

Minutes



SA Power Networks Connections Advisory Group Meeting 1 2025

Meeting Details

Organiser	Erin Hampton
Date	Tuesday 20 May 2025
Time	9:30am – 12pm
Location	Food on the Table

CAG members

Attendees

Troy Smith (Chair)	Electric Results/MEA
Lisa Scamoni	Tip Top Electrical
Ben Lovell	RAA
Mark Yates	YES Group
Theodore Strecker	Enel X
Joe Clarke	The Energy Project
Ian Furness	OTR
Jonathan Chee	Intellihub
Tom Brdanovic	Tandem Energy
Andrew Giesecki	HIA
Joe Clarke	The Energy Project
Matthew Martin	Sol Energy
Trish Heazlewood	Plus ES
Adam Walker	Deadshort Electrical

SA Power Networks representatives

Sally Silz	Network Manager South
Ntuthuko Tshuma	Network Manager North
Jac Tume	Energy Services Manager
Steve Twigger	Electrical Services Manager
Brendon Hampton	Head of Customer Solutions
Erin Hampton	Stakeholder Engagement Lead

Apologies

Larry Moore	NECA
James Case	Customer Standards Project Manager
Liam Golding	UDIA
Edward Senneck	Connections Development Manager

Presenters/ Guests

Milly Hall	CX Performance and Insights Manager
Brett McDowell	OTR

Confirmation of Previous minutes

Minutes from previous meeting accepted

Business arising from previous minutes

Refer to agenda items

1. Welcome

Troy opened the meeting by welcoming everyone and noting apologies

Erin acknowledged the multiple Traditional Owners of the lands that host the South Australian electricity grid and paid respects to Elders past and present.

Troy welcomed the new members of the group and invited them to introduce themselves:

Adam Walker, Deadshort Electrical – has been with Deadshort Electrical for 20 years and started in technical roles and has been in a supervisory role for the past 7 years. He is interested in collaborating on ways to make processes easier for contractors.

Andrew Giesecki, HIA – recently taken over the role and his interests include building certification, planning and design and collaborating with local government. He is passionate about policy and processes that are transparent and interpreted in the same manner consistently by all trades. Andrew would like to get across the processes and systems used at SA Power Networks and contribute to improvements.

Action	Who	Status	Comments
Jac to investigate SMS notifications for crew arrivals on the day a job is booked.	Jac	Ongoing	Click being replaced and greater functionality with next version. Update to be provided at the next meeting
Portal testers to be provided testing process details	Jac	Completed	Portal testers are providing productive feedback resulting in changes in the system
Erin to investigate an interactive voting tool to determine agenda item interest levels	Erin	TBC	Not required due to low volume of agenda item suggestions/requests
Members to provide suggestions for KPI related insights to Erin/Brendon	all	Ongoing	Workgroup to be developed for further investigation of KRAs and KPIs
Customer Experience rep to be invited to next meeting to explain Qualtrics system	Erin	Completed	Milly Hall attended May meeting – update may be provided at next meeting
Members to provide feedback on MEG Changes to Spiro or Erin	all	Ongoing	Copy of Spiro's presentation to be included in meeting minutes – please see below
Members to suggest agenda items for next meeting	all	Ongoing	Suggestions to be sent to Erin
Erin to send information back regarding the Innovation Advisory Group	Erin	Completed	IAG update from Mark Yates (CAG and TAG member) at next meeting

Proposed MEG Changes – update from Spiro Bratis

"Regarding the Medium Embedded Generator (MEG) process, we've implemented some informal adjustments in line with the updated AS/NZS 4777.1:2024 standard.

We are currently managing these on case-by-case basis during the application process.

These changes include but not limited to:

- *Elimination of Network Protection Unit (NPU) Requirements: For generation systems under 200 kVA, the requirement for Interface Protection (IP) or Network Protection Unit has been removed, simplifying the connection process for customers.*
- *No Witnessing Requirement for Full Export Systems: Systems that are configured for full export without any export restrictions no longer require witnessing, streamlining the approval process.*

Additionally, we are evaluating the current MEG threshold requirements and plan to engage with stakeholders in the near future to gather feedback and insights."

Brendon shared that there are a range of changes that are going to affect connections with some thresholds changing between small, medium and large connections while allowing more simple connections to be approved without engineering assessments. This could include the automatic approval thresholds increasing. Brendon advised that these changes should be in place in less than 12 months.



Please contact either Erin Hampton or Spiro Bratis – spiro.bratis@sapowernetworks.com.au if you have any feedback.

Discussion: Ben Lovell commented that his team have reported some changes to SEG applications online already including being able to add more than 10kW on a single phase. Jac advised that this would be part of the TS129 changes with the draft still requiring OTR approval. She requested that members send notification if they come across this as the changes should not be live.

Erin advised that the newest version of the Service and Installation Rules are available on our website or via the following link - [Service & Installation Rules - SA Power Networks](#)

2. Head of Customer Solutions Update – Brendon Hampton

Please refer to slides for the Connections Roadmap.

Next Reg Period commences in July including the commencement of Flexible Connections. Customers will be able to apply for a flexible connection from July and in the months following Negotiated Connections will be introduced to the Portal with training/webinars being developed to educate the industry.

In December, the one in-all in smart meter installation will commence, with all meters at a multiple meter site requiring replacement at the same time. In early 2026, the new embedded generation changes are scheduled to launch. This is a complex process as it may require changes to the commissioning process and export limits.

Discussion: Jonathan asked about access to the Portal for meter providers to see site details including approximate time of site attendance. Jac advised that they are working through this process with the legal department to ensure privacy conditions are met however it will be the retailer's responsibility to share site details with the meter provider. There will be a primary job owner, and they will then be able to nominate other parties who can have access to the job. Job notifications will also be able to be sent to multiple parties to advise of job progress updates, etc. SAPN are currently developing a process internally with David Woods and his team.

Action: David Woods' details are below and an action item for further collaboration with meter providers has been tabled:

Smart Meter Implementation Manager
david.woods@sapowernetworks.com.au
0403 582 105

Action: regular catch ups with meter providers be scheduled to improve service provision and an initial conversation with the meter provider reps, Jonathan and Trish to be scheduled to further develop the idea.

We are also looking to harmonise the connections process across different types of projects. Currently, different processes and terms are used dependant on the type of project. This will make it easier to lodge an application regardless of the connection type.

A new way of presenting the pricing formula will be introduced from July due to difficulties interpreting it in its current format and differences between the Connections Policy and communications with customers. The aim is to achieve a consistent pricing formula across all external communications and internal systems. This will be reflected in Manual 18 which is updated annually (Service and Installation Rules are updated every two years).



Offer letters are currently being reviewed to make them more consistent and easier to read with less work required internally to produce them resulting in less errors. When these are launched, Brendon welcomes feedback from members of the CAG as they can be updated.

Action: further discussion about the SEG and MEG changes will occur at the next meeting. Further discussion about project streamlining and harmonisation at next meeting.

Portal Update – Jac Tume

Please refer to slides

Jac presented on the process our internal team are currently going through to develop the new portal and introduce the different customer requests and connection types. We are in the discovery phase of Negotiated Connections and the Portal currently and the minimum requirement need to be considered with those items that are critical. The IT team will commence the development of the system for Negotiated Connections at the beginning of July.

Abolishments and network access permits are already live in the new portal with new service provision the next item to be added. Retailer temp isolations should be added soon after due to the One In-All In process for meter replacements and then tiger tails. Following will be temp de-energisation/reenergisations.

We rely on the Portal testers to advise what works and what doesn't work and welcome feedback or further volunteers to become testers. We will continue to review the Portal and make changes as viable improvements are identified.

Discussion: Ben asked if there was any supporting documentation that users could be provided before they use the portal or go into a wider forum to introduce the portal to industry. Jac advised that they are reaching out to users and testers personally to assist in the testing process and get their feedback however there could be some pre-sessions prior to a portal to assist users further.

Action: As TS129 is not yet live, no changes should be visible in the system. Please contact Jac directly if you or your teams come across any of these – jaclyn.tume@sapowernetworks.com.au

3. KRAs and KPIs – Brendon Hampton

Please refer to slides

Customer Solutions are focussed on measuring what is important to stakeholders and improving data collection processes. Currently there are KPIs for regulatory compliance and financial measures however Brendon and his team are looking to improve this approach to better understand the drivers of customer satisfaction.

The KPIs will form a balanced scorecard to ensure that focus is given to the right areas. Brendon advised that if you concentrate on one area too heavily, it may affect another negatively and measures must deliver value both for our customers and our employees. Please refer to slides for the draft outcome statements. Brendon requested that the group provide some assistance in developing some measures for each of the categories further.

Discussion: Lisa asked how we are going to determine our base metrics for KRAs and KPIs e.g., what data do we have access to that could inform what good and better looks like? Brendon advised that within Jac's group there is a Systems and Analytics team who will assist in building out an action plan including how we are going to measure and collect data and what historical data can we use to provide a comparison. This will then inform if we set targets or monitor averages with review of outliers outside of average performance. Sally commented that there will be an evolution in our approach to data collection and measures.



Ben advised that timeframes for the completion of jobs needs to be considered, in particular MEG applications.

Mark advised that a recent strategic planning review of their business introduced SMART KPIs and encouraged the balancing or weighting of the scorecard. He added that communication and consistency of communication should be a priority. This could include timestamping communications to customers and providing acknowledgement of received communications. An audit trail for a job/project Brendon added that he would also like to see measures of inactivity including customers being notified again if we have sent information and are waiting on them to respond for the job to progress.

Jonathon requested more support for industry and advised that SA is the only state where he does not have regular catch ups with the DNSP (quarterly). Brendon suggested that a measure could be the provision or access to information for our customers and stakeholders and potentially an account management function.

Troy clarified by saying that we have several partners in the connections process and by increasing the level of communication, we can improve collaboration and understanding within the industry.

Action: the draft outcome statements will be emailed as part of the slide deck and a workgroup be created to develop the KRAs and KPIs further. Volunteers for this workgroup included Adam Walker, Lisa Scamoni, Andrew Giesecki, Ben Lovell, Tom Brdanovic and Troy Smith. Brendon to host the session.

Brendon requested the group consider any pain points and this may inform a future measure. He also mentioned that in the next two years, we are looking to include an inbuilt customer management function that would allow all communications with customers and industry to be recorded and tracked.

Andrew commented that there are similarities to the Planning SA portal system with progress of applications tracked creating a stopwatch system creating transparency for customers and industry. Another good measure would be how long the watch is stopped while we wait for turnaround times and how these could be improved e.g., greater education to industry for what information is required to allow a job to be processed as quickly as possible.

Action: Jac reach out to Andrew to discuss the Planning SA portal further.

4. Customer Experience – Customer Insights and Overview – Milly Hall

Please refer to slides

Milly shared that she has been within the business for 11 years in Corporate Communications, Digital Transformation and now Customer Experience. She has Customer Resolutions within her team that deal with the timely resolution of complaints and the Customer Insights team. Her team is looking at the Voice of Customer that incorporates Service Tracking, Customer Satisfaction, Ease of Doing Business and Brand Tracking.

A Stakeholder Metric is also being developed to determine the level of engagement satisfaction.

Have a customer experience dashboard called Qualtrics that brings together customer insights to drive better outcomes for customers. Within Connections, they recognise that the customer experience and the electrician experience are quite different and involve several areas of the business.

Milly showed the group an example of a survey and advised that participants can select if they are happy to be contacted to be advised of improvement made because of their feedback. Brendon advised that the leadership group assess the feedback to ensure that the feedback is addressed by the



training plans and improvement initiatives they already have in place or if something new needs to be included.

23,753 responses to the survey have been received since the data started being collected on 1 July 2024.

Milly's contact details are below if you have any questions or would like further information:

Milly Hall – CX Performance and Insights Manager

Milly.hall@sapowernetworks.com.au

0433 299 784

5. Brett McDowell, Technical Standards and Safety Officer - OTR

Please refer to slides

Brett was requested to present on industry electrical safety issues, and he concentrated his presentation on residential safety issues. He advised that the main issue is non-compliance with the act and outlined some common mistakes/issues including labelling and sites being demolished before the electrical supply is abolished.

Brett also advised that eCoCs have been problematic with the use of Authority to Connect forms used without an eCoC provided afterwards.

Brett and his team complete random audits of sites. These can be identified through new connections with eCoCs supplied and they find 20 immediately dangerous installations on average per year.

Discussion: Troy asked if the OTR can provide a formal recommendation of what to do when a site is left energised by an electrician after meter provider attendance. Brett recommended to drop the bus bar in this situation and was asked to make this a formal recommendation for industry. Steve advised that SAPN technicians have done this for years and will contact the electrician to advise of the situation. This avoids a knockback situation and could improve efficiency for the industry.

There are also issues with eCoCs requiring sign off by contractor management.

Action: follow up with Brett and Ian for formal communication to industry that the bus bar should be dropped in the case of inadvertent energisation of a site.

Action: meeting proposed between Troy, Larry, Brendon, Steve and Ian to discuss the current eCoC process further.

6. Customer Outcomes – Erin Hampton

Please refer to slides

Erin presented the refreshed Customer Outcomes for the CAG and advised that these are set for all the advisory groups matching the engagement themes from the Reset engagement process (below) with the addition of another three by request of the chair of the CAF, Dr. Andrew Nance of Advocacy, Innovation and Know Your Customer/Data





If you have feedback on the Customer Outcomes as well as suggestions for one in the ‘Enabling clean energy and unlocking future value for our state,’ please contact Erin on 0409 670 184 or erin.hampton@sapowernetworks.com.au.

7. Other Business

Erin asked for agenda items for the next meeting and advised that the meeting is to ensure they are getting an appropriate amount of information that is relevant to members.

Troy thanked everyone for their contribution and closed the meeting at 12:16pm.

Action tracker – Connections Advisory Group				
Meeting	Item	Action	Who / When	Status
May	1.	Jac to provide an update on Click replacement and increased SMS functionality	Jac	Next meeting
May	1	Mark Yates to provide an update at July meeting on the Innovation Advisory Group	Mark Yates	Update at next meeting
May	1.	David Woods’ contact details to be included in the meeting minutes.	Erin	Completed
May	1.	Information about MEG changes to be sent with meeting minutes. Included in minutes.	Spiro/Brendon	Completed
May	1.	Update to be provided at the July meeting regarding SEG and MEG changes with info about job/project streamlining/harmonisation	Brendon	Next meeting
May	1.	As TS129 is not live yet, no changes should be active in the system. Please notify Jac if you or your teams come across any.	all	Ongoing
May	3	Draft outcome statements will be provided in the slide deck and a workgroup be created to develop the KRAs and KPIs further. Volunteers for this workgroup included Adam Walker, Lisa Scamoni, Andrew Giesecki, Ben Lovell, Tom Brdanovic and Troy Smith. Erin to contact and arrange	Brendon/Erin	TBC
May	3	Regular catch ups with meter providers be scheduled to improve service provision and an initial conversation with the meter provider reps, Jonathan and Trish to be scheduled to further develop the idea.	Brendon/Jac	TBC
May	3	Jac reach out to Andrew to discuss the Planning SA portal further.	Jac	TBC
May	5	Follow up with Brett and Ian for formal communication to industry that the bus bar should be dropped in the case of inadvertent energisation of a site.	Erin	TBC
May	5	Meeting proposed between Troy, Larry, Brendon, Steve and Ian to discuss the current eCoC process further.	Brendon/Troy	TBC

Next meeting – Tuesday 20 May 2025 – Food on the Table



Draft agenda items

- Click replacement update – customer/job SMS functionality
- Innovation Advisory Group Update
- SEG/MEG changes deepdive
- KRA/KPI work group update

