

Minutes



SA Power Networks Connections Advisory Group Meeting 1 2025

Meeting Details

Organiser Erin Hampton

Date Tuesday 18 February 2025

Time 9:30am – 12pm

Location Food on the Table

Attendees

CAG members

Lisa Scamoni (A/Chair)	Tip Top Electrical
Ben Lovell	RAA
Mark Yates	YES Group
Theodore Strecker	Enel X
Joe Clarke	The Energy Project
Ian Furness	OTR
Stephen Nevin	OTR
Liam Golding	UDIA
Jonathan Chee	Intellihub
Tom Brdanovic	Tandem Energy

SA Power Networks representatives

Sally Silz	Network Manager South
Ntuthuko Tshuma	Network Manager North
Jac Tume	Energy Services Manager
James Case	Customer Standards Project Manager
Edward Senneck	Connections Development Manager
Brendon Hampton	Head of Customer Solutions
Erin Hampton	Stakeholder Engagement Lead

Apologies

Troy Smith	Electric Results
Larry Moore	NECA
Trish Heazlewood	Plus ES
Joe Clarke	The Energy Project
Matthew Martin	Sol Energy
Stephen Knight	HIA

Presenters/ Guests

Spiro Bratis	Customer Solutions Manager
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Confirmation of Previous minutes

Minutes from previous meeting accepted

Business arising from previous minutes

Refer to agenda items

1. Welcome

Lisa 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.

Lisa requested that everyone state their name and position due to some new members of the group.

2. Head of Customer Solutions Update – Brendon Hampton

Brendon presented the Customer Solutions Team Charter and the team's aim to be the leaders in connection solutions for Australian electricity consumers.

Please refer to slides and accompanying Team Charter with the meeting minutes.

Brendon introduced new members of the team.

Ed Senneck – Major Connections

Ed has a background in project management and major projects. He brings a deep understanding of how to effectively manage large scale projects from the client side spanning a decade of experience. He is excited to realise some efficiencies in services and customer experience while trying to improve the speed of connections, communications and transparency. He will be looking after a consolidated Major Connections Group which includes large connection and embedded generation projects, typically over \$1M. There is also Major Customer team that provides an account management function focussed on understanding our major customer needs.

Ed's team will be the centre of excellence for project management and will provide support for other teams in Customer Solutions to lift the group's project management maturity and individual skills.

Sally Silz – Connections South and Lighting Services

Sally has been with the business for 18 months and is focussed on expanding the efficiency of her team.

Ntuthuko Tshuma – Connections North

Ntuthuko has been with the business for over 19 years and has a sound understanding of current business processes within Customer Solutions. This will assist to provide a basis and knowledge for improvement.

Jac Tume – Energy Services

Jac has been with the business for seven years in several different roles focussing on the digitisation of processes and high-volume transactions. She is excited to be part of the team and see the improvements being made. Jac's team will be the centre of excellence for process optimisation and digitisation across all service types.

The team has been developed in this format intentionally as they have different strengths and can complement each other.

Customer Solutions Improvement Opportunities – Brendon Hampton

Please refer to slides.

The connections process was initially very segmented without a function for end-to-end delivery. KPIs were not aligned to efficient delivery and there was a lack of visibility/transparency of jobs. The team are now moving towards a single point of accountability for the lifetime of the job allowing jobs to move through the stages of completion systematically and with proactive tracking which allows jobs not progressing appropriately to be identified with a level of customer visibility of the process.

There are over 100 initiatives (broken down into 8 key themes) that are being investigated across Customer Solutions that will touch on every area of the department. This is a challenging undertaking due to the sheer amount of work occurring concurrently. Previously, SAPN has started attempting to improve processes at the 'automate' level by creating digital forms for paper processes. Brendon and his



team are now focussing on a 'hierarchy of controls' and eliminating what is not necessary. The remaining items are then simplified and automated.

Jonathan asked about network isolations and the lack of indication of the time SAPN is arriving to complete the job. Jac advised that she may be able to add a text message on the day of the job with an approximate arrival time and when there is a truck on-route (part of a large scale, current project to digitise all field work with greater information visibility for customers over the next few years). Jonathan also advised it would be useful to be able to prioritise certain jobs.

Lisa asked about Access Permits and Spiro advised that if they are part of a project, they would be managed by a single person however when they are standalone, they are slightly more difficult to manage.

Mark and Jonathan are positive about the improvements and Jonathan has provided recommendations based on SAPN's efficiencies which have influenced processes nationally.

Brendon is challenging his team to be national leaders in energy connection services.

Portal Update – Jac Tume

Please refer to slides

Jac explained that the portal is designed to obtain accurate information from customers at the right time to allow jobs to progress automatically. Job information is in one place including milestone tracking, photos, scheduling, etc, without the requirement of various individual touch points and the portal able to be continuously improved as efficiencies are uncovered. The team are currently working through the legalities of access and information transparency with retailer log ins and the potential for meter provider log ins also. Customers, electricians and other representatives can have access to information appropriately without contravening privacy and confidentiality.

Australia Posts parcel tracking system provides a good example of what the portal is attempting to achieve while avoiding phone calls to the Contact Centre to determine job details. Jobs are date and time stamped with status and notifications sent to customers, RECs, etc.

Mark Yates advised that Powercor have a portal that is quite effective and Jac advised that the team had consulted with them already with some positive lessons learned.

Scoping will be added to the portal this year with the ability for photos and notes to be added in the field. This functionality will be expanded to RECs also with the aim of an increased level of transparency of job info allowing for easier scoping and jobs to progress through the process more efficiently.

Jac discussed the different phases for services to be adopted into the portal and advised that the jobs that are being targeted for adoption first are the largest bulk transactions and the ones that have provided the biggest pain points.

SAPN are still looking for testers for the portal and would appreciate some from the CAG. Lisa Scamoni, Mark Yates and Jonathan Chee volunteered and will be sent details from Jac/the testing team shortly. Testers have already come up with some useful suggestions that have been adopted into the design.

3. CAG Objectives and Customer Outcomes

Please refer to slides

Erin presented the customers outcomes the group developed in 2024 and asked the group the following questions:



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- The group focusses on clear, transparent and consistent communication between SAPN and industry. Do members feel that this is shown through the current CAG format?
 - What would the group like to achieve in 2025?
 - What discussion items would provide the most benefit?
 - What might a typical meeting look like?

Brendon advised that he believes a strategic element is missing from the CAG discussions and SAPN welcomes the contribution of what they need to assist their businesses and what may be happening within industry allowing us to plan and be prepared for change or challenges. He also mentioned that he would like members to drive more of the agenda and that there would be opportunities to deep dive on topics of interest outside the meeting. Members are welcome to contact SAPN reps outside of the meetings if they have pressing issues. He suggested that members suggest agenda items and an interactive voting system be used to gauge the interest level. Erin advised she would investigate this further.

Jac advised that we should also consider how we are pushing information out to industry. This has been discussed with Troy (MEA) and Larry (NECA) to partner with these organisations for communications.

Ben advised that there could be an appetite for industry reps to have meeting with Customer Solutions to figure out connection/project options. This could be offered in a consultancy capacity with a fee for service. Brendon advised he will investigate this further.

Erin requested for feedback to be sent through with examples of positive experiences or examples where improvement is required. This will assist the team identify areas where changes are working and determine where further work is required. Please send these to Erin or one of the Customer Solutions Management Team.

The group advised that they were satisfied with the current Customer Outcomes.

4. Connections Metrics

Please refer to slides

Customer Solutions are planning to establish a refreshed set of metrics to measure connections performance under a set of key themes. They will have differing layers of granularity to enable insights for different stakeholders. Brendon advised that he wanted the group to consider how they would like to be involved in their development.

The slides described the purpose of a KPI framework.

Timeframe based measures would be beneficial which would also allow realistic delivery timeframes to be communicated to customers and stakeholders. Ben and Lisa also suggested that a survey be sent to the external owner of the job asking for feedback on the service received.

Mark advised that it would be beneficial to get answers about each job automatically as opposed to having to contact either the Contact Centre or someone from Customer Solutions. Connection or job completion timeframes are not the main issue, rather access to information or job notifications. An automated job notification could then be passed on to the end customer and considered formal notification from SAPN, rather than the contractor having to pass verbal information on that is often not received positively.

Brendon suggested that there could be more than one survey e.g. after an offer letter and then after the connection/job is completed.

5. Complaints Resolutions Process – Ian Furness, OTR



Please refer to slides

Presentation was delivered by request of Troy who has been concerned about the work of some contractors within the electrical industry.

South Australia's electrical industry is relatively self-regulated and operates different to some other state jurisdictions where work must be checked by a regulatory body.

For disconnections, the OTR can direct SAPN to disconnect a site for safety reasons and can get a warrant to enter certain sites when required.

Steve Twigger advised that his team work with customers to get them reconnected as soon as possible after repairs when a disconnection for safety reasons has occurred.

6. MEG Proposed Changes – Spiro Bratis

Please refer to slides and provide feedback on the changes to Spiro or Erin as soon as possible.

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.

She also advised that SAPN is creating an Innovation Advisory Group and an EOI process with further information about the group purpose will be sent shortly.

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

Action tracker – Connections Advisory Group				
Meeting	Item	Action	Who / When	Status
February	2.	Jac to investigate SMS notifications for crew arrivals on the day a job is booked.	Jac	TBC
February	2.	Portal testers to be provided testing process details	Jac	Completed
February	3.	Erin to investigate an interactive voting tool to determine agenda item interest levels	Erin	TBC
February	4.	Members to provide suggestions for KPI related insights to Erin/Brendon	all	Ongoing
February	4.	Customer Experience rep to be invited to next meeting to explain Qualtrics system	Erin	TBC
February	6.	Members to provide feedback on MEG Changes to Spiro or Erin	all	Ongoing
February	7.	Members to suggest agenda items for next meeting	all	Ongoing
February	7.	Erin to send information back regarding the Innovation Advisory Group	Erin	Ongoing
February	7.	Contributions for industry innovation agenda item to be suggested to Erin	all	Ongoing

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

Draft agenda items

- MEA/OTR meeting update – Troy
- Customer experience update and Qualtrics System

