

## Essential Energy GIPA Annual Report 2017 - 2018

<b>Agency Name</b>	Essential Energy
<b>Principal Department (if applicable)</b>	Compliance and Policy
<b>Reporting Period</b>	2017 - 2018 Financial Year

July 2018



## Appendix 1 – Obligations under the GIPA Act

### 1. Review of proactive release program – Clause 7(a)

Under section 7 of the GIPA Act, agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least once every 12 months.

Our agency's program for the proactive release of information involves regularly maintaining and updating two websites – [essentialenergy.com.au](http://essentialenergy.com.au) and [essentialwater.com.au](http://essentialwater.com.au) – with information of interest to members of the public, including media releases and the use of social media.

During the reporting period, we reviewed this program by

- undertaking a full rebuild of [essentialenergy.com.au](http://essentialenergy.com.au) into a more dynamic web content management system, built for mobile-first enabling greater usability and access to information on all devices
- provision of energy efficiency information on the website
- rebuilding a section for Corporate Governance including information about our Board Members and Executive
- adding a 'power outage address search' to the home page - providing easier access to live outage information
- added a social media news feed onto the home page – to enable access to our updates on social channels for those without social media accounts
- continual use of Facebook and Twitter to proactively post power supply status updates, as well as safety information and information about upcoming aerial inspections
- built a section for community engagement around our 2019-2024 Regulatory Proposal to the Australian Energy Regulator (AER)
- launching [engage.essentialenergy.com.au](http://engage.essentialenergy.com.au) – a full site to enable community engagement around a broad variety of topics from customer groups to vegetation

As well as the standard style of information, we have expanded to include more information in a visual format. A workforce with greater access to tools to capture video and photos in the field has seen online content expand to include drone footage and incident related matter – combined with the use of infographics it all contributes to giving the public a better understanding of the information provided.

As a result of this review, we released the following information proactively:

**Table 1: General documents and publications made publicly available during the reporting year**

Document / Publication	Where Available	Release or Publication Date
<b>Annual Report 2016 - 2017</b>	Essential Energy website	23/11/2017
<b>Health, Safety and Environmental Policy</b>	Essential Energy website	13/02/2013
<b>Code of Conduct</b>	Essential Energy website	16/03/2017
<b>Statement of Business Ethics</b>	Essential Energy Website	16/03/2017
<b>Statement of Corporate Intent</b>	Essential Energy Website	27/09/2016
<b>Customer Commitment Statement</b>	Essential Energy Website	17/06/2015
<b>Information regarding planned outages</b>	Essential Energy website	Live*
<b>Information regarding unplanned outages</b>	Essential Energy website	Live*
<b>Government Contracts Register</b>	Essential Energy website	Monthly
<b>Property Contracts Register</b>	Essential Energy website	Monthly
<b>Summary of customer rights, entitlements and obligations (NECF)</b>	Essential Energy website	01/07/2013
<b>Guaranteed Service Level Scheme (NECF)</b>	Essential Energy website	01/07/2013
<b>Complaints and Dispute Resolution Procedure (NECF)</b>	Essential Energy website	01/07/2013
<b>Connecting to the Network (NECF)</b>	Essential Energy website	01/07/2013
<b>Connection offers and contracts</b>	Essential Energy website	01/07/2013

\*Updated every 10 minutes

**Table 2: Documents and publications relating to contestable works made publicly available during the reporting year**

Document / Publication	Where Available	Release or Publication Date
<b>CEOP2411 - Distribution: LV Circuit Breaker Settings</b>	Essential Energy website	07/10/2014
<b>CEOM8014.40 – Metering Services: Net Plus Gross Metering Arrangements</b>	Essential Energy website	07/06/2013
<b>CEOS8027 - Network Metering Standard</b>	Essential Energy website	24/06/2014
<b>CEOF6496 – Creation of easements: For services (installed by level 2 accredited service providers)</b>	Essential Energy website	12/04/2013
<b>CEOM8014.50 – EM5100 Polyphase Electronic Meter: Installation and Use</b>	Essential Energy website	27/02/2017
<b>CEOP8046 – Easement Requirements</b>	Essential Energy website	19/10/2017
<b>CEOF9091 – Advice for Suitability of Easement Documentation</b>	Essential Energy website	19/10/2017
<b>CEOF9097A – Terms of Easement OH</b>	Essential Energy website	25/11/2014
<b>CEOF9097B – Terms of Easement UG</b>	Essential Energy website	25/11/2014
<b>CEOF9097C – Terms of Easement multi-purpose</b>	Essential Energy website	25/11/2014
<b>CEOF6274A – Requirements for the Connection of Electricity Supply Prior to Easement Registration</b>	Essential Energy website	06/03/2018
<b>CEOF6274B – Creation of Easement: Customer Deed</b>	Essential Energy website	06/03/2018
<b>CEOF6274C – Creation of Easement: Landowner Deed</b>	Essential Energy website	06/03/2018
<b>CEOF9090 – Solicitor’s Advice That Easement Has Been Created</b>	Essential Energy website	19/10/2017
<b>CEOP8084 – Design Guidelines for SCADA and Distribution System Automation</b>	Essential Energy website	28/02/2017
<b>CEOP2047 - Authority for Placing Major Electrical/Plant Equipment into Service</b>	Essential Energy website	28/09/2017
<b>ESS304 - Safe Work Training Flyer</b>	Essential Energy website	07/11/2017
<b>Generic HV Design Requirements - HV Requirements</b>	Essential Energy website	01/10/2013
<b>Essential Energy Review of Environmental Factors Guideline</b>	Essential Energy website	01/09/2011
<b>Testing and commissioning procedure subtransmission cable</b>	Essential Energy website	01/10/2011
<b>Testing and commissioning procedure subtransmission overhead lines</b>	Essential Energy website	01/12/2011

**Table 3: Documents and publications relating to Approved Accredited Service Providers made publicly available during the reporting year**

Document / Publication	Where Available	Release or Publication Date
<b>CEOS8027 – Network Metering Standard</b>	Essential Energy website	24/06/2014
<b>CEOM8014.35 – Single-phase accumulation meter: EM500</b>	Essential Energy website	18/08/2014
<b>CEOM8014.36 – Three-phase accumulation meter: EM3030</b>	Essential Energy website	18/08/2014
<b>CERM2066 – Entry requirements to Essential Energy electrical stations</b>	Essential Energy website	11/04/2014
<b>CEOP2065 – Network Operations: Authorisation</b>	Essential Energy website	27/02/2018
<b>CEOP2072 – Network Support: Two Lot Subdivisions</b>	Essential Energy website	18/08/2016
<b>CEOF4601.05 – Fibre optic Cable Aerial Stringing: Completion Notice</b>	Essential Energy website	06/08/2013
<b>CEOM7150 – Attachment of Fibre optic Cable (FOC) to Essential Energy’s network by External Telecommunications Carriers: Design and Construction Requirements</b>	Essential Energy website	21/03/2016
<b>ASP Training –</b>	Essential Energy website	
<b>Annual refresher training information</b>		02/11/2017
<b>ASP 201 schedule dates</b>		05/02/2018
<b>RTO enrolment form</b>		10/05/2018
<b>WNP course information</b>		01/01/2018
<b>WNP schedule dates</b>		01/01/2018
<b>WNP enrolment form</b>		01/01/2018
<b>CEOP8008 – Vegetation Management Plan</b>	Essential Energy website	06/02/2018
<b>CECM1000.10j – Pesticide Notification Plan</b>	Essential Energy website	05/09/2017
<b>CEOP8079 – Connection Process: For Negotiated High Voltage retail Customer Connections and Embedded Generators &gt;30kW</b>	Essential Energy website	26/08/2015
<b>Preliminary Connection Enquiry Form</b>	Essential Energy website	27/02/2015
<b>Sample EG Connection Agreement - HV</b>	Essential Energy website	28/11/2013
<b>Sample EG Connection Agreement - LV</b>	Essential Energy website	27/02/2015
<b>Sample Protection Schematic for an Embedded Generator connected to Essential Energy’s network</b>	Essential Energy website	30/04/2015
<b>Sample Connection Investigation Services Agreement</b>	Essential Energy website	26/09/2014
<b>Sample Land Access Investigation Agreement</b>	Essential Energy website	26/09/2014

Sample Operating Protocol	Essential Energy website	22/01/2017
CEOM7114.01 – HV Customer Overhead Connection Arrangement	Essential Energy website	17/03/2016
CEOM7114.02 – HV Customer Underground Connection Arrangement	Essential Energy website	17/03/2016
CEOM7621.01 – Technology Guideline	Essential Energy website	29/06/2017
CEOP8012 – Cogeneration Protection Guidelines	Essential Energy website	10/11/2011
CEOP2238 - High Voltage: Customer Operational Training Requirements	Essential Energy website	03/12/2014
CEOP8002 – High Voltage Protection Guidelines	Essential Energy website	17/04/2012
CEOP8032 – Transmissions and Zone Substations: Design Guidelines	Essential Energy website	09/03/2016
CEOP2374 - Radio Site Management: Co-user Terms	Essential Energy website	27/04/2017
CEOF6581 – Essential Energy Radio Site Access	Essential Energy website	23/07/2014

**Table 4: Documents and publications relating to electricity network pricing and information made publicly available during the reporting year**

Document / Publication	Where Available	Release or Publication Date
Network Price List and Explanatory Notes 2018/19	Essential Energy website	01/07/2018
Network Price List and Explanatory Notes 2017/18	Essential Energy website	01/07/2017
Network Price List and Explanatory Notes 2016/17	Essential Energy website	01/07/2016
Essential Energy Prices Report 2017-18	Essential Energy website	19/05/2017
Distribution Loss Factors – Methodology  This document sets out Essential Energy's methodology for calculating DLFs, in accordance with the principles and requirements set out in clause 3.6.3 of the National Electricity Rules.	Essential Energy website	30/05/2017
CEOP8004 – Network Management Plan Chapter 2: Customer Installation Plan	Essential Energy website	23/09/2013
CEOP8005 – Network Management Plan Chapter 3: Public Electrical Safety Awareness Plan 2017-18	Essential Energy website	31/10/2017
CEOP8022 – Network Management Plan Chapter 4: Bushfire Risk Management Plan	Essential Energy website	09/05/2018
CEOP8037 – Essential Energy Equipment: Painting or installation of private attachments	Essential Energy website	19/02/2018
CEOF6595 – Essential Energy Equipment: Agreement & application to paint or install private attachments	Essential Energy website	19/02/2018
Essential Energy's Regulatory Proposal 2019-24	Essential Energy website	01/04/2018

Cost Allocation Method	Essential Energy website	31/05/2017
Price Schedule for Ancillary Network Services 1 July 2018	Essential Energy website	01/07/2018
Price Schedule for Metering Services 1 July 2018	Essential Energy website	01/07/2018
CEOP1023 – Public Lighting Management Plan	Essential Energy website	03/03/2011
CEOF9008 – Public Lighting Service Level Agreement	Essential Energy website	14/05/2018
Price Schedule for Public Lighting 1 July 2018	Essential Energy website	01/07/2018
Tariff Change Request Form	Essential Energy website	14/07/2015
Use of poles carrier access agreement	Essential Energy website	01/03/2011
Agreement in relation to Connection Investigation	Essential Energy website	01/03/2011
Process requirements for installing Special Small Unmetered Services (SSUMS)	Essential Energy website	27/05/2015
CEOM8014.138 – Metering Services: Installing Current Transformer Metering	Essential Energy website	29/11/2017
CEOP8026 – Electricity Supply Standard	Essential Energy website	02/10/2014
Fact Sheet – Pioneer Scheme	Essential Energy website	26/07/2016
CEOP8020 – Pioneer Scheme	Essential Energy website	31/01/2017
High Voltage Electricity Network Pricing and Information	Essential Energy website	01/07/2017
CEOP2513.08 – Essential Energy Negotiation Framework	Essential Energy website	14/12/2017
CERM2513.46 – Negotiating Framework Negotiated Distribution Services	Essential Energy website	01/07/2015

**Table 5: Documents and publications relating to water network pricing and information made publicly available during the reporting year**

Document / Publication	Where Available	Release or Publication Date
Schedule of Water & Sewerage Charges 2018	Essential Water website	01/07/2018
Water Rebates for Pensioners	Essential Water website	01/01/2018
Quarterly Drinking Water Quality Report 1 January 2018 to 31 March 2018	Essential Water website	01/04/2018
Waste Water Treatment Plant Monitoring Data - South Waste Water Treatment Plant	Essential Water website	
January 2018		07/03/2018
December 2017		07/03/2018
April 2017		31/07/2017
January 2017		31/07/2017

<b>Waste Water Treatment Plant Monitoring Data - Wills Street Waste Water Treatment Plant</b>	Essential Water website	
January 2018		07/03/2018
November 2017		07/03/2018
October 2017		07/03/2018
September 2017		07/03/2018
<b>Trade Waste Disposal</b>	Essential Energy website	29/02/2012

## 2. Number of access applications received – Section 7(b)

During the reporting period, our agency received a total of twenty-one (21) formal access applications (including withdrawn applications and ongoing applications but not invalid applications).

## 3. Number of refused applications for Schedule 1 information – Clause 5(1)

During the reporting period, our agency refused a total of four (4) access applications either wholly or in part because the information requested was information referred to in Schedule 1 to the GIPA Act. All four (4) were refused in part.

Statistical information about access applications – Section 7 and Schedule 1

**Table A: Number of applications by type of applicant and outcome\***

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
<b>Media</b>	0	0	0	0	0	0	0	0
<b>Members of Parliament</b>	4	1	0	0	0	0	0	1
<b>Private sector business</b>	3	0	0	0	0	0	0	1
<b>Not for profit organisations or community groups</b>	0	0	0	0	0	0	0	0
<b>Members of the public (application by legal representative)</b>	3	2	0	0	0	0	0	1
<b>Members of the public (other)</b>	1	1	0	1	0	0	0	0

*\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.*



**Table B: Number of applications by type of application and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	0	0	1	0	0	0	0
Access applications (other than personal information applications)	11	4	0	0	0	0	0	3
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

\*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

PLEASE NOTE: The total number of decisions in Table B should be the same as Table A.

**Table C: Invalid applications**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received*	0
Invalid applications that subsequently became valid applications	0

\***Note** : An application is not a valid access application if it is an application for excluded information of the agency or does not comply with the formal requirements for access applications.

**Table D: Conclusive presumption of overriding public interest against disclosure:  
matters listed in Schedule 1 of the Act**

	<b>Number of times consideration used*</b>
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*\*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.*

**Table E: Other public interest considerations against disclosure:  
matters listed in table to section 14 of the Act**

	<b>Number of occasions when application not successful</b>
Responsible and effective government	0
Law enforcement and security	1
Individual rights, judicial processes and natural justice	3
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	1

**Table F: Timeliness**

	<b>Number of applications</b>
Decided within the statutory timeframe (20 days plus any extensions)	14
Decided after 35 days (by agreement with applicant)	5
Not decided within time (deemed refusal)	
<b>Total</b>	<b>19</b>

**Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	<b>Decision varied</b>	<b>Decision upheld</b>	<b>Total</b>
Internal review	1	0	1
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>

*\*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.*

<b>Table H: Applications for review under Part 5 of the Act (by type of applicant)</b>	
	<b>Number of applications for review</b>
<b>Applications by access applicants</b>	1
<b>Applications by persons to whom information the subject of access application relates (see section 54 of the Act)</b>	0