

# Connections Drop in Session New Consultative Group Members

24 August 2026





# Acknowledgement of Country

Artwork created by Kelly Taylor and T'keyah Ware

# Karna Calendar

There are 4 distinct weather periods recognised in the Karna seasonal cycle, as well as winds that act as seasonal indicators.

## Kudlila

occurs approximately

July to September

Source: [Karna calendar](#) | [The Bureau of Meteorology](#)



# Connections at SA Power Networks



Who we  
are



What we  
do



Why we do  
it



How we are  
improving

# Customer Solutions Team Charter **Snapshot**



## Who are we?

We develop and deliver industry-leading energy solutions that empower the energy needs of our customers, the community and the South Australian economy.

Customer Solutions is dedicated to providing efficient, reliable, and innovative energy solutions for customers.

**We act as key representatives** of the business, guiding customers through the connections process, advocating for their interests, providing trusted technical advice, developing cost-effective solutions and managing the delivery of energy services, while supporting the growth and development of the state.

**Our customers** span residential, commercial, industrial, renewable energy, and key infrastructure sectors. We work across the business and across multiple industries to enable the delivery of services that customers value.

## Our motivations



Our work is not only rewarding but also impactful, as we contribute to the broader community and create a lasting legacy for South Australia.



We pride ourselves on being a collaborative and supportive team, with diverse skills and backgrounds, who work together to solve problems and deliver excellence in customer and technical services delivery.



The variety of work we engage in keeps our roles interesting, offering good career and professional development opportunities.

## Our values, culture and what to expect from us

We care for each other, share knowledge and ideas, and celebrate our success



**People**

We collaborate with our internal and external partners to deliver win-win outcomes



**Partnerships**

We take accountability for delivering service excellence and finding better ways to do things



**Excellence**

We act with integrity, embrace change and take on challenges



**Courage**

We take pride in our work and understand our important role in the community



**Purpose**



# Functional Structure - Customer Solutions



**Customer & Strategy**  
Jess Morris



**Customer Solutions**  
Brendon Hampton



**Major Connections**  
Ed Senneck

## Manage Major Customer accounts and projects

- Manage relationships with major customers
- Optioneering, solution and offer development
- Manage major, complex connection projects including large scale renewables



**Connections North**  
Ntuthuko Tshuma

## Deliver geographically based connection and powerline design services

- Field scoping, design, offer development, customer management and delivery of new/upgraded connections.
- Provide powerline design services for asset replacement and augmentation projects.
- Provision of non-contestable lighting services for LGAs, DIT, developers, private customers etc.



**Connections South & Lighting Services**  
Sally Silz



**Energy Services**  
Jaclyn Tume

## Provide centralised connection and energy related services for customers, industry and the team

- Manage provision of high-volume connections and energy services.
- Automate, simplify and make our services/tasks transactional.

Complex, customised ← → High volume, transactional

**'Centre of excellence' for project management**

**'Centre of excellence' for local knowledge and relationships, technical solutions**

**'Centre of excellence' for process optimisation and digitisation**

# Customer Solutions Team



# STATE OF MOMENTUM

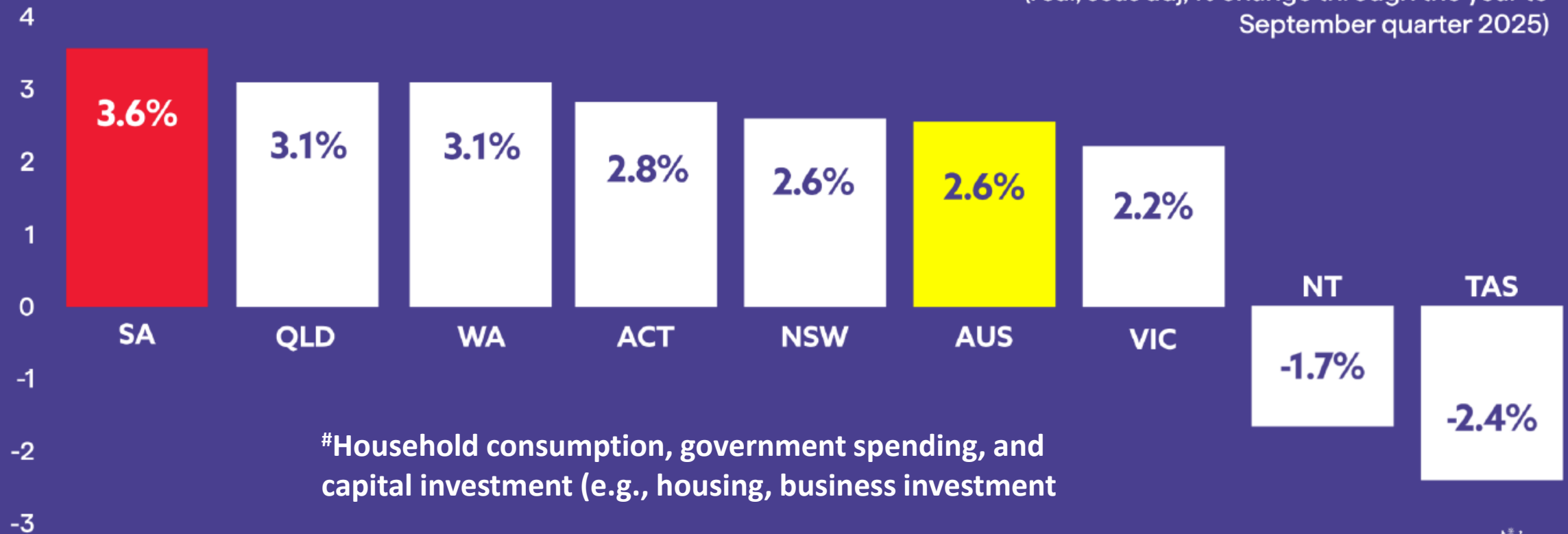
\*Premier's CEDA "Vision for SA" address – 18 Feb 2026



# Strongest in the Nation

## State Final Demand (SFD) <sup>#</sup>

(real, seas adj, % change through the year to September quarter 2025)



# AUKUS SUBMARINE CONSTRUCTION YARD

Double the investment in **Torrens to Darlington** project, currently South Australia's largest and most complex infrastructure project in history, costing \$15.4 billion

ANI PROJECTED COST

MORE THAN

**\$30 Billion**



Structural Steel

9,400 T

126,000 T

Structural Concrete

55,000 m<sup>3</sup>

710,000 m<sup>3</sup>

Construction Work Hours

1,500,000 hrs

66,000,000 hrs

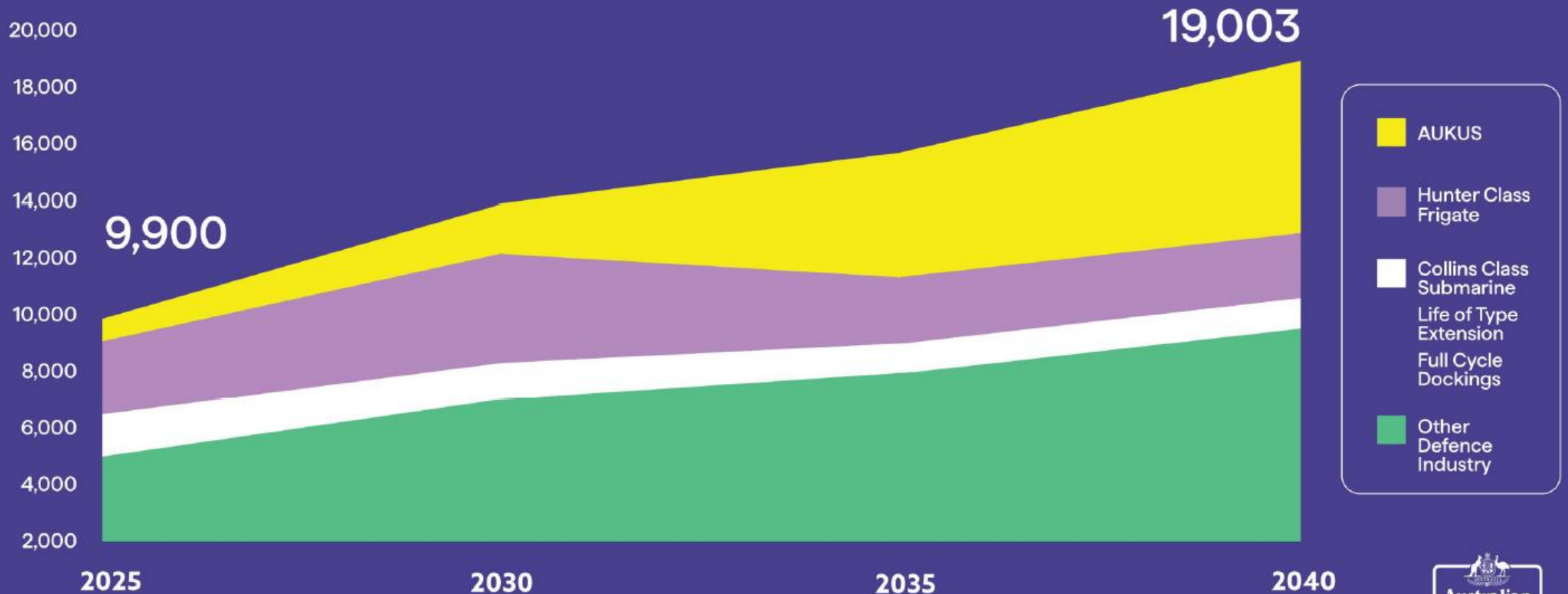
Fabrication Hall

180 m

420 m

\*Premier's CEDA "Vision for SA" address – 18 Feb 2026

# South Australian Defence Workforce Growth



Source: ABS Australian Defence Industry Account, Industry Data, DSD

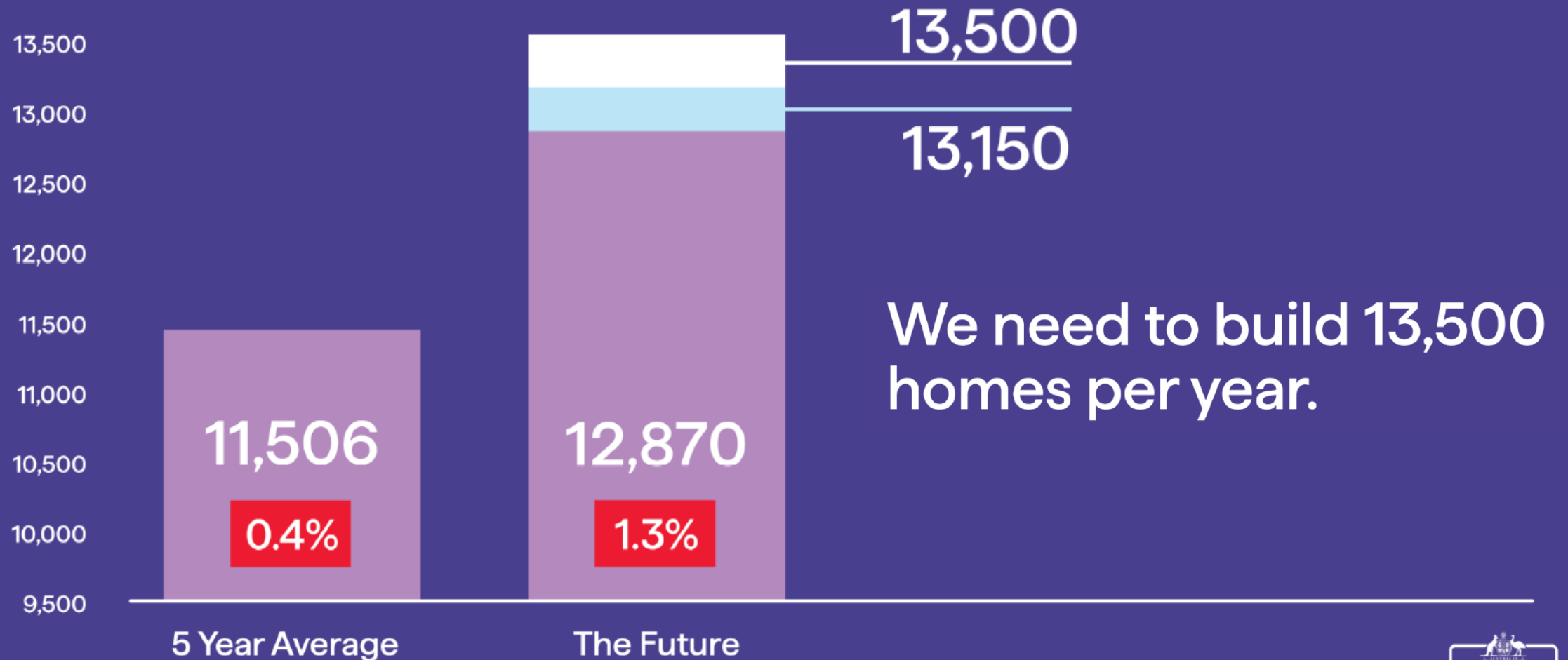
\*Premier's CEDA "Vision for SA" address – 18 Feb 2026

South Australia's current population is 1.902 million

$$\begin{array}{rcl} \text{Population Growth (2024-25)} & & 20,167_{\text{pa}} \\ \text{Required Skilled Workers Growth} & + & 2,011_{\text{pa}} \\ \text{Dependants (x 0.6)} & & + 1,207_{\text{pa}} \\ & & \hline & = & 3,218_{\text{pa}} \end{array}$$

$$\text{Required Population Growth} = 23,385_{\text{pa}}$$

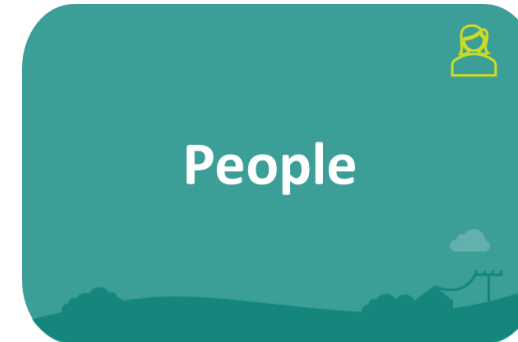
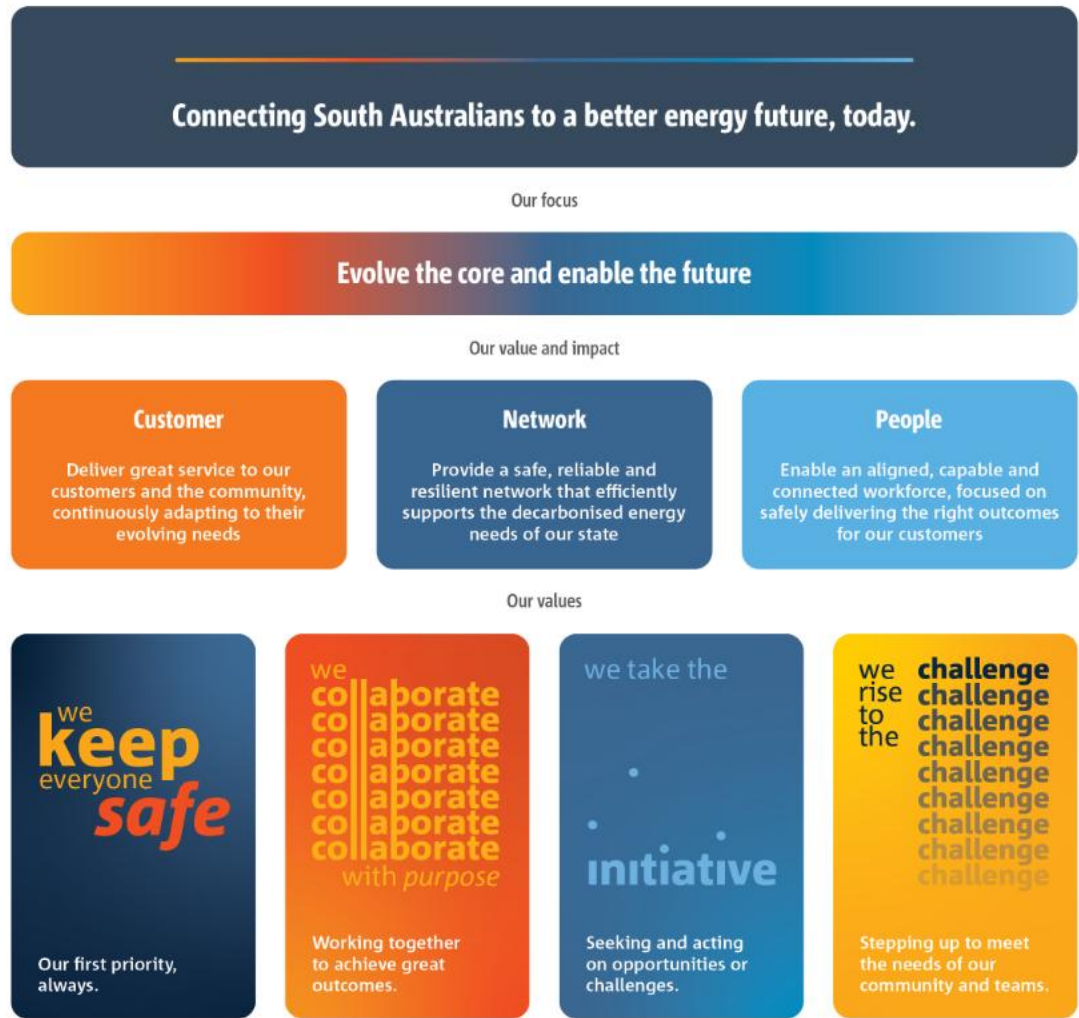
# Housing Completions Per Year



We need to build 13,500 homes per year.

# Customer Solutions Balanced Scorecard

## Key Result Areas



Enabled by:



# Customer Solutions Balanced Scorecard

## Outcome statements

### Customer Experience



*'Providing an easy, streamlined experience, aligned with customer expectations'*



### People



*'Our people are highly capable, empowered and enabled to deliver great outcomes'*



### Project & Services Delivery



*'Excellence in project and services delivery'*



### Processes and Systems



*'Processes and systems that make it easy for our customers and our people to consistently achieve great outcomes'*



**Connecting South  
Australians to a better  
energy future, today.**



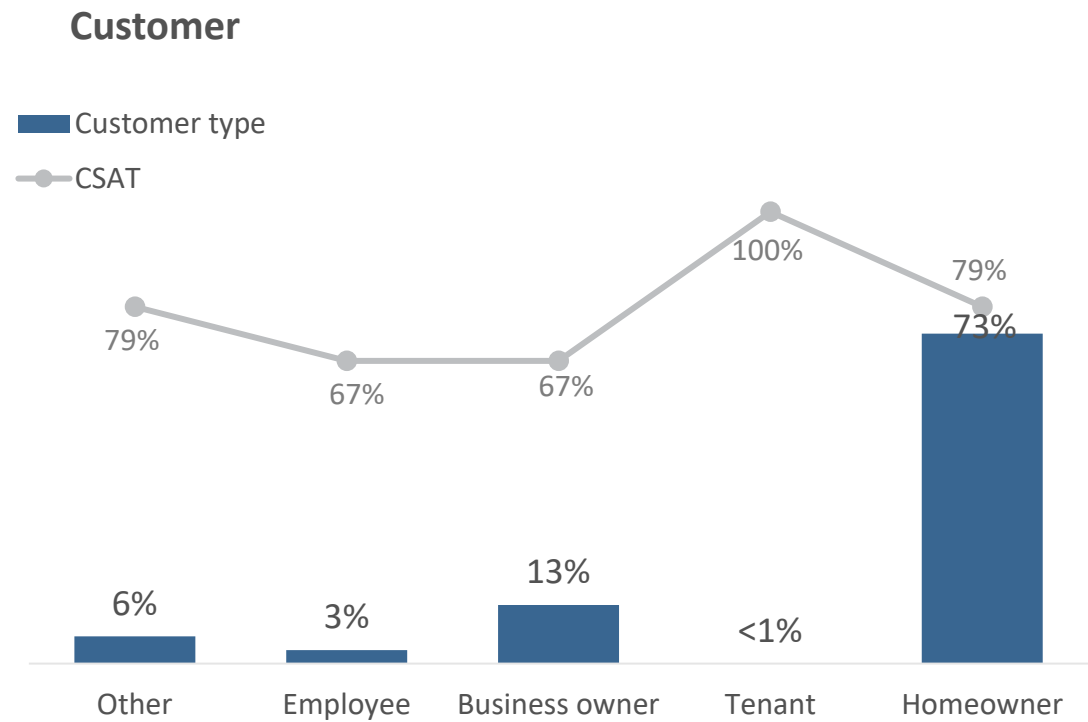
### Commercial



*'Optimise our cost to deliver, and maximise creation of customer, community and business value'*



# Customer role breakdown



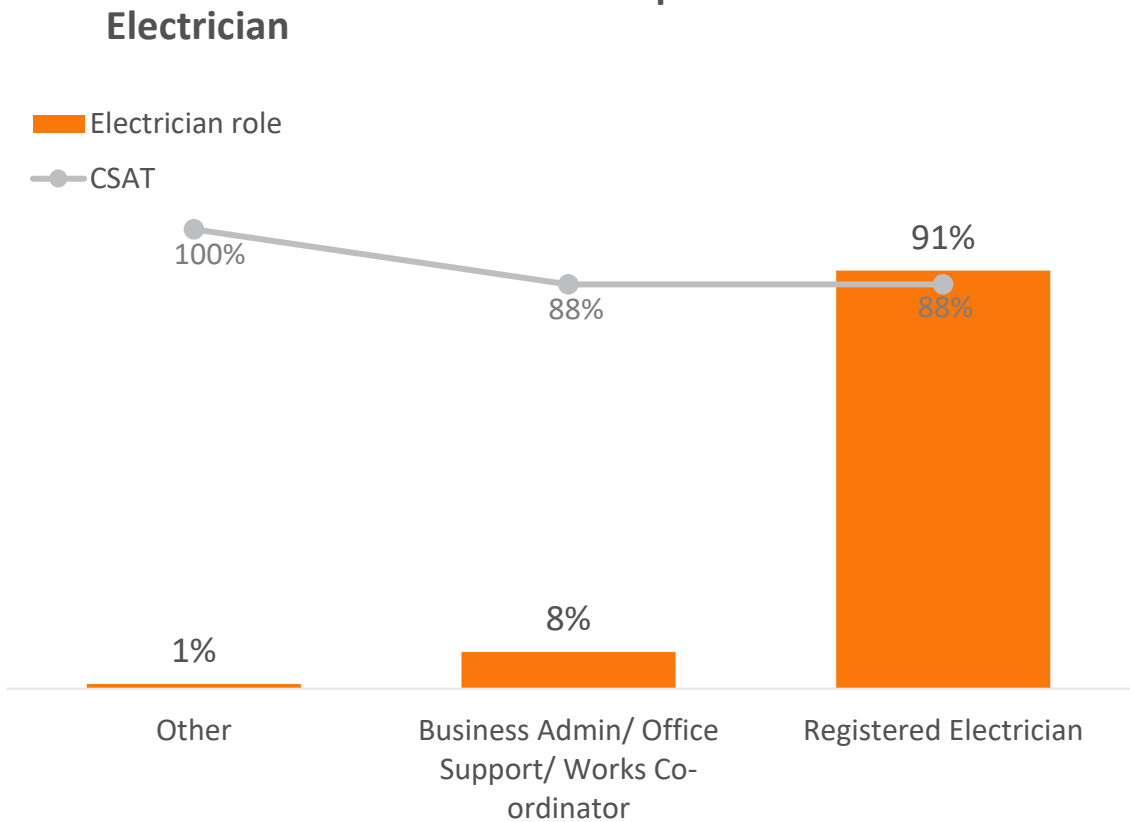
Tenants (100%) recorded the highest satisfaction levels, noting that sample sizes are small. A majority of responses were from homeowners, who recorded a CSAT score of 79%.

Data period: Q2 2026 (April 2026 – June 2026)

Sample size: 404

Electrician responses: 126

Customer responses: 278



A majority of responses were from registered electricians who recorded a CSAT of 88%. Business admin/ office support/ works co-ordinators also recorded 88% satisfaction. This indicates that the decline this quarter is not driven by any specific roles.

# Customer feedback themes

Q2 2026

47%

↓8



## Customer Service

47% of comments related to customer service, with electricians mentioning this at a higher rate than customers, likely due to them having more interaction with staff.

44%

↓3



## Ease of Process

44% of comments mentioned process ease, with a majority of comments positive. Electricians were more likely to mention ease of process negatively than customers.

41%

↑3



## Connections Timeliness

41% of comments related to connection timeliness. This was the third largest theme for both customers and electricians. This was most commonly mentioned negative theme.

30%

↓2



## Communication

30% of comments related to communication, with this being the second most commonly mentioned negative feedback theme from customers and electricians.

# Deliver great customer outcomes



2026

2027

2028+

- **Using insights** to improve service e.g. knockbacks
- **Major project delivery model**
- **Flexible Exports for MEG**
- **Lighting integration**

*Increasing sophistication*

- Develop **Flexible Connections** for all C&I customers
- Active **customer account management** & project 'triaging'

- **Reset 2030 – 2035**
  - Engaging customers on our future services
  - Secure funding for our team and improvements

# Customer Portal Project



Home

Requests

## Welcome, Sally.Silz



### Start a new request

Find and start a new request in a few simple steps.



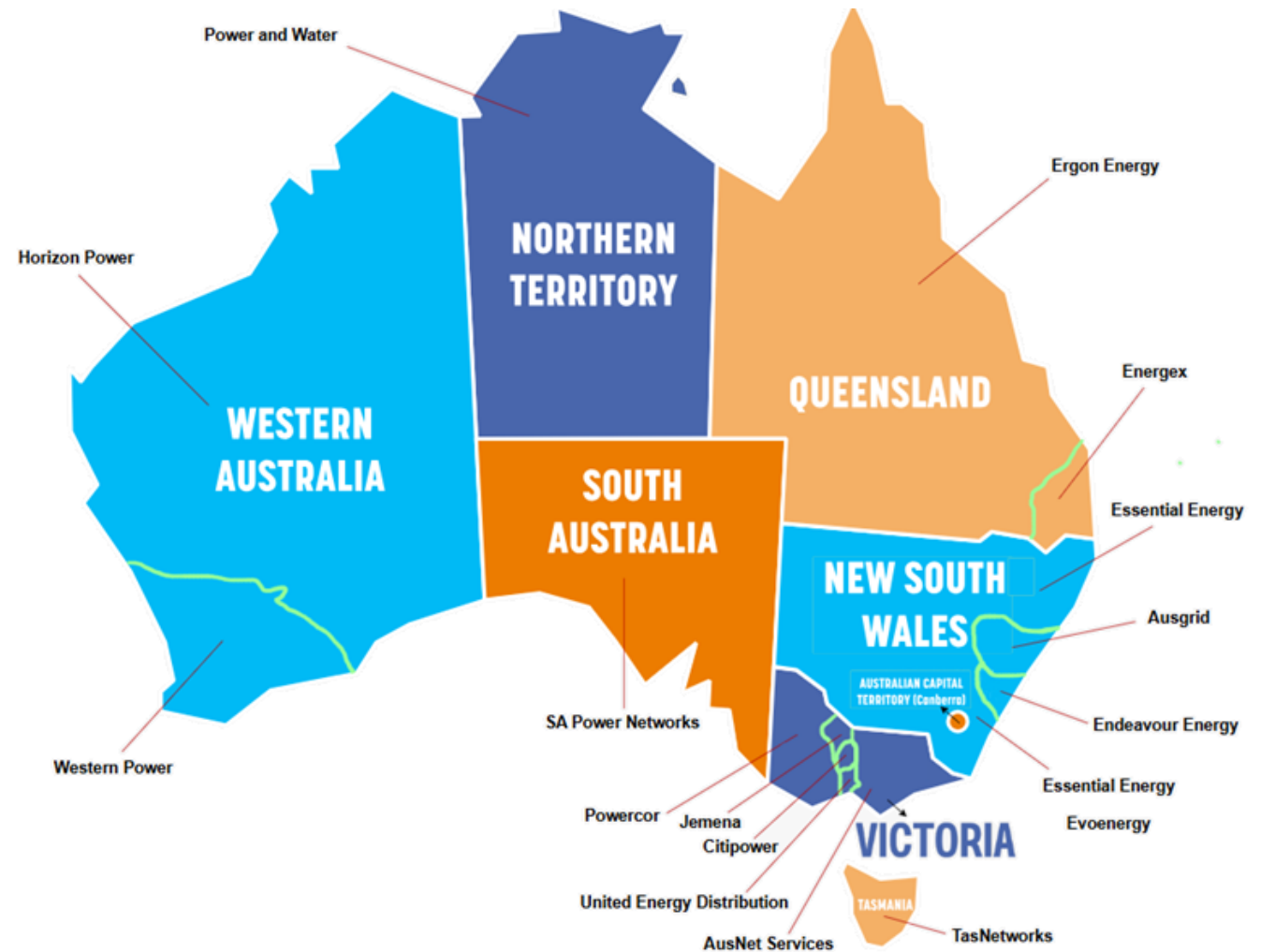
### Search requests

Search and filter your requests, and track their progress.



# Key insights – Other DNSPs

- Many **similar challenges**, but context different in each state
- Many 2-3 years ahead in their systems journey – **view into the future**
- Many have **automated** parts of **their process** that are still manual at SAPN
- Reinforced importance of having **pathways for continuous improvement** – game changer
- What we built for SEG/Flexible Exports is still industry leading – **leveraging this for our new portal**



# From paper forms to one connections portal

A staged evolution — simplifying how customers and industry lodge and manage connection requests

**2009**



## REX launches

Electricians move from paper “Form A” to online minor connection requests called the ‘REX’ portal.

**2020**



## Solar trial

A Small Embedded Generation (SEG) proof of concept to auto approve applications in a self service portal. Portal use case then expands to medium and large systems.

**Late 2023**



## Portal consolidation

Minor connections begin moving in, starting the transition away from REX.

**2026**



## Negotiated connections

More complex connections begin moving into the same portal experience.

### QUICK DEFINITIONS

#### Embedded generation

Electricity generated at a customer site and connected to the local network — from small solar to large generators.

#### Negotiated connection

A complex, site-specific connection that may require network upgrades or extensions.

#### Minor connection

A ‘routine’ request to connect, change or disconnect an electricity service where the existing network can generally accommodate the work without major upgrades.

**NEXT: LIVE DEMO**

**Lodge, track and manage requests in one place**

# Portal feedback

## Portal satisfaction



Overall customers were satisfied with the portal ease and indicated it was an improvement from the previous process. . There has been feedback about visibility of charges from customers (both in the portal and CSAT survey).



## Portal feedback examples

### Satisfied

- “Much less clunky than the old system.”
- “I accidentally closed the window, and it saved a draft which was great.”

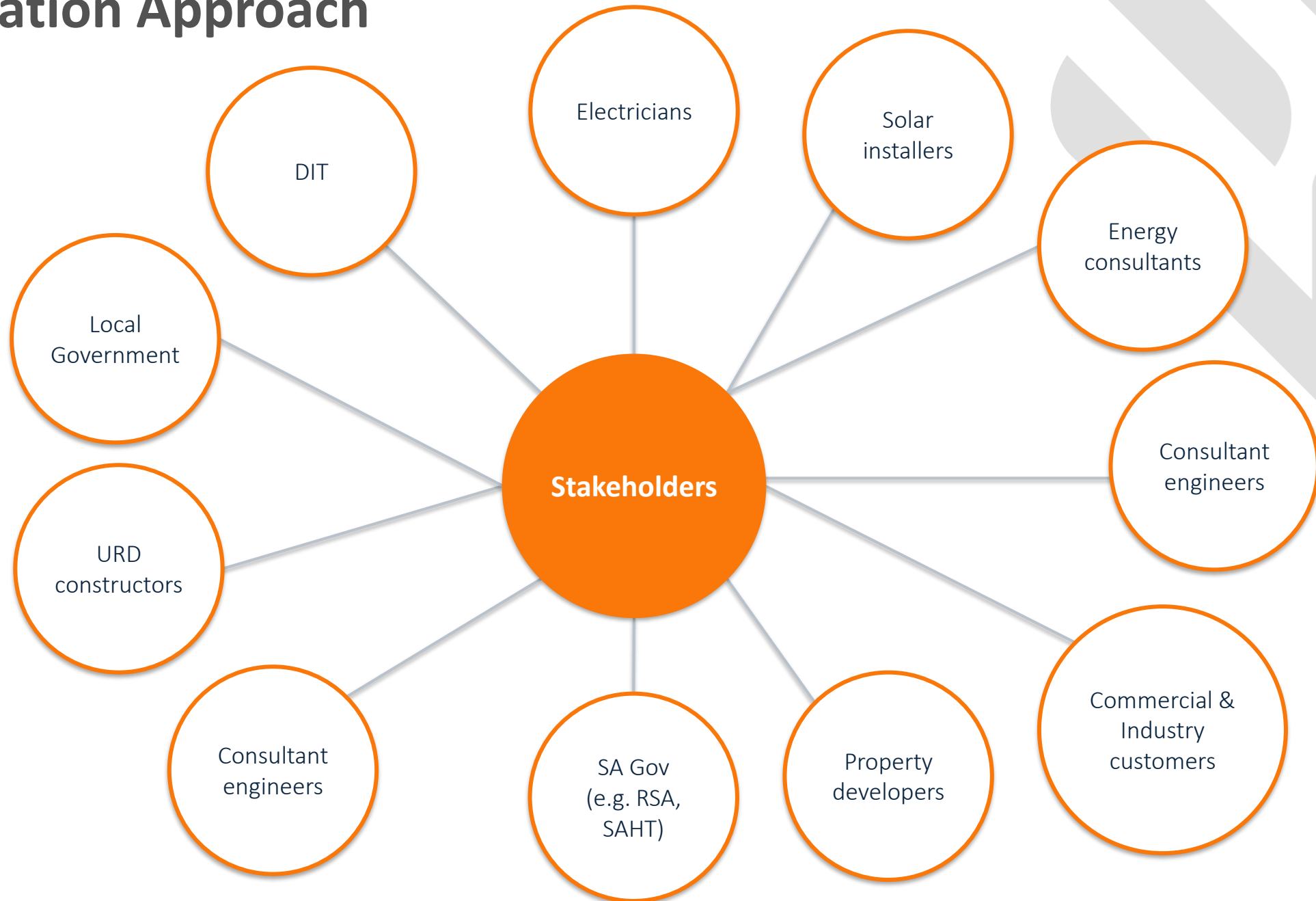
### Dissatisfied

- “There is no way to save the application and then come back to it while I go and get the photos and other information. Every time I left and came back it to the scree it deleted NMI. it took me numerous times to put in the NMI because it kept telling me it was the wrong format when it was exactly right and I don't know what miracle finally accepted it but that was annoying. You also forced me to agree to accept charges, but nowhere do you tell me what those charges will be.”

## Reported bugs and fixes

|                               |                                                                                                                                                             |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Phone number validation    | The portal only accepts mobile numbers since they send SMS. No fix on phone numbers but as electricians become repeat users this pain point has fallen off. |
| 2. Address validation         | 5001 postcode error which has now been fixed.                                                                                                               |
| 3. Appointment Booking issues | Initial fixes are in; Click is being replaced with Salesforce. Will continue to see dripping of issues until Salesforce goes in..                           |

# Consultation Approach



# Indicative engagement program - the ‘when and how’

|                                   | Q3 2026                        | Q4 2026                                                                 | Q1 2027                                                                           | Q2 2027                                                                                                                                                | Q3 2027                    | Q4 2027                    |
|-----------------------------------|--------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|
| Minor connections                 |                                | Webinar                                                                 | NECA Roadshow                                                                     | NECA Roadshow                                                                                                                                          |                            |                            |
| Major connections                 | Meeting with Key Customers     | Major Customer CER Compliance (TBC)<br><br>Meeting with Key Customers   | Meeting with Key Customers                                                        | Meeting with Key Customers                                                                                                                             | Meeting with Key Customers | Meeting with Key Customers |
| Future energy connections         |                                | MEG Flexible Exports (TBC)<br>Major Customer CER Compliance Pilot (TBC) | MEG Flexible Exports Rollout (TBC)                                                |                                                                                                                                                        |                            |                            |
| Land development connections      | Public Forum<br>UDIA Committee | UDIA Committee                                                          | UDIA Committee                                                                    | UDIA Committee                                                                                                                                         | UDIA Committee             | UDIA Committee             |
| Contestable connections           |                                | Pre engagement survey                                                   |                                                                                   | Public Forum                                                                                                                                           |                            |                            |
| Public Lighting                   | Pre engagement survey          |                                                                         | Public Forum                                                                      |                                                                                                                                                        |                            |                            |
| Technical connection requirements |                                | MEG Flexible Exports (TBC)                                              | MEG Flexible Exports Rollout (TBC)<br>Chapter 5A access standard guidelines (TBC) |                                                                                                                                                        |                            |                            |
|                                   |                                |                                                                         |                                                                                   | Regulatory engagement 2030 to 2035 to commence in consultation with our Reset Advisory Group (RAG) and will consider inputs from engagement activities |                            |                            |



**Empowering** South Australia