

Terms of Reference - Connections Working Group

May 2026

Purpose of our Consultative Group Model

Background

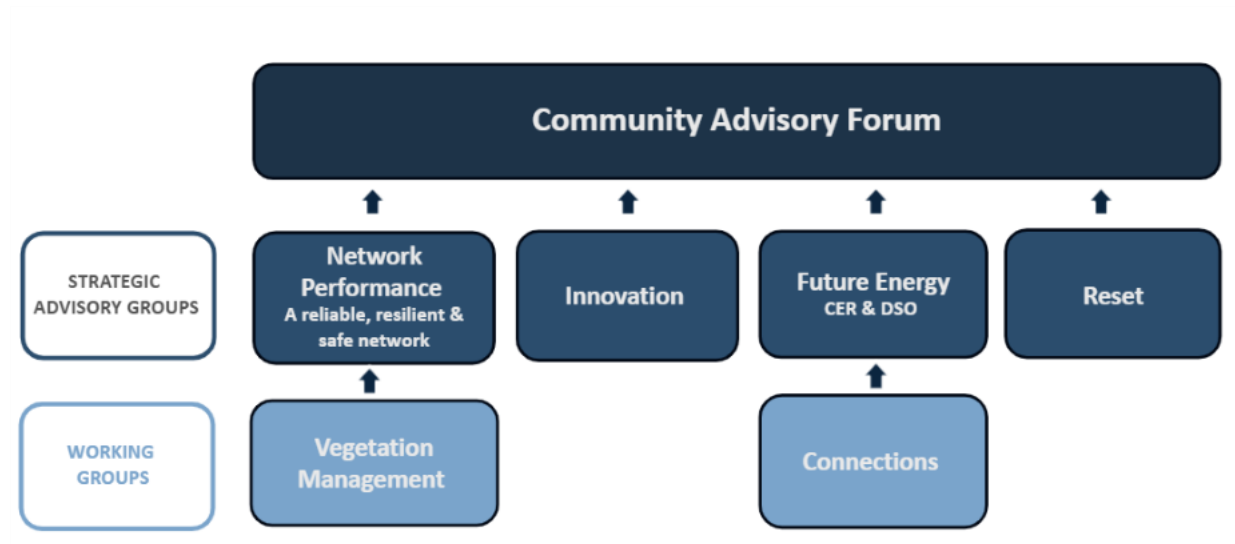
SA Power Networks provides an essential service to South Australians as the primary electricity distributor in the state.

We are committed to ensuring that the needs and views of electricity users are heard and considered on key issues in the delivery of our vision of *'Connecting South Australians to a better energy future, today'*.

SA Power Networks' consultative group model (illustrated below) seeks to regularly engage with a broad and representative cross-section of electricity users and representative stakeholders. It facilitates regular scheduled engagement opportunities to ensure customer and stakeholder perspectives are considered in our ongoing business decision-making.

A high-level strategic Community Advisory Forum considers customer outcomes aligned with SA Power Networks' Strategic Plan and is supported by more focussed strategic advisory and working groups that consider the delivery of more specific services for customers.

Our consultative group model is supplemented by other engagement activity as required to ensure engagement is fit-for-purpose for different stakeholders and issues.



Connections Working Group

The Connections Working Group (CWG) provides structured industry advice across two core streams, Minor Connections and Projects.

The key purpose of the Connections Working Group is to:

- Provide strategic industry insight to inform initiatives that improve the connections experience across Minor Connections and Projects.

- Identify and prioritise improvement opportunities where industry input can meaningfully influence processes, service delivery and customer outcomes.
- Discuss systemic issues and emerging risks across connection streams and explore practical, collaborative solutions.
- Ensure industry and customer perspectives are considered in decision-making.
- Where appropriate, explore opportunities for regulatory or legislative improvement to better balance risk, efficiency and customer outcomes.

Governance and Operations

Membership

The Connections Working Group will comprise a maximum of 10-12 members who are selected based on interests, skills, organisational affiliation and expertise. This will include:

- Electrical contractors and representative peak bodies eg. NECA/MEA
- Office of the Technical Regulator
- Connections project customers, including connections managers/consultants
- Other industry representatives in line with priority streams as appropriate.

Key SA Power Networks staff will attend including:

- Customer Solutions Management representatives
- Internal delivery partners – Standards, Electrical Services
- Stakeholder Engagement Business Partner
- Others as required according to the meeting agenda.

Reporting to SA Power Networks Leadership

The Community Advisory Forum (CAF) is our high-level strategic group providing oversight on customer outcomes aligned with our Strategic Plan and the key interface between SA Power Networks and the advisory/ working groups.

The CWG is our operational working group providing strategic industry insight to inform initiatives that improve the connections experience across Minor Connections and Projects. The CWG can escalate matters to the CAF or Future Energy Advisory Group where there are issues of importance, systemic impact or material risk, either via attendance at meetings or via Briefing Notes as required.

The Chair of the Future Energy Advisory Group will attend at least one CWG meeting per year and the Chair of the CWG will present to the CAF on CWG outcomes and priorities at least once a year to create cross-collaboration on issues relevant to all groups.

The CAF Chair will report quarterly to SA Power Networks Executive Leadership Team (ELT) to ensure the customer voice is heard at the most senior level of the business and to build and strengthen effective relationships. In addition, the Chair will meet with the CEO quarterly to share insights from the CAF and discuss relevant and strategic issues.

Decision Making

A quorum of members (greater than 50%) is required to make formal recommendations or actions for CAF to consider. If individual members or organisations wish to have their dissent recorded, this will be noted and minuted. The Chair of the Working Group will have the deciding vote if required.

The CAF will provide quarterly formal reporting to the Executive Leadership Team on key recommendations and/or insights arising from the Advisory/ Working Groups.

Responsibilities

Role of the Chair

The key role of the Chair is to:

- facilitate inclusive, balanced, respectful and productive discussion.
- ensure consumer perspectives remain a central focus
- assist in agenda setting and the review of appropriate information/presenters.
- build constructive positions amongst different points of view.
- maintain independence and credibility of the group.
- serve as a spokesperson for the Connections Working Group.
- identify emerging trends, insights and recommendations for SA Power Networks.
- act as a key liaison with SA Power Networks Executive and Senior Leadership Team.

The Chair should have industry knowledge/experience and a collaborative mindset, committed to ensuring that customers have a voice in the energy sector. The Chair will be instrumental in steering discussions in a collaborative manner, facilitating stakeholder engagement, and prioritising consumer insights for consideration in our strategic planning and service delivery.

Remuneration for the Chair will be paid to acknowledge the additional role requirements. This fee will be negotiated with SA Power Networks.

Role of individual members

Working Group members are required to:

- bring insights from professional or lived experience and / or customer representation.
- attend and participate in meetings – if meetings are regularly not attended (min. 50% per annum), SA Power Networks and/or the Chair can terminate members terms for non-attendance.
- prepare for meetings by reading meeting papers, including reviewing meeting minutes for finalisation.
- collaborate in agenda setting and identify priority topics for discussion.
- openly share experience, information and contribute to problem solving.
- have the ability to regularly connect with customer groups and stakeholders to understand and accurately represent current and changing sentiment.
- feedback information from meetings to representative groups, the community and other stakeholders.
- work collaboratively and in alignment with SA Power Networks engagement principles

While SA Power Networks welcomes a diversity of views and robust discussion, members will not defame SA Power Networks nor make public negative comments.

Role of SA Power Networks

SA Power Networks will:

- provide clear, accessible information.
- actively use Working Group input for consideration in decision-making, as appropriate.
- demonstrate how input is used and/or has been considered in decision-making and outcomes.
- provide secretariat support to the Working Group:
 - provision of agendas and meeting papers one week prior to each meeting

- distribution of minutes for approval one week after each meeting
- work with the Chair to set agendas, develop meeting topics and review minutes
- appoint an external chair to conduct and oversee meetings
- outline the level of influence and engagement being sought for each agenda item to ensure members understand what level of feedback is being sought.

SA Power Networks employees and subject matter experts will be invited to attend meetings to present proposals, to discuss issues or obtain feedback as required.

Term

Membership is for a two-year term, with members being eligible to sit for an additional two-year term (2+2) at the mutual agreement of members and SA Power Networks to align with SA Power Networks regulatory process for 2030-35.

The new term of the Working Group will commence in June/July 2026 and will be reviewed/ extended in June/ July 2028.

Meetings

The Working Group will meet:

- Four quarterly meetings per annum in metropolitan Adelaide, with each meeting scheduled for 2.5-3.0 hours and structured to include dedicated time for the Minor Connections and Projects streams¹. Members may attend the stream most relevant to them and/or attend both streams depending on their expertise/interest.
- As required, on special topics (e.g. those requested by regulatory bodies or other external groups), as well as reviewing submissions or other correspondence between meetings.

An Induction Workshop and a range of onboarding activities will be offered for all members.

Remuneration/Honorarium

SA Power Networks acknowledges and values the time and expertise contributed by CWG members.

An honorarium or sitting fee is not provided for members of this group. Membership is based on:

- Professional interest and expertise in connection issues, and/or
- Representation of organisations or sectors with a role in the development, industry or energy sector.

Participation is intended to support informed engagement, knowledge sharing and contribution to industry and customer outcomes.

SA Power Networks will liaise with the Chair about the remuneration, reflecting the additional responsibilities associated with facilitating the group and representing the CWG within the broader consultative framework.

¹ Note it is anticipated only 2 meetings will be held in 2026 given the timing of appointment.

Managing confidentiality and conflict of interest

From time to time, members may be provided with information that is of a confidential nature. This information is not for general circulation in the broader community. Members must be prepared to maintain this confidentiality until SA Power Networks approves the release of material for community information and/or comment, or otherwise.

Participation in this process may result in individuals being provided with information that could provide a commercial or intellectual benefit to the individual or stakeholder groups they represent. Similarly, individuals may be provided with information that provides a benefit to the individual or stakeholder group. In all cases the individual must declare a conflict of interest and remove themselves from the meeting during discussion of that issue.

Attachment: New consultative group model for engagement

