

## Statement of Expectations

The Ministerial Statement of Expectations (SOE) is the formal public document that articulates the Victorian Government's priorities and objectives about improving performance and governance of ESV as a regulator. It targets specific priorities in matters of regulatory governance and practice. The SOE operates within the context of the objectives, functions and powers outlined in legislation administered by ESV, and also ESV's Corporate Plan.

The most recent Statement of Expectations may be found [here](#)  
ESV's response to the Statement of Expectations may be found [here](#)

### Public reporting requirements of the SOE

- Quarterly reporting on complaints received about industry may be found [here](#)
- Quarterly reporting on enforcement activities may be found [here](#)
- Quarterly reporting on compliance activities may be found [below](#)
  - [Electrical Infrastructure](#)
  - [Electrical Installation](#)
  - [Electrical Equipment](#)
  - [Certificates Of Electrical Safety](#)
  - [Gas and Pipeline Infrastructure](#)
  - [Gas Installation and Appliances](#)
  - [Technical Helpline Enquiries](#)

### Complaints received by ESV about industry

Measure - numbers	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Complaints received	197	187	189	189	762
Complaints referred externally	14	9	16	16	55
Investigations completed	20	38	38	31	127
Compliance actions taken (unique cases)	55	47	69	58	229
- Site visits/education	16	21	31	10	77
- Defects rectified	42	33	47	49	171
- Audits	2	1	0	0	3
- Incident reports	2	4	0	2	8
Enforcement actions taken (unique cases)	12	29	28	18	87
- Warnings	7	27	18	3	55
- Notices	6	2	11	3	22
o Infringement	6	2	10	3	21
o Recall	0	0	1	0	1
- Licences affected	0	0	1	0	1
- Prosecutions	2	5	2	3	12
Average complaint duration (days)	45	40	44	49	N/A

## Electricity infrastructure compliance activities undertaken by ESV

Measure - numbers	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Electric Line Clearance plans approved	21	6	8	7	1	22
Bushfire Mitigation plans accepted	11	5	3	2	0	10
Electricity Safety Management Schemes & Safety Cases accepted	5	2	1	2	0	5
Bushfire Mitigation exemptions approved	-	2	0	0	0	2
Electric lines on public land exemptions assessed	-	390	178	301	206	1075
Electric line clearance audits	20	6	5	3	7	21
Compliance actions from audits	-	76	25	9	3	113
Bushfire mitigation audits	8	8	2	4	0	14
Compliance actions from audits	-	0	33	0	0	33
Electricity safety management scheme audits	5	0	0	2	3	5
Work practice audits	14	5	4	4	2	15
Compliance actions from audits	-	14	7	5	0	26

## Electrical installation compliance activities undertaken by ESV

Measure - numbers	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Education sessions	30 pa	94	40	13	28	175
Registered training organisation checks by visits	> 20	4	9	9	7	29
Licensed Electrical Inspector assessments		60	33	28	42	163
ESMS audits/site visits		3	0	0	1	4
POEL Referrals (DB)		59	79	64	93	295
Installation exemption requests processed		9	11	13	3	36

## Electrical equipment compliance activities undertaken by ESV

Measure - numbers	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Electrical equipment approvals processed	80	186	146	206	200	738
Equipment efficiency approvals processed	-	456	446	430	516	1,848
Electrical equipment safety market surveillance audits	180	70	20	0	27	117
GEMS Market Surveillance Audits	12	0	1	8	5	14

## Certificate of Electrical Safety (COES) compliance activities undertaken by ESV

Measure	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Number of COES lodged	-	181,886	189,333	174,075	190,658	735,952
Audits of completed COES	8%	10%	10%	8%	8%	N/A
Audits of wholesalers	115	48	57	132	79	316

## Gas and pipeline infrastructure safety compliance activities undertaken by ESV

Measure	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Construction Safety Management Plan (SMP) construction and repair plans accepted	-	6	2	8	0	16
SMP construction and repairs audits/field inspections completed	-	81	56	58	48	243
Consent to operate	-	7	8	11	8	34
<b>Operational Gas safety cases (SC) and pipeline SMP and Environment Management Plans (EMP)</b>						
Field compliance audits completed	-	78	89	77	101	345
Compliance/effectiveness audits completed	-	1	0	3	28	32
New and revised SC/SMP/EMP accepted	-	5	5	3	3	16

## Gas installation and appliance safety compliance activities undertaken by ESV

Measure	Target	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
RTO presentations	22	6	2	3	12	23
Industry presentations	-	1	0	2	0	3
Applications Received	-	1,333	1,184	1,157	1,343	5,017
Applications Inspected	-	962	1,015	828	861	3,666
Complex gas installation applications accepted	-	1,035	1,033	841	932	3,841
Type B appliance applications accepted	-	224	198	206	212	840
Point of sale audits	100	16	18	13	60	107
Public event audits	80	10	51	14	9	84
Product Certification Compliance Audits	-	0	3	3	0	6

## Technical helpline enquiries

Technical Helpline – no. of calls	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Gas	3,237	2,815	2,183	2,980	11,215
Electrical	6,149	4,369	3,805	2,133	16,456

## Enforcement activities undertaken by ESV

Enforcement Measure - numbers	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Total YTD
Warning letters issued (total)	57	32	27	53	169
- Gas installations/ appliances	9	6	5	10	30
- Gas and pipeline infrastructure	4	5	2	11	22
- Electrical infrastructure	1	0	0	0	1
- Electrical installations	43	21	20	31	115
- Electrical equipment	0	0	0	1	1
Improvement notices (total)	10	12	16	8	46
- Gas installations/ appliances	7	7	10	8	32
- Gas and pipeline infrastructure	0	1	0	0	1
- Electrical installations (rectification notices)	3	4	6	0	13
Electrical Notices to comply (S54/57)	10	15	1	9	26
Gas safety reg. 37 disconnections	4	15	1	3	23
Recalls (total)	4	1	1	4	10
- Gas installations/ appliances	0	0	0	1	1
- Electrical equipment	4	1	1	3	9
Prohibitions (total)	0	0	0	0	0
- Gas installations/ appliances	0	0	0	0	0
- Electrical equipment	0	0	0	0	0
Infringement notices (total)	34	16	29	7	86
Prosecutions	5	5	4	6	20
- Convictions	1	2	0	2	5
- Costs awarded (number)	5	5	4	6	20
- Costs awarded (\$)	15,947	5,935	4,877	8,694	35,453
- Penalties issued (number)	5	3	1	5	14
- Penalties issued (\$)	12,700	11,800	4,000	9,000	37,500