

Connections Advisory Group

3 March 2026



Acknowledgement of Country

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.

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



Time	Item	Lead	Engagement Level
9:30 – 9:40am (10 mins)	Welcome/Chair Update CAF Update	Troy Smith	Inform
9:40-10am (20 mins)	Advisory Group review Group priorities	Erin Hampton	
10 – 10:30am (30 mins)	Customer Solutions Update 2026 Customer Solutions (SAPN) priorities - DNSP lessons learned - CSAT Performance - Portal Demo	Brendon Hampton / Jac Tume	Consult
10:30 – 11am (30 mins)	eCoC process update	Jac Tume	Consult
11-11:15am (15 mins)	MORNING TEA		
11:15-11:30am (15 mins)	Other business - Thanks and reflections - Customer Outcomes	All Erin Hampton	Involve
11:30am	Close	Troy Smith	

Welcome/Chair Update

CAF Update

Troy Smith

9:30 – 9:40am (10 minutes)



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Consultative Group Review

Erin Hampton/Troy Smith
9:40-10am (20 minutes)



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Industry Engagement on Connections

Future Energy Advisory Group

CER & DSO

- Strategic engagement on new services

Connections Working Group

- Minor Connections
- Projects

Quarterly Meeting/separate agendas

Connections Working Group Proposed Structure

- Operational group to improve our connections process.
- One working group, with two priority streams – Minor Connections and Projects.
- 10-12 members
- Members can attend stream(s) relevant to interest/expertise.
- CWG Chair attendance. to attend Future Energy AG as required
- Future Energy AG and CWG Chairs attend CAF annually (or as required)
- Escalation of strategic issues to CAF can occur at any stage

Bilateral Engagement

- HIA/PCA/UDIA
- Future Energy industry
 - Meter Providers
 - Retailers
- Portal testers (RECs/Customers)
 - Regional Electricians
 - Major Customers
 - Etc. as required

Annual Forums

- Developers/consultants
- Public Lighting (council/industry reps)
 - NECA roadshows

Process and Timeframes

- Terms of current groups end in April 2026.
- Draft model presented to CAF meeting 26 February 2026 and feedback collected.
- Advisory Group members informed of proposed new structure in Q1 meeting.
- Terms of Reference for CAF/ Advisory Groups/ Working Groups refined. Terms for 3 years (June 2026 – July 2029) or 2 + 2 years. * *Final Proposal submitted Dec. 2029.*
- EOI process to commence in March/ April. Nominations welcomed for CAF Chair, CAF Deputy Chair and CAF/ Strategic Advisory Groups/ Working Groups.
- New chair to be appointed - April/ May 2026.
- New Advisory/ Working Group members to be appointed – May 2026.
- Meetings to be scheduled for remainder of 2026 (Q2, Q3 & Q4) – May 2026.
- Induction Workshop with new CAF/ Advisory Groups – June/ July 2026.

What would you like to see in 'CWG' moving forward?

What we've heard

- Need for a more focused discussion that's relevant to members
- Interest in:
 - Portal development progress including negotiated connections
 - Performance tracking and continued improvement against KRAs/KPIs
 - Solar approval threshold changes and visibility
 - Flexible connections
 - Window into interactions between SAPN and industry
 - Relationship building
 - Understanding structure and who to go to
 - Getting your curly questions answered
 - Consultative approach and communications out to industry



Customer Solutions Update

Brendon Hampton/Jac Tume
10 – 10:30 am (30 minutes)



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Customer Solutions 2026



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STATE OF MOMENTUM

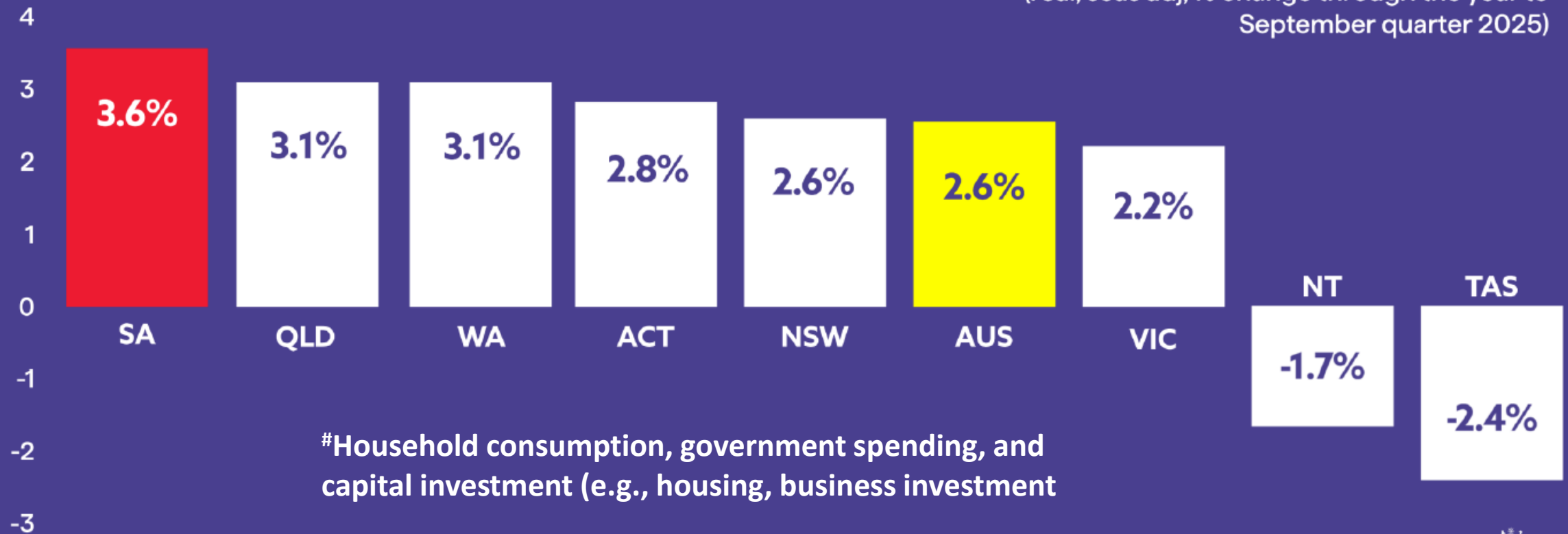
*Premier's CEDA "Vision for SA" address – 18 Feb 2026



Strongest in the Nation

State Final Demand (SFD) [#]

(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 m³

710,000 m³

Construction Work Hours

1,500,000 hrs

66,000,000 hrs

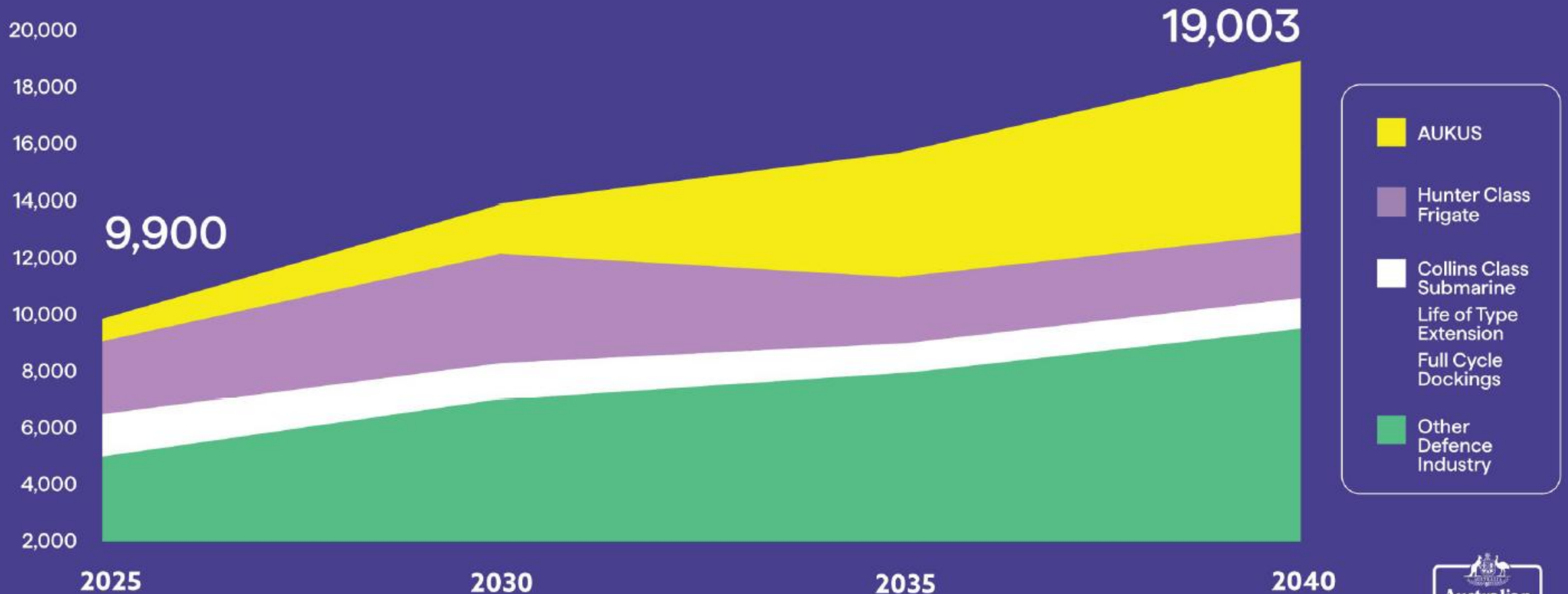
Fabrication Hall

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

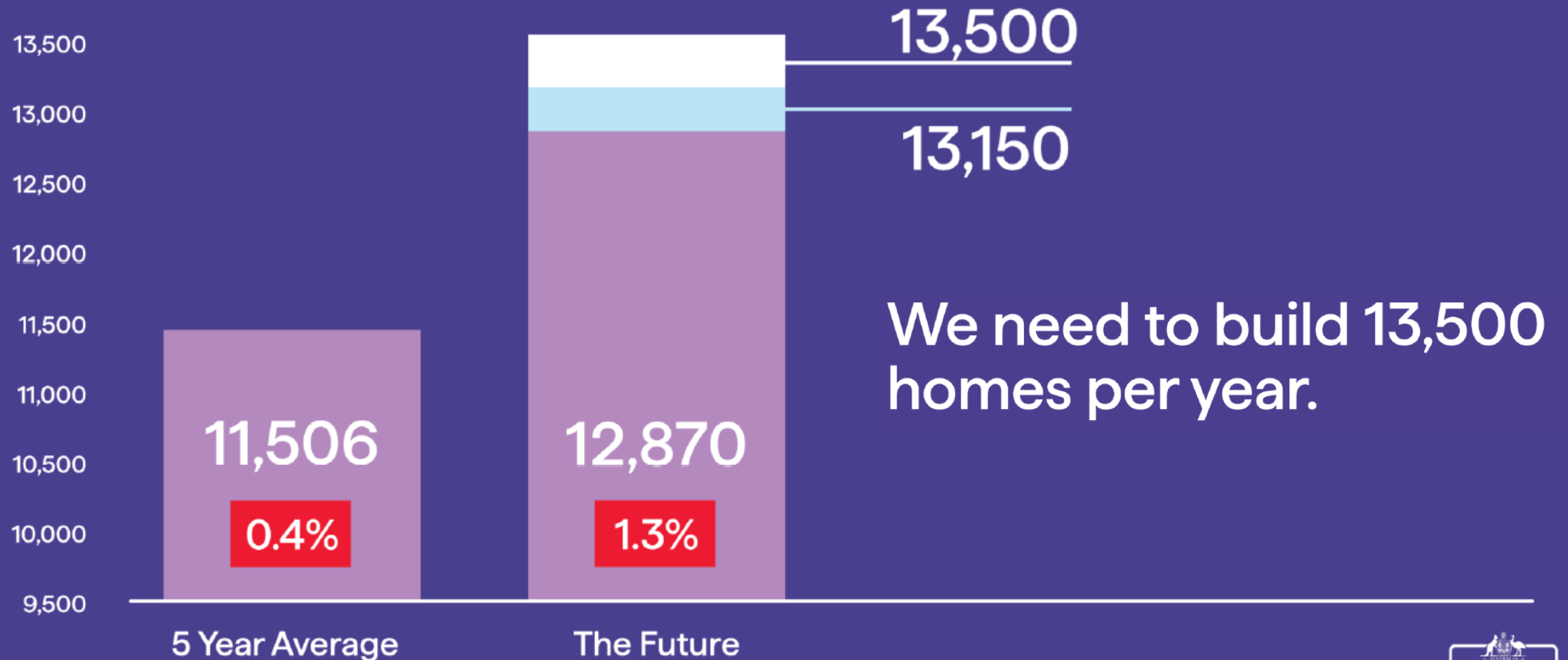
*Premier's CEDA "Vision for SA" address – 18 Feb 2026

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



Context

Key Challenges and Opportunities - 2026

'Headwinds'

- People movements
- Spread of experience
- Workload



'Tailwinds'

- We have great people
- We have the capabilities
- Problem solvers



Opportunities

- Enable SA's turbo-charged economy
- We can do this – and make lasting improvements



Priorities for 2026



1. Deliver great customer outcomes

Efficient, reliable and on-time delivery of our services.



2. Make it easy

Making it easier for us and our customers to get the job done.



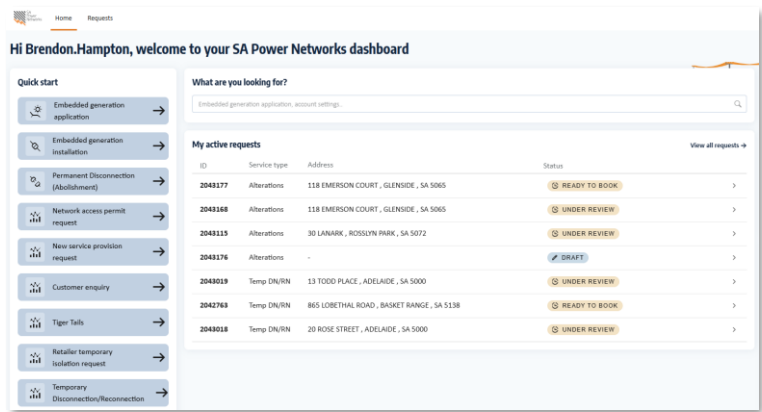
3. Enable our People

Keep our people safe, build capacity and capability, and strengthen our positive, collaborative culture.

How?

Technology

Portal and work management system
Digital Twin and Digital Engineering



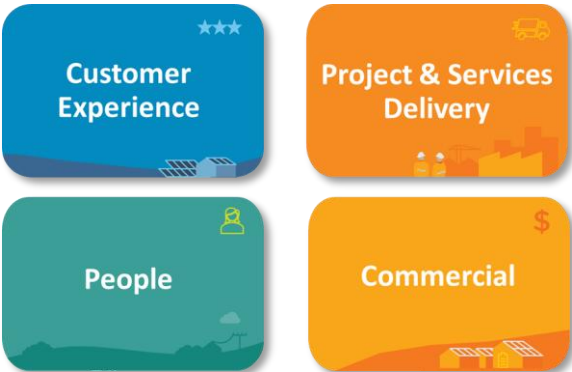
People

Recruiting, Training, Retaining



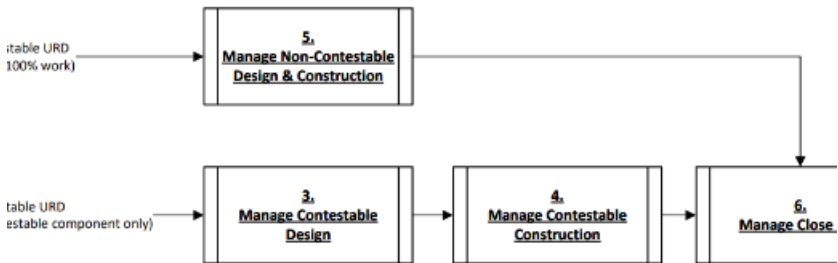
Visibility & Governance

Customer Solutions Balanced Scorecard



Processes and documents

Eliminate – Simplify – Automate



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

Make it
easy



2026

- **Portal** for all customer- initiated work
- **Work Management Tools**
- Establish **enduring 'systems' funding source and team**

2027

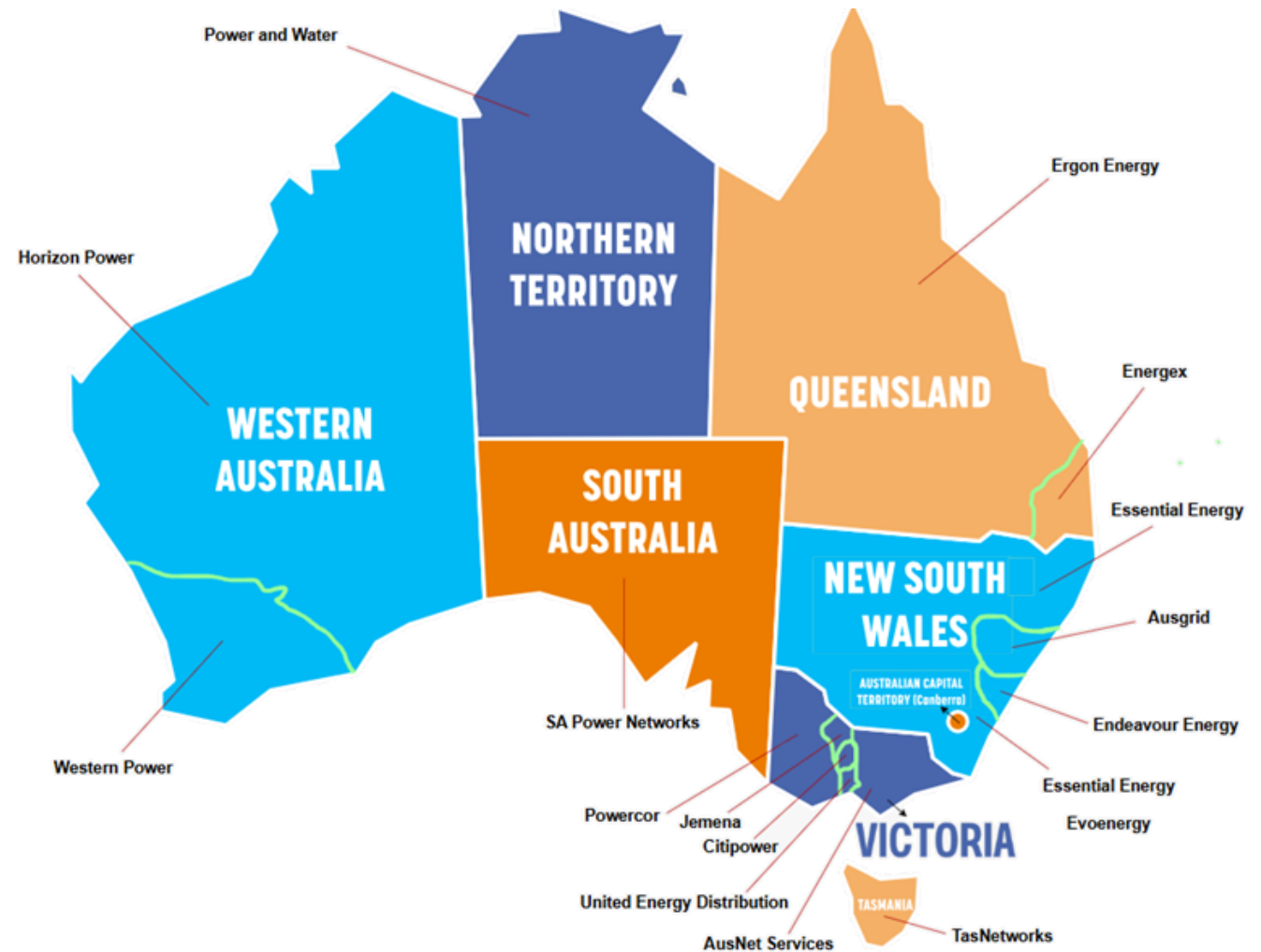
- Continued **enhancement of processes and systems**
- **'Click to Connect'** – Automation/AI assistance for simple requests
- **Digital Engineering pilots**

2028+

- **Industry leading** portal, CRM and work management tools
- **'Click to Connect'** – Basic offers, Indicative estimates, Engineering assessments
- **Digital Engineering -** Scoping, designs & estimates

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**



Enable our people

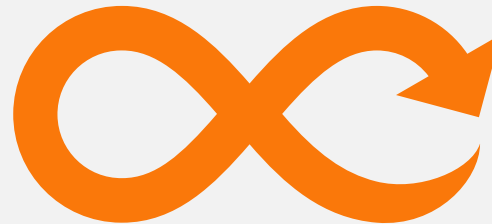
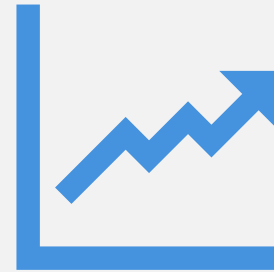


2026

2027

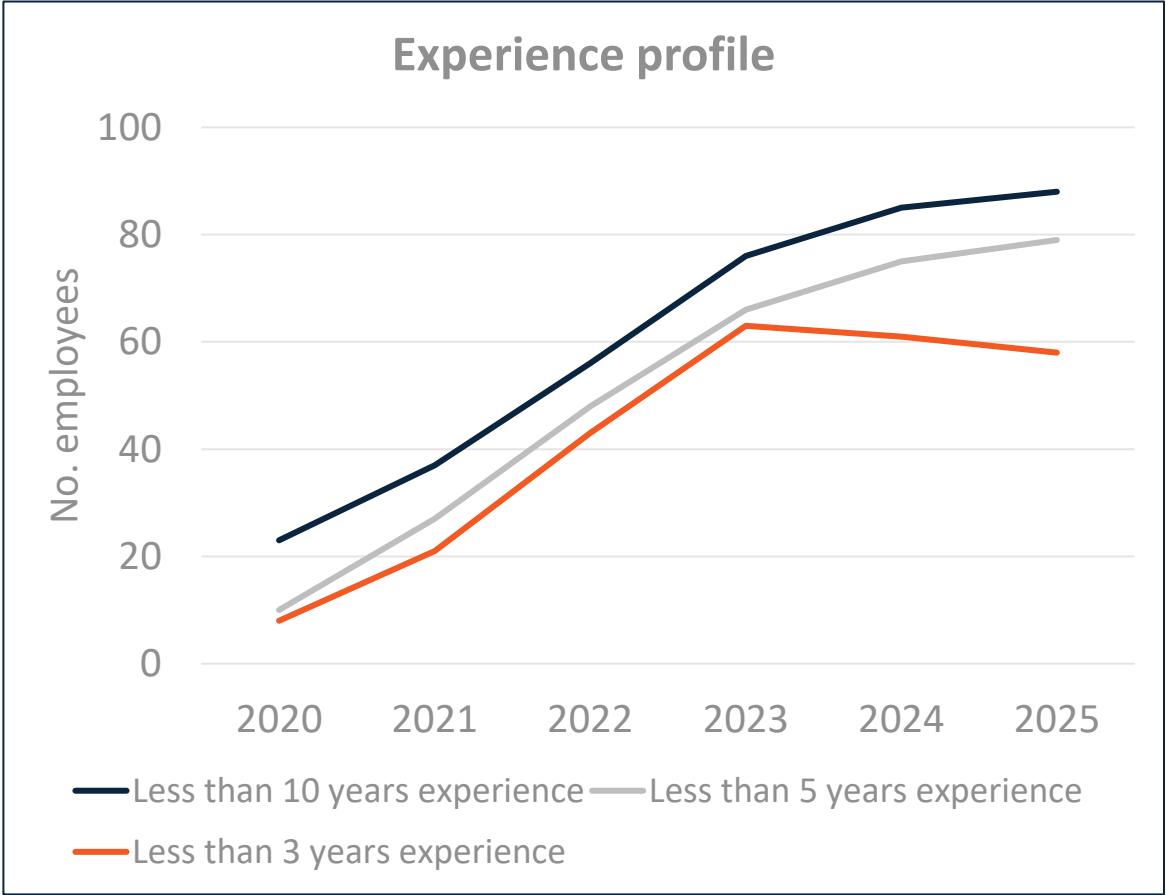
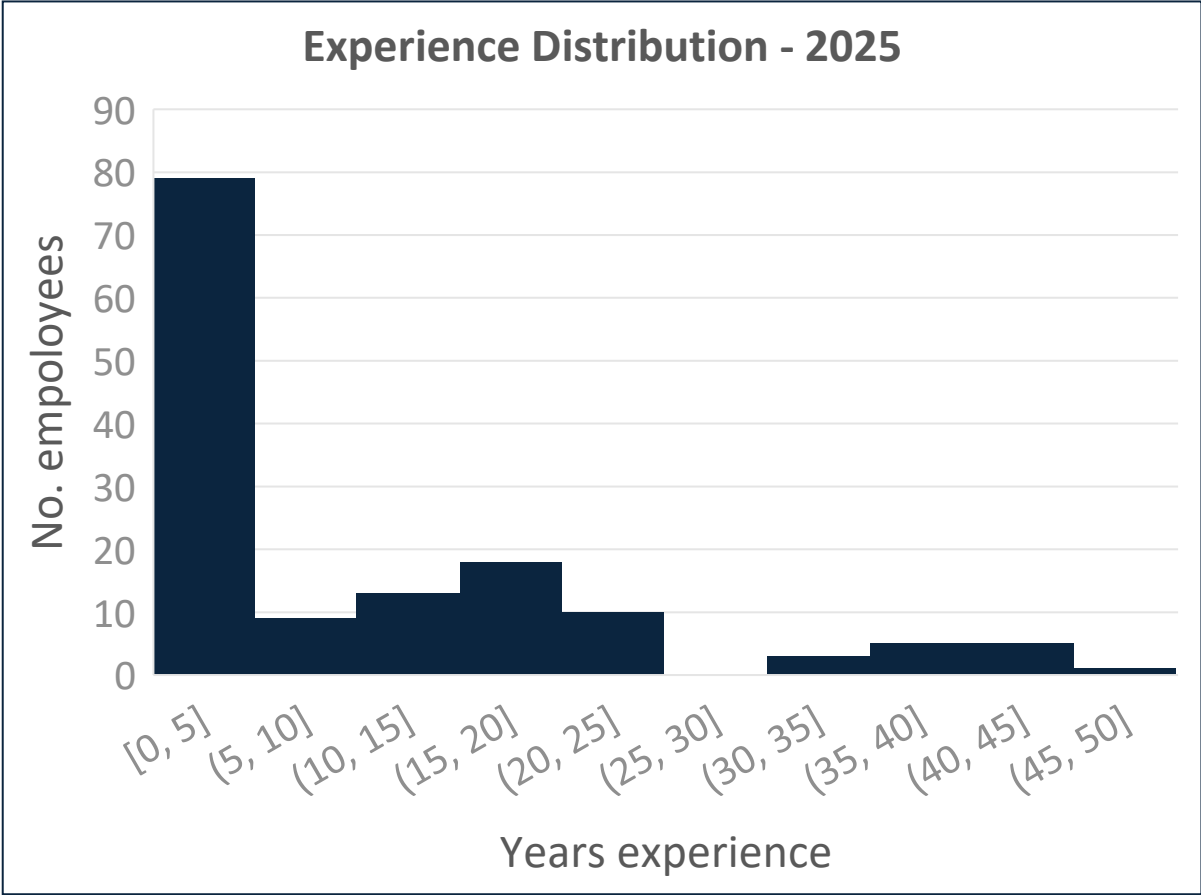
2028+

- **Safety risk review**
- **Capability building**
- **Workforce planning**
- **Improved work allocation**
- **Achieve a 'Full' roster**



Building our future workforce

We're in a period of growth and renewal



Flexible Connections

Commercial & Industrial / Major / Negotiated Customers

Status update (February 2026)
For Connections Advisory Group



<https://www.sapowernetworks.com.au/connections/new-connections/commercial-industrial-and-developer-new-connections-greater-than-100amps/flexible-connections/>

Flexible Load C&I Customer Update

- **6 sites** are currently operational under Flexible Connections.
- 3 additional sites are scheduled to connect later this quarter.
- **Majority are PV + BESS installations** - this is who our current (minimum viable product) offer is best suited to.
- **Next phase** of project will be commenced in 2026, to **evolve our offering** with engagement from customers and industry stakeholders
- More **significant changes** will have to **wait until 2030 – 2035** regulatory period

Stage	Firm Load Capacity (kW)	Flex Load Capacity (kW)	Flex %
Enquiry	27,566	163,656	86%
Offer	2,520	26,410	91%
Accepted	6,810	14,579	68%
Construction	5,730	41,542	88%
Live	8,430	7,028	45%
Total	51,056	253,215	83%

CSAT update

Jac Tume



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CSAT update – 2025 Connection results

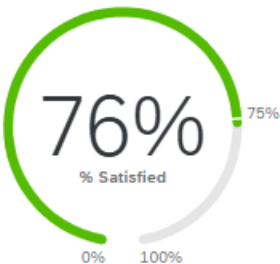


Connections (Survey results)

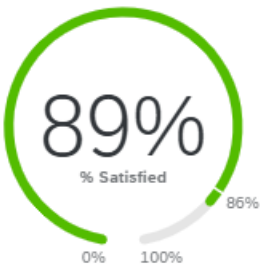
Customer satisfaction (CSAT)

Overall, how satisfied are you with the way SA Power Networks dealt with the connection service?

Connections customer satisfaction (CSAT) 506



Connections electrician satisfaction (CSAT) 274



Customer CSAT distribution 506



Extremely dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied Somewhat satisfied Extremely satisfied

Electrician CSAT distribution 274

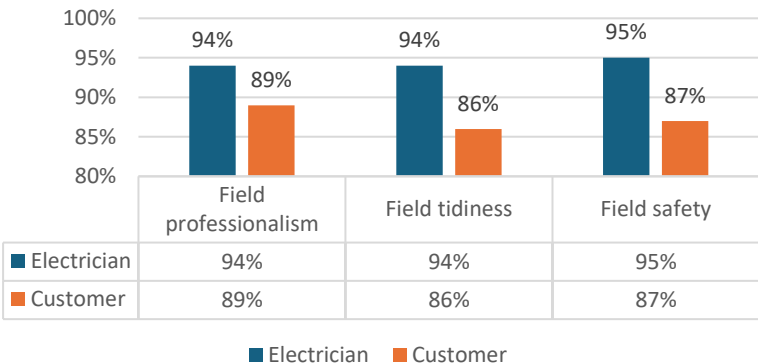


Extremely dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied Somewhat satisfied Extremely satisfied

Points to note:

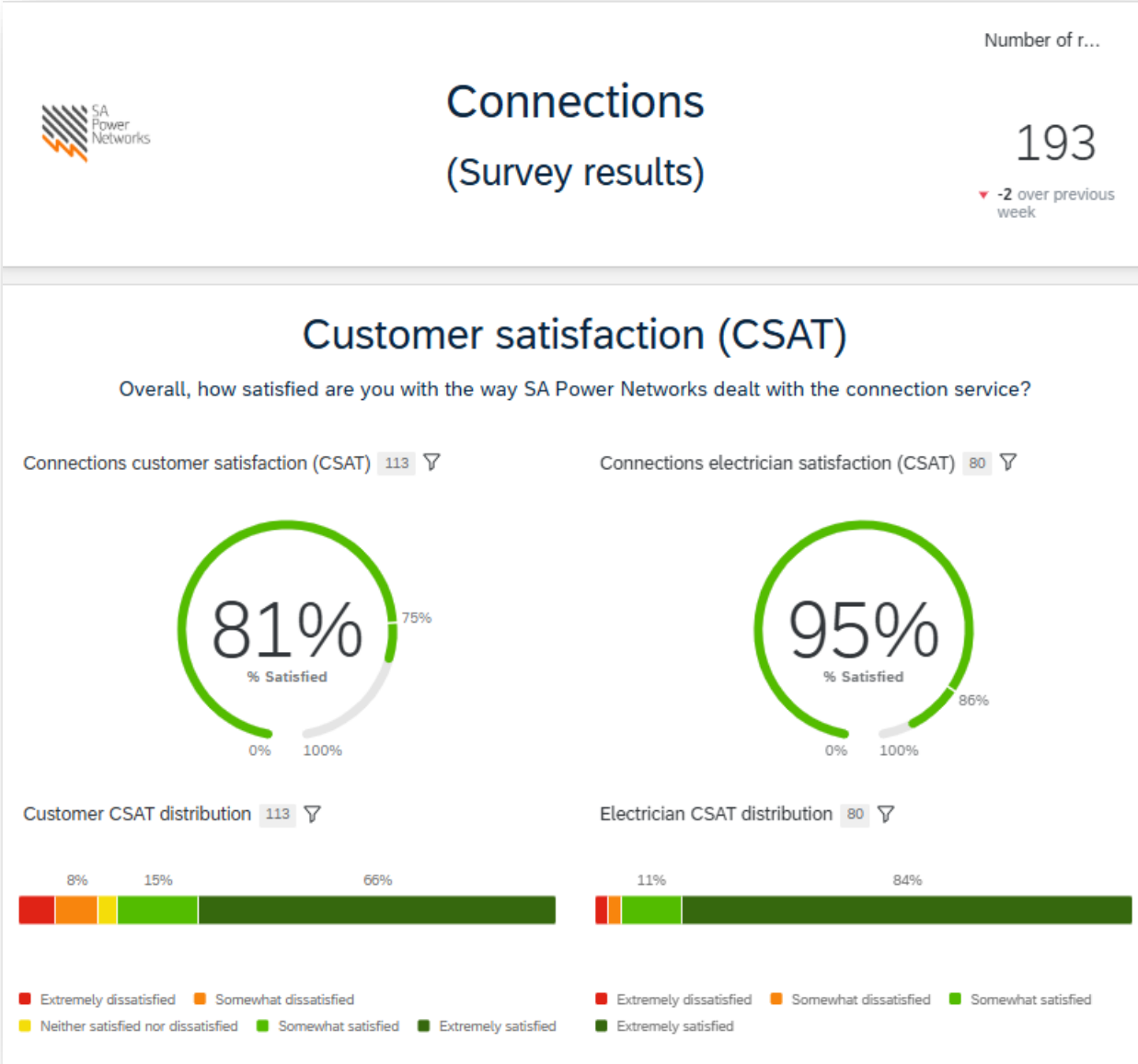
- ✓ Electrician survey result – 89% achieved against 87% target
- ✗ Customer survey result – 76% achieved against 84% target
- Field consistently scored well

2025 CSAT Connections - Field



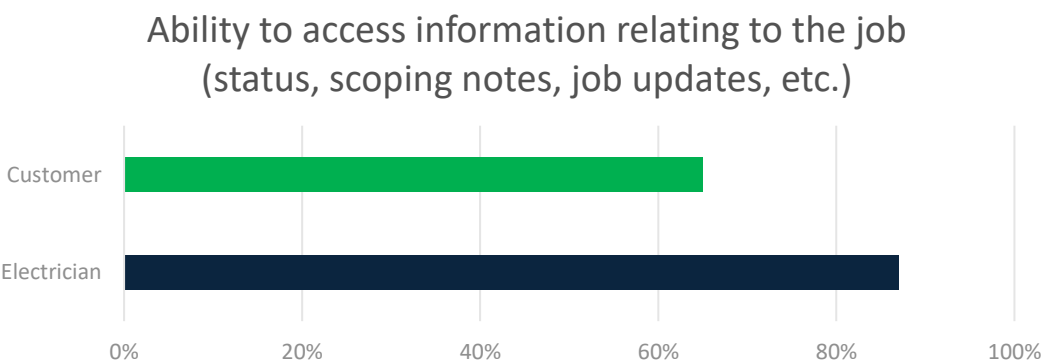
- Continued to see a disparity between Electrician and customer experiences
- Anticipating closing that particularly from a comms perspective

CSAT update – 2026 YTD Connection results



Points to note:

- CSAT review at the end of 2025
- Resulted in a change of target and weighting for Connections CSAT survey in 2026
- YTD we've received 193 Connections related CSAT surveys vs 780 for all of 2025



Portal update and demo

Jac Tume

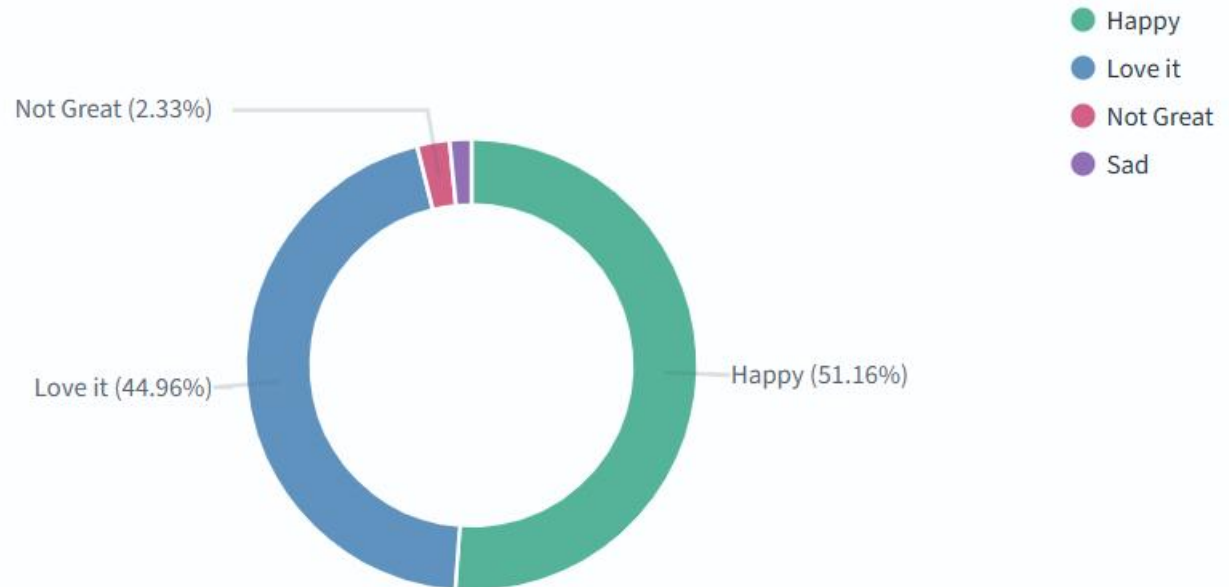


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Portal update and demo

- Alterations is the last of the Minor Connections to be moved into Portal
- Currently in User Acceptance Testing (UAT) and plan is for go live at the end of this month (pending UAT)
- Negotiated Connections development kicks off in April (likely after Easter)

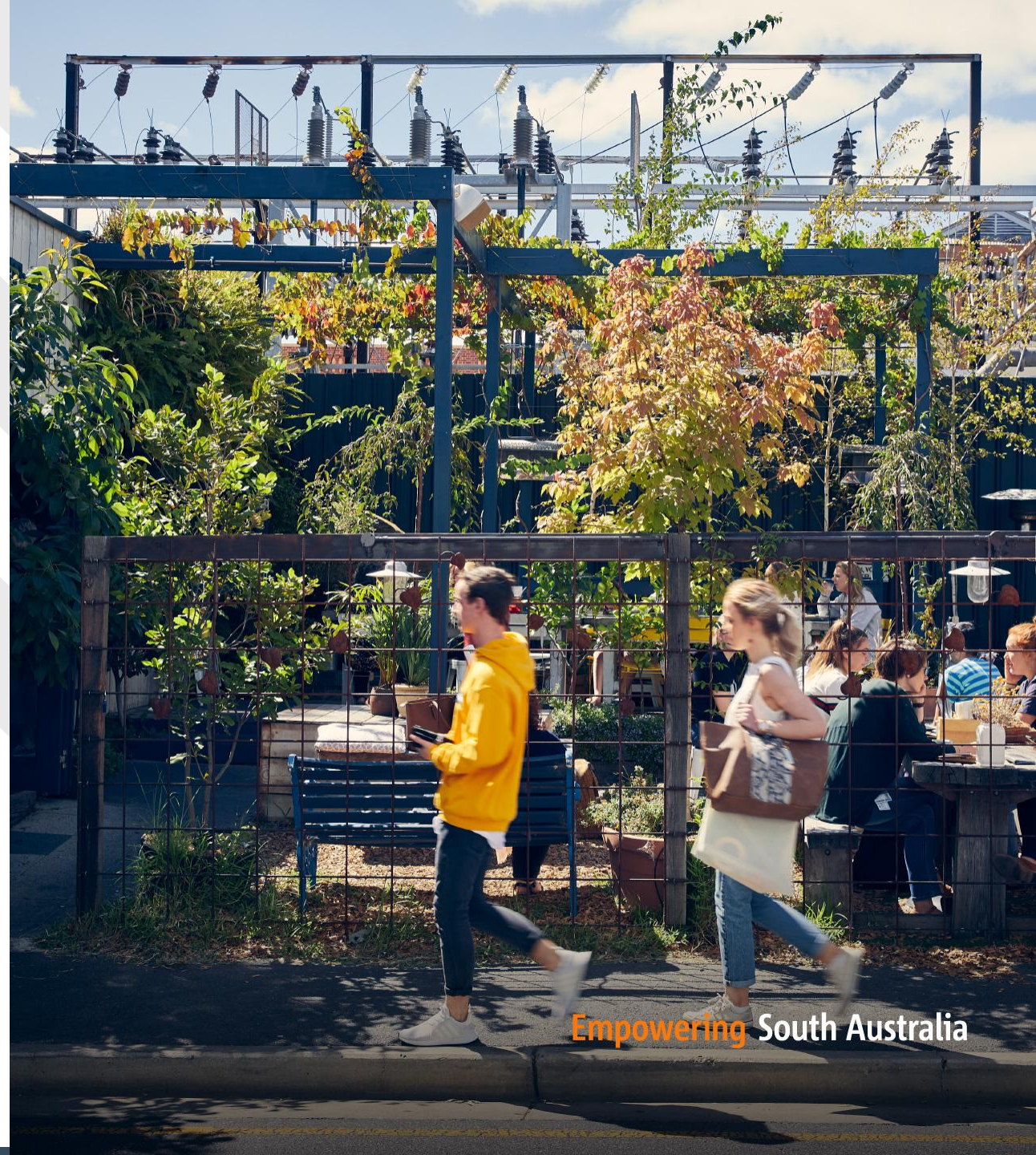
[SAPN Portal] Feedback pie



ECoC Process Update

Jac Tume/Jess Wilson

10:30 – 11am (30 mins)



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Background

- In 2018, Office of the Technical Regulator transitioned from paper based Certificate of Compliance (CoC) to an electronic Certificate of Compliance (eCoC)
- Caused some difficulty for SA Power Networks in adopting this change for a number of reasons, including accessibility and the inability in many situations to have a completed, printed eCoC on site
- To combat this, SAPN created the Authority to Connect (ATC) form
- Intended to be a temporary, back up solution
- Has become common place
- ATC causes duplication and compliance issues
- Solution is now 2 pronged:
 - Reduce the instances where the ATC will be accepted
 - Improve ability for SAPN to receive a digital copy of the eCoC

Changes to the ATC form/process

Clause 5.2.2 Electronic Certificates of Compliance – eCoC (TIR)

..... A copy of the eCoC shall be made available on-site. However, an Authority to Connect (ATC) form may be used where it is not reasonably practicable to provide a printed Certificate of Compliance on site, but it shall contain a valid eCoC number and outline all works which have been completed, including results of examination and testing.....

Effective 1 June 2026:

- All new connections to the network will require an eCoC on-site (ATC forms no longer accepted)
- Amended ATC form will still be accepted for other application types; previous versions of this form will not be accepted
- Amended ATC form available on our website from mid to late May

From 1 June 2026 onwards:

Progressive transition phasing out the ATC form with use only for exceptional circumstances

To SA Power Networks:
Authority to Connect – Electrical Work Declaration

This authority will be relied upon by SA Power Networks when connecting/reconnecting an installation in accordance with the Electricity (General) Regulations 2012, Section 55A, and is only to be used where it is not reasonably practicable to provide an electronic Certificate of Compliance (eCoC). The authority confirms that an eCoC has been issued for the electrical work/installation to be connected/reconnected.

Mandatory	Owner's/Occupier's Name		
	Installation Address	Unit/Number:	Street:
		Suburb:	Postcode:
	Date of Electrical Work	Started:	Finished:
	ECoC Number		

**ECoC Number N/A in emergency situations where there are connectivity issues on site*

Provide one answer in each section (mandatory)	Electrical Work Type	Reference	Reason for Authority to Connect
	☐ Alteration	NMI/Meter:	☐ Connectivity Issue (A)
	☐ Temp DN//RN	REX:	☐ Emergency (B)
	☐ Repaired/Checked	Fault Incident #:	☐ No eCoC Contractor Signatory (C)
	☐ Other (specify)		☐ Submitted eCoC emailed to eCOC@sapowernetworks.com.au (D)

Tick one answer in each section (mandatory)	Installation Presented for Connection/Reconnection		Metering
	☐ Consumer Mains, Earthing System, Main Switch Board, Main Switch(s)/Meter Isolator(s)/MEN & remainder of the installation		☐ Retailer metering has not been installed
	☐ Metering only (including associated equip, CTs, VTs, links, meter isolator etc)		☐ Existing metering (undisturbed/unaffected)
	☐ Other (specify)		☐ New or altered metering is installed

Mandatory	Item / Plant / Circuit No.	Describe all work completed in relation to connection/reconnection, including results of examination and testing

Registered Electrical Worker:
I certify that for the benefit of SA Power Networks;

- I am currently a registered electrical worker;
- I have undertaken all work on the above installation and completed the inspections and tests as required by, and in accordance with the Electricity Act 1996;
- The installation complies with the requirements of the Electricity Act 1996, AS/NZS3000, SA Power Networks Service and Installation Rules and that the installation is safe to connect.

I acknowledge that an eCoC has been issued by me in respect of this installation for this connection/reconnection, or where (A), (B), (C) or (D) applies, I will issue an eCoC as soon as reasonably practicable. SA Power Networks will rely on the Authority of Connect when connecting/reconnecting the installation.

Mandatory	Full Name	Registration No.
	Signature	Date
	Company/Trading Name	Mobile/Phone
	☐ I am also the Registered Electrical Contractor	

OR

- I am currently employed by a Registered Electrical Contractor:

Mandatory as per above	Full Name	Registration No.
	Company/Trading Name	Mobile/Phone

eCoC integration

Number of moving parts:

1. OTR are making changes to their portal to enable the REC to provide the REX/portal request number on submission - **In progress**
2. SAPN will then store the eCoC PDF attachment against the connection job - **In progress**
3. PDF to be accessible by the portal and the field technology AMP - **Planning commenced (further discussion below)**
4. Need ability for a REC to upload directly to Portal and it be viewable by the Field – **Development not yet prioritised**

Important to note that while this is a step in the right direction, it is **not** a perfect solution

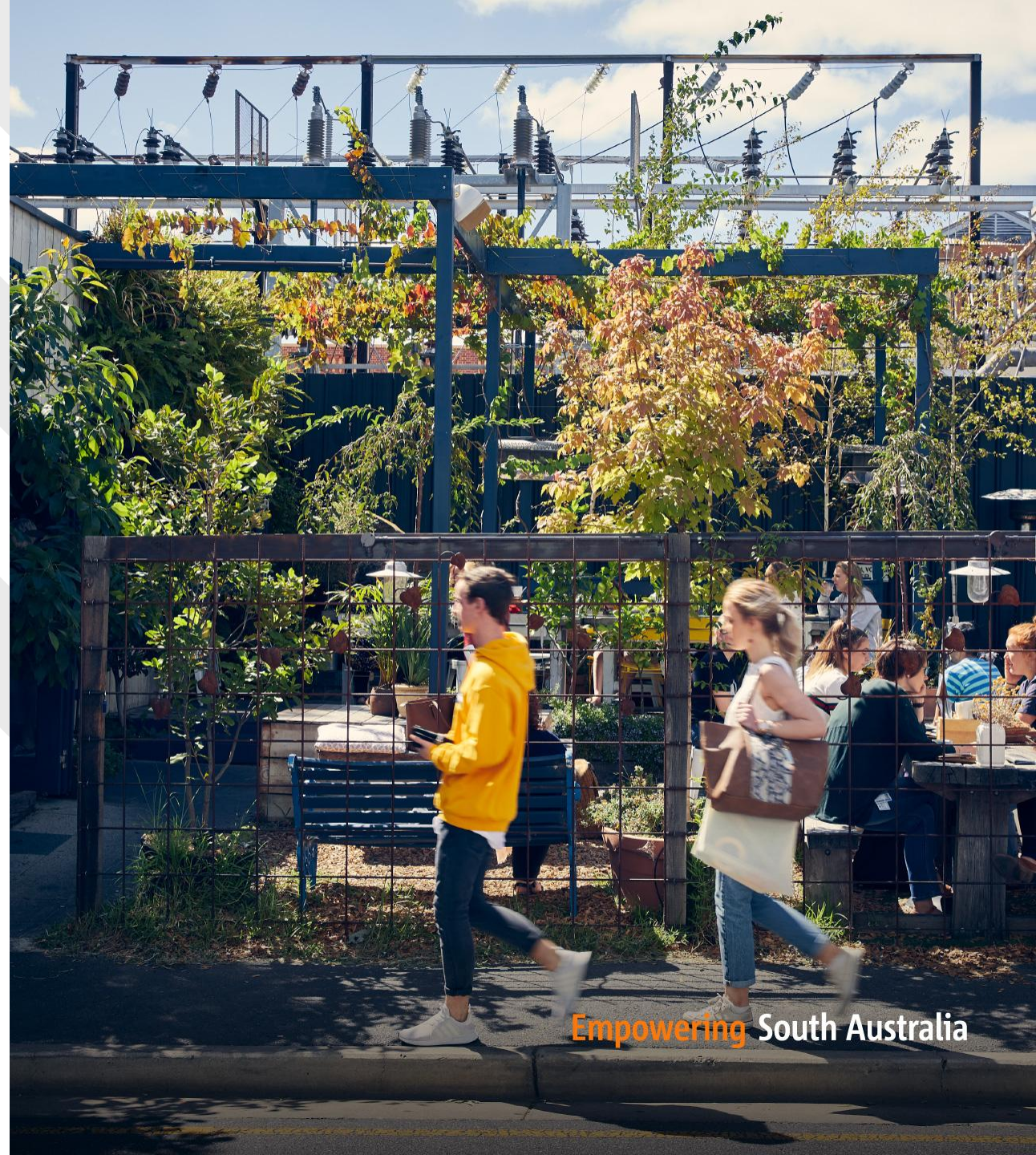
Portal & Field Technology accessibility considerations

- Field technology is currently being updated – their system has become end of life - their priority is to transition from the unsupported aging technology
- Likely that Field won't be alerted when an eCoC has been uploaded to the job, they will likely need to refresh – **planned trial**
- Reporting mechanisms to be scoped and developed
- Human error in providing job request number in the OTR portal – data matching
- ATC will still be around for true technological issues
- Addressing 'planned' connections work firstly – further consideration required for other instances where eCOC is required ie breakdowns

Other Business

- Thanks and reflections
- Customer Outcomes

11:15-11:30am (15 mins)



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2025 CAG Member Impact Overview

Shaped the eCoC and ATC reform pathway

- Influenced phased transition away from ATC forms
- Contributed to workshop outcomes and behavioural shift strategy
- Strengthened alignment with OTR

Improved portal design and functionality

- Provided live testing feedback adopted into system design (MEA/NECA members included)
- Influenced SMS notification timing and rollout approach
- Suggested practical features (duplicate jobs, photo uploads, PDF functionality)
- Helped prioritise transparency and job visibility improvements

Strengthened flexible connections implementation

- Tested tariff practicality and operational impacts
- Highlighted challenges for non-battery sites
- Influenced thinking toward potential trial tariffs and future Reset refinements
- Prompted exploration of export visibility and capacity mapping



CAG Member Impact Overview – cont.

Shaped performance and KPI framework

- Co-developed KRAs and KPIs through workshop sessions (ongoing)
- Influenced balanced scorecard design and language clarity
- Ensured focus on transparency, inactivity tracking, and communication quality

Improved cross-industry collaboration

- Initiated regular meter provider engagement
- Elevated safety messaging (bus bar guidance)
- Fed real-world feedback into MEG/SEG roadmap planning

Influenced 2026 strategic priorities

- Ensured portal expansion, complex batteries and solar thresholds remain focus areas
- Embedded performance tracking into forward planning
- Contributed to consultative group structure review



Area	Outcome	Metric
Reliable, safe and resilient network	Increase knowledge of major safety concerns within electrical industry.	SAPN/OTR to provide updates including regulation round up information and safety trends/breaches at meetings.
Customer experience, choice and empowerment	Increase understanding of concerns and challenges regarding connections projects focusing on time delays and communication.	CAG included in development of KRAs and KPIs Connection statistics presented and discussed at CAG meetings. CAG members review survey/data for insights collection process
Clean and green energy	Identify opportunities to collaborate with network innovation projects in the CER space	Investigate cross collaboration opportunities with CERiAG regarding Flexible Connections project.
Affordable and equitable supply	Seek and facilitate opportunities for collaboration and ongoing engagement with electrical contractors and engineering consultancies to increase efficiency of connections processes.	As part of KRA/KPI conversation, CAG members investigate efficiency improvements. Hold an engineering consultancy forum and a workshop for major project/connections improvements
Advocacy	CAG to advocate to state government regarding support for customers through Legacy Meter Replacement Plan.	Group to write a letter to energy Minister/DEM advocating for financial support for vulnerable customers through Legacy Meter Replacement Plan. (escalated to CAF)
Innovation	Improve the connections process through the implementation of the new portal.	CAG members are involved in testing the portal and provide feedback through portal progress updates at CAG meetings. CAG contribution to 1x initiative for IAG investigation.
Know your customer/ Data	Seek insights and feedback from customers throughout connections process.	Presentation on new Qualtrics system and Connections insights at group meetings



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