

Minutes



SA Power Networks Connections Advisory Group Meeting 4 2025

Meeting Details

Organiser Erin Hampton

Date Tuesday 28 October 2025

Time 9:30am – 12pm

Location The Highway

Attendees	CAG members	
	Troy Smith (Chair)	Electric Results/MEA
	Lisa Scamoni	Tip Top Electrical
	Mark Yates	YES Group
	Joe Clarke	The Energy Project
	Ian Furness	OTR
	Jonathan Chee	Intellihub
	Tom Brdanovic	Tandem Energy
	Joe Clarke	The Energy Project
	Matthew Martin	Sol Energy
	Trish Heazlewood	Plus ES
	Larry Moore	NECA
SA Power Networks representatives		
	Sally Silz	Network Manager South
	Brendon Hampton	Head of Customer Solutions
	Jac Tume	Energy Services Manager
	Steve Twigger	Electrical Services Manager
	Erin Hampton	Stakeholder Engagement Lead
	James Case	Customer Standards Project Manager
	Sam Craft	Customer Innovation Manager
Apologies	Liam Golding	UDIA
	Andrew Giesecki	HIA
	Adam Walker	Deadshort Electrical
	Ben Lovell	RAA
	Theodore Strecker	Enel X
	Edward Senneck	Connections Development Manager
	Ntuthuko Tshuma	Network Manager North

Presenters/ Guests

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.

CAF Update

A meeting with participants from the ElectraNet's Consumer Advisory Panel (CAP) and SA Power Network's Community Advisory Forum (CAF) was held on Wednesday 15 October. Information presented included Planning and Demand Forecasting, and future Stand-alone-power-station supply options to Leigh Creek/Hawker.

2. Customer Solutions Update

CSAT Update – Jac Tume

Surveys were sent to both electricians and customers and Jac provided a summary of responses from January – September 2025. This is the first year that responses have been sought from customers and electricians separately. The customer satisfaction target for customers is 84% and the current result is 75%. For electricians, the target is 87% and the current result is 86%.

Electricians appreciated the ability to access information including status notes and job status however customers noted this as an area for improvement. Timeframes for connection were listed as an improvement item also and the team are addressing this by communicating indicative timeframes to electricians ahead of the Christmas rush and onboarding extra resources.

All communications for minor connections are under review and infographics being developed to increase understanding with additional communication directly to customers provided. The meeting presentation includes survey distribution by month and CSAT actions.

Action: CSAT survey questions sent to group with meeting minutes. Group to provide feedback to Jac/Erin.

Portal Update – Jac Tume

New Service Provision went live in September to the 25 testers with 66 applications received so far. Feedback has positive with some recommended improvements including:

- Ability to create duplicate jobs for bulk connections
- PDF and printing function for scoping and booking details
- Ability to submit with either mobile or landline numbers

Please refer to slides for portal service progress with seven services due for addition to the portal this year.

Abolishments is a more complicated process due to the initial application completed with the retailer. Further complications arise when a site does not have an active retailer connection.

The group were appreciative of the efforts of Jac and her team and recognised the amount of effort that has gone into the development of the Portal. They advised that it is going to make the industry a lot more efficient and shows how SA Power Networks is listening to customers and stakeholders and is intent on improvement.

Real Estate Development Forum – Sally Silz

On Monday 13 October, Sally, Ntuthuko, Jac, Brendon, Customer Solutions Regional Managers, and internal deliver partners, held a forum to increase industry engagement with developers and consultants. Information about SAPN's processes was shared and attendees were given an opportunity to provide feedback and improvement suggestions through some workshop sessions.

Interest was greater than expected with approximately 70 people in attendance. Presentations included:



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- Customer Solutions team overview
 - Portal Update
 - Contestable Connections Process and Compliance

The day provided a good opportunity for industry collaboration. A survey has been sent to attendees for feedback however discussions are indicating that there is appetite to continue the sessions.

Improvement opportunities suggested included:

- Improved job visibility in the Portal
- Access to local area representatives
- Certificate of Completion process needs greater clarity and connection timeframes could align with these to improve efficiency
- Consistency of language within offer letters

Feedback is still being collected from attendees. Sally and her team will be working through it in greater detail.

Flexible Connections – Brendon Hampton

Flexible Connections allow electricity users or generators to adjust their energy import or export dynamically based on real-time network conditions. This helps prevent network overload, supports efficient use of infrastructure, and enables more connections to the grid without costly upgrades.

In South Australia, there is high penetration of renewables in the system, both distributed and large scale. Almost half of homes now have solar and there is a large negative power flow onto the grid throughout the day. With the transition to a low carbon economy, a significant increase in the amount of electrification is expected including the uptake of electric vehicles and home heating. In time, some industrial applications could move to electricity as their form of energy.

This could double the amount of energy that needs to flow through the distribution network requiring careful preparation. Currently, the distribution network is running at a third of its capacity on average with peak demand only occurring approximately 0.2% of the time. Flexible Connections allows for the unused capacity in the network to be utilised, and for customers to be rewarded for their flexibility.

There are three programs designed to address/explore this issue – Flexible Exports, Flexible Loads and Energy Masters. The job of Brendon and his team over the next few years is to develop Flexible Connections options for all customers.

Please refer to slides for further information.

Discussion: Brendon was asked to clarify how the tariff signals work and he explained that these are sent through the SCADA network and require the customer to respond immediately when network constraint is identified. The network calculations of load limits are completed every 15 minutes.

Peak demand is defined as days when temperature is 38 degrees or above at any time of the day between November and March at the weather monitoring station located on West Tce in the CBD or as agreed for sites in semi-rural or rural areas.

Brendon mentioned that there may be some improvements considered for the tariff in the next Reset period regarding load limit communication with customers and how the tariffs are configured.

Joe Clark advised that in his experience, if a site does not have a battery, it difficult to facilitate the tariff. Energy consumption still occurs within the peak demand period and to avoid the peak demand costs that



are applied across the 12-month period, the site must engineer a different way of completing work/accessing energy when the weather is 38 degrees or above.

There are limitations to what could be done with the existing tariff in this Reset period however if group members would like to submit a problem statement for further investigation by the group and the Innovation Advisory Group, it can be submitted via this link: <https://forms.office.com/r/pNMvthzg81>.

Flexible Exports allows solar customers to export energy at variable limits based on real-time network capacity. This maximises solar exports while maintaining grid stability and supporting renewable energy growth.

The system does not have the ability to provide forecasts to customers looking for export predictions. This means that customers with large battery connections, etc are unable to access forecast information to support bidding systems. SAPN may have to develop an approach to this industry wide issue in collaboration with customers/stakeholders that may involve a flexible marketplace capacity map or similar.

Action: Please advise Erin if you would like to be part of a workgroup to investigate Flexible Connections and the associated tariff further. Suggestions include the development of a trial tariff.

Capability Development – Brendon Hampton

There is significant investment in upskilling the Customer Solutions group currently. Leadership has rated all members on core competency levels and identified target levels and are looking to fill any gaps. These skills include communication, time management, etc. The team are also performing succession planning to ensure the gaps left by people retiring can be filled effectively and knowledge is incorporated into systems as opposed to relying on certain people performing specific functions.

3. eCoC Workshop Overview and Next Steps – Brendon Hampton

A workshop made up of Larry Moore, Troy Smith, Ian Furness, James Case, Steve Twigger, Brendon Hampton and Erin Hampton was held recently with the aim of investigating the use of the Authority to Connect (ATC) form and requirement for greater use of the electronic Certificate of Compliance.

The group agreed that use of the ATC should be phased out but there should be a backup for times when the eCoC is impractical.

A phased implementation plan is in development to progressively drive and change behaviour away from the ATC. Some of the suggestions include:

- altering the ATC form to align with the ECoC, removing its overuse as a shortcut approach
- integrating the eCoC into SAPN's system (OTR system communicates with SAPN)
- Roll out of digital working to field crews allowing eCoCs to be accessed and validated electronically in the field
- Compliance mechanism under development

A second workshop is scheduled on Monday 8 December.

Recent changes to the Service and Installation Rules includes requirements for the completion of eCoCs in line with the workshop outcomes. There was a grace period that concluded on 1 November however further industry comms may be required on the issue.

Industry comms on these requirements will be tied into the work on the ATC/e-CoC process changes.



4. Innovation Operating Model and Pathway – Sam Craft

Please refer to slides

Sam previously sent all group members a survey where problem statements can be submitted with the link available here - <https://forms.office.com/r/pNMvthzg81>.

One of the ideas Sam is investigating currently is 'Click and Connect', a platform which allows for self-service connections, capability maps and estimated costs/timeframes. She is also investigating EV chargers on poles and the ring-fencing guidelines for distributors looking to enter this area and increased support for vulnerable customers.

Further information about the Innovation Fund and SA Power Networks' business case to the AER is available via the links below.

[Business case: Innovation fund](#)

[Innovation Fund Business case addendum](#)

Please contact Mark Yates on 0417 865 178 or via email at mark@yesgroupsa.com.au for discussion on any problem statements or questions.

5. Customer Outcomes – Erin Hampton

Please refer to slides for Customer Outcomes set for the CAG.

Erin thanked the group for their contributions to the Customer Outcomes and CAG in 2025.

6. Reflections and Achievements for 2025

Ntuthuko:

- 2025 has been a year of listening and gathering feedback from external stakeholders through Forums, CAG etc and starting to act.
- External doors opened wide - Real Estate Dev forum, field days in Country towns, visiting customers etc
- Connection lead times -> gather data to identify 'pain' points and aim introduce process efficiencies.

Sally: 2025 saw uplift internally in interdepartmental collaboration and an investment in Customer Solutions team.

Jac: Huge focus on Customer Satisfaction, 'closing the loop' on surveys, implementing feedback and recognition as part of BAU. Proactively addressing, following up and calling out customer (and stakeholder) feedback. Continuous improvement cycle. By the end of 2025 we will have 7 new services in the portal.

Ed:

- Major Connections team forming
- Introduction of Portfolio governance meetings with key Major Customers (DIT, Defence, AAL)
- Trial of new approach to Pre-Feasibility/Triage within Major Customer team
- Commencement of initiatives to overhaul Major Project Delivery Model
- Improved working relationship with Project Delivery Team
- Implemented reduced overhead cost to Customer Variations

Brendon: Relationships and understanding. The ways to improve are all 'basic things' – it doesn't mean that they're easy to implement, but at least easy to measure and understand.



CAG Reflections

The group were appreciative of the increased level of communication, the development of the new Portal and additional functionality making it easier for industry to interact with SAPN and complete work.

7. 2026 Priorities

Please refer to slides for Customer Solutions team priorities

CAG Priorities

- Portal development progress including negotiated connections
- Increased number of complex battery connections and difficulties this may present
- Solar approval threshold changes and visibility
- Performance tracking and continued improvement against KRAs/KPIs
- Ongoing engagement opportunities and increasing team accessibility to industry

Action: Please send any other priorities for 2026 to Erin Hampton –

erin.hampton@sapowernetworks.com.au

8. Other Business

End of year advisory group event Wednesday 12 November, The Oval Hotel 4pm-6pm

Advisory Group review surveys sent to all group members. Results will feed into the review of the consultative group structure at the end of the year/beginning 2026 and will form part of the stakeholder metric in the future.

Action Items - Complete

Meeting	Action Items from last meeting	Who / When	Status
July	Brendon to provide further information on the weather conditions and flexible connection tariff application	Brendon	Complete – this meeting.
July	Provide members an update from the stakeholder feedback session for Flexible Connections held in February 2025. Lauren Reid provided an update to meeting attendees in August	Erin	Complete – provided print out
July	Investigate photo add capability in portal for meter isolator installation/connection. Added as future development item by Portal team	Jac	Complete
July	Send CSAT survey questions to group members to get feedback on data collected. Note – the questions are unable to be changed until the beginning of 2026.	Jac	Complete – sent with meeting minutes
July	Adjust slide 34 of presentation and review language in process to include 'Connection Available' instead of 'Connection' to avoid confusion for the customer.	Brendon	Complete - Slide updated
July	Group members to review the KRAs and KPIs and provide feedback to Brendon/Erin.	All	Complete
July	Please contact Erin if you would like to be involved in the KRA/KPI workshop #2.	All	Complete – postponed to Q1 2026
July	Sam to contact Larry Moore to discuss potential innovation initiative further.	Sam	Complete – survey sent to all CAG members

Action Items – Outstanding

July	Analyse data collected from meter isolator declaration entries and determine effectiveness of reminder.	Jac	Ongoing
July	Brendon to arrange a catch up with Larry to investigate feedback further.	Larry	Larry to provide example we should investigate



July	Brendon to present the strategic measures at the next meeting or provide to members via email (take up of Flexible Connections offers).	Brendon	Postponed for after KRA/KPI workshop 2
October	CSAT survey questions sent to group with meeting minutes. Group to provide feedback to Jac/Erin.	All	
October	Please advise Erin if you would like to be part of a workgroup to investigate Flexible Connections and the associated tariff further. Suggestions include the development of a trial tariff.	All	
October	Please send any other priorities for 2026 to Erin	All	

Troy thanked everyone for their contribution and closed the meeting at 11:52am.

Next meeting – TBC

