energysafe VICTORIA

Energy Safe Victoria Corporate Plan 2024–27

Acknowledgement of country

Energy Safe Victoria acknowledges and respects Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

Authorisation and copyright

This report has been endorsed by the Victorian Energy Safety Commission.

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This document is a summarised version of our corporate plan.

The full version of the corporate plan and this version are available online at www.energysafe.vic.gov.au

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About this plan 2024 – 2027

The Victorian Energy Safety Commission is established under the *Energy Safe Victoria Act 2005* and is known as Energy Safe Victoria. Energy Safe is Victoria's independent safety regulator for electricity, gas and pipelines. Our role is to ensure Victorian gas and electricity industries (including the renewable energy sector) operate safely.

The Act requires Energy Safe to submit a corporate plan for approval to the Minister for Energy and Resources and Treasurer by 31 May each year.

The plan includes:

- Energy Safe's statement of corporate intent, which specifies Energy Safe's objectives, the nature and scope of its activities (including performance targets and measures), the applicable accounting policies, financial statements and other matters agreed between the Minister and Energy Safe
- Energy Safe's statutory functions for regulating the safety of gas, electricity and pipelines, the Minister's Statement of Expectations, and broader government initiatives and policy.

Energy Safe's Annual Report provides the Vitorian Parliament with information about Energy Safe's regulatory activities, outcomes and outputs, and its financial results each financial year. The annual report is produced in accordance with the *Financial Management Act 1994*.

Message from the Victorian Energy Safety Commission

The energy industry in Victoria is being fundamentally changed by the continuing growth of renewable energy, emerging technologies, consumer energy generation and new forms of energy storage. More households, communities and businesses are investing in solar, energy storage systems and zero emission vehicles. These and other new technologies have changed to the way in which we buy, install, produce and consume energy.

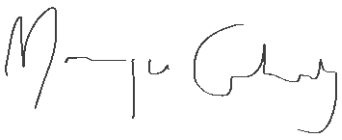
As Victorians embrace renewable energy, Energy Safe has an important role to play to ensure energy is generated, delivered and stored safely and securely by setting the regulatory requirements for industry. Energy Safe must also educate the community on the risks associated with new sources of energy and how to operate them safely.

We are focussed on supporting a successful transition to renewable energy and to ensuring that the traditional means of energy generation, transmission and distribution continues to be delivered safely.

The relationship with our stakeholders, both the Victorian community and industry, continues to be a focus for us this year as we continue to strengthen our stakeholder engagement with improved consultation on key regulatory decisions.

The Commission will embark on developing its next 3-year strategy this year, which will take effect from July 2025. This provides us with an opportunity to ensure we have plans in place to continue to achieve good energy safety outcomes, whilst looking to continually raise the bar on energy safety for Victorians.

Energy Safe Victoria's 2024–27 Corporate Plan ensures that we deliver against expectations of our role as modern safety regulator by focussing on our compliance and enforcement priorities, business improvement initiatives that will strengthen our functions and make us easier to do business with and maximising public value.



Monique Conheady
Commissioner and Chair
30 May 2024
Energy Safe Victoria

Michelle Groves
Commissioner and Deputy Chair
30 May 2024
Energy Safe Victoria

Sarah McDowell
Commissioner
30 May 2024
Energy Safe Victoria

Message from the Chief Executive Officer

This corporate plan sets out our strategic direction and budget to realise our corporate intent of being a safety-first, customer-centric and data-driven regulator. From 2024, Energy Safe will be better equipped and prepared to meet the safety challenges inherent in Victoria's continuing shift to renewable energy through enhanced regulatory powers and an uplift in our regulatory capability and capacity.

From May 2024, Energy Safe will have new powers that require asset owners to preserve incident sites, bring renewable energy owners and operators under the same safety obligations as traditional energy operators (electricity and gas) and accept enforceable undertakings. The fines we can levy have been increased six-fold, increasing the incentive for regulated entities to achieve compliance.

Our regulatory focus is on our compliance and enforcement priorities which are those areas associated with the greatest risk to people and property across the energy value chain.

We are also supporting electrical workers to comply with their safety obligations through the continuing roll-out of Continuing Professional Development (CPD). Now a requirement for licence renewal, CPD ensures electrical workers have the competence to comply. New skills development units will be introduced this year to support electrical workers to develop new skills and capabilities, especially in the renewable energy area.

Consistent with our safety-first approach, we have introduced a new class of licensed electrical inspector for renewable energy systems. This ensures that inspectors have the skills and experience to ensure that electrical installations based on renewable energy, are safe.

In 2024, Energy Safe will move to a new single office in Southbank, combining our former offices at Riverside Quay and Brandon Office Park into one central location. The office has been designed to bring our staff together, promote collaboration and support a hybrid way of working – and we have introduced the technology platforms required to enable this.

I commend this corporate plan to you.

Leanne Hughson
Chief Executive Officer
30 May 2024
Energy Safe Victoria

We are Energy Safe. Always.

Our statutory responsibilities

We have a statutory responsibility to achieve the objectives (described below) and functions defined by the *Energy Safe Victoria Act*, *Electricity Safety Act 1998*, *Gas Safety Act 1997*, and *Pipelines Act 2005*.

We do this by ensuring:

- the safe operation of energy installations, mitigation of bushfire ignition risks due to energy supply and use, safety of energy infrastructure and pipelines during their construction, operation, and decommissioning, undertaking of gas and electrical work by competent licensed and registered individuals and businesses following prescribed safety standards
- prevention of loss or damage to structures from electrical currents
- electrical equipment and gas appliances supplied or purchased in Victoria are safe to operate
- community and industry are aware of their electricity and gas safety obligations.

The *Energy Legislation Amendment (Energy Safety) Act 2023* took effect on 16 May 2024. This amended the Energy Safe Victoria Act, Electricity Safety Act, Gas Safety Act, and Pipelines Act, increasing Energy Safe's powers of entry, and improving our enforcement and investigatory capabilities.

Our vision, purpose, values and statutory responsibilities

Our vision

We're powering towards a safer energy future that is sustainable for all Victorians and our climate.

We need energy safety systems that are sustainable into the future so Victorians can continue to use energy for many generations. We also need energy systems to be modern and reliable, so our families, towns, cities and lands are kept safe.

We aim to create a future where Victorians and the environment they live and work in can flourish because of the safe, reliable delivery of sustainable energy.

Our purpose

We keep Victorians energy safe and ensure energy is used confidently.

Energy and the technology that harnesses it are essential to our quality of life. However, these technologies can be complex and powerful, and the potential for harm is significant to our customers and the environment.

Through education, regulation and enforcement, we work to ensure that energy safety, supply and efficiency are a priority in Victoria and something our customers can be confident in.

Our values

We expect our people to express our values in day-to-day actions, decisions and interactions with others.

Integrity

We act with impartiality, and uphold the importance of unbiased, equitable treatment. We do this in a way that is transparent, accountable, open and trustworthy.

Engagement

We actively engage with our customer and each other to achieve safer outcomes. We believe in cooperation, listening and succeeding together to improve safety outcomes.

Adaptability

We are flexible and maintain effectiveness in the face of changing environments. We know that improving energy safety for Victoria means being on the forefront of change.

Respect

We treat everyone with respect and uphold the importance of diversity, experience and skills. We care about the safety of Victorians and demonstrate respect through our actions.

Excellence

We aspire to the best standards of practice by ensuring an evidence-based approach to our work. We strive to excel in our capability to deliver safety outcomes.

Stakeholder engagement and communication

Stakeholder engagement is an increasingly important strategic decision-making tool and accountability mechanism. We need to actively bring stakeholder voices into decisions and actions that affect, impact or interest them. It is also vital that we identify, understand, and respond to stakeholder issues and concerns. We also need to report, explain and answer to stakeholders for our decisions, actions and performance.

As a modern regulator, providing seamless customer experiences and consistent information through all channels and interactions is critical to increasing cooperation, compliance and ensuring our energy safety messages are understood. We must be fair in all our dealings and operate in the best interests of the Victorian public to keep them safe from energy-related harms.

The focus of our stakeholder engagement and partnerships program in coming years will be in support of our compliance and enforcement priorities. These are complex problems that will likely require partnership with other organisations to solve. In accordance with our Charter of Consultation and Regulatory Practice we will also consult with impacted and interested stakeholders as we develop new guidelines and make decisions.

Our key performance indicators

Our key performance indicators measure the effectiveness of Energy Safe delivering on our purpose and objectives over time. They help support decisions on interventions and actions to improve community safety, financial performance, regulatory operations and people outcomes. These are publicly reported in our annual report.

Key Performance Indicators	Targets
Community fatality and serious injury outcomes	Maintain fatality and serious injury targets of zero.
Number of ground fire incidents	Maintain the number of ground fire incidents below seasonally adjusted predictions based on weather conditions.
Maintain financial viability and public value outcomes	• Year-end cash balance (Target > $5 million) • Year-end net equity balance (Target > $3.6 million) • Full-year net surplus/(deficit) (Target > Surplus position) • Monitor current ratio > 1.0
Serious injuries or fatalities of Energy Safe employees	Target zero serious injuries or fatalities of Energy Safe employees

Our progress and reporting

Our progress against the Minister's Statement of Expectations, key performance indicators, our priorities and other regulatory activity will be detailed through:

- Routine reporting to the Minister and the Department of Energy, Environment and Climate Action
- Energy Safe's Annual Report, tabled in parliament and published every year on our website
- Safety and technical reports published on our website
- Energy Safe management reporting, tracking progress against KPIs, priorities and other performance measures.

Our operating environment

Statement of Expectations

The Minister for Energy and Resources, the Hon. Lily D'Ambrosio, issued Energy Safe a revised Statement of Expectations effective from 30 June 2023 until it is superseded. The Statement of Expectations outlines the Ministers priorities for Energy Safe's administration and enforcement of regulation including:

- Efficient and effective delivery of risk-based and proportionate regulatory action to protect workers, the community and promote regulatory compliance without imposing a disproportionate cost burden on consumers.
- Energy safety at home including domestic solar installations, lithium-ion batteries, gas appliances and regulate the safety of gas disconnection services.
- Acting on bushfire risk mitigation plans through audits of bushfire mitigation plans and implementing the recommendations of the Rapid Earth Fault Current Limiters Functional Performance Review.
- Supporting the Victorian Government in a review of the regulatory and licensing requirements for renewable energy systems to ensure they support the uptake of emerging technologies without impacting worker and community safety.
- Identify emerging safety trends and risks in relation to renewable energy infrastructure and emerging technologies, respond to new and reformed legislative and regulatory developments and set clear expectations with industry on regulatory compliance.
- In the heightened cyber security environment have cyber risk management procedures in place meeting the requirements of the Office of the Victorian Information Commissioner.
- Continue to provide efficient, high-quality compliance assistance and advice that reflects the best national industry standards and practice.
- Pursuing operational efficiencies to minimise expenses and the cost burden on consumers.

Trends and risks influencing our priorities

Changing energy systems

Globally and nationally energy systems are transitioning to accommodate renewable energies, such as wind, solar, hydropower and renewable gases such as hydrogen and bio-methane.

In May 2023, the Victorian Government announced updated renewable energy targets of 95 per cent by 2035, a renewable energy storage target of 6.3GW by 2035 and an offshore wind target of 4GW by 2035, all of which contribute to greenhouse

gas emission reductions. Government incentives in renewable energy are resulting in more households, communities and businesses investing in solar, energy storage (batteries and hydrogen fuel cell technologies) and zero emission vehicles.

It is not just the number of renewable energy installations that is increasing rapidly. New technologies such as hydrogen energy storage systems using fuel cells and Hydrogen Energy Release Optimiser (HERO) technologies are also emerging. Further, equipment for more established renewable energy sources such as wind and solar is changing to facilitate greater electricity outputs, storage capacity and make use of more advanced materials.

To ensure we can effectively regulate and reduce harms across these technologies Energy Safe needs to understand current and future trends in technologies and approaches.

Risk landscape

As the energy system transitions and becomes more complex, with energy increasingly generated from renewable and disaggregated sources, risks that are emerging are not necessarily well understood by industry, or our communities and more effort is required to understand and mitigate these risks.

Energy Safe must test and support the more mature operators, while making sure the less mature operators are not putting the community at risk and make communities aware of risks affecting them at home.

Regulatory best practice

The evolution of regulatory approaches and assurance (and associated processes) internationally and in other industries like rail, aviation, and oil is significantly influencing the regulatory approach in emerging sectors such as renewable energy and energy storage systems. While specific schemes, practices and standards may vary, the common goal across all sectors is the adoption of a whole-of-system approach at the organisation, systems and asset levels. This approach emphasises the identification, analysis and mitigation of risks, and hazards at all levels and across all phases of the asset and systems lifecycle.

Climate change and asset resilience

Extreme weather events related to climate change are putting pressure on ageing infrastructure and assets. Severe winds recently caused six transmission towers to collapse near Anakie on 13 February 2024. This event triggered several investigations and raised questions about the energy networks' future preparedness and how events such as these impact community safety

Regulatory intelligence

The energy safety regulatory scope is expanding. There is a need to regulate smarter and focus regulatory efforts and resources on those areas of greatest harm and risk reduction. Key to improving regulatory intelligence capability is to continue to invest in frameworks, systems, processes and skills. Another important component of regulatory intelligence is the insights and intelligence gained from listening to our stakeholders. Energy Safe also needs to capture, manage, and use the right data to develop insights, aid decision making and help focus our regulatory effort on solving our priority safety challenges.

Adaptability

The changing energy landscape has seen a substantial expansion in the scope, volume and complexity of work required. As the energy sector expands and new participants enter the market, the scope of the regulatory remit continues to grow. As a modern regulator Energy Safe must be nimble and adapt its regulatory focus to minimise harms to the community and environment where there is greatest risk, while still delivering public value.

Our corporate intent and priorities

Our corporate intent

We are continuing to deliver on our corporate intent of being a **safety-first, data-driven and customer-centric** regulator. Our priorities and other regulatory activities respond to our corporate intent and position us for a safer more sustainable future in the following ways:

Safety-first

As our state moves towards a more sustainable energy future, whether in production, delivery or storage, we are at the forefront of that change, putting safety first, minimising harms and environmental risk and working to keep every Victorian energy safe. Always.

We know that proactively managing risk by putting safety first is better for the community than reacting to incidents and emergencies after they have occurred. Through the work we have done to understand the risk landscape, across the energy value chain, we are aware of and starting to understand emerging technology and risks. We are a forward looking and intelligent regulator with zero tolerance for harm.

Data-driven

Through our priorities, we are embedding regulatory intelligence into all that we do. We are using data to identify and then target the areas of greatest harms. Our data and regulatory intelligence capability is helping us execute a risk-based and problem-centric regulatory approach that will realise better safety outcomes for our communities and the environment. Data is supporting our work to advocate for better policy and legislation and informing new regulatory design strategies. Through data, we are becoming a more effective regulator.

Customer-centric

Through our new customer hub, we are investing in our systems to make it easier for customers to interact with us and improve customer experience. We will continue to collaborate across the energy value chain to ensure everyone is aware of and meets expected safety standards.

Our priorities

Our compliance and enforcement priorities and supporting action plans are the operational mechanism through which we will continue to improve our regulatory performance and community safety outcomes, by targeting the greatest harms across the energy value chain.

Our business improvement priorities will strengthen our functions to ensure we are delivering on our customer promises, become more customer-centric and deliver public value.

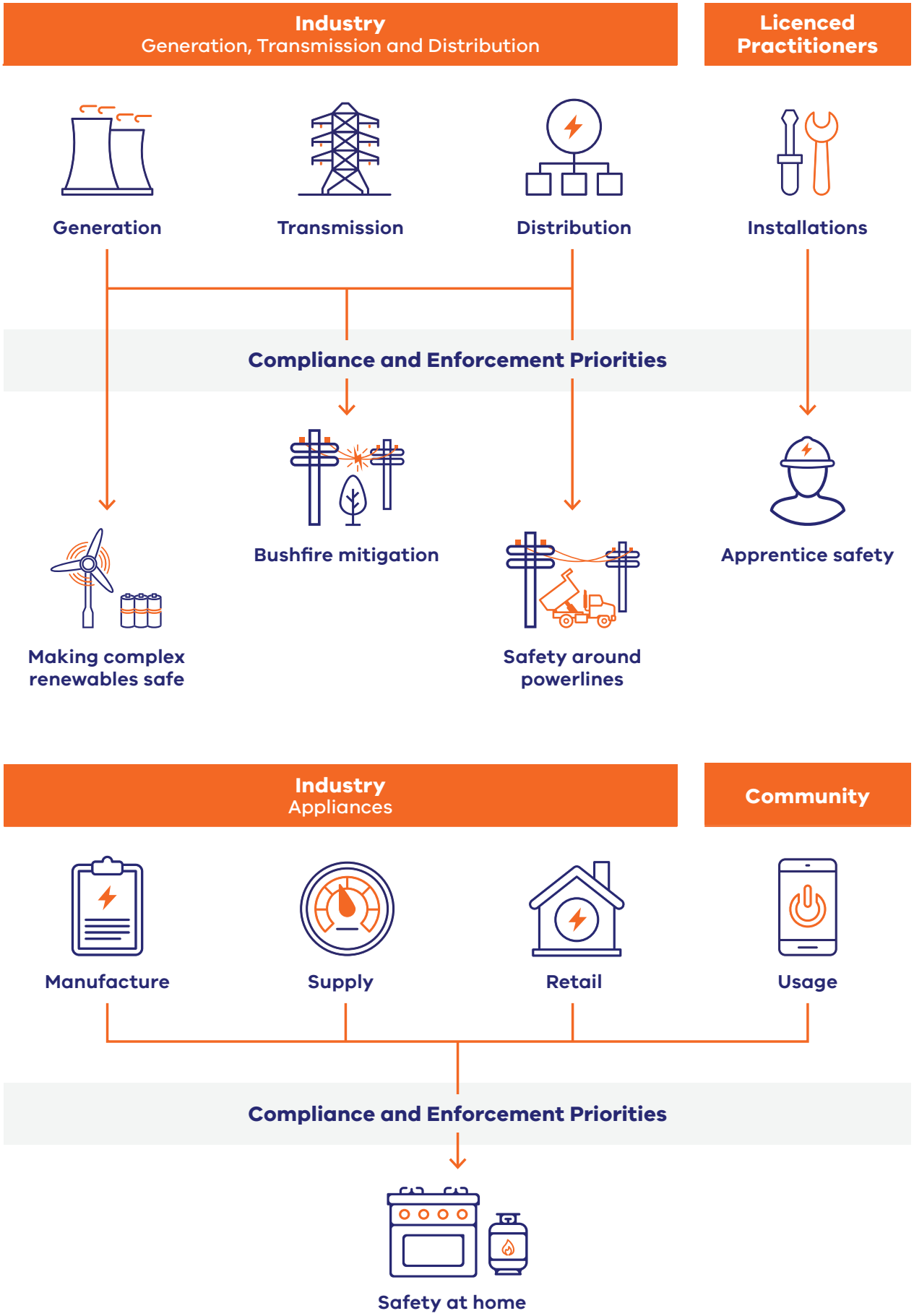
Our compliance and enforcement priorities, business improvement priorities and other regulatory activities combined form our business plan.

Our compliance and enforcement priorities 2024–25

The compliance and enforcement priorities for 2024–25 have been prioritised based on information and evidence from a range of sources including our statutory responsibilities, ministerial expectations, analysis of energy safety data, identification of trends, future energy safety risks and feedback from our customers and stakeholders. More detail on the work we will undertake for each compliance and enforcement priority follows.

Our compliance and enforcement priorities relate to the biggest harms across the energy value chain, based on evidence collected by Energy Safe. The Energy Safe Compliance and Enforcement Policy sets out Energy Safe's approach as to how we promote and enforce compliance with Victoria's energy safety legislative framework. Our Compliance and Enforcement Policy is available on our website.

Energy Value Chain



Our compliance and enforcement priorities

Bushfire mitigation

Catastrophic events do not present themselves often, but when they do, the effects are devastating. Large bushfires destroy lives, homes and property, the environment, and livelihoods. Climate change is also adversely impacting bushfire risk in Victoria. More needs to be done to reduce and prevent bushfires caused by energy infrastructure in Victoria.

Safety challenges

- Victoria is already one of the most bushfire-prone areas in the world. Additionally, climate change is expected to bring hotter temperatures and more severe weather conditions. As a result, Victoria may experience an increase in the frequency and intensity of bushfires in the future.
- There needs to be effective, current, and reliable 'industry critical controls' in place that help prevent bushfires caused by the energy industry. Industry critical controls include vegetation clearance around powerlines, network protection technology such as Automatic Circuit Reclosers (ACR) and Rapid Earth Fault Current Limiters (REFCL) and introducing covered conductor powerlines in remaining high bushfire-risk areas.
- Energy Safe needs to be an industry leader in bushfire mitigation through improved data intelligence, better application of bushfire risk models and emerging technology, improved monitoring of industry asset reliability, asset failures and near misses. About 50% of energy-related bushfire ignitions are caused by asset failure or maloperation.
- Industry and Energy Safe need a robust, independent, and evidence-based approach to assess the performance of any new approaches or technologies to further reducing bushfire risk as far as practicable and to ensure that new approaches are effective.
- Energy Safe needs to apply a whole-of-system approach that identifies and monitors the most important critical controls strategically and operationally that prevent catastrophic bushfire events and be transparent about the use of regulatory powers and enforcement activities.

Safety outcomes

- Maintain the number of ground fire incidents below seasonally adjusted predictions based on weather conditions.
- Reduction in major non-compliance identified by audits of Major Electricity Company (MEC) Bushfire Management Plans (BMPs).
- Reduction in major non-compliance identified by audits of specified operators BMPs.
- Percentage reduction of safety critical non-compliant vegetation identified by electric line span inspections.

Making complex renewable energy safe

There is increasing use of renewable energy technology to generate electricity and affiliated transmission, distribution and storage alongside non-renewable energy sources and infrastructure. These changes are driven by the government, community and industry responding to climate change, and society's demand for affordable, safe, and reliable energy supplies. Energy Safe has an important role, along with other stakeholders, to ensure energy is created and delivered safely and securely.

Safety challenges

- The Victorian renewable energy industry comprises organisations of varying size, scale and safety maturity. The industry also has varying knowledge of the regulatory and safety obligations required of them. This divergent awareness, capability and maturity to manage safety obligations across the industry may lead to increased risk of incidents, accidents, bushfires, or death.
- Energy Safe needs to set the regulatory requirements and minimum safety standards using a whole-of-system approach that emphasises the identification, analysis and mitigation of risks, and hazards at organisational, systems and asset levels and across all phases of the asset and systems lifecycle.
- Improved and appropriate regulatory touchpoints and regulatory requirements are needed across all stages of the asset lifecycle (planning, design, construction, operation, maintenance and decommissioning) requiring a multi-agency government approach.

Safety outcomes

- Maintain the number of ground fire incidents below seasonally adjusted predictions based on weather conditions.
- Zero fatalities and serious injuries arising from complex renewable energy installations.
- Reduced electrical installation and equipment fires for complex renewable installations.
- Reduced solar and wind installation incidents.
- Zero hydrogen or hydrogen blending fatalities and serious injuries.
- Reduced hydrogen or hydrogen blending incidents.

Safety around powerlines

Overhead powerlines present a real and present danger to the safety of people working at height or operating machinery near overhead powerlines due to potential electrical contact incidents. Contact incidents mostly involve people in the construction, civil works, transportation, and farming industries. No Go Zone rules provide a set of guidelines for working safely near powerlines.

Safety challenges

- Contact incidents with overhead powerlines increased by 26% between 2021 and 2023. The highest number of contact incidences are due to mobile plant operating near powerlines, vehicle transit with high loads and unauthorised access around powerlines. The largest number of incidents involved a person standing on the ground and touching machinery or a vehicle that was in contact with overhead powerlines.
- Most overhead wire contact incidents are caused by low awareness of the risk involved when working around powerlines, including inattentional blindness, poor application of no-go zone rules and inadequate planning.
- MECs have not demonstrated to Energy Safe that they are minimising the risk of contact incidents, as far as practicable. MECs need to strengthen their commitments in ESMSs and Energy Safe needs to hold them to account.
- Awareness and education campaigns run by safety regulators have been ineffective in reducing contact incidents.

Safety outcomes

- Reduction in the number of power line contact and encroachment incidents (includes mobile plants, scaffolding, buildings, farm equipment and people).
- Increased number of registered Spotters.
- Increased number of permit applications for working close to powerlines.
- Increased compliance of MECs with their overhead powerline management plans within ESMSs.

Apprentice safety

Skilled electricians are a vital safeguard for electrical safety in the community by ensuring electrical works are completed to mandated safety and technical standards. These skills are in increasing demand as we transition to an energy efficient built environment, that relies increasingly on electrical generation through solar panels, battery storage and electrical appliances. An aging workforce means the most experienced electricians are approaching retirement age. It is critical that apprentices complete the required technical training and gain on-site instruction through adequate supervision to become licensed and work safely. Victoria needs more licenced and competent electrical workers.

Safety challenges

- Data from site visits, complaints, and recent apprentice fatality and injury cases suggest electrical apprentices are a high-risk cohort for unsafe work practices due to apprentice supervision and on-site training not being adequate or not being carried out as per mandated apprentice supervision requirements. More data is required to understand the extent of the challenge.
- There is a high proportion of electrical apprentices (up to 20%) who are failing their licencing exams, potentially resulting in poor technical skills acquisition that leads to reduced understanding of safety standards. These apprentices may also be operating in the market without a license which may result in consequential safety risks to the community.

Safety outcomes

- Zero fatalities and serious injuries arising from electrical installations by apprentices.
- Increase in electricians completing apprentice supervision training, leading to better skills acquisition by electrical apprentices, reduced risk and improved safety outcomes.

Safety at home

Change to the energy supply chain is occurring rapidly and consumers, installers, and suppliers are struggling to keep up with the safety implications. The traditional energy supply chain placed the householder at the end of this chain, with a clearly defined role of using energy installations and appliances.

The traditional supply chain is being disrupted. The average householder can now generate and distribute their own power, purchase new technologies from untested suppliers and manufacturers, impacting the efficacy of some of the existing safety controls such as legislation, standards, education and training.

Safety challenges

- New technologies and changes to the way in which the community buy, install, produce and consume energy in the home has introduced new risks and reduced the efficacy of existing safety controls.
- The community takes the safety of energy supply in the home for granted and generally does not know or understand the new and emerging safety risks associated with home energy use and products. Consumers also place a higher utility on price over safety when making purchasing decisions in a price constrained environment and considering multi-criteria trade-offs.
- The current regulatory approach needs to be strengthened to ensure digital business models and platforms are effectively regulated, and new energy product manufacturers and suppliers using these channels meet required safety standards and consumers are well informed on safety risks.
- Installers may not have the skills and experience to safely install or maintain new and emerging energy products or advise consumers on energy safety risks and appropriate control measures. There are limited mechanisms to ensure installers are maintaining currency of skills.

Safety outcomes

- Zero fatalities and serious injuries from installations, appliances and carbon monoxide.
- Reduced electrical equipment and installation fires.
- Reduced carbon monoxide, gas fitting line (fire/explosion), gas appliance (fire/explosion) and battery installation incidents.
- Trending down of non-compliant electrical appliance equipment.
- All unsafe electrical equipment is withdrawn from supply.
- Reduction in number of unsafe findings from solar installation site inspections.

Our business improvement priorities

Enhanced Certificate of Electrical Safety system

A Certificate of Electrical Safety (Certificate) is a legal document issued by an electrician to record details of their work and they are submitted to Energy Safe. Energy Safe samples a selection of Certificates to audit and check compliance with energy safety laws. Certificates of Electrical Safety are currently issued both digitally and on paper. They are a crucial component of electrical safety regulation and ensuring the efficiency and effectiveness of Certificate of Electrical Safety systems and processes is essential for promoting electrical safety, regulatory compliance and public trust in Energy Safe.

Opportunity

- Digitising Certificate of Electrical Safety processes can accelerate the approval process, reducing administrative delays and enabling timely completion of electrical projects. This efficiency can minimise disruptions to the electrical industry and the community, facilitating smoother operations and project timelines.
- By reducing the uptake of paper Certificates, Energy Safe can minimise the cost associated with managing and supporting paper Certificates. This allows resources to be allocated more effectively towards other critical areas of regulatory oversight and compliance.
- Digitisation can provide a more complete, accurate and consistent view of Certificate data, offering comprehensive insights into compliance and industry trends. This visibility can enable efficient auditing, monitoring and analysis of data to better identify areas for improvement.

Outcomes

- Increased uptake and efficiency of the Certificate of Electrical Safety digital platform.
- User-friendly Certificate of Electrical Safety digital platform with streamlined workflows and improved user interface and user experience.
- Better Certificate of Electrical Safety data quality (accuracy, completeness and consistency) through digitisation.
- Significant decrease in paper Certificate of Electrical Safety sales and lodgement.
- Reduced administration effort in handling paper Certificate of Electrical Safety.

Customer Hub

The Energy Safe Customer Hub will centralise a range of customer facing activities, create a consistent customer experience and ensure the way we provide advice and approvals is efficient, transparent, consistent, reliable and timely. This advice will also help industry and community comply with energy safety laws to keep them safe. The Customer Hub will deliver efficiencies and mature our systems and processes towards industry best practice.

Opportunity

- There is a need to consolidate customer data into a unified record, providing a comprehensive overview of customer interactions with Energy Safe. We need to reduce customer effort when engaging with us and ensure they do not need to keep repeating their story.
- There is a need for consistent approaches to achieve reliable customer outcomes across the organisation through consolidation of systems and standardisation of processes.
- There is a need to modernise our technology that is no longer fit for purpose and set our people up for success.
- There is a need to capture knowledge and make this easily accessible to our people and our customers.

Outcomes

- A single front door for interactions with Energy Safe improving the customer's experience.
- Deliver connected, consolidated and streamlined cross-functional processes reducing administration effort and providing consistent and reliable information to our customers.
- Deliver a knowledge hub that will improve service to our customers.
- Monitor customer satisfaction (CSAT), net promoter scores (NPS) and continuously improve our customer experience processes, systems and ways of working.
- Our people are well trained and knowledgeable and feel valued and supported.

Approved fees for 2024–25

The *Monetary Units Act 2004* permits fees to be expressed in regulations in 'fee units'. Fee units are indexed on 1 July each year, which ensures they can be updated without the need for continual updates to regulations.

Electrical fees

Fees payable under the Electricity Safety (Registration and Licensing) Regulations 2020

Type	Fee 2024–25 ($)
Electrical contractor application (42.52 fee units)	**694.40**
Licence application – Electrical worker (27.3 fee units)	**445.80**
Licence application – Electrical inspector and restricted electrical worker (42.52 fee units)	**694.40**
Licence application – Supervised worker licence (issued up to 3 years) (16.38 fee units)	**267.50**
Licence application – Switchgear worker (27.3 fee units)	**445.80**
Licence application – Line worker (27.3 fee units)	**445.80**
Licence renewal – Electrical worker (13.65 fee units)	**222.90**
Licence renewal – Electrical inspector and restricted electrical worker (20.42 fee units)	**333.50**
Licence renewal – Electrical contractor (20.42 fee units)	**333.50**
Licence renewal – Switchgear worker (13.65 fee units)	**222.90**
Licence renewal – Line worker (13.65 fee units)	**222.90**
Licence renewal – Electrician (Supervised) licence (ES) (13.65 fee units)	**222.90**
Licence renewal – Occupier Licence (O) (13.65 fee units)	**222.90**

Fees payable under the Electricity Safety (General) Regulations 2019

Type	Fee 2024–25 ($)
Electronic Certificate of Electrical Safety form for prescribed electrical work (2.3 fee units)	**37.60**
Paper Certificate of Electrical Safety form for prescribed electrical work (2.5 fee units)	**40.80**
Periodic Certificate of Electrical Safety for relating to non-prescribed electrical work (57.0 fee units)	**930.80**
Any other electronic Certificate of Electrical Safety	**9.00***
Any other paper Certificate of Electrical Safety	**10.00***
Application for exemption under Installation Safety Regulation 401 (5.99 fee units)#	**97.80**

* Prescribed fees that are less than the value of one fee unit are not tied to the indexing formula set out under the *Monetary Units Act 2004* but may still be increased on 1 July each year up to the value of the indexation formula.

\# Exemptions charges are based on current fee units that apply for the financial year.

Fees payable under the Electricity Safety (Equipment Safety Scheme) Regulations 2019

Type	Fee 2024–25 ($)
Application for a new certificate of suitability (60.0 fee units)	**979.80**
Application for a new certificate of suitability for equipment previously certified by Energy Safe Victoria (40.0 fee units)	**653.20**
Application for a variation of a certificate of suitability – change of name or model (17.0 fee units)	**277.60**
Application for renewal of certificate of suitability (17.0 fee units)	**277.60**
Application for renewal of certificate or Application for transfer of certificate of suitability (17.0 fee units)	**277.60**
Application for new certificate of conformity for electrical devices and luminaires (34.0 fee units)	**555.20**
Application for new certificate of conformity for electrical equipment (other than an electrical devices or luminaires) (51.0 fee units)	**832.80**
Application for a new certificate of conformity for electrical devices and luminaires previously certified by Energy Safe Victoria (23.0 fee units)	**375.60**
Application for a new certificate of conformity for electrical equipment previously certified by Energy Safe Victoria (other than an electrical devices or luminaires) (34.0 fee units)	**555.20**
Application for a variation of a certificate of conformity – change of name or model (17.0 fee units)	**277.60**
Application for renewal of certificate of conformity (17.0 fee units)	**277.60**
Application for transfer of certificate of conformity (17.0 fee units)	**277.60**

Annual fees payable under the Electricity Safety (Cathodic Protection) Regulations 2019

Type	Fee 2024–25 ($)
Registration fee for an impressed current cathodic protection system with a total output up to and including 250 milliamperes (8.77 fee units)	**143.20**
Registration fee for an impressed current or galvanic anode cathodic protection system with a total output over 250 milliamperes and up to and including 2 amperes (21.95 fee units)	**358.40**
Registration fee for an impressed current or galvanic anode cathodic protection system with a total output over 2 amperes (49.57 fee units)	**809.50**

Annual fees payable under the Electricity Safety (Management) Regulations 2019

Type	Fee 2024–25 ($)
Voluntary electricity safety management scheme (965 fee units per annum)	**15,758.50**

Gas fees

Annual fees payable for safety case applications made under sections 52, 53, and 54 of the Gas Safety Act are set out in the Gas Safety (Safety Case) Regulations 2018

Type	Fee 2024–25 ($)
Voluntary safety case (ss52, 53, 54 *Gas Safety Act 1997*) (1,007 fee units per annum)	**16,444.30**

Fees payable under the Gas Safety (Gas Installation) Regulations 2018, which relate to the acceptance of appliances and applications for exemptions from prescribed standards

Type	Fee 2024–25 ($)
Acceptance of appliance (s69 *Gas Safety Act 1997*) (51.0 fee units)	**832.80**
Application for exemption from standards (s72(3) Gas Safety Act 1997) (8.03 fee units)	**131.10**

Approved levies for 2024–25

Electricity levies

Determinations made by the Minister for Energy and Resources under section 8 of the Electricity Safety Act require electricity distribution companies to pay specified amounts to us to cover the reasonable costs and expenses we incur fulfilling our regulatory functions. The following table sets out the levies, which are based on the number of customers in each electricity distribution area.

Company	Levy 2024–25 ($)
Jemena	2,428,684.68
Citipower Pty	2,186,292.71
Powercor Australia	5,833,509.03
SPI Electricity Pty Ltd/ AusNet Services	5,211,372.11
United Energy Distribution Pty Ltd/ Alinta	4,465,252.45
Total	**20,125,110.98**

Gas levies – natural gas pipeline companies

Determinations made by the Minister for Energy and Resources under section 11 of the Gas Safety Act require gas companies to pay specified amounts to us to cover the reasonable costs and expenses we incur fulfilling our regulatory functions.

Company type	Type	Name	Levy 2024–25 ($)
Natural gas distribution companies	Fixed fee		**16,981.75**
	Natural gas distribution pipeline owned in Victoria		**73.31 per kilometre**
	Natural gas distribution pipeline domestic customers in Victoria	Australian Gas Networks Ltd AusNet Gas Services Pty Ltd Gas Networks Victoria Pty Ltd Multinet Gas Distribution Partnership	**9.13 per customer**

Company type	Type	Name	Levy 2024–25 ($)
Natural gas transmission companies	Fixed fee		**17,284.66**
	Natural gas transmission pipeline owned in Victoria	APA SEA Gas (Mortlake) Pty Ltd and REST MPS Pty Ltd APA VTS Australia (Operations) Pty Ltd APT Management Services Pty Ltd (APA) / Australian Gas Networks (Vic) Pty Limited APT Pipelines (SA) Pty Ltd (SESA Pipeline) Beach Energy (Bass Gas) Gas Pipelines Victoria Pty Ltd Jemena Gas Pipelines Holdings Pty Ltd (EGP and Vic Hub) LYB Operations and Maintenance Pty Ltd (Loy Yang B) Multinet Gas Distribution Partnership South East Australia Gas Pty Ltd SPI Networks (Gas)/ AusNet services Tasmanian Gas Pipeline Pty Ltd (TPG) Cooper Energy (MS) Pty Ltd	**351.68 per kilometre**

Gas levies - other gas entities

Determinations made by the Minister for Energy and Resources under section 11 of the Gas Safety Act require other gas companies, including those supplying LP Gas, to pay specified amounts to us.

Company	Type	Name	Levy 2024–25 ($)
LP or landfill company with direct or indirect customers of unreticulated LP Gas	2 to 1,000		**6,600.89**
	1,001 to 5,000		**13,156.84**
	5,001 to 10,000	Origin Energy LPG	**32,956.40**
	10,001 to 20,000	Supagas	**65,871.59**
	20,001 to 50,000		**131,698.37**
	Over 50,000	Elgas Pty Ltd	**329,224.63**
LP or landfill gas company that operates a reticulated LP gas system or systems	Service fee	Energy Developments Ltd	**11,400.91**

Company	Type	Name	Levy 2024–25 ($)
Other declared gas companies (reticulated LPG)	Service fee		**11,400.91**
	2 to 1,000	Indigo Shire Council (Mt Buller) Mt Hotham Alpine Resort Elgas Ltd Elgas Ltd (Victorian LP Gas Reticulation Systems)	**6,600.89**
	1,001 to 5,000		**13,156.84**
	5,001 to 10,000		**32,956.40**
	10,001 to 20,000		**65,871.59**
	20,001 to 50,000		**131,698.37**
	Over 50,000		**329,224.63**

Gas levies - non-gas pipelines

Determinations made by the Minister for Energy and Resources under section 132A of the Pipelines Act 2005 require licensed pipeline companies to pay specified amounts to us.

Company	Type	Name	Levy 2024–25 ($)
Licensed pipeline companies	Fixed fee		**16,425.80**
	Licensed pipeline owned in Victoria	Air Liquide Australia Ltd APT Management Services Pty Ltd (APA)/ Australian Gas Networks (Vic) Pty Limited Australasian Solvents and Chemicals Beach Energy Resources Beach Energy (Operations) Limited Beach Energy (Bass Gas) BOC Ltd BP Australia Pty Ltd Cooper Energy Pty Ltd Cooper Energy Pty Ltd (Minerva) Cooper Energy (MS) Pty Ltd Elgas Reticulation Esso Australia Pty Ltd Incitec Pivot Ltd Ixom Operations Pty Ltd Mobil Refinery Australia Qenos Pty Ltd Somerton Pipeline Joint Venture United Petroleum (Trafigura) Viva Energy Australia Ltd Viva Energy Australia Ltd (PLs 58, 59 and 60)	**971.25 per kilometre**

Energy Safe. Always.

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