

Energy Charter Disclosure Statement Action Plan 2019/20 - Completed Activities					
Key focus	Associated activities	Status (Ongoing, in progress, to be developed, future, completed)	Start	Finish	Quarterly progress update (current as at 30 June 2020)
PRINCIPLE 1 - WE WILL PUT CUSTOMERS AT THE CENTRE OF OUR BUSINESS AND ENERGY SYSTEM					
Assess progress to a more customer-centric culture against metrics and evaluate performance	Update the Corporate Scorecard to include a customer impact explanation against each strategic theme, linking measures back to customer wants, needs and concerns.	Completed	Nov-19	Jun-20	Agreement to enhance customer focus in corporate measures for FY2020-21.
	Investigate options to undertake customer maturity review using methodology available as members of the CXO Board.	Completed	Feb-20	Mar-20	Investigation complete. Executive Team considering options identified to determine their selected way forward.
Roll-out customer awareness training	Identify preferred option for delivering customer awareness content to new starters, leaders and employees.	Completed	Jul-19	Jan-20	Approach to deliver customer content finalised. Will be done through Corporate Values training program, updating content for Induction Course and dedicated Business Partner training program.
Strengthen innovation focus	Appoint Innovation Manager to manage responsibility for innovation strategy and associated deliverables.	Completed	May-19	Jul-19	New Innovation Manager appointed in July 2019 to oversee implementation of innovation uplift.
	Deliver FY2019-20 Innovation Blueprint to uplift performance against Innovation Framework.	Completed	Jul-19	Jun-20	Completed delivery of FY2019-20 Innovation Blueprint and re-benchmarked performance in February 2020. This data has informed key areas of focus in FY2020-21.
PRINCIPLE 2 - WE WILL IMPROVE ENERGY AFFORDABILITY FOR CUSTOMERS					
Develop new Benefits Realisation and Management Framework for Business IT investments	Develop new Benefits Realisation and Management Framework, incorporating feedback received from Powerlink Customer Panel, to improve investment decision-making for Business IT projects.	Completed	Sep-19	Mar-20	Following Customer Panel engagement in December 2019 and February 2020, the new framework was completed in March 2020. It will now be used to assess any new projects in FY2019-20, with adoption across full IT portfolio from July 2020.
Implement the Delivery and Technical Solutions (DTS) Project Delivery Cost Improvement Initiative Action Plan, focused on delivering projects effectively and efficiently to contribute to affordable energy for customers.	Develop a 2020 price book (for regulated projects) to support early project development and ensure consistency enterprise-wide.	Completed	Feb-20	Jun-20	Published in June 2020. Moving next to implementation phase.
	Embed change control improvements addressing internal and external variations to projects.	Completed	Jan-20	Jun-20	Reporting templates were modified to capture risk. Change Control Standard and DTS Financial Delegation Standard have been updated. Continued focus on embedment.
	Introduce a lessons learned process with easier access to stakeholders.	Completed	Jan-20	Jun-20	Lessons learned process has been drafted and report templates amended to reflect the process. Sharing our process with lessons learned working group.
	Implement a quality assurance uplift with an emphasis on governance and process compliance.	Completed	Feb-20	Apr-20	Quality assurance plan has been developed and approved. Incorporating estimating into the assurance plan.
Participate in proactive regulatory consultation processes to influence energy affordability for customers.	Work with other Transmission Network Service Providers (TNSPs) to develop reasonable cost allocation for transmission investments that benefit multiple jurisdictions.	Completed	Nov-19	Apr-20	Energy Networks Australia (ENA) engaged external advice on potential cost allocation approaches for interconnectors on behalf of TNSPs. TNSPs have advocated to be involved in this consultation to finalise this work.
PRINCIPLE 3 - WE WILL PROVIDE ENERGY SAFELY, SUSTAINABLY AND RELIABLY					
Improve visibility of network constraints for customers	Streamline network outage scheduling and better communicate planned future network outages to subscribed market proponents.	Completed	Jun-19	May-20	Network outage scheduling is now more streamlined through the use of the new outage management tool. This tool automatically updates outage information on the Australian Energy Market Operator's outage platform, available for viewing to all subscribed market proponents. Training modules for the critical outage applicant roles in the process using the outage management tool went live on 1 May 2020. Ongoing system and process enhancements and modifications will continue into the future.
Engagement on benchmarking performance	Hold a dedicated session with the Revenue Proposal Reference Group (RPRG) as part of ongoing engagement for the 2023-27 Revenue Determination Process to provide greater understanding and transparency on Powerlink's benchmarking performance (opex and capex).	Completed	Nov-19	Dec-19	Benchmarking discussed at RPRG meeting in December 2019. Powerlink will engage with the Customer Panel, RPRG and AER further in preparing its 2023-27 Revenue Proposal.
Prepare Community Electrical Safety Plan	Develop a Community Electrical Safety Plan to identify current activities and associated gap analysis to ensure safe outcomes for our customers and the community.	Completed	Dec-19	Jun-20	Internal Action Group has finalised the draft plan, which has been discussed with leaders. A dedicated working group will now roll out activities and consider additional actions for FY2020-21.
Strategic environmental partnerships	Develop a masterplan for the Powerlink site at Carindale ensuring collaboration with the leasee, the important stakeholder group Bulimba Creek Catchment Coordinating Committee (B4C), to ensure a safe and sustainable outcome for infrastructure on that site.	Completed	Oct-19	May-20	Masterplan and commitment to suitable infrastructure finalised. Aiming to complete construction during FY2020-21.
Improve engagement with proponents of directly connected projects and make the connection process more timely, transparent and cost-effective (particularly for less experienced customers)	Hold customer interviews on targeted issues e.g. Renewable Energy Zones (REZ) and mid-term economic drivers to better understand customer perspectives and increase transparency.	Completed	Oct-19	Mar-20	Customer consultation occurred in December 2019. Recommendations were lodged to the Board, with findings to help guide future planning.
	Update the REZ maps already developed to share useful and relevant information with to customers and stakeholders.	Completed	Oct-19	Feb-20	REZ maps were completed in February 2020.
	Finalise the business case framework for the System Strength as a Service pilot project.	Completed	Jun-19	May-20	Business case framework completed.
Coordinate Australian Renewable Energy Agency (ARENA) sponsored initiatives	Investigate shared models for synchronous condensers with the aim to reduce the time, risk and cost associated with renewable Generator Performance Standards.	Completed	Aug-19	May-20	ARENA report published May 2020.
PRINCIPLE 4 - WE WILL IMPROVE THE CUSTOMER EXPERIENCE					
Enhanced communication tools	Investigate potential website functionality enhancements to better communicate key projects - more two-way interaction e.g. enabling commenting function on news items, survey tools, home page refocusing and Q&A on 'contact us' form.	Completed	Aug-19	Feb-20	Potential options investigated. Will consider pursuing most high-value enhancements in accordance with resourcing priorities moving forward.
	Implement enhanced website engagement to support Revenue Determination Process e.g. displaying timeline, enacting subscribe functionality, two-column layouts.	Completed	Oct-19	Apr-20	All new enhancements have gone 'live'.
Improvements to complaints management processes	Update complaints management training program.	Completed	Oct-19	Mar-20	Existing training program updated, as well as guideline documents for training.
	Implement complaints management training for relevant staff.	Completed	Feb-20	Jun-20	Virtual training delivered with key staff involved in complaints management.
Greater information transparency for landholders	Investigate potential to develop a new interactive network mapping system to promote electrical safety and assist with streamlining landholder enquiries (e.g. to aid co-use and vegetation management queries).	Completed	Dec-19	Jun-20	Technical solution and agreement with Energy Queensland for common tool "Look Up and Live" in place.
	Explore potential to provide current easement terms and conditions on the Powerlink website.	Completed	Feb-20	Jun-20	General terms suitable for public reference have been published on website.
Improve resources for engaging with landholders and other stakeholders	Update Land Access Protocol (LAP) as primary tool to underpin land access engagement.	Completed	Jun-19	Mar-20	Document review finalised in March 2020.
	Explore new ways to engage with landholders e.g. maintenance drop-in days in the Surat.	Completed	Jun-19	Aug-19	Held Community Information Drop-In Sessions locally to proactively discuss upcoming maintenance activities in the Surat region for the first time since construction was completed.
Customer engagement on connection process pricing arrangements	Produce an estimating reference guide ('New Connections Handbook') to provide indicative connection costs to customers, to increase transparency and streamline the early connection enquiry process.	Completed	Jul-19	Mar-20	Following external customer review, the handbook was completed in February 2020 and is now being used to support customer interactions.
PRINCIPLE 5 - WE WILL SUPPORT CUSTOMERS IN VULNERABLE CIRCUMSTANCES					
Alleviate customer hardship	Investigate the viability of the Thriving Communities Partnership.	Completed	Nov-19	Jun-20	Memo approved to join Thriving Communities Partnership in 2020/21.
Increase transparency, drive efficiencies and reduce costs for customers	Work with ENA to initiate and progress a Rule Change with the Australian Energy Market Commission (AEMC) to increase transparency of information regarding connection enquiries and applications.	Completed	Mar-19	Nov-19	Powerlink developed the ENA Rule Change proposal which was lodged in March 2019. The AEMC Final Determination was made in October 2019 which increased transparency of key connection information on a forward-looking basis. Powerlink coordinated TNSP input to AEMO's Generator Information Page Guidelines. New Rule and reporting under AEMO Guidelines commenced 19 December 2019. ENA (including Powerlink) remains actively involved in AEMO's Generator Information Page consultation.
Implement effective sponsorships and project-specific community partnerships	Conduct a review/audit of sponsorships and community partnerships to ensure Powerlink is appropriately supporting communities.	Completed	Jan-20	Mar-20	Review of previous three years of sponsorships and partnerships completed. Direct outcome was partnership with Energy Queensland to help vulnerable customers during COVID-19.