental performance—water

Unaccounted for water

Icon Water reports annually to the Commission on the volume of unaccounted for water from its water network and the implementation of measures to minimise unaccounted for water. The volume of unaccounted for water from Icon Water's water network in 2017–18 was 4,673 ML.

Figure 1 shows the annual quantity of unaccounted for water in the ACT as a proportion of the total volume of water supplied by Icon Water from 2007–08 to 2017–18. The percentage of unaccounted for water increased from 8.7 per cent in 2016–17 to 9.8 per cent in 2017–18.

Figure 1 Unaccounted for water, percentage of total volume 2007–08 to 2017–18



Icon Water has reported that unaccounted water is made up of the following components:

- Apparent Losses (unauthorised consumption/water theft and customer metering and billing inaccuracies).
- Real Losses (leakage on transmission and/or distribution mains, reservoir leakage and overflows, leakage in service connections up to the customer meter).

Icon water notes that unaccounted for water does not include authorised unbilled consumption.

Icon Water has also reported that the following measures are being undertaken to address water loss:

- *Apparent Losses*
 - *Unauthorised consumption: undertaking inspections of new meter installations and investigating unauthorised water use on construction sites and from fire hydrants.*
 - *Customer meters: the water meter replacement program is currently replacing approximately 7,000 meters per year (targeting older less accurate and defective meters) and installing approximately 1,800 new meters per year (ensuring that new properties, predominantly in greenfield developments, are accurately metered). A review of the meter replacement program has been recently completed. Updated compliance testing to determine current meter fleet accuracy/degradation will be undertaken annually to better direct the meter replacement program.*
 - *Billing: areas for improvement in meter data, billing, meter reading and reporting have been identified with the aim of reducing losses and improving customer service levels. Meter reading and billing cycle defect reporting is in place to identify billing/meter reading errors and defective customer meters*

which are replaced under the meter replacement program. The metered standpipe program which provides customers, typically in the construction industry, with temporary access to Icon Water's potable water network via fire hydrants is under review with potential improvements aimed at reducing revenue loss.

- **Real Losses**
 - *Leakage on service connections: older service connections that included a stop cock (which are prone to leakage as they age) are being replaced to the current standard which includes a ball valve (lower maintenance and leakage occurrence) as part of the meter replacement program (approximately 15,000 to 17,000 remain in service). Leaks on service connections identified by meter readers and customer are prioritised for reactive repair.*
 - *Leakage on mains: planned maintenance programs including hydrants, valves and distribution mains inspections (and repair) are ongoing. Water mains replacements based on identification of problematic cohorts (9 km mains/year) and monitoring of District Metered Areas (DMA, minimum night flows) and water mains burst repairs (real losses) is also ongoing to identify high loss areas.*

Icon Water has noted that while unaccounted for water levels below 10 per cent are considered acceptable, reduction in water losses, in particular apparent losses, remains a priority for Icon Water. Icon Water further noted the 2017–18 National Performance Report which shows Icon Water's real losses as just above average.¹⁴

3 Electricity distribution

Evoenergy Electricity is licensed to provide electricity distribution, connection and transmission services in the ACT.

3.1 Utility licence compliance¹⁵

3.1.1 Material breach

Based upon information provided by Evoenergy Electricity and monitoring by the Commission throughout the year, there were no material breaches in 2017–18.

3.1.2 Non-compliance

Evoenergy Electricity reported that there were no non-compliance issues with any of its obligations under its utility licence or relevant industry codes in 2017–18.

¹⁴ http://www.bom.gov.au/water/npr/docs/2017-18/nationalPerformanceReport2017_18UrbanWaterUtilities.pdf (Figure 7.6).

¹⁵ See section 2.1 for a summary of the reporting requirements on utilities in relation to utility licence compliance, material breach and non-compliance.

3.2 Customer service

Customer complaints

Table 7 shows the number of customer complaints relating to the provision of electricity distribution services by Evoenergy Electricity from 2013–14 to 2017–18.

Table 7 shows there has been a significant decrease in the total number of complaints relating to electricity distribution in 2017–18 from the total complaints reported (1,113) in 2016–17. Evoenergy Electricity received 691 complaints in 2017–18, which was a 37.9 per cent decrease on 2016–17. Of the 691 complaints received, Evoenergy Electricity responded to 690 complaints (99.85 per cent) within 20 business days.

Table 7 Customer complaints, electricity distribution 2013–14 to 2017–18

Complaint items	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Connection/disconnection	11	21	18	24	20	-4
Notice of work and outages	168	153	233	377	165	-212
Network operations	188	217	195	182	228	46
Meters and meter reading	5	19	90	80	17	-63
Customer Service	15	25	45	47	40	-7
Fees and charges	1	7	35	19	12	-7
Network and service quality	35	23	84	254	151	-103
Other ¹⁶	21	26	96	130	58	-72
Total	444	491	796	1,113	691	-422

Evoenergy Electricity reported in relation to the 37.9 per cent decrease in complaints for 2017–18 that:

Evoenergy has continued to work to identify trends and systemic issues related to complaints as part of our commitment to continuous improvement. This commitment has guided our continuous improvement activities to optimise Evoenergy’s work practices, enhance the knowledge base of our Contact Centre personnel, use of operational technology and a strengthening of our consultation program with our customers.

In relation to complaint categories in Table 7, Evoenergy Electricity has reported the following:

- Notice of work and outages: Evoenergy Electricity reported a decrease in the number of complaints received from customers in this category. Evoenergy Electricity experienced a 45 per cent drop in NECF breaches related to planned interruptions from 2016–17 that has continued through to 2017–18. Evoenergy also introduced a range of additional controls to better manage the notification of interruptions.
- Meters and meter readings: Evoenergy Electricity noted that it has worked closely with its meter reading vendor to improve results in this complaint category year on year.

¹⁶ Miscellaneous, vehicle driving and feed-in-tariff.

Evoenergy Electricity has seen a steady reduction of around 4,000 skipped meter readings (which results in estimated reads) in 2017–18. Evoenergy Electricity also noted that as a result of Power of Choice¹⁷ changes there has been a decline in the volume of meters managed by Evoenergy Electricity (that have in turn gone to electricity retailers instead); hence it expects a further reduction in meter reading complaints in the future.

- Network and service quality: This complaint category captures complaints regarding the reliability of Evoenergy Electricity’s network, for example, complaints about frequent unplanned supply interruptions. In 2016–17, there were exceptional network disturbances in the Gungahlin district in May and June 2017. These multiple unplanned outages occurred over a six-week period, driving a significant increase in complaints. In 2017–18 similar events did not occur; hence the decrease in complaints for this category. Following the Gungahlin district incidents, Evoenergy Electricity has noted the following activities have been undertaken to reduce further customer impacts in the area:
 - *Repair and replacing of faulted underground cables.*
 - *Testing of high voltage cables to identify potential faults before they occur. In December 2018 this type of testing was carried out in Gungahlin leading to proactive identification of an at-risk section of cable which was subsequently removed from service.*
 - *Installation of a new high voltage underground feeder connecting to the Gungahlin Town Centre, commissioned in August 2018.*
 - *The installation of an automated switching station providing remote switching capability from the Evoenergy Control Room improving restoration timeframes when faults do occur.*
 - *Reconfiguration of the network to improve customer distribution and support load balancing, in turn improving reliability.*

Evoenergy Electricity had reported in its ULAR for 2016–17 that it expected total complaints to ‘normalise’ and fall back to around the 2015–16 figures in 2017–18. The Commission notes the 37.9 per cent reduction in complaints for the current reporting year and the work undertaken by Evoenergy Electricity to achieve this reduction.

3.3 Planned and unplanned interruptions to services

Table 8 sets out the number of planned and unplanned interruptions to Evoenergy Electricity’s services from 2012–13 to 2017–18. Planned interruptions to services increased by 5.0 per cent and unplanned interruptions by 6.1 per cent compared to 2016–17. Evoenergy reported that the primary drivers of unplanned interruptions increasing for the reporting year were:

- *damage caused by third parties, typically vehicles damaging assets (48.3 per cent increase);*
- *interruptions resulting from storms went up 131.8 per cent; and*

¹⁷ Power of Choice changes were changes initiated by the Australian Energy Market Commission to encourage competition in the provision of metering services. The PoC changes, which came into force on 1 December 2017 required retailers to make a number of changes to their existing systems and procedures to facilitate the provision of advanced (smart) metering services.

- *customers reporting unplanned interruptions that turned out to be internal faults (e.g. an electrical fault with the customer's residence, not the network) rose 10 percent.*

The number of failures to provide at least 4 days' notice of planned interruptions decreased by 65.5 per cent from the previous regulatory year. Evoenergy Electricity noted it has reported all incidents of failure to provide adequate notice to the AER.

Evoenergy Electricity is required to restore electricity supply within 12 hours of the interruption. For planned interruptions the number of times supply was not restored within 12 hours of the initial interruption decreased from 16 to 1 during 2017–18, and also decreased for unplanned interruptions by 49.4 per cent to 43. Evoenergy Electricity reported that electricity supply was restored within 12 hours for 99.9 per cent of planned interruptions and 98.1 per cent of unplanned interruptions in 2017–18.

Table 8 Planned and unplanned interruptions to electricity distribution services, 2012–13 to 2017–18

Interruptions to electricity services	2012–13 (no.)	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Planned interruptions to services	1,317	1,330	1,479	1,105	1,186	1,245	59
Times licensee did not provide at least 4 business days' notice	159	377	298	54	84	29	-55
Times supply not restored within 12 hours of the initial interruption	0	2	4	6	16	1	-15
Unplanned interruptions to services	1,070	2,365	2,331	1,839	1,385	1,469	84
Times supply not restored within 12 hours of the initial interruption	-	18	19	48	85	43	-42

3.4 Rebates paid under the Consumer Protection Code—electricity¹⁸

Table 9 outlines the number of times Evoenergy Electricity has not met the minimum service standards from 2014–15 to 2017–18. Table 10 summarises the rebates paid by Evoenergy Electricity to the customer or consumer for failure to meet minimum service standards from 2014–15 to 2017–18. Evoenergy Electricity reported it paid 35 rebates at a total cost of \$1,970 in 2017–18, the majority being for failure to provide four business days' notice of a planned outage. Evoenergy Electricity noted that the majority of failures to notify customers of planned works was the result of mapping and data errors.

Table 9 Evoenergy electricity number of instances minimum service standard not met

Minimum service standard	Parameter	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year
Customer connection times	Connection made on same day if request made before 2pm or by the end of next business day	0	0	0	0	0

¹⁸ See section 2.5 above for more detail on the framework relating to rebates paid under the CPC.

Responding to complaints	Respond within 20 business days	44	0	2	1	-1
Response times (faults)	For a problem that is likely to affect public health or has the potential to cause substantial harm - within 6 hours	0	8	0	0	0
	In all other cases, within 48 hours	8	5	0	0	0
	resolve the problem within the time specified in the response	8	13	0	0	0
Planned interruptions	Provide 4-business days' notice	298	697	84	126	42
	does not exceed 12 hours ¹⁹	18	127	118	10	-108
Unplanned interruptions	does not exceed 12 hours ²⁰	81	136	92	97	5
TOTALS		457	986	296	234	-62

Table 10 Payment by Evoenergy Electricity of performance rebates 2014-15 to 2017-18

Utility	2014-15			2015-16			2016-17			2017-18			Change from previous year		
	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)
Evoenergy Electricity	0	46	2,567	0	65	3,250	-	93	4,380	-	35	1,970	-	-58	-2,470

3.5 Response to notification of network problems or concerns

Table 11 shows that in 2017-18 Evoenergy Electricity received 5,752 notifications of network problems or concerns. Of the 5,752 notifications, 96.8 per cent (5,569) related to minor problems or concerns.

Table 11 Notification of problems or concerns received for electricity distribution 2014-15 to 2017-18

Notifications ²¹	2014-15	2015-16	2016-17	2017-18
Notification of problems or concerns received in total	8,299	7,840	6,840	5,752
Notifications related to problems or concerns likely to affect public health, or cause (or potentially cause) substantial damage or harm to a person or property	191	92	154	183
Serious notifications not responded to within six hours	0	8	0	0
Notification related to minor problems or concerns	8,108	7,748	6,686	5,569
Minor problems or concerns not responded to within 48 hours	8	5	0	0

¹⁹ These figures represent the total number of customers affected by the interruption.

²⁰ These figures represent the total number of customers affected by the interruption and exclude Major Event Days (as defined by the AER).

²¹ In Evoenergy's ULAR reporting, these figures refer to the total number of incidents notified to Evoenergy that are logged as a job and subsequently responded to. Numerous phone calls may be received for a single incident.

3.6 24 hour emergency telephone service

Evoenergy Electricity's utility licence requires it to maintain a 24 hour emergency telephone service that is accessible to the public and able to receive reports of network emergencies. In 2017–18, the licensee reported no outages to the emergency telephone service. The licensee noted that it made its customers and the public aware of the service using the White Pages, Yellow Pages, customer bills, Evoenergy's website, TV, newspaper advertisements and brochures.

3.7 Environmental performance

Evoenergy Electricity's licence requires it to report annually to the Commission on its implementation of measures to reduce network losses and the greenhouse gas emissions attributable to its network operations. The utility reported that:

Evoenergy is actively involved in developing Demand Side Management and Embedded Generation opportunities. The Emerging Technology webpage covers a range of opportunities. See: <https://www.evoenergy.com.au/emerging-technology>

4 Gas distribution

Evoenergy Gas is licensed to provide gas distribution and connection services in the ACT.

4.1 Utility licence compliance²²

4.1.1 Material breach

Based upon information provided by Evoenergy Gas and monitoring by the Commission throughout the year, there were no material breaches in 2017–18.

4.1.2 Non-compliance

Evoenergy Gas reported that there were no non-compliance issues with any of its obligations under its utility licence or relevant industry codes in 2017–18.

4.2 Network summary

As at 30 June 2017, Evoenergy Gas's distribution network comprised of 3,898 km of medium pressure and 272 km of high-pressure mains—a total pipeline length of 4,170 km, and a 49 km increase of total pipeline length compared to 2016–17.

In 2017–18, Evoenergy Gas distributed 8,524 TJ of gas to 134,956 delivery point identifiers.

²² See section 2.1 for a summary of the reporting requirements on utilities in relation to utility licence compliance, material breach and non-compliance.

4.3 Customer service

Evoenergy Gas received 62 complaints in 2017–18 of which all were responded to within 20 business days (Table 12). The number of notifications of network problems increased by 7.4 per cent in 2017–18. All notifications likely to affect public health or cause damage were responded to within six hours in line with the CPC Minimum Service Standard 4.

Evoenergy Gas reported that gas leaks notifications accounted for around 90 per cent of the 2005 notifications of network problems or concerns received about the network for 2017–18, and that gas leak notifications increased by 9 percent from the 2016–17 year which in turn has resulted in a total increase of 139 for the category.

Table 12 Customer complaints, gas distribution 2013–14 to 2017–18

Complaint and notification response item	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Total number of complaints	42	45	66	20	62	42
Number responded to in 20 business days	42	45	66	20	62	42
Number of notifications of network problems or concerns about licensee's network received	2,302	2,707	2,048	1,866	2,005	139
Notifications likely to affect public health, or cause damage to person/property	168	215	164	203	178	-25
Number of responses of the notifications not made within 6 hours	0	0	0	0	0	0
Notifications related to other problems or concerns not likely to affect public health, or cause damage to person or property	2,134	2,492	1,884	1,663	1,827	164
Number of responses of these notifications not made within 48 hours	225	390	306	194	254	60

4.4 24 hour emergency telephone service

In 2017–18, Evoenergy Gas reported no outage to the 24 hour emergency telephone service. The licensee reported that the customers and public were informed of the service and the ways in which they can contact the utility for reporting escapes of gas. The emergency telephone number (131 909) was displayed in the public telephone directory and on Evoenergy's website as well as being listed on customer invoices issued by the retailers.

4.5 Planned and unplanned interruptions to services

Table 13 sets out the number of planned and unplanned interruptions to gas distribution services from 2012–13 to 2017–18.

Table 13 Planned and unplanned interruptions to gas distribution services 2012–13 to 2017–18

Interruption item	2012–13 (no.)	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Planned interruptions to services	4,179	4,231	3,385	8,023	5,627	4,980	-647
Instances where licensee did not provide at least 4 days' notice of the planned interruption to each of the premises affected	0	0	0	0	0	0	0
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0	0	0	0	0
Unplanned interruptions to services	47	37	13	28	113	67	-46
Instances where supply was not restored within 12 hours of the initial interruption	0	0	0	0	0	0	0

The number of planned interruptions decreased by 11.5 per cent, from 5,627 in 2016–17 to 4,980 in 2017–18. Replacement of aged meters was the primary contributor to the planned interruptions in 2017–18. 4,119 aged meters were replaced, representing 82.7 per cent of all planned interruptions.

4.1 Rebates paid under the Consumer Protection Code—gas²³

Table 14 outlines the number of times Evoenergy Gas has not met the minimum service standards from 2014–15 to 2017–18. Table 15 summarises the rebates paid by Evoenergy Gas to the customer or consumer for failure to meet minimum service standards from 2014–15 to 2017–18. Evoenergy Gas reported that it received no claims for rebates and paid no rebates in 2017–18.

²³ See section 2.5 above for more detail on the general framework relating to rebates paid under the CPC.

Table 14 Evoenergy Gas number of instances minimum service standards not met

Minimum service standard	Parameter	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year
Customer connection times	Connection made on same day if request made before 2pm or by the end of next business day	0	0	0	2	2
Responding to complaints	Respond within 20 business days	0	0	0	0	0
Response times (faults)	For a problem that is likely to affect public health or has the potential to cause substantial harm - within 6 hours	0	0	0	0	0
	In all other cases, within 48 hours	390	306	194	254	60
	resolve the problem within the time specified in the response	0	0	0	0	0
Planned interruptions	Provide 4-business days' notice	0	0	0	0	0
	does not exceed 12 hours	0	0	0	0	0
Unplanned interruptions	does not exceed 12 hours	0	0	0	0	0
TOTALS		390	306	194	256	62

Table 15 Payment by Evoenergy Gas of performance rebates 2014–15 to 2017–18

Utility	2014–15			2015–16			2016–17			2017–18			Change from previous year		
	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)	Claims (no.)	Paid (no.)	Value (\$)
Evoenergy Gas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

4.2 Environmental performance

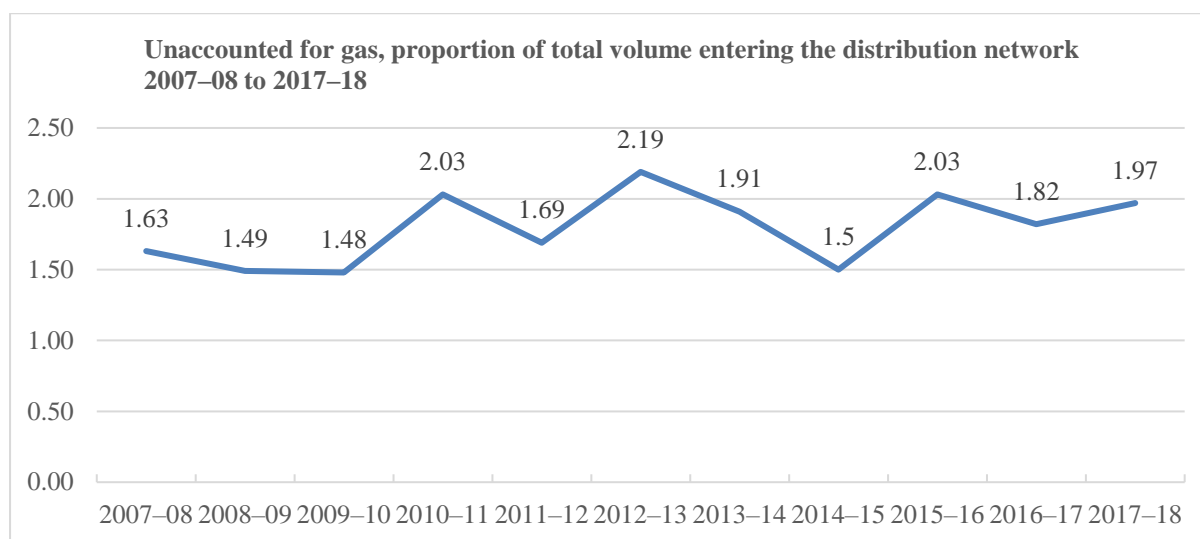
Unaccounted for gas

Evoenergy Gas reports annually to the Commission on the amount of gas lost from the distribution network (unaccounted for gas).

The amount of gas lost from the gas distribution network in 2016–17 was 143.5 TJ from a base of 8,882 TJ. In 2017–18, the amount of gas lost from the distribution network was 164.2 TJ from a base of 8,298 TJ.

Figure 2 presents unaccounted for gas as a proportion of total gas entering the network from 2007–08 to 2017–18. The proportion of unaccounted for gas increased to 1.97 per cent in 2017–18 from 1.82 per cent in 2016–17.

Figure 2 Unaccounted for gas, proportion of total volume entering the distribution network 2007–08 to 2016–17



Evoenergy Gas provided as part of their ULAR a plan to minimise gas losses in the forthcoming year and an assessment of the effectiveness of the current plan.

A leakage survey across all gas distribution assets has been undertaken. It is a rolling program being completed over five years. Specific reviews are also underway for major receipt station metering and large customer metering accuracy. Evoenergy Gas noted that metering inaccuracy is not a loss to the atmosphere; rather, it is a measurement of the gas that has flowed through the meter which may result in no impact on the environment.

4.3 Incidents

Evoenergy Gas’s licence requires it to provide information on incidents occurred or reported during the reporting period.

Table 16 shows that in 2017–18 there was an increase in gas leaks reported by the public and decrease in mechanical damage incidents., Compared to previous years the figures have remained fairly steady.

Table 16 Gas incidents occurred or reported during 2013–14 to 2017–18

Incident	2013–14 (no.)	2014–15 (no.)	2015–16 (no.)	2016–17 (no.)	2017–18 (no.)	Change from previous year (no.)
Gas leaks (from mains, service and meters) reported by the public	1,607	1,870	1,528	1,663	1,827	164
Medium pressure	1,607	1,870	1,528	1,663	1,827	164
High pressure	0	0	0	0	0	0
Mechanical damage incidents to mains and services by pressure classes	157	215	164	203	178	-25
Medium pressure	157	215	164	203	178	-25
High pressure	0	0	0	0	0	0
Gas specification reaches the maximum or minimum limits (no of times)	0	0	0	0	0	0

5 Electricity transmission

TransGrid is licensed to provide electricity transmission services to the ACT.

5.1 Utility licence compliance²⁴

TransGrid has reported that it has a corporate compliance framework to enable the appropriate management of its compliance obligations across its operations. TransGrid has, from time to time, undertaken audits of the services and operations authorised under its utility licence. TransGrid reported its compliance audits were primarily based around its key management systems, in relation to health and safety, environment, asset management and quality. In addition, the licensee has a corporate risk and compliance function that monitors compliance through independent reviews to challenge and improve compliance performance.

²⁴ See section 2.1 for a summary of the reporting requirements on utilities in relation to utility licence compliance, material breach and non-compliance.

5.1.1 Material breach

Based upon information provided by TransGrid and monitoring by the Commission throughout the year, there were no material breaches in 2017–18.

5.1.2 Non-compliance

TransGrid reported that there was one instance of non-compliance under its utility licence during 2017-18. The non-compliance issue related to an administrative oversight in a reporting process. TransGrid reported immediately to the Utilities Technical Regulator once the oversight was noted. Action has been taken to prevent further oversights.

5.2 Performance of network under the Utilities Act

TransGrid entered landholders' property to undertake network operations 95 times during 2017–18. The licensee reported the number of entries has been calculated from its works scheduling system as a count of all operational and maintenance activities (corrective and preventive) in the Territory that involved TransGrid field staff accessing ACT land.

TransGrid reported that it did not fail in any instances to provide seven days written notice to landholders of the proposed network operations, and received no complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations.

6 Gas transmission

EAPL is licensed to provide gas transmission services to the ACT from the portion of the Dalton to Canberra pipeline located in the ACT.

6.1 Utility licence compliance²⁵

6.1.1 Material breach

Based upon information provided by EAPL and monitoring by the Commission throughout the year, there were no material breaches in 2017–18.

6.1.2 Non-compliance

EAPL reported that there were no non-compliance issues with any of its obligations under its utility licence or relevant industry codes in 2017-18.

²⁵ See section 2.1 for a summary of the reporting requirements on utilities in relation to utility licence compliance, material breach and non-compliance.

6.2 Performance of networks under the Utilities Act

During 2017–18 EAPL made no entry onto landholders' property to undertake network operations. EAPL did not receive any complaints about any inconvenience, loss or damage to property resulting from network operations. EAPL did not fail in any instances to provide seven days' notice of proposed network operations.

6.3 Licence and reporting conditions

EAPL's licence requires it to maintain an emergency telephone service accessible to the public every day of the year and able to receive reports of escapes of gas. In 2017–18, EAPL reported no outage to the emergency telephone service. Pipeline easement signage and landowner annual awareness were used to ensure publicity on the ways the public can contact the EAPL for reporting escapes of gas.

The quantity of gas EAPL transferred from the gas transmission network to the gas distribution network at the North Watson Custody Transfer Station decreased from 3,145 TJ in 2016–17 to 3,018 TJ in 2017–18.

12 calls were referred to the licensee from the One Call system²⁶ in relation to the Dalton to Canberra Pipeline.

7 Assessment

All licensed utilities are required to submit their ULAR for each relevant reporting year to the Commission. From the 2017–18 reporting year the Commission is undertaking an assessment, as part of the annual monitoring process, of each utility's administration of their ULAR process. Prior to the monitoring work beginning for the 2017–18 year, all utilities were provided with a ULAR Guideline to assist them in preparing their reports and were also notified of and provided feedback on the new assessment framework.

The assessment is not looking at actual licence compliance, as this is the focus of chapters 1 to 6 of this report. The assessment instead focuses on the quality of the administration (on the part of the utility) of the ULAR, including data integrity and timeliness of responses. The purpose of the ULAR assessment is to improve the accuracy, informativeness and timeliness of reporting and responding to information requests by the Commission on the utility's part. All utilities were provided with their proposed assessment results and given the opportunity to provide feedback to the Commission prior to the assessments being finalised.

Licensed utilities are assessed against a set of criteria with an assessment rating scale as follows:

Criteria:

1. **Timeliness:** Utility adheres to reporting timeframes.

²⁶ Also known as the 'Dial Before You Dig' call system in the ACT and NSW. The One Call system is the generic term for such systems in Australia (Australian Standard AS2885.3).

2. **Responsiveness:** Utility responds to Commission requests for clarification, further information, and queries about data accuracy by the agreed date.
3. **Data and information quality/integrity:** Utility provides accurate, relevant, up to date, and complete data/information.
4. **Quality and relevance of supporting statements and responses:** Utility provides a clear and relevant explanation for significant variances (year-on-year) or apparent anomalies in their reported data and information.

Table 17 Assessment rating scale

Rating	Description	Indicators of Performance
4	Excellent	
	The utility has gone above what is required to achieve a rating of good, and provided high quality and timely information or responses.	The utility performed at a very high level.
3	Good	
	The information or response was good quality and has fully met the expected requirements.	The utility provided the information or response as required or expected.
2	Satisfactory	
	The utility would receive satisfactory when some further work was needed to ensure the ULAR meets the requirements, particularly in relation to providing clarification and/or further information.	Satisfactory applies when reporting of figures or information required reasonable follow up work in response to issues and/or errors identified by the Commission.
1	Unsatisfactory	
	The utility would receive unsatisfactory where it has failed to resolve or act on issues raised by the Commission.	A rating of unsatisfactory would occur when the utility has failed to act on information requests from the Commission or has failed to respond within a reasonable timeframe.

All utilities submitted their completed ULAR before the due date and responded (if requested) to Commission requests for further information, clarification, and queries about data accuracy in the reports.

The Commission considers that there is scope for the utilities to further improve the administration of their ULAR processes. In particular, the Commission expects that the utilities should focus on providing accurate and relevant supporting statements in future reports particularly to explain key factors relevant to the level of, and trends in, their performance.

Table 18 sets out the results of the assessment for each utility for 2017–18.

Table 18 Assessment results for each utility based on assessment criteria

Criteria	Icon Water	Evoenergy Electricity	Evoenergy Gas	TransGrid	EAPL
Timeliness	Good	Good	Good	Good	Good
Responsiveness	Good	Satisfactory	Good	Good	Good
Data and information quality/integrity	Good	Satisfactory	Good	Good	Good
Quality and relevance of supporting statements and responses	Good	Satisfactory	Satisfactory	Good	Good

7.1 Icon Water

Icon Water showed good knowledge of the reporting requirements and its obligations and has been efficient in responding to the Commission's information requests. Icon Water provided accurate and detailed responses to the Commission within the requested timeframes.

The Commission considers the responses from Icon Water would be improved by providing supporting statements in the ULAR particularly where data shows significant variation from the previous reporting periods.

7.2 Evoenergy Electricity

Evoenergy Electricity's responses to the Commission regarding additional information requests were generally adequate and provided within a reasonable time. However, resolving data integrity issues and obtaining relevant information from Evoenergy Electricity has required follow up work for the Commission, particularly in relation to complaint categories.

The Commission considers Evoenergy Electricity should improve the efficiency of its processes for providing accurate and relevant information to issues identified by the Commission. The Commission considers that Evoenergy Electricity has room for improvement in providing explanatory statements in its ULAR, particularly for data that shows significant variation from the previous reporting periods.

7.3 Evoenergy Gas

Evoenergy Gas was generally good in relation to timeliness of its report, criteria 1 to 3. Whilst data and information provided was correct, Evoenergy Gas can improve on providing supporting information in relation to year-to-year variances in reporting categories.

7.4 TransGrid

TransGrid met the information requirements in its ULAR report and included relevant supporting statements. The Commission did not identify any issues within the report where additional information was needed.

7.5 EAPL

EAPL met the information requirements in the ULAR report and included relevant supporting statements. The Commission did not identify any issues within the report where additional information was needed.

Abbreviations and acronyms

ACAT	ACT Civil and Administrative Tribunal
ACT	Australian Capital Territory
AER	Australian Energy Regulator
APA	Australian Pipeline Trust
CPC	Consumer Protection Code
Commission	Independent Competition and Regulatory Commission
DMA	District Metred Areas
EAPL	East Australian Pipeline Limited
EIA	Environmental Impact Assessment
EPA	Environment Protection Authority
EPD	Environment and Planning Directorate
ICRC	Independent Competition and Regulatory Commission
ICRC Act	<i>Independent Competition and Regulatory Commission Act 1997</i>
KL	Kilolitre
KM	Kilometre
ML	Megalitre
NSW	New South Wales
TJ	Terajoules
ULAR	Utility Licence Annual Report
Utilities Act	<i>Utilities Act 2000</i>
UTR Act	<i>Utilities (Technical Regulation) Act 2014</i>
WSSS	Water Supply and Sewerage Standards