



2 Nov 2023

# Horizon's ISO55001 journey

Feng Wu

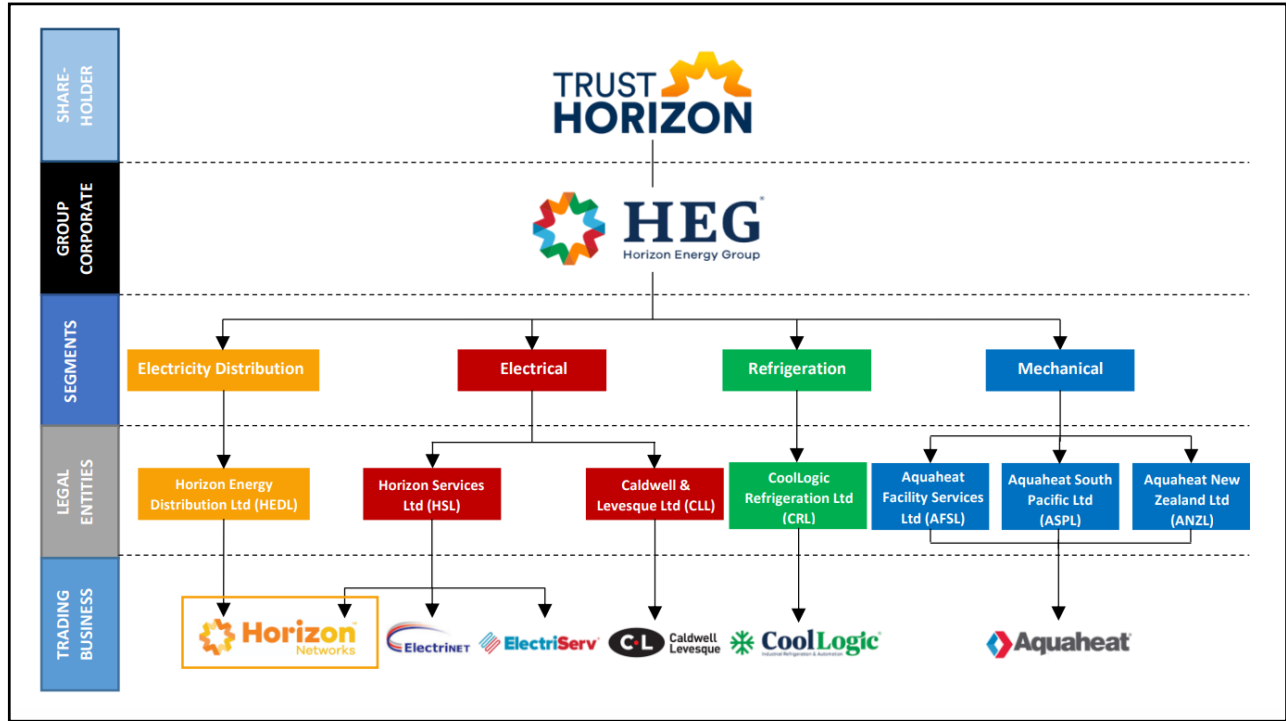


## Overview

- **Who we are**
- **ISO 55001 implementation**
- **Challenges and keys to success**
- **Next steps for Horizon Networks**



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**DISTRIBUTION REGIONS WITH PERCENTAGE OF CUSTOMERS**

Region	Percentage of Customers
Region 1 (Green)	62%
Region 2 (Blue)	14%
Region 3 (Yellow)	7%
Region 4 (Orange)	4%
Region 5 (Light Blue)	13%

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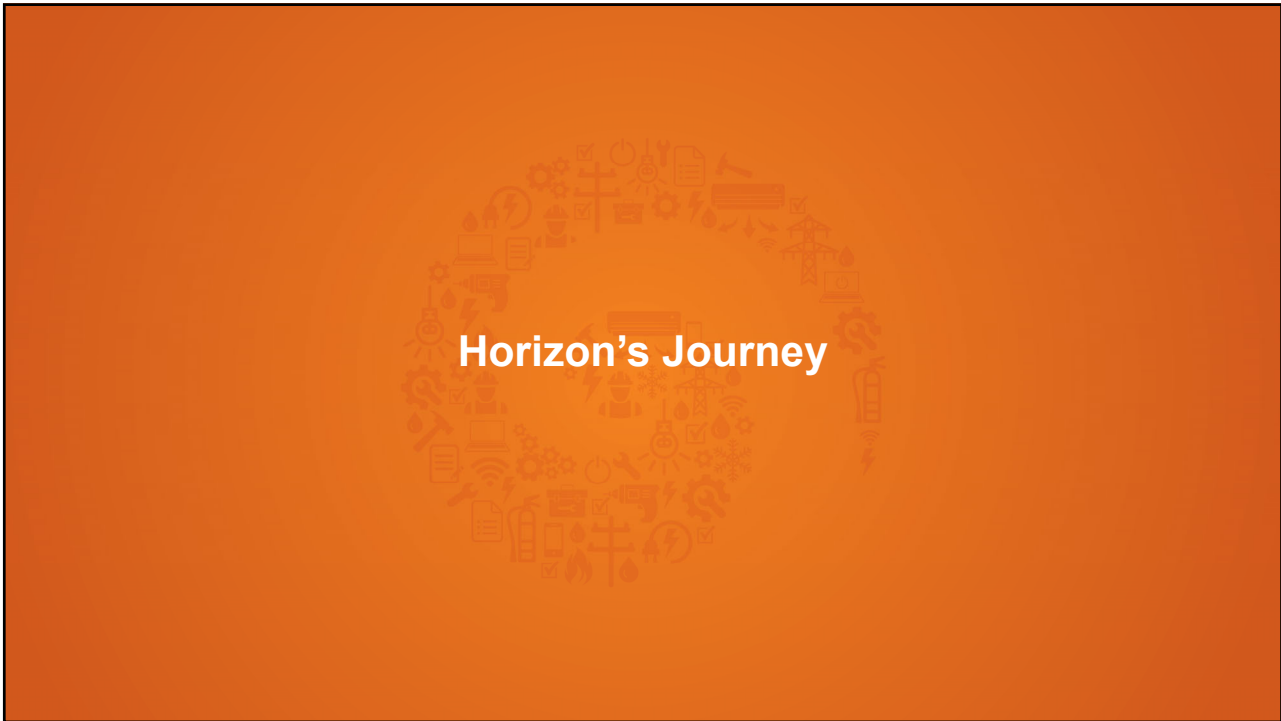
- 5 network areas, 8,400km<sup>2</sup>
- 25,239 ICPs with 94MW peak demand
- 3 GXPs and 11 zone substations and switching stations
- 50kV, 33kV, 11kV and 400V
- Total circuit length ~2,600 km
- OH 2,000 km – 10% Urban and 90% Rural
- ~20k poles and ~3.5k transformers

**ISO55001 is an International Standard that**

***“specifies the requirements for the establishment, implementation, maintenance and improvement of a management system for asset management, referred to as an “asset management system”.*”**



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## Leadership

- Leadership and commitment
- Stakeholder expectations
- Organisation objectives
- Asset management policy and objectives
- Strong line of sight



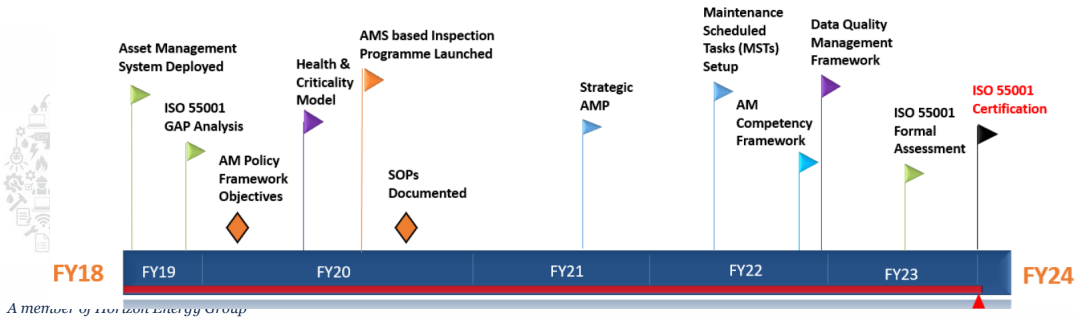
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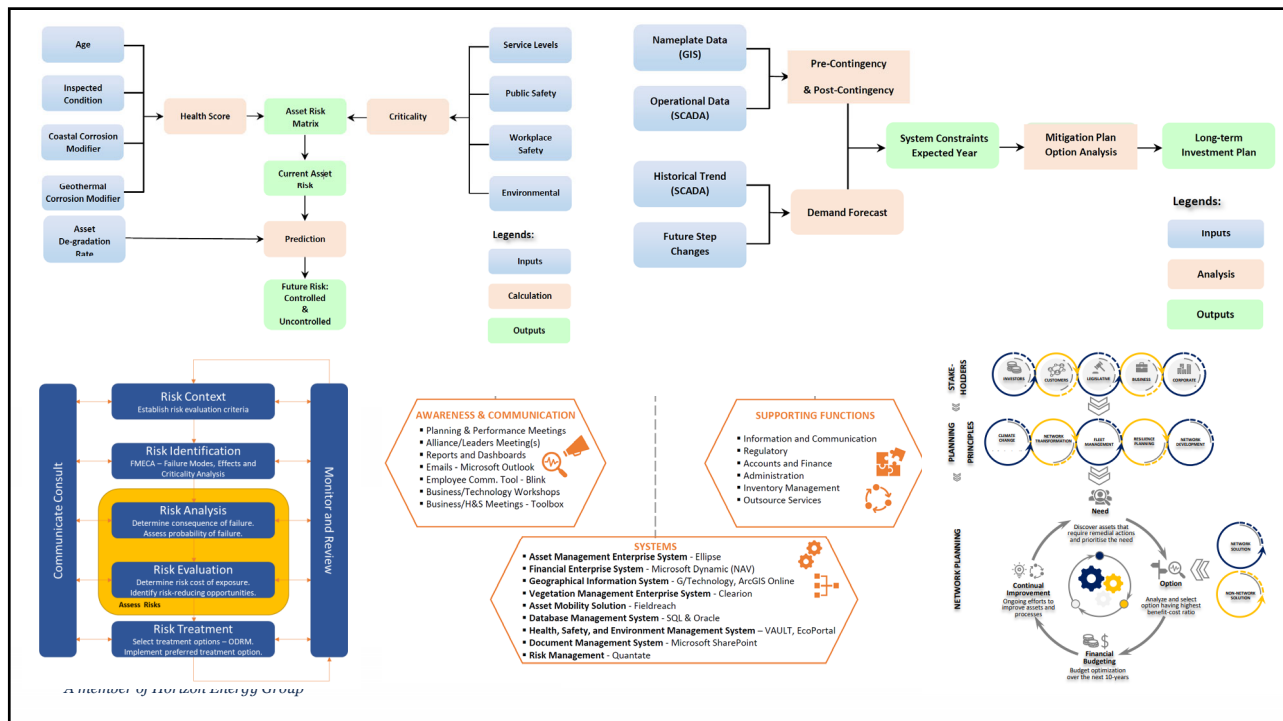
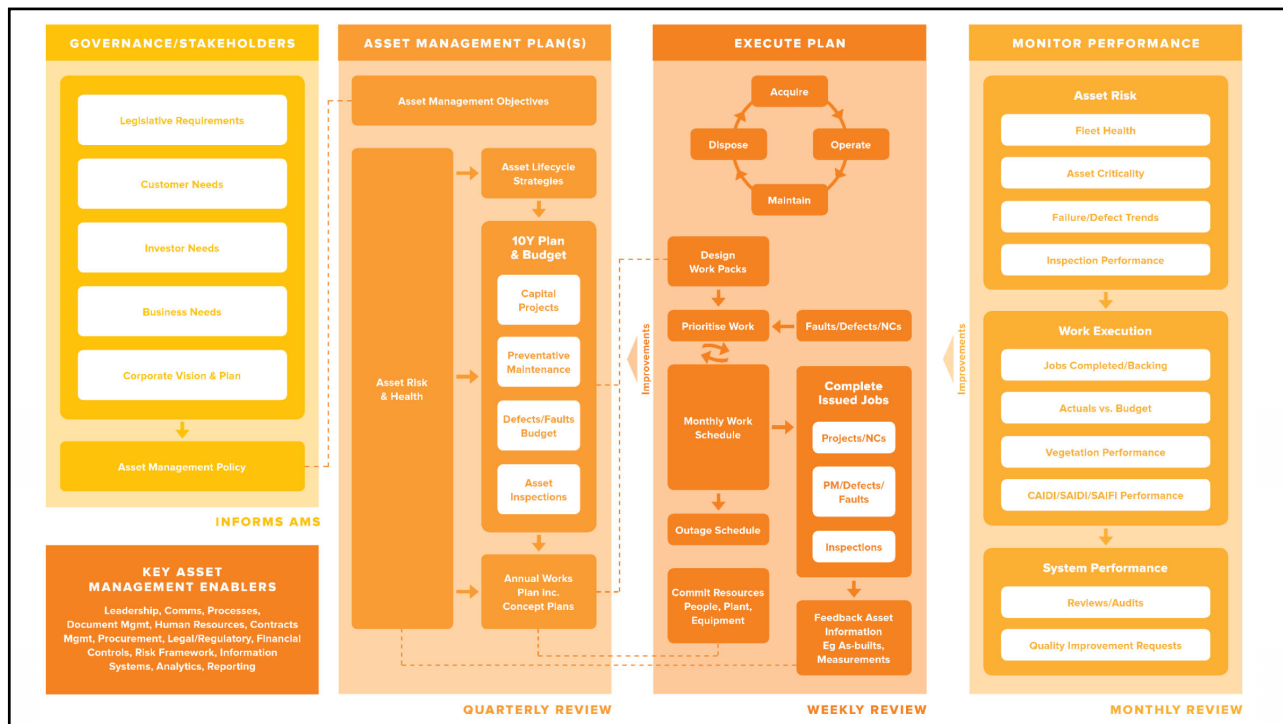


Corporate Values (SWITCH)	Associated Asset Management Objectives	Related Targets
<b>SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>We continually seek to enhance systems, processes and standards with an awareness of the impact the business has on the environment, economy and the communities we operate in;</li> <li>We continually seek to optimise the utilisation of our network in order to produce efficiencies and cost savings for our customers; and</li> <li>Our augmentation, refurbishment, renewal, and maintenance programmes are designed to sustain acceptable asset health network security and feeder reliability.</li> </ul>	Network Performance
<b>WINNING</b>	<ul style="list-style-type: none"> <li>We encourage continuous improvement, both in the way we operate as individuals and teams, and in the way we design, build, operate and maintain our network;</li> <li>We encourage knowledge sharing and upskilling, so that all staff have the opportunity to contribute to the success of our business; and</li> <li>We create a positive employee working environment, that encourages constructive feedback and robust debate on proposed projects and technical solutions.</li> </ul>	Operational Excellence
<b>INNOVATION</b>	<ul style="list-style-type: none"> <li>We continually seek to future-proof the design of our network so that HEG can continue to meaningfully participate in a changing market; and</li> <li>We design our network and tariff to be able to accommodate new technologies such as electric vehicles and solar PV systems.</li> </ul>	Network Performance
<b>TRUST</b>	<ul style="list-style-type: none"> <li>We regularly communicate with our customers and stakeholders on our performance, prices and operational events;</li> <li>We build strong relationships with our key suppliers and internal delivery teams; and</li> <li>We work with both our suppliers and contractors to resolve issues and share knowledge.</li> </ul>	Customer Experience
<b>CUSTOMER FOCUS</b>	<ul style="list-style-type: none"> <li>We respond to fault call-outs promptly and efficiently;</li> <li>We engage with customers to understand their concerns and technical needs, and continually seek to improve our service; and</li> <li>We seek to maintain acceptable fault rates and interruption times.</li> </ul>	Customer Experience
<b>HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>We consider and prioritise personnel and public safety in our asset design;</li> <li>We foster a culture of hazard and safety awareness that is reflected in all of our office and field operations; and</li> <li>We take due care in all of our operations not to harm the environment.</li> </ul>	Safety and Environment

## Business Transformation

- Resources
- Competence
- Awareness
- Agile
- Data and information
- SAMP
- Establish asset management systems
- Integrating business processes with tools
- Continuous improvement









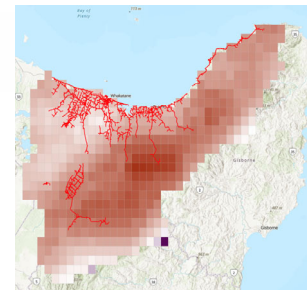
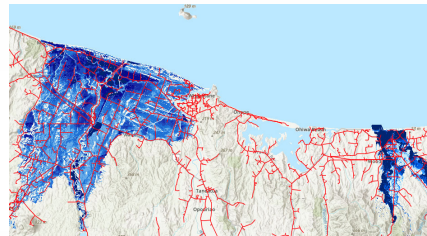
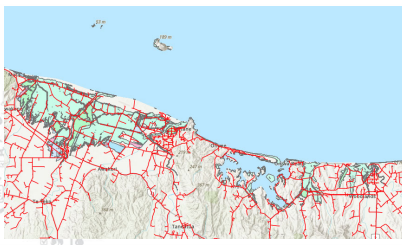
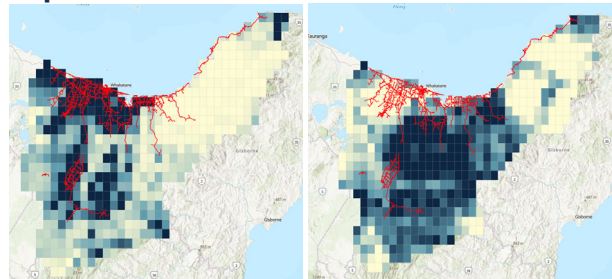
## Challenges and keys to success

- Management support is crucial
- Clear line of sight between organisational objectives and AM system
- Organisational buy-in
- Need to be flexible and agile
- Resource intensive
- Ensure people are empowered
- Be strategic, develop a roadmap and stick to it
- Have the ISO requirements in mind when developing your asset management systems
- Good documents management
- Management review needs to cover all elements under the standard
- Establish dashboards to track performance
- Internal process audits

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## Next steps

- Climate change resilience
- LV Visibility
- Decarbonisation modelling
- Flexibility services
- Data and information



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