

Enforceable Undertakings

Introduction

TLC breached its regulated quality standards in 2018, 2019 and 2020. TLC took full responsibility for the quality breaches, noting they had all been publicly disclosed.

The Commission noted some of the circumstances contributing to the failures were “outside of TLC’s control”, including some significant adverse weather events which caused damage to the network.

A significant uplift in investment in the network commenced prior to the breaches and has continued since.

In the 2017 to 2023 period, we invested \$98 million in the network to address a range of legacy issues. That’s nearly double what we had spent in the previous six-year period. Our investment will continue to increase over coming years as we seek to improve safety and reliability of supply.

TLC and the Commerce Commission agreed that TLC would appoint an independent expert to review its asset management practices under an agreement known as an Enforceable Undertaking.

This review has been completed and a full report is now available.

From here, TLC will be working with stakeholders on prioritising actions for its Development and Delivery Plan. Following our stakeholder engagement, all our customers will have an opportunity to provide feedback on the Development and Delivery Plan in September. Documents will be available on our website.

The full report follows.