

OFFICIAL



**Government
of South Australia**

**THE POWER LINE ENVIRONMENT
COMMITTEE
2022-2023 Annual Report**

OFFICE OF THE TECHNICAL REGULATOR

11 Waymouth Street, Adelaide

GPO Box 320, Adelaide SA 5000

www.energymining.sa.gov.au

Contact phone number: 08 8226 5500 (R.Faunt)

Contact email: DEM.PLEC@sa.gov.au

ISSN: 26527553

Date presented to Minister: 29 September 2023

OFFICIAL

To:

Honourable Tom Koutsantonis MP
Minister for Energy and Mining

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Electricity Act 1996 (Sec 14)*, *Public Sector Act 2009* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the OFFICE OF THE TECHNICAL REGULATOR by:

Rob Faunt

Technical Regulator

Date 29 September 2023

Signature



From the Chairperson

I am pleased to provide the attached Annual Report of the Power Line Environment Committee's (PLEC) operation for the 2022-2023 financial year as required under the Charter of PLEC and Section 14 of the *Electricity Act 1996*.

In 2011, the Energy Minister delegated the powers and functions under section 58A of the *Electricity Act 1996* (the Act) to the Technical Regulator, who is responsible for exercising those related functions and powers under the Act associated with the undergrounding of power lines.

In accordance with the above delegation, the PLEC recommended to the Technical Regulator for approval a program of 12 projects to underground power lines. Those projects were forecast for commencement during the 2022-2023 financial year, as determined by the forward-looking program set out in the PLEC Charter.

Approved 2022-2023 PLEC undergrounding program

First half of 2022-2023

PROJECT LOCATION	COUNCIL/ PROPONENT	MEETING - ITEM	PLEC FUNDING
Margaret Street, Mount Gambier, Stage 1B	Mount Gambier	M283 Item 6.1	\$ 551,714
Orroroo, Second Street, Stage 1B (Cancelled)	Orroroo Carrieton	M283 Item 6.2	\$ 37,860
Port Adelaide, Commercial Road	Port Adelaide Enfield	M283 Item 6.3	\$ 739,297
Robe, Esplanade, Stage 1	Robe	M283 Item 6.4	\$ 316,802
Pinnaroo, Railway Terrace, Stage 1	Southern Mallee	M283 Item 6.5	\$ 441,679
Manoora, Weymouth Street	Clare and Gilbert Valleys	M283 Item 6.6	\$ 73,796
Adjusted Orroroo, Second Street, Stage 1B: \$676,472-\$638,612 = \$37,860 (LTD)		TOTAL	\$2,161,148

Second half of 2022-2023

PROJECT LOCATION	COUNCIL/ PROPONENT	MEETING - ITEM	PLEC FUNDING
Pinnaroo, Railway Terrace, Stage 1B	Southern Mallee	M287 Item 7.1	\$ 149,657
Jamestown, Ayr Street, Stage 1A	Northern Areas	M287 Item 7.2	\$ 1,435,215
Moonta Bay, Stage 3	Copper Coast	M287 Item 7.3	\$ 1,601,567
Moonta Bay, Stage 4	Copper Coast	M287 Item 7.4	\$ 964,991
Moonta Bay, Stage 5A	Copper Coast	M287 Item 7.5	\$ 799,597
Lameroo, Railway Terrace, Stage 1	Copper Coast	M287 Item 7.6	\$ 567,608
TOTAL			\$5,518,635

The following projects have been completed during the year:

- Allawoona Avenue, Mitchell Park.
- Church Street, Port Adelaide.
- Commercial Road, Port Adelaide.
- Lower Northeast Road, Campbelltown (construction only).
- Margaret Street, Mount Gambier.
- Military Road, Henley Beach.
- Weymouth Street (Manoora Hall), Manoora.

Several projects were in construction at the end of the 2022-2023 financial year, namely:

- Moonta, Moonta Bay Road, Stage 1 & 2.
- Esplanade, Robe Stage 1.

Several projects have been delayed or cancelled, namely:

- Moonta, Moonta Bay Road, Stage 3, 4 & 5A are delayed with works to commence on Stage 3 in Q4 of 2023. The remaining stages 4 and 5A to commence following the completion of Stage 3.
- Esplanade, Robe Stage 1. The remainder of works will be completed in early September 2023.
- Orreroo, Second Street Stage 1A & 1B – cancelled.
- Pinnaroo, Railway Terrace Stage 1 & 1B – cancelled.
- Lameroo, Railway Terrace Stage 1 – cancelled.

During 2022-2023 PLEC's call for expressions of interest was warmly and positively received by urban and regional councils. PLEC maintains it's clear focus on assisting

local government with initiatives to enhance the aesthetics of a location by undergrounding power lines.

The year saw considerable changes to the PLEC membership and support structure. I am very pleased to extend a warm welcome to a membership combining both youth and experience.

New members:

- Chris Dunn (LGA) appointed.
- Teresa Xavier (DIT) appointed.
- Adam Stanford (Tourism).
- Steve Murray (Community and new chairperson) appointed.

Continuing members:

- Charles Donovan (SAPN).

To our retired or departing members, I offer my sincere thanks for their service to PLEC during the 2022-2023 year. Those members include:

- Kim Steinle (former Chair).
- Kathryn Galpin (Tourism).
- Margaret Lee (Conservation).
- Peter Khoury (Community & Deputy Chair).
- Andrew Burnell (DEW).

I wish to thank the executive and administrative support team for keeping things in train and on time, particularly through some of our most challenging of times with COVID-19:

- Reinhard Struve (DEM).
- Loan Vu (DEM).
- Ian Furness (DEM).
- Antonia Tolo (DEM).

From the Committee

Special thanks to a few long serving members that retired or departed PLEC in 2023:

Kim Steinle retired from his position as PLEC Chair and from the Committee in May 2023. Kim held the position of PLEC Chair for approximately seven years. He was appointed to the current Committee in 2017 as a Community Representative and continued in that portfolio after being appointed Chairperson of the Committee in 2020.

Margaret Lee joined in 1996 and retired after 27 years' service on PLEC in March 2023 as the Conservation representative. Margaret had countless meetings with many

PLEC stakeholders to ensure the prudent selection of projects, and the offering of advice that would contribute to a better outcome for the wider community.

Peter Khoury retired from his position as Deputy Chair and Community representative from the Committee in March 2023.

Andrew Burnell retired from his position as DEW representative from the Committee in May 2023 after three years of service on PLEC.

The Committee thank Kim, Margaret, Peter and Andrew enormously for their contribution to PLEC over so many years and wish them a safe, happy, and healthy future.

PLEC is grateful for the continued support of the Essential Services Commission of South Australia (ESCOSA), SA Power Networks, Department for Infrastructure and Transport, Telstra, NBN and the other communications companies, the local councils and the Technical Regulator for their continued effort to achieve quality outcomes in a timely manner.

PLEC projects continue to create healthier, stronger communities by enhancing streetscapes and the heritage fabric. PLEC projects encourage the economic activity of tourism and jobs.

Yours sincerely



Steve Murray

Chair

Power Line Environment Committee

Contents

Overview: about the committee	9
Our strategic focus	9
Our organisational structure	10
Composition of PLEC	12
Changes to the agency	13
Our Minister	13
The committees performance	14
Performance at a glance	14
Committee specific objectives and performance	14
Financial performance	15
Financial performance at a glance	15
Consultants disclosure	15
Contractors disclosure	16
Other financial information	17
Other information	17
Projects overview	17
2022-2023: PLEC projects recommended and approved	18
Project locations	19
Funding and location over the long-term	21
Risk management	22
Risk and audit at a glance	22
Fraud detected in the committtee	22
Strategies implemented to control and prevent fraud	22
Public interest disclosure	22
Reporting required under any other act or regulation	24

Public complaints.....	25
Number of public complaints reported	25
Additional Metrics	26
Service Improvements	27
Compliance Statement.....	27
Appendix 1: Audited financial statements 2022-2023	28
Appendix 2: Completed Project Photos	32

Overview: about the committee

Our strategic focus

Our Purpose	<p>The Power Line Environment Committee (PLEC) recommends to the minister responsible for the <i>Electricity Act 1996</i> (the Act) in relation to the preparation of programs for undergrounding powerline work pursuant to section 58A of the Act and <i>Electricity (General) Regulations 2012</i>.</p> <p>PLEC also provides advice to the Minister for Energy and Mining on administration, safety and technical matters for projects related to the undergrounding of electricity power lines. SA Power Networks carries out this work of program.</p> <p>The purpose of undergrounding work that is the subject of these programs is to improve the aesthetics of an area for the benefit of the general community having regard to road safety and the provisions for electrical safety. The Committee is responsible for monitoring the progress and costs of undergrounding work. SA Power Networks carries out this work on behalf of PLEC.</p>
Our Vision	<p>To enhance, improve safety and provide energy access for the benefit and enjoyment of the community, businesses, and visitors to South Australia.</p> <p>Each year, PLEC endeavours to deliver a balanced number of undergrounding of powerline projects between metropolitan and regional locations.</p>
Our Values	<p>Respect; achieve; quality; honesty and accountability; success and collaboration.</p>
Our functions, objectives and deliverables	<ul style="list-style-type: none"> • From January 2022, the Committee's administration function transferred to the Office of the Technical Regulator (OTR) from Essential Services Commission of South Australia (ESCOSA). • PLEC operates under a Charter assigned by the Minister for Energy and Mining. • The Charter of PLEC is to advise the minister responsible for the <i>Electricity Act 1996</i> in relation to the preparation of programs for undergrounding work of powerlines pursuant to section 58A of the <i>Electricity Act</i>. • The Charter defines the scope of PLEC activities, its composition, financial arrangements, reporting requirements and associated administrative processes.

	<ul style="list-style-type: none"> • PLEC meets once a month to review project submissions. The submission process is divided into two six-monthly cycles. • The program is recommended to the Minister for consideration in June and November for PLEC funding approval. • PLEC invites proposals from councils for projects. Projects may be selected from a pool of projects where council has an ongoing commitment or initiated as a new project. Proposals generally originate from a call for Registrations of Interest (ROI) in accordance with the PLEC Charter.
--	--

Our organisational structure

PLEC was established by the Government of South Australian in 1990. PLEC recommends to the minister responsible for the *Electricity Act 1996* (the Act) in relation to the preparation of programs for undergrounding powerline work pursuant to section 58A of the Act and the *Electricity (General) Regulations 2012*.

PLEC also provides advice to the minister on administration, safety and technical matters for projects related to the undergrounding of electricity power lines. SA Power Networks carries out this work of program.

The Committee consists of an executive team with administrative support and eight members from relevant organisations and areas of community interest who are appointed for a period of up to three years.

PLEC projects are funded by a contribution of two dollars from SA Power Networks for each dollar contributed by councils or other eligible proponents. ESCOSA and OTR funds the administration support for our executive officer and provides meeting rooms.

Since 2011, the minister delegated the powers and functions under section 58A of the Act to the Technical Regulator, who is responsible for exercising those related functions and powers under the Act associated with the undergrounding of power lines.

The Department for Energy and Mining (DEM) and the Essential Services Commission of South Australia's (ESCOSA) website (see [ESCOSA - Power Line Environment Committee resources](#)) contains further information on the PLEC, including its charter and annual report on the activities of PLEC.

Committee appointments: Chris Dunn joined PLEC in July 2022 to replace Klinton Devenish representing the Local Government Association. Teresa Xavier joined PLEC in August 2022 to replace Kerry McConnell representing the Department for Infrastructure and Transport. Adam Stanford joined PLEC in December 2022 as

alternate member for Tourism whilst Kathryn Galpin was on extended leave. Steve Murray joined PLEC in May 2023 as new Chair and representing Community.

PLEC Members:

Steve Murray



Community Representative &
Chair

Loan Vu



PLEC Executive Officer

Teresa Xavier



Department for Infrastructure &
Transport Representative

Chris Dunn



Local Government
Representative

Peter Khoury



Community Representative &
Deputy Chair

Charles Donovan



SA Power Networks
Representative

Margret Lee



Conservation Representative

Kathryn Galpin



South Australia Tourism
Representative

Andrew Burnell



Department for Environment &
Water Representative

Kim Steinle



Community Representative &
Former Chair

Adam Stanford



South Australia Tourism
Representative

Composition of PLEC

All Committee membership and sitting fee payments are reported to the Department of Premier and Cabinets (DPC) Boards and Committees Information System (BCIS) annually.

PLEC membership summary 1 July 2022 – 30 June 2023				
Name	Position	Renumeration fee/salary (\$ per annum)	Appointment/ expiry date	Organisation/ representative
Steve Murray	Chair Member	4,840	01/05/2023 to 30/04/2026	Community
Kim Steinle			15/12/2021 to 04/03/2023 Resigned: 30/05/2023	
Peter Khoury	Deputy Chair Member	2,110	15/12/2021 to 04/03/2023 Resigned: 04/03/2023	Community
Charles Donovan	Member	2,110	04/03/2023 to 04/03/2026	SA Power Network (for Network Licensee)
Margaret Lee	Member	2,110	05/03/2020 to 04/03/2023 Resigned: 04/03/2023	Conservation
Chris Dunn	Member	2,110	14/07/2022 to 14/07/2025	Local Government Association
*Kathryn Galpin (extended leave)	Member	N/A	15/06/2022 to 14/06/2025	SA Tourism Industry
*Adam Standford	Alternate Member		02/12/2022 to 02/12/2025	
*Andrew Burnell	Member	N/A	28/08/2019 to 15/08/2022 Resigned: 28/05/2023	Department for Environment & Water
*Teresa Xavier	Member	N/A	16/08/2022 to 16/08/2023	Department for Infrastructure and Transport
Foot note: *In accordance with the Premier and Cabinet Circular No.16 government employees did not receive any remuneration for committee duties during the reporting period.				

Changes to the agency

During 2022-2023 there was no changes to the agency's structure and objectives

Our Minister



Tom has been the Member of Parliament for the seat of West Torrens since 1997 and is currently Minister for Infrastructure and Transport, Minister for Energy and Mining and the Leader of Government Business in the House of Assembly.

Tom previously held ministerial appointments for Transport and Infrastructure between 2013 and 2014 and Mineral Resources and Energy between 2011 and 2018. He was also responsible for these portfolios in the Shadow Ministry between 2018 and 2022.

The committees performance

Performance at a glance

The OTR provided an executive team and secretarial services to the committee and funded the operation of PLEC, including member remuneration and annual report costs.

Committee specific objectives and performance

Objectives	Indicators	Performance
Enable access to lower energy costs for businesses and households by facilitating a clean, secure, reliable, safe and more competitive energy network.	Empower community and consumers through expanded demand management options and better integration of distributed energy resources.	PLEC funded \$7,679,783 towards undergrounding of power line projects.
	Support state significant economic transformations.	PLEC assessed and recommended ten projects to underground powerlines for construction in the forward financial year 2022-2023.
	The Committee operates under a Charter, which provides scope of PLEC activities, its composition, financial arrangements, reporting requirements and associated administrative processes.	<p>PLEC meets once a month to review project submissions. The submission process is divided into two six-monthly cycles.</p> <p>Achieved - PLEC commenced review of the Charter and guideline documents including the development of application form for applicants to seek funding from PLEC.</p> <p>Achieved - PLEC prepared annual report and briefings to inform the Minister.</p>

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the committee. The information is unaudited.

Statement of financial position as of 30 June 2023

Description	notes	2022-23 \$
Administration fees	Members fees	10,058
Administered items	accommodation	0
	Travel related expenses	0
	Salaries	85,375
	Other sundries	0
Total revenue from PLEC activity and administration fees		95,433

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2022-2023 are attached to this report at Appendix 1.

Statement of Comprehensive Income	2022-23 Budget \$000s	2022-23 Actual \$000s	Variation \$000s	Past year 2021-22 Actual \$000s
Total Income	131	131	0	13
Total Expenses	131	96	35	13
Net Result	0	35	0	0
Total Comprehensive Result	0	0	0	0

Consultants disclosure

No consultants were engaged during this financial year for PLEC.

Data for previous year is available on the [2021-2022 PLEC Annual Report](#).

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by PLEC, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
Iplex Pipelines Australia Pty Ltd	Project construction	10,980
Tmk Consulting Engineers Pty Ltd	Project construction	8,190
Terrabear Pty Ltd	Project construction	7,500
Ks Talbot Pty Ltd	Project construction	930
David Mariuz & Victoria Bowes	Project construction	420
	Total	\$28,020

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Electel Resources Pty Ltd	Project construction	1,130,987
Noone Nominees Pty Ltd	Project construction	590,189
Tron Civil Contracting Pty Ltd	Project construction	421,920
Rawsons Electrical Pty Ltd	Project construction	348,935
Communication & Distribution	Project construction	209,224
Equipped Civil Pty Ltd	Project construction	196,808
Walker And Gray Earthworx Pty Limit	Project construction	176,363
Managed Construction Solutions Pty	Project construction	77,070
Bardell Excavations Pty Ltd	Project construction	32,740

Contractors	Purpose	\$ Actual payment
Wgasa Pty Ltd	Project construction	21,260
	Total	3,205,496

Data for previous years is available on the [2021-2022 PLEC Annual Report](#).

The details of South Australian government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#).

The website also provides details of [across government contracts](#).

Other financial information

The prescribed PLEC funding budget for 2022-2023 is \$7,679,783 (in accordance with Regulation 44 of the *Electricity (General) Regulations 2012*). The prescribed net actual expenditure for 2022-2023 is \$6,273,543 which is an underspent of 18 % (or \$1,406,204). This underspent has offset the overspent in the previous financial year to bring PLEC's expenditure average closer to the prescribed budget.

Other information

Projects overview

The Committee recommends to the Minister for Energy and Mining projects related to the undergrounding of electricity power lines (in accordance with the *Electricity Act 1996* and *Electricity (General) Regulations 2012*).

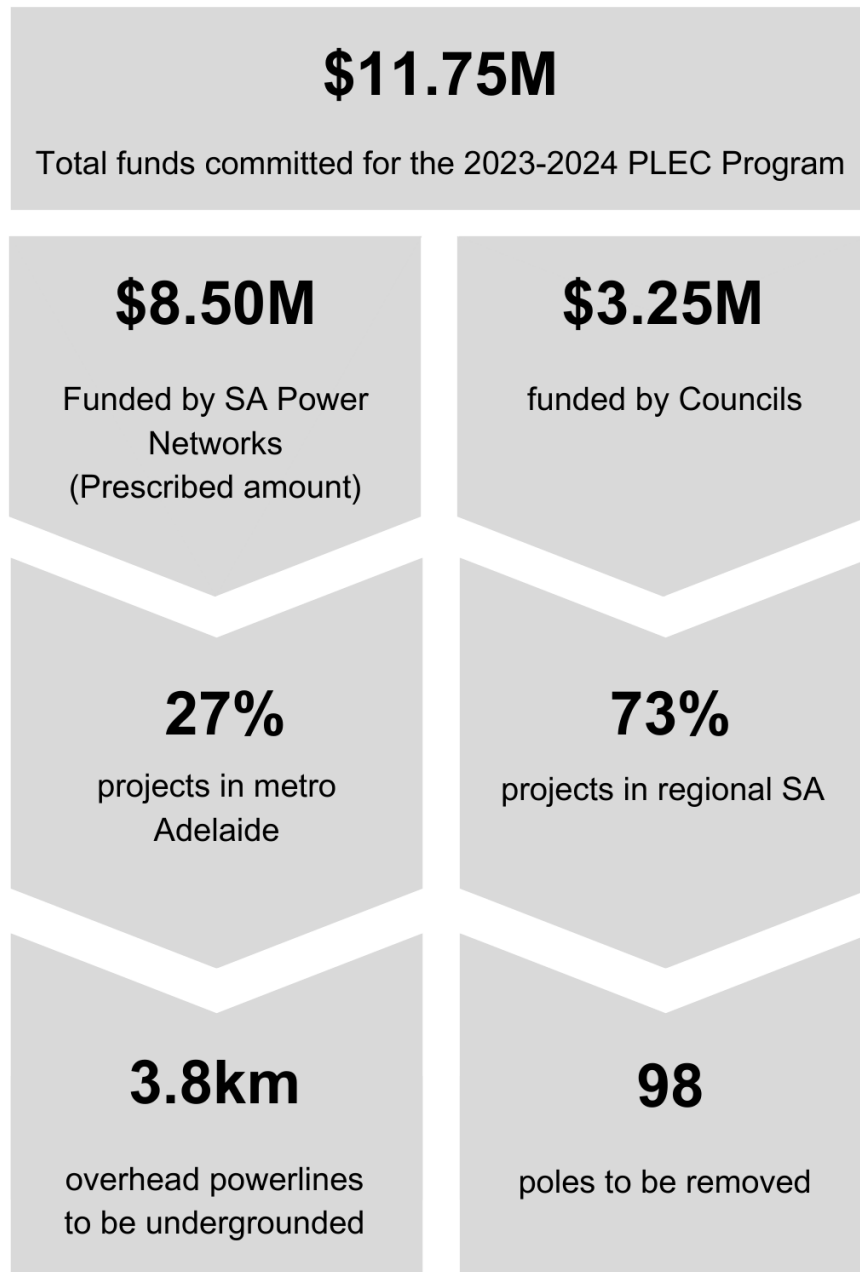
Each financial year the minister determines an amount (or as prescribed by regulation) for the undergrounding of powerlines program. The prescribed level of funding for PLEC projects for the forward 2022-2023 financial year has been determined to be \$7,679,783.

Councils may apply to seek contribution of PLEC funding for project proposals that are for the undergrounding of powerlines and meet PLEC guideline criteria.

The purpose of undergrounding work that is the subject of these programs is to improve the aesthetics of an area for the benefit of the general community having regard to road safety and the provisions for electrical safety pursuant to the *Electricity Act 1996*. The Committee is responsible for monitoring the progress and costs of undergrounding work. SA Power Networks carries out this work.

Each year, the Committee endeavours to deliver a balanced number of projects (50:50) between metropolitan and regional locations.

Below is a diagram showing the funding approved for 2023-2024 underground program:



2022-2023: PLEC projects recommended and approved

The PLEC recommended twelve projects for funding approval during 2022-2023. The projects, tabled below, will result in undergrounding of power lines.

The Office of the Technical Regulator approved projects during 2022-2023 that are to be constructed during 2023-2024. In accordance with the Act, the prescribed funding to be contributed by SA Power Networks (two-thirds of the program funding) is \$7,679,783 million. Proponents are required to contribute the remaining one-third.

Table: PLEC projects approved during 2022-23 for construction 2023-2024

Project Location	Council/Proponent	\$PLEC	\$Council
Mt Gambier, Margaret Street, Stage 1B	Mount Gambier	551,714	275,857
Port Adelaide, Commercial Road	Port Adelaide Enfield	739,297	369,649
Robe, Esplanade Stage 1	Robe	316,802	158,401
Manoora, Memorial Hall	Clare and Gilbert	73,796	36,898
Pinnaroo, Railway Terrace Stage 1A & B (cancelled)	Southern Mallee	591,336	295,668
Jamestown, Ayr Street Stage 1A	Northern Areas	1,435,215	717,607
Moonta Bay, Bay Road, Stage 3	Copper Coast	1,601,000	800,500
Moonta Bay, Bay Road, Stage 4	Copper Coast	964,990	482,495
Moonta Bay, Bay Road Stage 5A	Copper Coast	800,165	400,083
Lameroo, Railway Terrace Stage 1 (cancelled)	Southern Mallee	567,608	283,804
Orroroo, Second Street, Stage 1B (cancelled)	Orroroo Carrieton	37,860	0
Financial year total		7,679,783	3,820,962

The Department for Infrastructure and Transport (DIT) will design and install street lighting on Ayr Street, Jamestown and Northeast Road, Tea Tree Gully. DIT funded the installation of public lighting for PLEC projects on its roads during 2022-2023 to the value of \$756,000.

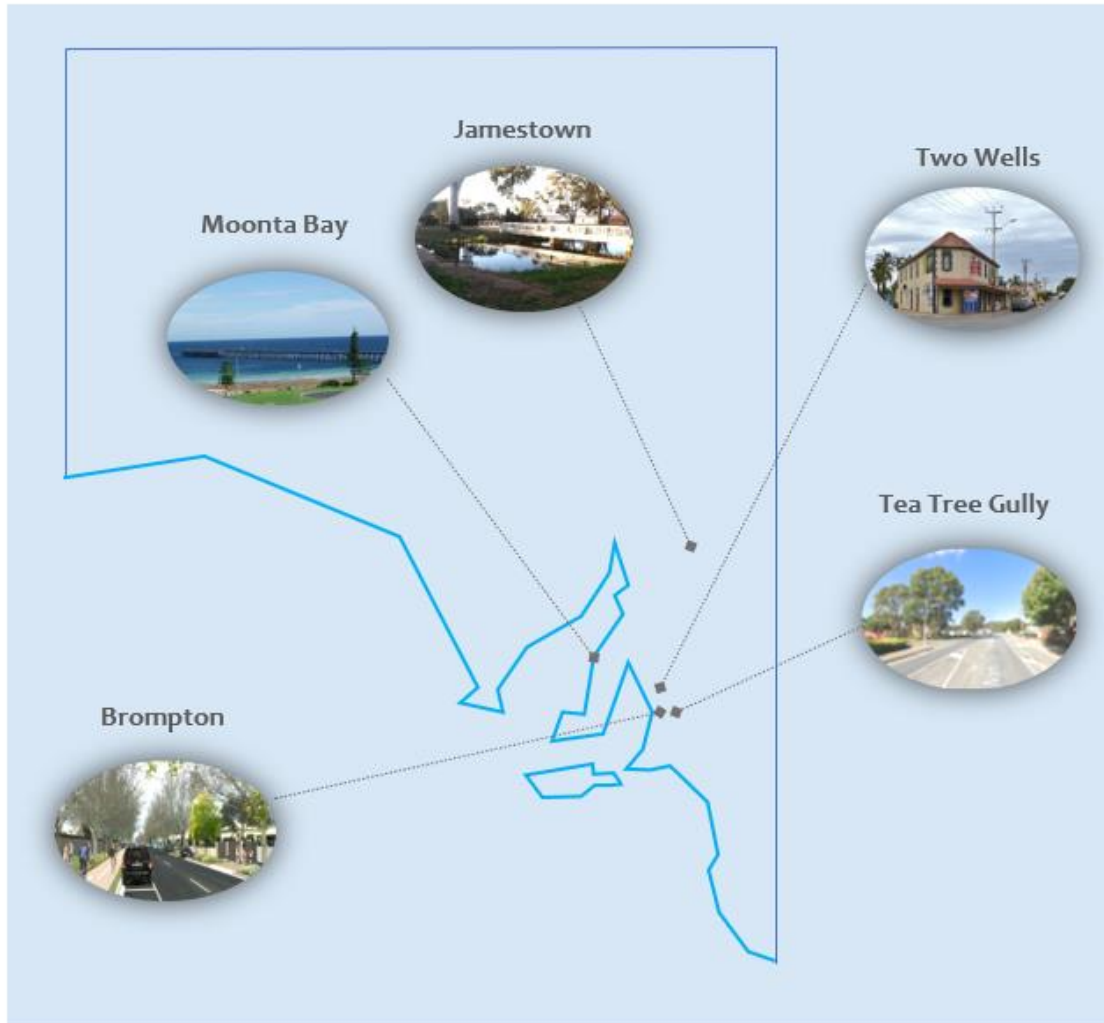
Project locations

There are a number of projects proposed to commence construction in the 2023-2024 program, including:

- The continuation of stages in Moonta Bay.
- The commencement of Two Wells in July 2023
- The commencement of Jamestown in September 2023

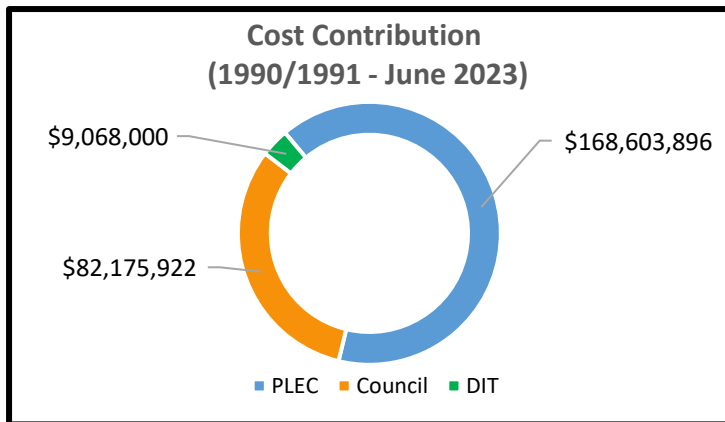
- The commencement of Brompton and Tea Tree Gully early in 2024

Project locations are shown in figure 1 below.

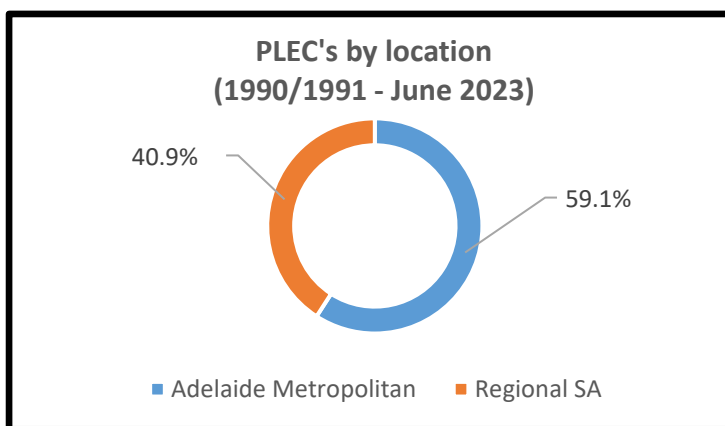


Funding and location over the long-term

Funding



Location



Note: Completed project photos are provided at appendix 2.

Risk management

Risk and audit at a glance

As part of good governance, OTR assessed PLEC's governance structure and practices to identify opportunities to improve governance maturity. OTR also reviewed the Risk Management Framework and instituted a deep dive of key strategic risks.

OTR identified there has been no auditing framework/system in place for PLEC activities in the previous five years. Hence, unable to provide a performance report in this area for this financial year.

Fraud detected in the committee

Category/nature of fraud	Number of instances
n/a	NIL

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

OTR has identified systems gaps since taking on the function/responsibilities of PLEC from ESCOSA. OTR plans to implement auditing strategies and new systems to cover governance and financial system risks for PLEC scheme and reporting framework. Undertaking to commence in 2022-2023 period.

OTR aim for a workplace that is free of fraud, with internal controls in place to either prevent or detect fraud. Staff are bound by the Code of Ethics for the South Australian Public Sector issued under the *Public Sector Act 2009*. We have policies on ethical conduct in the workplace and our fraud management policy aligns with the South Australian public sector fraud and corruption control policy. We are not aware of any actual, suspected or alleged fraudulent activity affecting the committee in 2022-2023.

Data for previous year is available on the [2021-2022 PLEC Annual Report](#).

Data prior to 2022 is unavailable as administrative function was transferred to OTR in January 2022.

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

- Nil to report for PLEC.

The Department for Energy and Mining have nominated responsible officers to receive and action disclosures under the Public Disclosure Act 2018. All complaints under this Act are investigated in line with the department's policy. All instances of disclosure of public interest information to a responsible officer of the department under the *Public Disclosure Act 2018* are either referred to the appropriate agency or reviewed as part of department's internal audit process.

Data for previous year is available on the [2021-2022 PLEC Annual Report](#).

Data prior to 2022 is unavailable as administrative function was transferred to OTR in January 2022.

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<i>Electricity Act 1996</i>	<p>Section 14 – report annually to the Minister on the work the OTR has carried out relating to its role under the Electricity Act 1996 and the PLEC Charter.</p> <p>Section 20(7) – administrative costs prescribed by associated definition in regulation.</p>
Act or Regulation	Requirement
Section 58A of the <i>Electricity Act 1996</i>	Requirements of the PLEC program for undergrounding of powerlines, including approved Guidelines by the Minister to establish the terms of reference and operation of PLEC (e.g the PLEC Charter).
Regulation 44 of the <i>Electricity (General) Regulations 2012</i>	Prescribed formula for determining PLEC funding amount each financial year, where the Minister has not determined a fixed amount pursuant to Section 58A(3).
Section 20(7) and Regulation 16(4)	Definition of administrative costs for section 20(7) in relation to any committee established for the purpose of advising the Minister on the program for undergrounding powerlines under section 58A of the Act.

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2022-2023
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	1
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	1
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	2
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	1
Policy	Policy content	Policy content difficult to understand; policy	0

Complaint categories	Sub-categories	Example	Number of Complaints 2022-2023
		unreasonable or disadvantages customer	
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	1
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	1
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	1
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	1
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	1
		Total	10

Additional Metrics	Total
Number of positive feedback comments	0
Number of negative feedback comments	10
Total number of feedback comments	10
% complaints resolved within policy timeframes	80%

Data for previous year is available on the [2021-2022 PLEC Annual Report](#).

Data prior to 2022 is unavailable as administrative function was transferred to OTR in January 2022.

Service Improvements

OTR continues to update website content for PLEC materials.

PLEC has established processes to review and update the PLEC charter and PLEC guideline documents for the 2022-2023 period.

OTR continues integration of PLEC reporting activities for complaints/compliment feedback using the existing DEM/OTR system.

OTR has plans for a regulation review in 2023-2024, which will present an opportunity to make service improvements associated with the PLEC scheme and to address issues raised by stakeholders. OTR has started preliminary consultation processes with PLEC and stakeholders during 2022-2023.

Compliance Statement

OTR is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
OTR has communicated the content of PC 039 and the agency's related complaints policies and procedures to employees.	Y

Appendix 1: Audited financial statements 2022-2023



SA Power Networks

Financial Statements prepared for the :

Powerline Environment Committee

Statement of Expenditure

For the Year Ended 30 June 2023

	2022-23
<u>Expenditure</u>	
Labour	\$ 911,785
Vehicles & Equipment	\$ 48,058
Materials	\$ 1,003,302
Contractors	\$ 5,893,288
TOTAL EXPENDITURE	\$ 7,856,434

Certification Statement

On behalf of the SA Power Networks, I hereby certify that :

- a) The Financial Statements are a true and fair view of the financial position of the SA Power Networks PLEC Program
- b) Salaries and allowances paid to persons involved in the program are in accordance with any applicable award or agreement in force under any relevant Law
- c) At the date of this Report, SA Power Networks is able to pay all its debts as and when they fall due.

Signature of Chief Financial Officer



Dated :

8 Sep 2023

Note 1- Accounting Policies

- a) **Expenditure:**
Expenditure is recognised when an obligation arises to make payments resulting from the purchase of goods and services.
- b) **Contractors :**
The cost of contractors also include some level of materials (e.g. conduits and other items)
- c) **GST:**
The figures represented are GST exclusive.

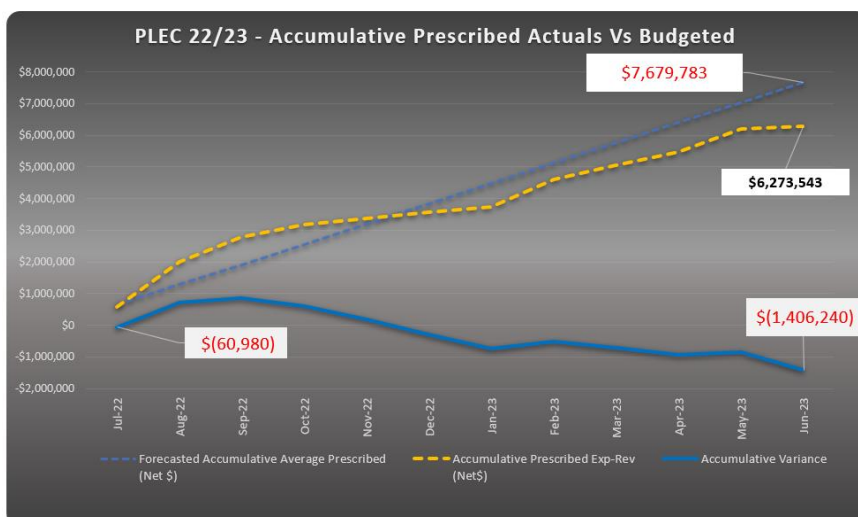
Other Information:

PLEC PERFORMANCE DASHBOARD 2022 - 2023

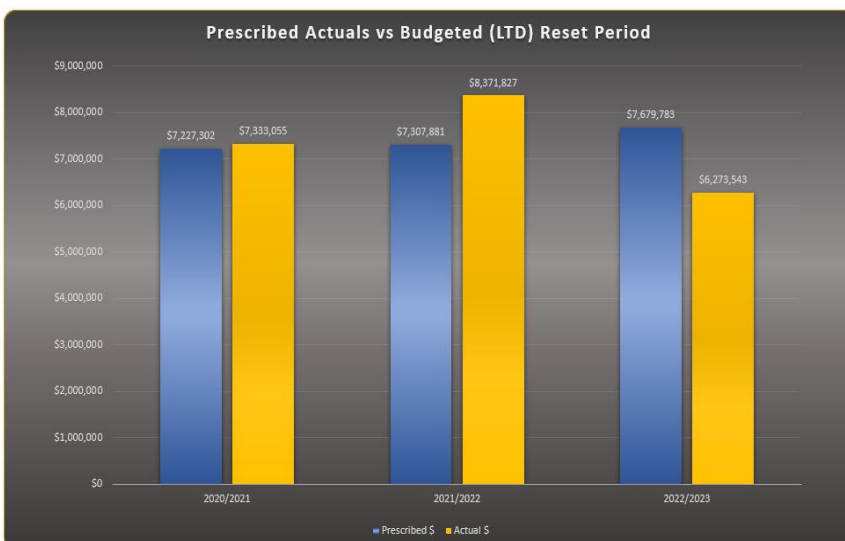
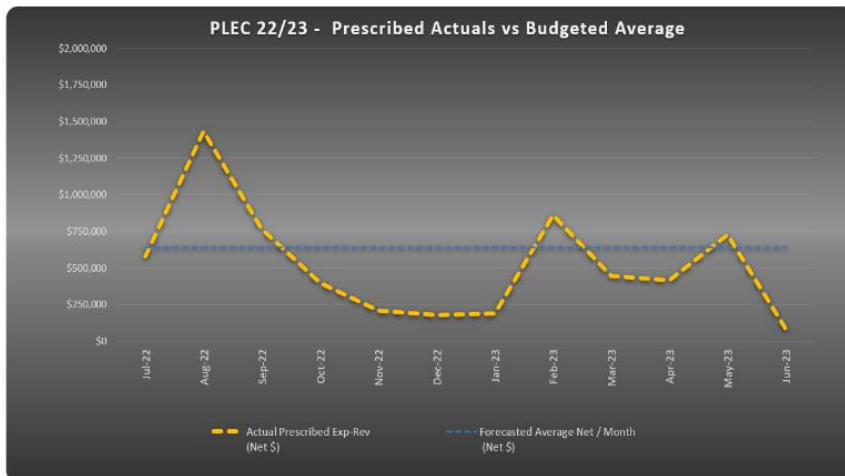
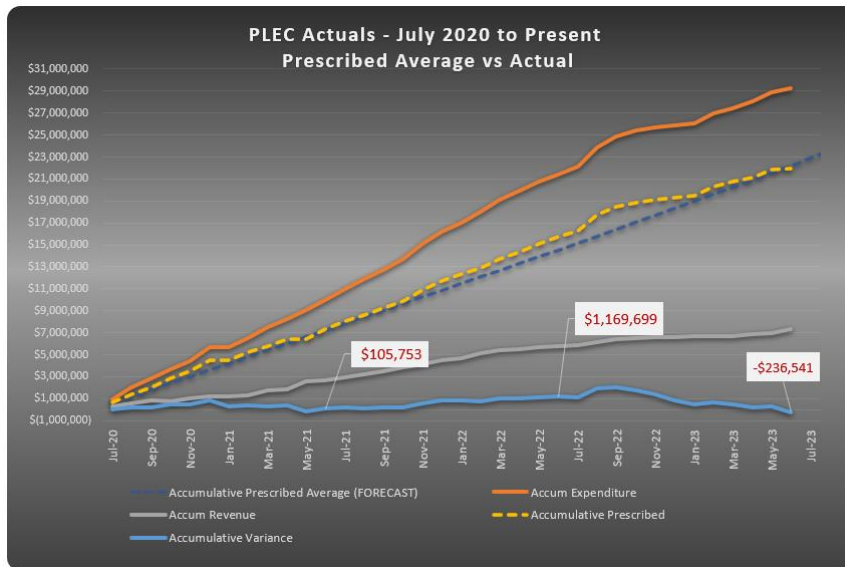
Summary of 2022 - 2023		
PLEC Budget	\$ 7,679,783	
Total Expenditure YTD	\$ 7,856,434	102.3%
Total Revenue YTD	-\$ 1,582,891	20.1%
Prescribed Exp-Rev YTD	\$ 6,273,543	81.7%
Funding Remaining	\$ 1,406,240	18%

Summary Rest Period July 2020 - Present		
Total PLEC Budget	\$ 22,214,966	
Total Expenditure (LTD)	\$ 29,302,196	131.9%
Total Revenue (LTD)	-\$ 7,323,771	-25.0%
Net Exp-Rev (LTD)	\$ 21,978,425	98.9%
Funding Remaining to end of FY	(\$236,541)	-1.1%

Summary 1999 - Present (30 June 2023)		
Total PLEC Budget	\$ 142,377,309	
Total Act (Exp-Rev)	\$ 142,576,068	
Cumulative Variant	(\$198,759)	-0.14%

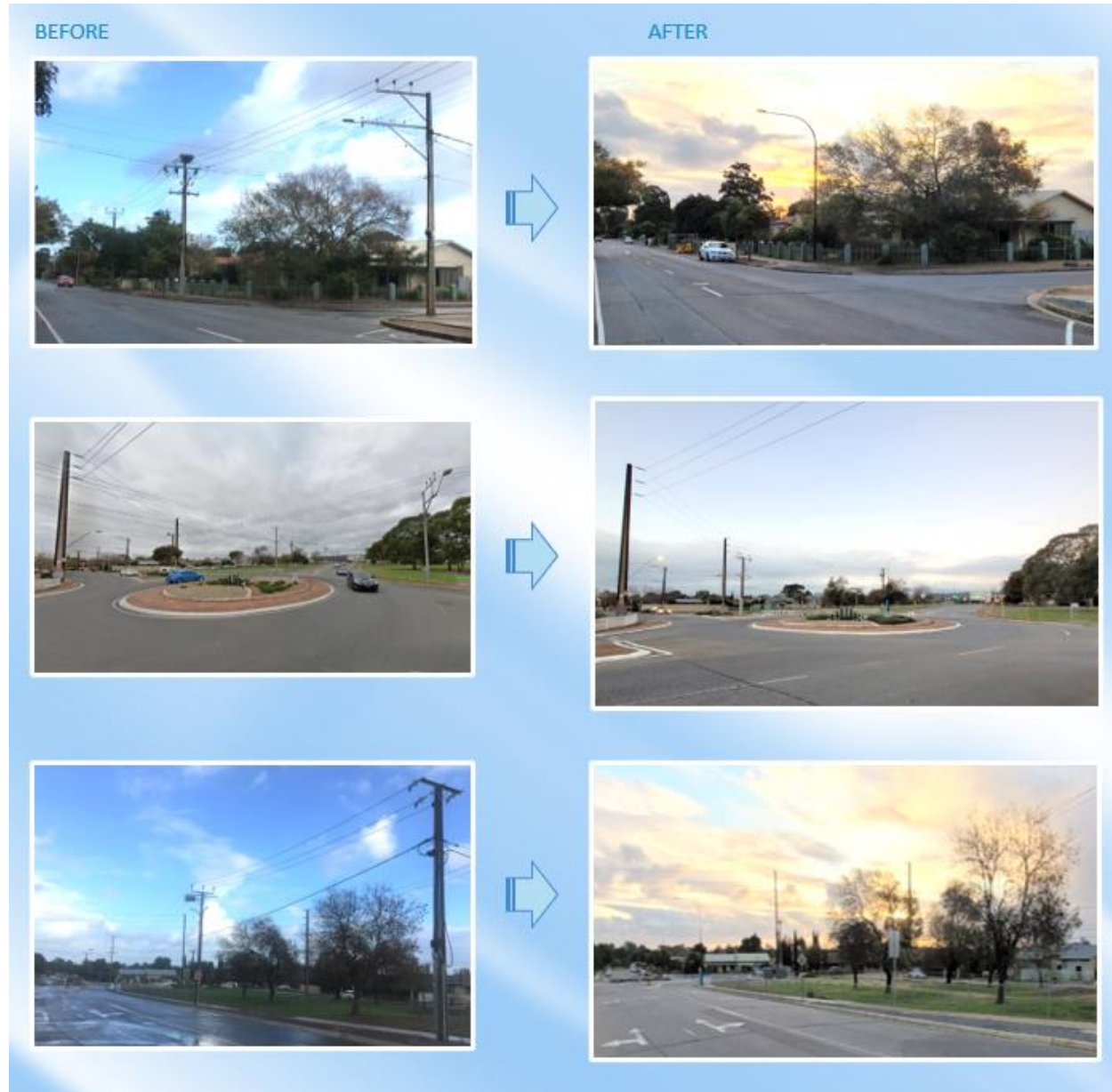


2022-2023 ANNUAL REPORT FOR THE POWER LINE ENVIRONMENT COMMITTEE



Appendix 2: Completed Project Photos

Alawoona Avenue, Mitchell Park (City of Marion)



Alawoona Avenue, Mitchell Park

A once busy thoroughfare connecting Marion Road to the Tonsley Mitsubishi Plant and South Road, has continued with the evolving Tonsley Innovation District. The undergrounding of powerlines has created a safer place with increased public lighting and will allow the City of Marion to widen footpaths, provide safe bike lanes and improved vegetation.

Church Street, Port Adelaide (City of Port Adelaide / Enfield)



Church Street, Port Adelaide

The upgraded shopping centre precinct and carpark, combined with the new pavements and significant planting of vegetation was not complete without the undergrounding of the powerlines. The added council lighting provides improved visibility and safety along the entire street and to the new under shade car park.

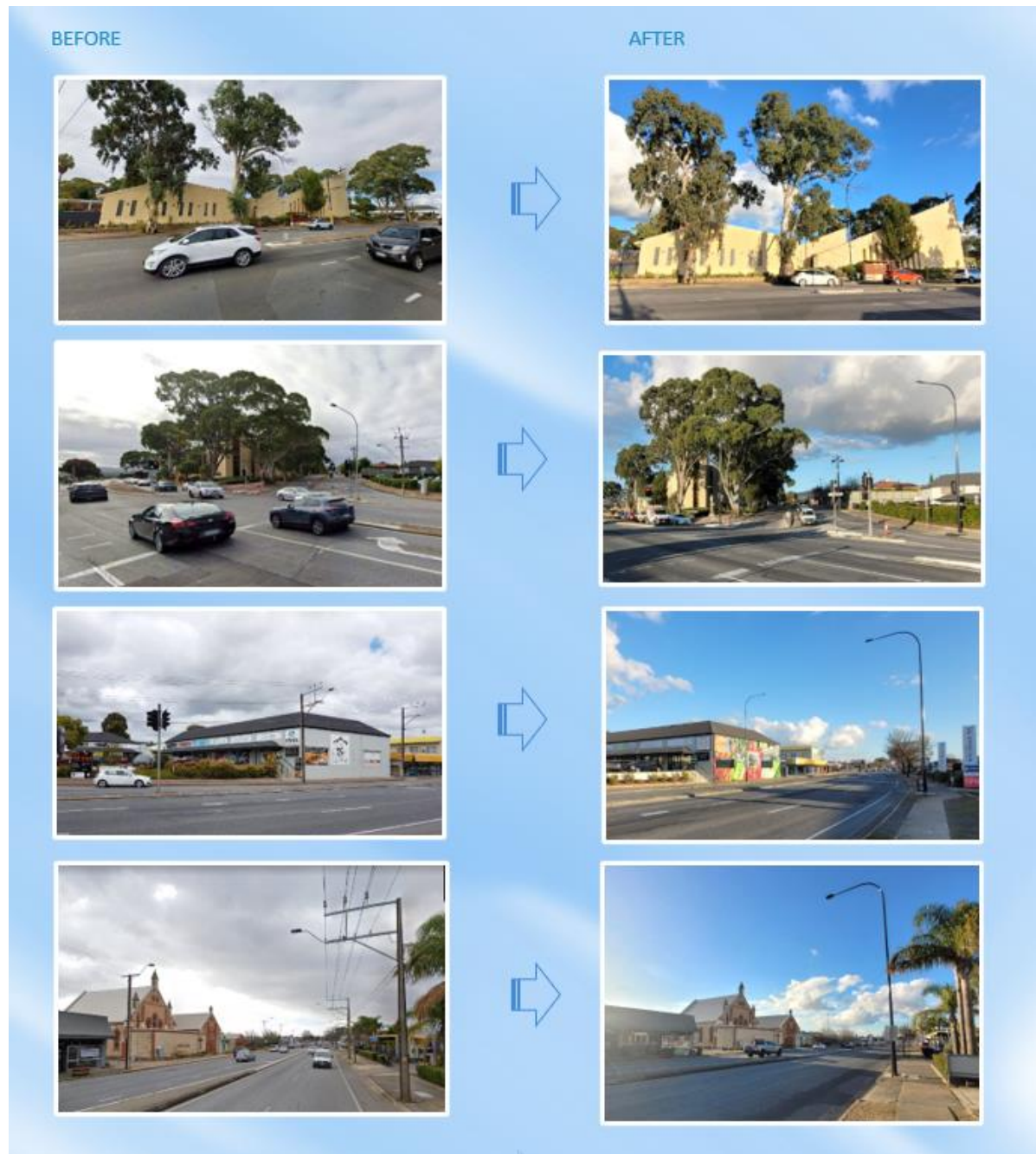
Commercial Road, Port Adelaide (City of Port Adelaide / Enfield)



Commercial Road, Port Adelaide

Undergrounding the final section of Commercial Road, provides a welcoming gateway into Port Adelaide's CBD. Allowing the City of Port Adelaide and Enfield to complete planting and vegetation, improving the aesthetics and freshness of the main entrance to this historical port side suburb. DIT facilitated a major upgrade of the section, which provides improved safety for vehicles and pedestrians.

Lower Northeast Road, Campbelltown (City of Campbelltown)



Lower Northeast Road, Campbelltown

Located in the Northeastern suburbs of Adelaide, a busy and community orientated locale with café's, restaurants and churches. One of the most complicated undergrounding activities undertaken in recent times, with much of the work undertaken at night. DIT facilitated a major upgrade of the section, which provides improved safety for vehicles and pedestrians.

Manoora Community Hall – Weymouth Street (Clare and Gilbert Valleys)



Manoora Community Hall

Located 120 kilometres North of Adelaide, the undergrounding of powerlines has allowed access, to carry out much needed maintenance of the State Heritage listed Hall. A popular location for community events and markets.

Margaret Street, Mount Gambier (City of Mount Gambier)



Margaret Street, Mount Gambier

Undergrounding of the powerlines along Margaret Street and O'Halloran Terrace, was strategically constructed with the Wulanda Recreation and Convention Centre at its heart. The streetscape program and upgraded footpaths provides an ease for pedestrians commuting to the events and community facilities. New public lighting improves the visual appearance and increases safety for the high pedestrian and vehicular activity.

Military Road, Henley Beach (City of Charles Sturt)



Military Road, Henley Beach

A seaside suburb of Adelaide, where the undergrounding of powerlines has allowed the widening of footpaths, parking bays and planting of vegetation. Throughout the year the area is bustling with activity, the removal of stobie poles has created an open and safer area for pedestrians and traffic to coexist.