Community Advisory Forum Meeting

12 February 2025



Empowering South Australia

Acknowledgement of Country



Empowering South Australia, 2023
by **Presten Warren** (b. 2000)

SA Power Networks acknowledges the multiple Traditional Owners of the lands that host the South Australian electricity network and their connections to land, sea and community. We would also like to pay our respects to Elders past and present, and acknowledge that these are living cultures.

Action Items from previous meeting

Action	Who	Due date
Future Cyber Security Update	Nathan M	Early 2025
Smart meter update in particular LMRP and communication strategy at future meeting.	D Woods	Early 2025
Invite Brendon Hampton to future CAF meeting to discuss what’s happening in connections space	B Hampton	Early 2025

Fire Danger Preparedness

Vlora Dzeladini

Operational Risk Manager

SA Power Networks



Bushfire Start Prevention

Managing the risk of starting a bushfire from electrical assets.

Risk period: November – April (total fire bans can occur at any time)

Preparation: year-round

- Vegetation inspection and cutting program
- Asset inspection, repairs and/or replacement program
- Installation of remote monitored/controlled switches
- CSIRO Risk modelling
- Daily weather monitoring and CFS consultation
  - AFDRS maps, Bureau forecast

Operation Response:

- Immediate response to bushfire start risks (aka Z Codes/RLS)
- Fire danger protection settings applied on TOBAN days
- Public safety power shutoff for imminent community risks

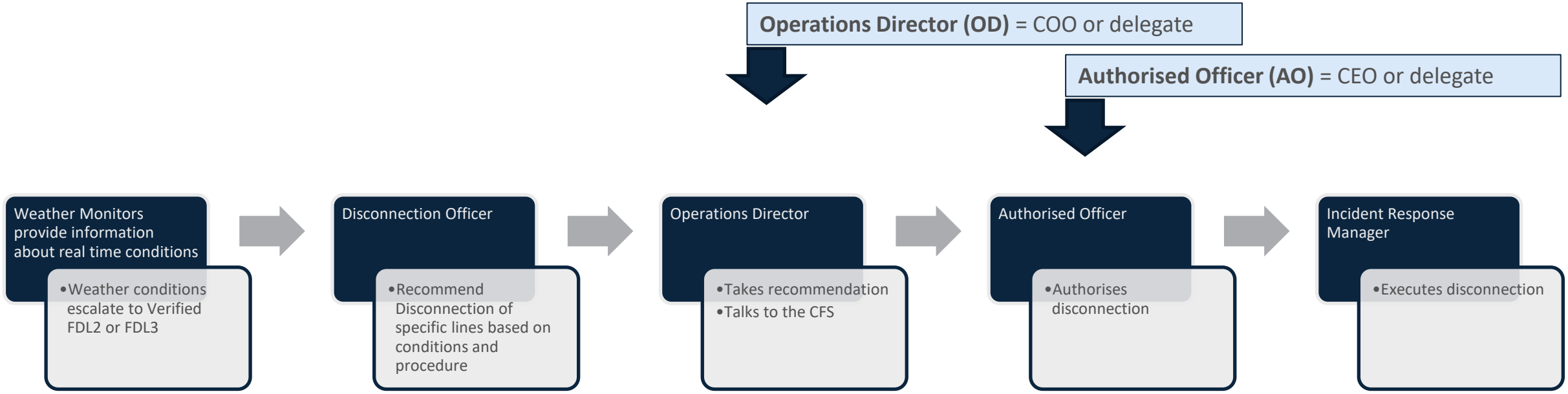
Fire Danger Levels

- Total Fire Bans are declared by the CFS
  - FBI ≥ 50

- Calculate a Fire Danger Level (FDL) based on forecast winds and FBI

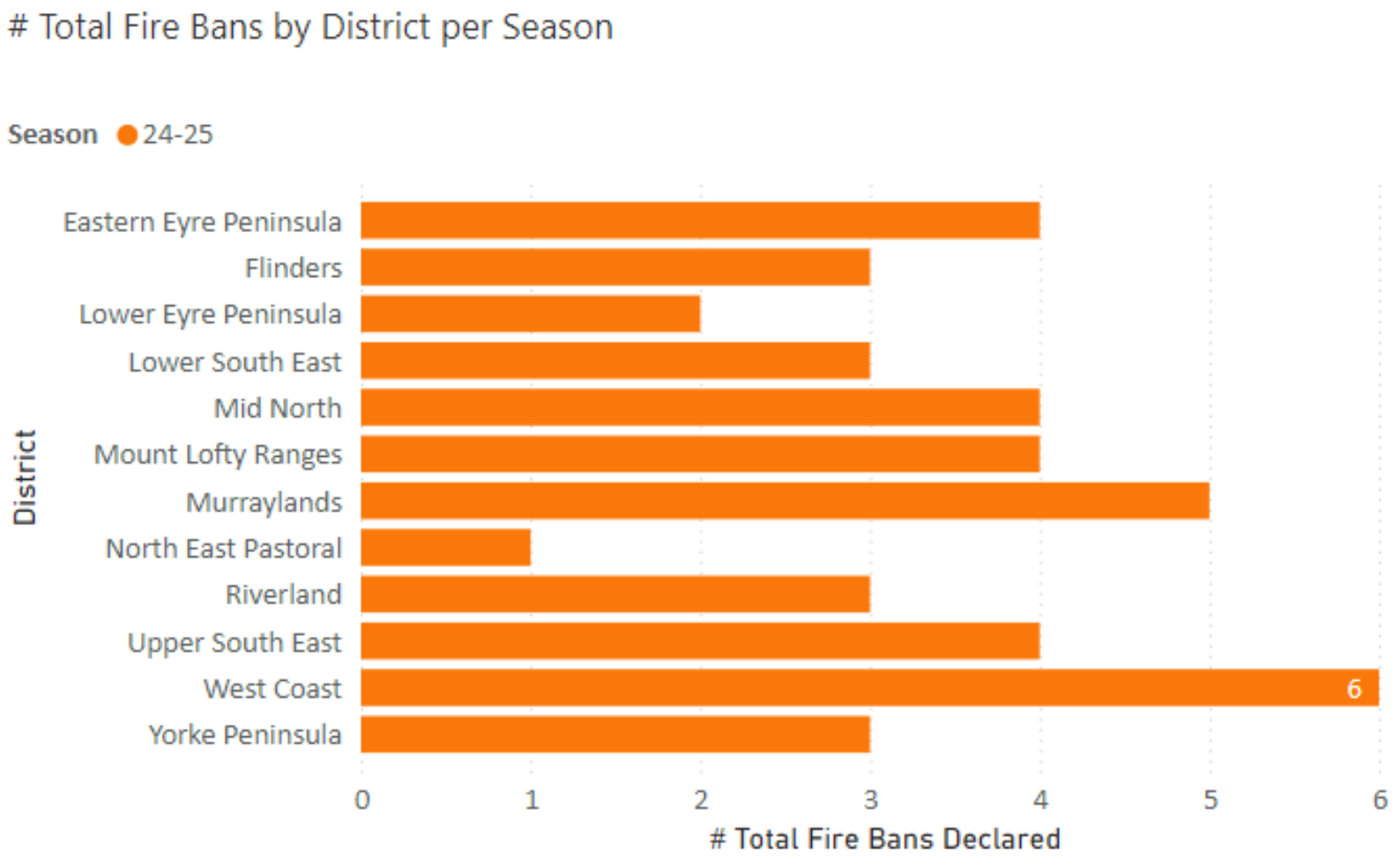
Fire Danger Level (FDL)	Action
FDL1	Monitor, prepare, and warn operational teams (e.g. Control Room)
FDL2	Apply fast settings on devices
FDL3	Assess for public safety power shutoff

Disconnection Process

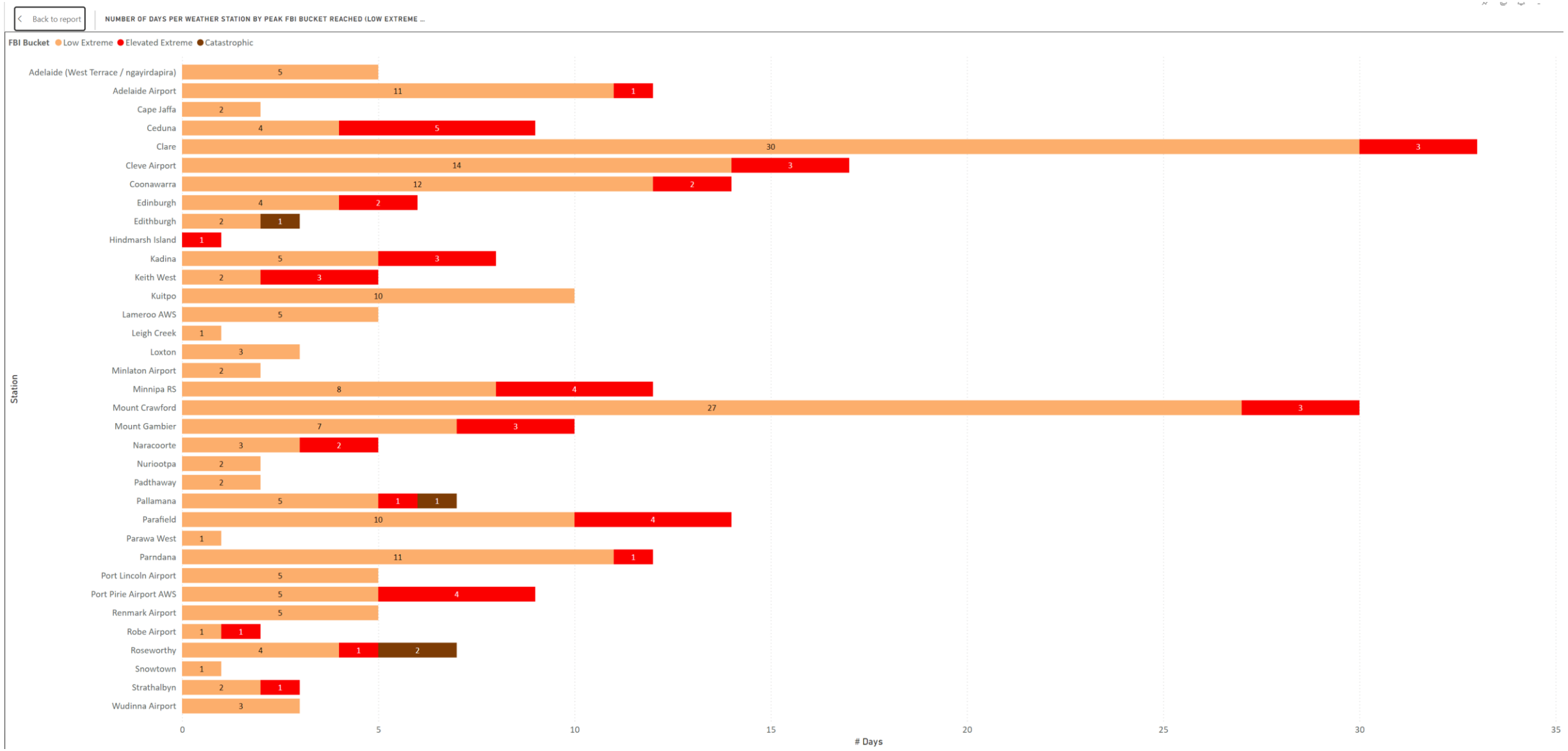


Authorised Officer (AO)	The officer to whom the SA Power Networks Board has delegated its authority to cut off supply of electricity in accordance with Section 53 of the Electricity Act.

Fire Danger Season 2024-2025



Fire Danger Season 2024-2025



2. Executive Update

Jess Morris

Andrew Bills



Simplified Strategic Narrative and Strategy on a Page



Our strategic context

Why do we need to evolve?

We can shape a better future
SA Power Networks plays a pivotal role in accelerating South Australia's progress toward a sustainable energy future where all South Australians can thrive:

- **Providing reliable and safe energy** for homes and businesses
- **Supporting the affordability of energy** for our customers, community and the State
- **Facilitating a greener future** for generations to come

We are an enabler of change
The value we can deliver to South Australia is more important than ever, with network demand set to double by 2050 as homes, businesses, and transport electrify. We've supported rooftop solar adoption, now we must do more to drive a sustainable future.

Customer needs are changing
In a complex energy landscape, customers expect us to 'do more' to meet future needs, enable choice, help them make informed decisions, and keep them reliably connected today.

We are essential to SA
As the sole electricity distributor in the State, we have a social obligation to deliver value to everyone.

We are a vital SA employer
Present and contributing to every community, our success drives growth and development for our people, their families, and communities across South Australia, now and into the future.

Our 2025 Strategy on a Page



Our vision

Connecting South Australians to a better energy future, today.

Uniting our network, customers, people & partners

The people & communities we're accountable to and deliver for, always

Inspires continuous improvement; refers to an affordable, reliable, safe & renewable energy future

Adds urgency; we must act now.

Our 2025 Strategy on a Page



Our vision

Connecting South Australians to a better energy future, today.

Our focus

Evolve the core and enable the future

Our everyday focus

This is inclusive to all

Our 2025 Strategy on a Page



Our vision

Connecting South Australians to a better energy future, today.

Our focus

Evolve the core and enable the future

Our value and impact

Customer

Deliver great service to our customers and the community, continuously adapting to their evolving needs

Network

Provide a safe, reliable and resilient network that efficiently supports the decarbonised energy needs of our state

People

Enable an aligned, capable and connected workforce, focused on safely delivering the right outcomes for our customers

Key priorities for 2025

Customer

Deliver great service to our customers and the community, continuously adapting to their evolving needs

Network

Provide a safe, reliable and resilient network that efficiently supports the decarbonised energy needs of our state

People

Enable an aligned, capable and connected workforce, focused on safely delivering the right outcomes for our customers

Key priorities for 2025

Transform the customer experience through modernised digital platforms, targeted service delivery improvements and clear linkages between customer feedback and performance metrics

Deliver customer value through an **enterprise-wide innovation framework**

Continue to implement our suite of **demand flexibility offers and capabilities**

Put in place a comprehensive, consistent **Asset Management System**

Ensure we **maximise the value and effectiveness of our investments** utilising revitalised investment decision making and work delivery frameworks

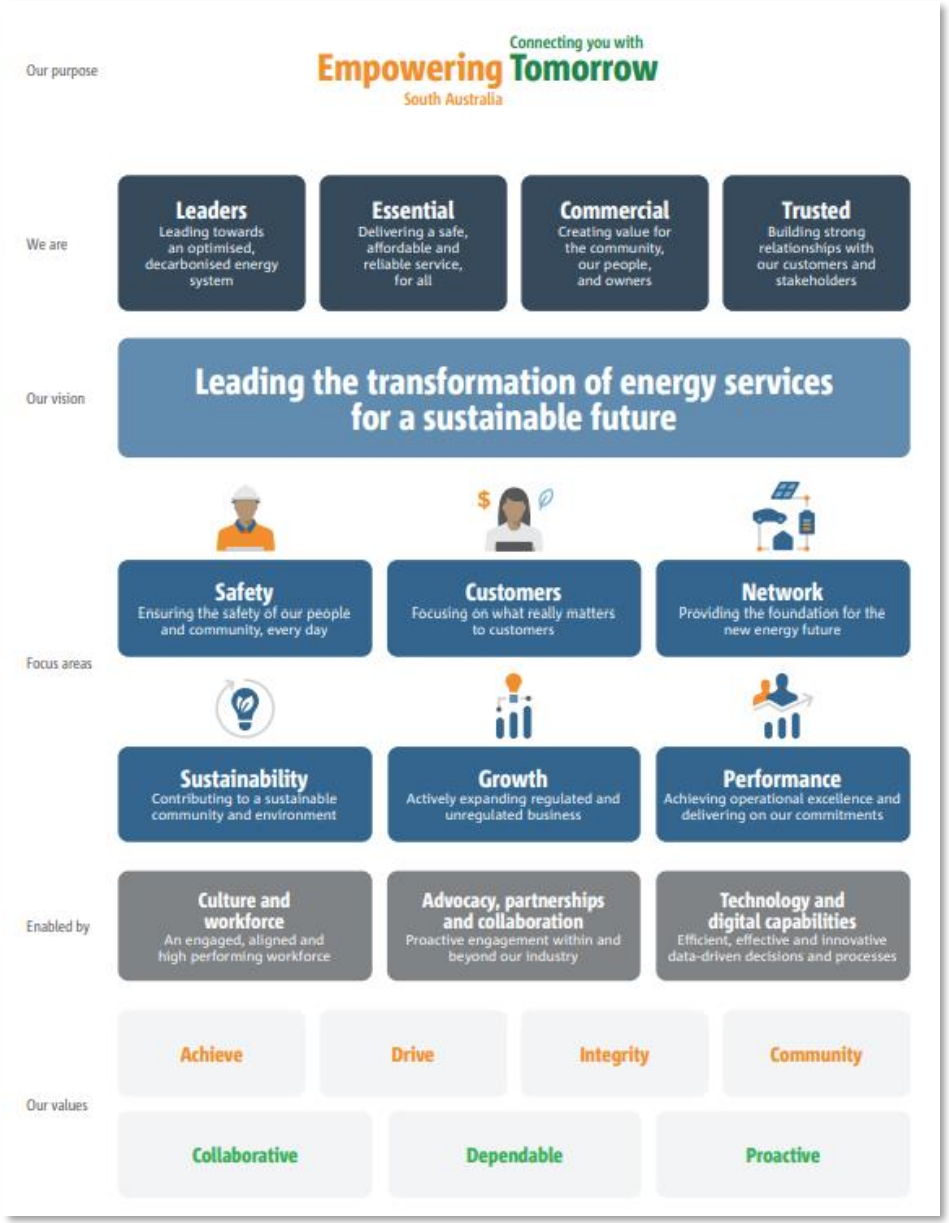
Prepare for and deliver on our **2025–30 regulatory commitments**

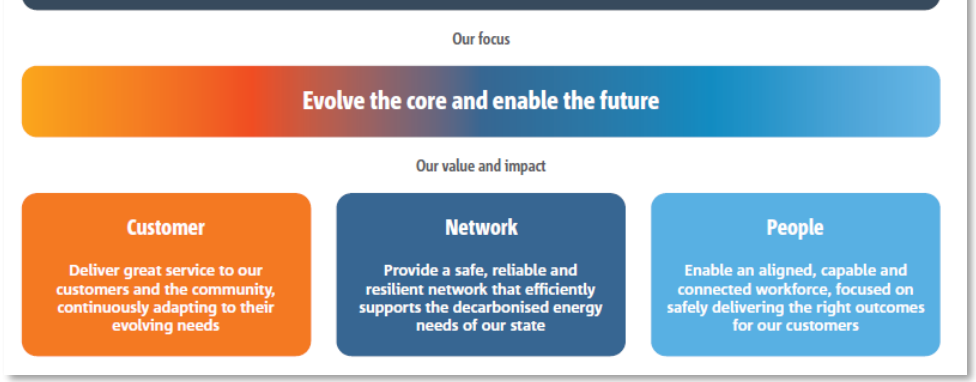
Implement the learnings from our **Fatal Hazard Critical Controls Program pilot** in our operations

Understand the **shape of our workforce today** and **skills and capabilities required for the future**

Continue to **strengthen our culture** by aligning our organisational values and approach to recognition

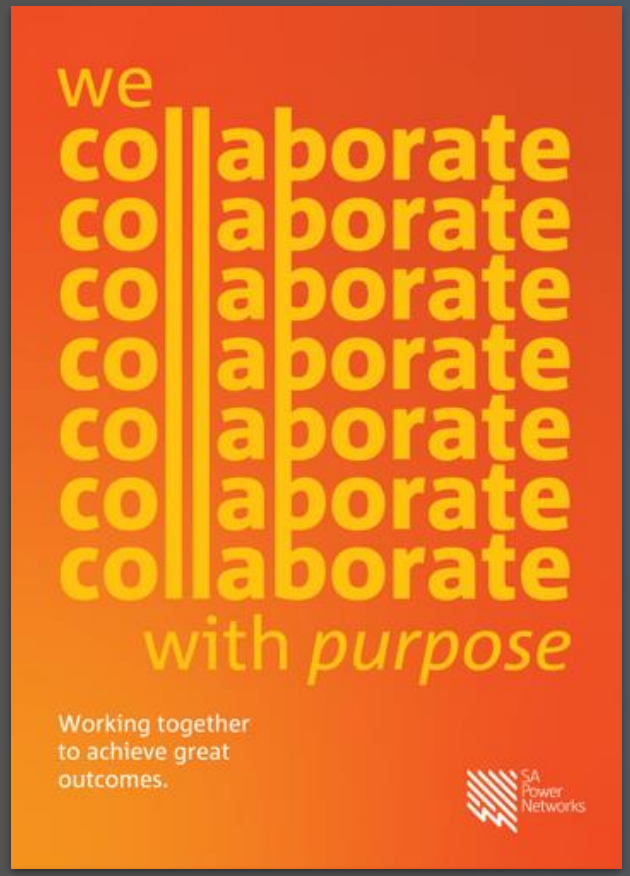
Simplifying our strategic framework was a core design principle





Our values articulate the behaviours we expect from our people in delivering on our strategy









we keep everyone safe

Our first priority, always.

What it is

Prioritising physical and mental wellness in everything we do, every day.

Building trust by speaking up about hazards and risks, wherever they are in our business.

Taking full accountability for the safety of our community and each other, starting with owning and understanding safety processes.

Taking the opportunity to learn from our safety experiences and sharing with others.

What it isn't

Downplaying, or downright ignoring safety processes and concerns.

Tolerating a blame culture that goes against reporting issues openly.

Allowing behaviours that compromise safety to persist.

Seeing safety as a compliance task instead of what we stand for or as an excuse for substandard work.



Work together to achieve great outcomes.

What it is

Seeking to understand diverse perspectives, by actively listening before responding.

Investing in each other's success by sharing knowledge and resources openly, and generously.

Leveraging the unique skills and knowledge from across our business to deliver better outcomes that benefit our people, customers, stakeholders and communities.

Communicating openly, in a straightforward manner, with respect and integrity.

What it isn't

Operating in silos or 'holding onto' information within one team.

Ignoring feedback or other viewpoints.

Not sharing ideas or perspectives — or relying on others to do it instead.

Reacting defensively to feedback or different viewpoints.

we take the initiative

Seeking and acting on opportunities or challenges.

What it is

Being curious and open to improving how we get the job done by exploring and sharing what's possible, to make things better for each other and our customers.

Being courageous to try new ways of doing things and learn from mistakes.

Challenging respectfully where we see opportunity for improvement.

Finding ways to support teams with the time and resources to test new approaches.

What it isn't

Sticking to old habits, relying on others to fix things or resisting change because it's unknown.

Dismissing feedback or ideas from others without seeking to understand 'why'.

Avoiding experimentation or rejecting new ideas without considering their potential benefits.

Using position, tenure or authority to overpower other points of view.

Bypassing agreed processes or changing things without consulting with stakeholders.



Stepping up to meet the needs of our community and teams.

What it is

Proactively taking action and being supported in doing so.

Responding effectively when the lights go out.

Balancing effective planning with flexibility to adjust to real-time priorities.

Demonstrating respect and openness to build trust and transparency.

Investing in your own growth and supporting others' progress in theirs.

What it isn't

Avoiding responsibility or waiting for direction when action is needed.

Failing to communicate, even when uncomfortable.

Ignoring or not proactively seeking opportunities for growth.

Taking the easy way out by overlooking feedback and input.

Failing to adapt and grow in response to the transformations in the energy sector.

Questions? Thoughts?

3.1 Innovation Advisory Group

- Michelle Howie, James Brown



The new SAPN innovation operating model

- We recently went through an operating model change
  - Aiming to **extend** our successful Future Networks innovation operating model to address other **customer and business opportunities and challenges** to deliver value for **our customers**
  - This has culminated in the creation of a new **Enterprise Innovation team** and accompanying **Innovation Framework**

- Team formed on **9 Dec 2024**
- The Innovation Framework will be **established in 2025**



Innovation at SAPN

Our working definition of innovation:

Solving customer, stakeholder or business **problems** by:

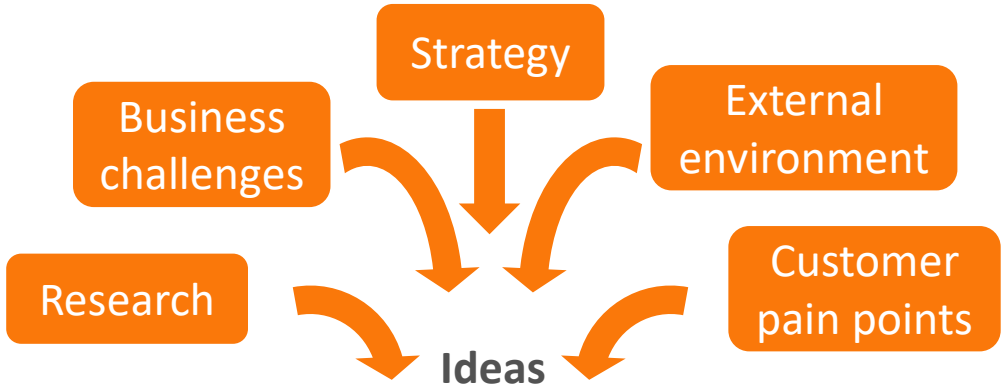
- Making changes to something established using new approaches or techniques
- Introducing something new

Key concepts:

- **Innovation framework:** governs how we develop, prioritise, fund, deliver and measure value delivered by innovation at SA Power Networks
- **Innovation fund:** Prosed $20m ‘use it or lose it’ fund for innovation activities with no alternate appropriate funding sources
- **Innovation Advisory Group (IAG):** New external advisory group related to innovation activities at SAPN



Innovation framework concept



Draft concept
Final model to be developed in 2025

Funding sources:
- Regulatory business cases (e.g. CER)
- Diversion of BAU funds
- DMIAM/DMIS
- **Innovation Fund**

Filtering process considers:
- Costs/benefits
- Customer value
- Strategic alignment
- Delivery Model

Innovation portfolios

Customer experience innovation

Customer benefits: Improved customer experience

Example 'problems':
- Customer experience
- Energy affordability/ vulnerable customers
- Connections process

AM&O Innovation

Customer benefits: cost reduction through operational efficiencies

Example problems:
- Vegetation management costs
- Ageing assets
- Regional reliability

Future Networks Innovation

Customer benefits: Cost reduction by improving network utilisation + improved customer choice

Example 'problems':
- Minimum demand
- Hosting capacity constraints
- Electrification demand increase

Our proposed innovation fund at a glance

- **New funding source.** Enables projects not covered by existing business cases, BAU funds, or allowances
- **Up to $20m fund ‘use it or lose it’ funding model,** with any unused funds returned to customers
- **Initial project list of 18 projects for the AER proposal**
- **An external Innovation Advisory Group** that that will assist with fund oversight
- **A clearly defined governance model and set of Innovation Fund principles** that guide project selection, addition and prioritisation
- **The ability to suggest and reprioritise projects** as new customer needs and information arises within the period
- **Clear reporting, tracking and knowledge sharing** requirements



(previously endorsed by CAF - April 2024)

New Innovation Advisory Group

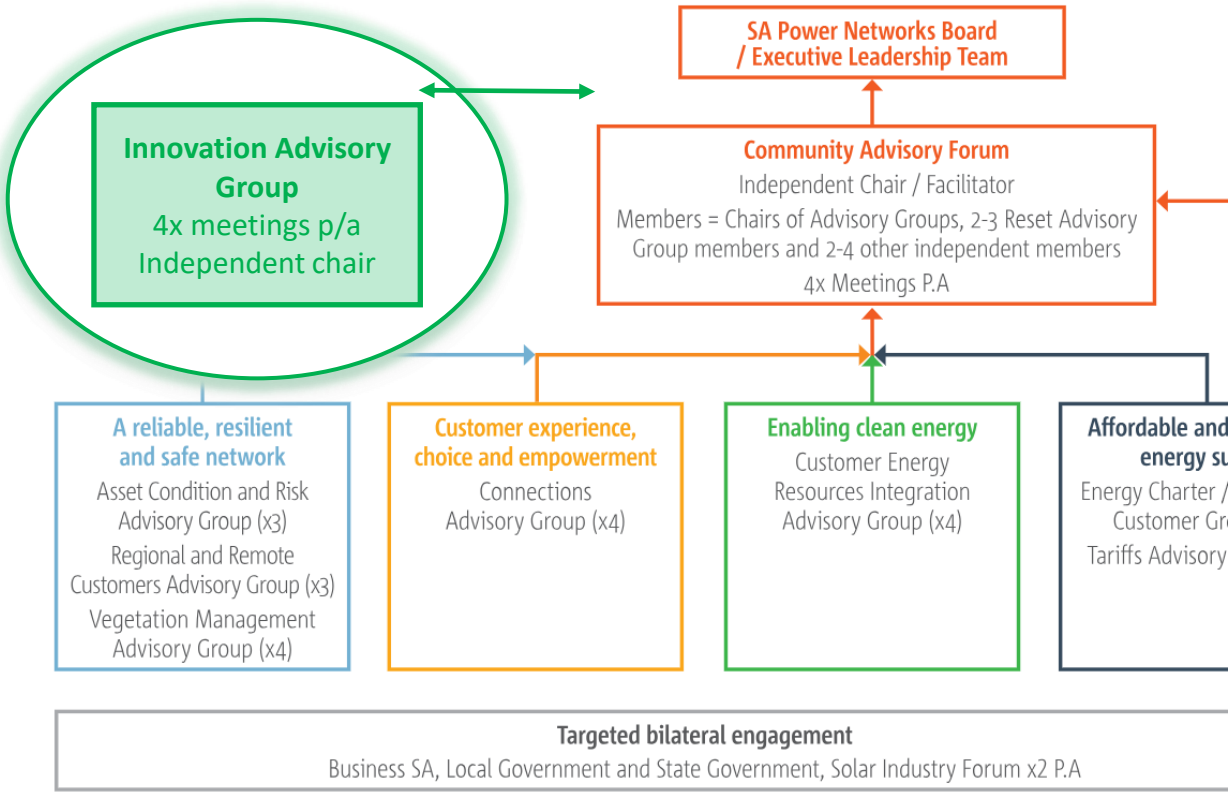
Purpose

Provide customer and industry input to the prioritisation, selection and delivery of innovation fund projects and ensure innovation projects have a focus on delivering customer outcomes

Key objectives:

- provide input into **project selection, prioritisation and delivery** of Innovation Fund activities.
- monitor delivery and discuss **how knowledge from Innovation Fund projects will be shared** with industry, consumers and regulators.
- provide visibility of SA Power Networks broader Innovation Framework and **relevant innovation projects**.
- provide **input on customer or industry problem statements or ideas for innovation** arising from other Advisory Groups.

Members: *community & industry representatives from CAF & other AGs (drawn from nominations and agreed with CAF Chair)*



Next steps:

- March: open EOIs for members & appoint chair
- April: appoint members, AER final determination
- May: first meeting

Questions

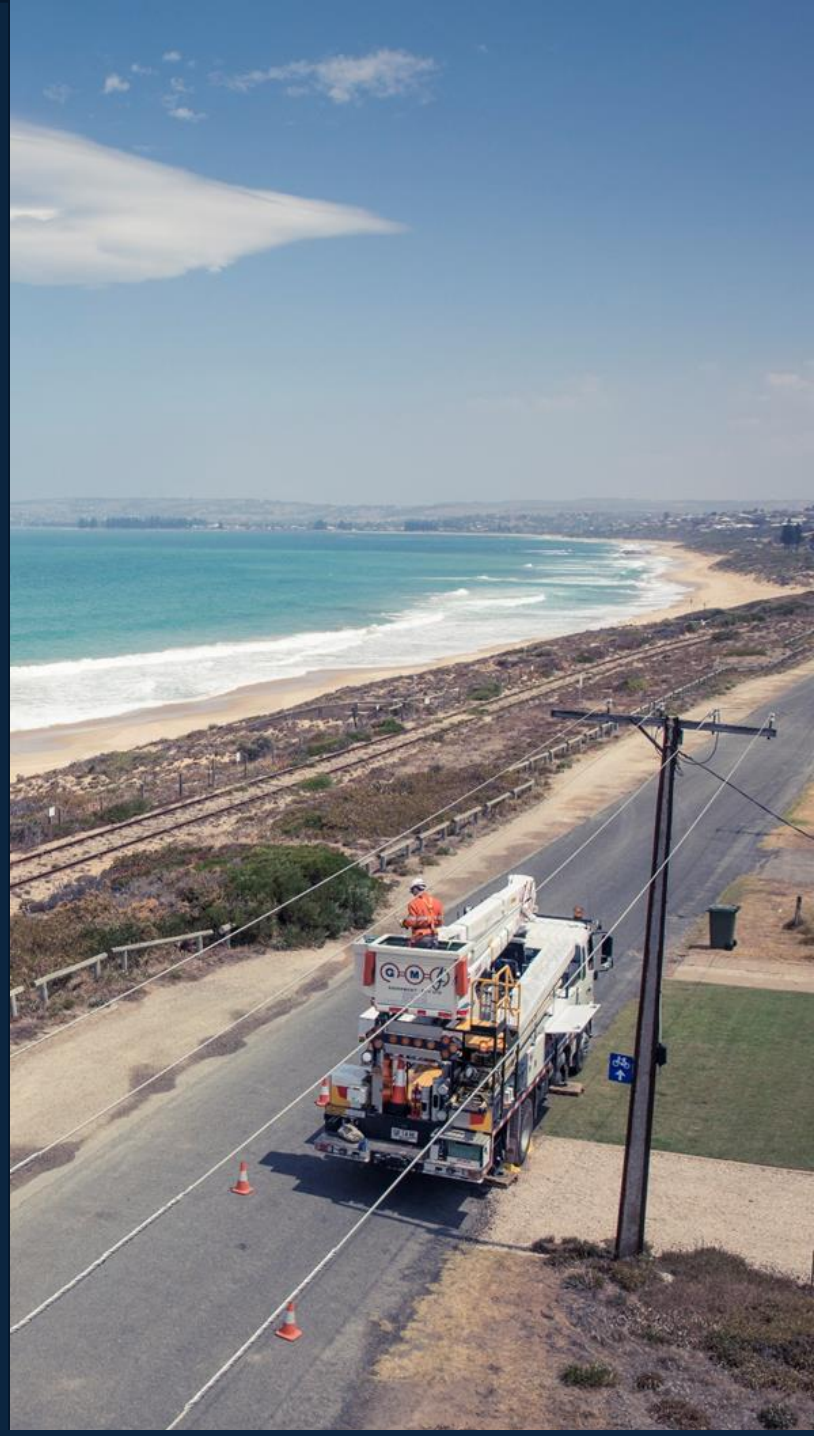
- Are you comfortable with the IAG recruitment approach?
- Do you support the functions of the new group?
- What would you like to see from our new approach to innovation?



Break



3.2 Advisory Group Planning & Priorities for customer outcomes 2025



3.3 SA Business Chamber – Key issues impacting SA businesses

Cathi Buttfield

SOUTH AUSTRALIAN Business Chamber EST. 1839



Acknowledgement of Country

Marni naa pudni

Welcome

Ngaityalya ngadlu taikunthitya yalaka,
Yantupinarna iyangka Kaurna Yartangka.

Thank you for joining us today,
as guests here on Kaurna land.

SOUTH AUSTRALIAN Business Chamber EST. 1839

Our Vision: South Australia is the best place to do business.

Our Purpose: Remove Complexity; Create Opportunity

As the peak body representing the interests of employers and business owners in SA, our policy and advocacy work is broad-based.

We represent more than 3,000 members across 19 industry sectors and the broader SA business community, from the smallest micro-businesses to the largest multinational companies.

As a founding member of the Australian Chamber of Commerce and Industry (ACCI), the SA Business Chamber ensures the voice of the South Australian business community is heard through ACCI and acted upon at the national level.

Policy & Advocacy Team



Kendall Crowe
General Manager, Policy, Advocacy & International Services

Kendall has worked for cabinet ministers from both sides of politics and held executive roles in the public sector, building a strong network and political insight.

Kendall has extensive expertise in strategy and policy across sectors like immigration, financial relations, child protection, workers compensation, and education, with a track record of influencing agendas through advocacy and negotiation.



Karen van Gorp
Senior Policy Adviser

Karen's expertise focuses on Workplace Relations, Employment, and Skills. With over 30 years of experience working with the NT Chamber of Commerce and Industry, later working in Queensland and then SA before joining the South Australian Chamber.

Karen advocates for South Australian businesses at both state and federal levels, ensuring their concerns are heard in tripartite forums. Her proactive approach and dedication help businesses overcome challenges and succeed.



Darcy Matthews
Policy Adviser

Darcy joined the Chamber in February 2023 after stints in electrical wholesaling and fintech startups. He holds a Bachelor of Economics and Finance from RMIT University. Darcy has admired business since age 11, when upon getting in a car accident noticed the "first responders" were three competing towing companies.

He has lived all across Australia, a little bit overseas and believes South Australia is easily the best state to live in.



Cathi Buttfield
Senior Policy Adviser

Cathi has over 22 years of public service across state and federal government (including military), has owned hospitality and manufacturing businesses, worked in a range of private sector enterprises and served on local business and industry association committees and boards.

Cathi is passionate and committed to the growth and success of South Australian businesses.



Survey of Business Expectations

December 2024 Quarter

Results will be published in late February 2025 at:

SABusinessChamber.com.au

Sustainable Energy Insights Report



In 2024, South Australian Business Chamber member Sustainable Energy Commitment conducted 110 sustainable energy health checks with SME decision-makers across the state.

This assessment evaluates each organisation against 18 specific Key Performance Indicators (KPIs) covering critical aspects of sustainable energy management, providing a comprehensive overview of their current capabilities and maturity levels.

Full Report available online at
sustainableenergy247.com
Sustainable-Energy-Insight-Report.pdf

Sustainable Energy Insights Report – Key Findings

Over the past 5 years, Australian business energy costs have risen significantly, with many businesses this year seeing more than 30% increases alone.

94% of businesses said that energy prices and controlling energy costs is their number 1 concern.

55% of businesses said that they had not heard of ESG and climate disclosure reporting. Only 8% were committed to it.

And to add to the complexity, most organisations are not ready for a new era of mandatory climate-disclosure reporting. Only 6% sore this as more important than controlling energy costs.

Most business are not ready to tackle the converging problem, due to a lack of energy management capability.

16 out of 100, is the average sustainable energy management score for South Australian SME's

Less than 34% of organisations have **energy monitoring practices**

Less than 34%

86%

Less than 86% of those that do, rely solely on **power bills for data**, while only 32% capture daily interval data, which provides more detailed insights

76% of organizations **lack submetering**, which is essential for tracking energy use at a granular level and identifying high-consumption areas

76%

73%

73% of organisations **do not maintain a register** of all energy-using or energy-producing assets, limiting their ability to manage and optimise energy use effectively

SOUTH AUSTRALIAN Business Chamber EST. 1839

Questions?

…. and our big question for the Community Advisory Forum!

4 Other Business & Roundtable Discussion



SA Power Networks

Empowering South Australia

Next meeting: 7 May