

Minutes



SA Power Networks Connections Advisory Group Meeting 1 2026

Meeting Details

Organiser	Erin Hampton
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Date	Tuesday 3 March 2026
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Time	9:30am – 12pm
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Location	Food on the Table
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Attendees	CAG members	
	Troy Smith (Chair)	Electric Results/MEA
	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
	Ben Lovell	RAA
	Theodore Strecker	Enel X
Apologies	SA Power Networks representatives	
	Brendon Hampton	Head of Customer Solutions
	Jac Tume	Energy Services Manager
	Steve Twigger	Electrical Services Manager
	Erin Hampton	Stakeholder Engagement Lead
	Liam Golding	UDIA
	Andrew Giesecki	HIA
	Adam Walker	Deadshort Electrical
	Edward Senneck	Connections Development Manager
	Ntuthuko Tshuma	Network Manager North
	Lisa Scamoni	Tip Top Electrical
	James Case	Customer Standards Project Manager
	Sam Craft	Customer Innovation Manager
	Sally Silz	Network Manager South

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

The CAF met on 26 February, and the newly proposed advisory group structure was discussed and feedback obtained. SAPN's CEO shared a safety update with an internal survey assessing safety culture currently collecting feedback and recommendations on improvements across the business.

2. Advisory Group Review

Please refer to slides for further information.

Erin presented the proposed advisory group structure and advised that feedback had been collected from CAF members. There may be some minor changes to the structure before final approval is obtained from SAPN's leadership team.

The proposed structure has been developed based on feedback from current advisory group members and attempts to be more streamlined, productive and focussed on areas members can have genuine influence. It includes a Connections Working Group (CWG) with two distinct streams – Minor Connections and Projects. Quarterly meetings will be divided into two time periods to discuss topics relating to the streams. The group will have a reporting relationship with the Future Energy Advisory Group (FEAG) as well as directly to the CAF for strategic/critical matters. The chair will attend FEAG and CAF meetings annually with escalation of issues possible at any time.

Annual forums/workshops are planned for developers/engineering consultants and Public Lighting (mainly focussing on Local Government). Most future energy/solar industry related conversations will be held at the FEAG with operational impacts and concerns discussed as part of direct industry engagement (bilateral or Forum) or added to the CWG agenda(s).

Bilateral engagement will continue with organisations including HIA, UDIA, etc. One-on-one or group stakeholder meetings will also occur with industry stakeholders as required. Increased engagement with electricians will be explored ensuring those in regional locations are not disadvantaged.

Brendon shared that his Customer Solutions team are focussed on engaging with industry to create lasting and positive relationships that will assist in improving service delivery.

Erin provided a timeline for the review and implementation of the new advisory groups including the expression of interest process. Applications will be welcome for all advisory/working groups with the focus of the Community Advisory Forum to include community safety, customer experience and insights, energy equity and affordability, DSO and network utilisation. A dedicated Reset Sub-committee will be formed from members of the CAF. The expression of interest process is planned to commence in March/April.

CAG members have previously shared that CWG group priorities should include:

- Portal development progress including Negotiated Connections
- Performance tracking and continued improvement against KRAs/KPIs
- Solar approval threshold changes and visibility
- Flexible Connections
- Understanding structure and a clear escalation point
- Consultative approach and enhanced communication with industry



Larry commented that he would like to ensure that the improved communication with industry including through NECA and MEA continues.

Action: Please provide any feedback on the proposed new advisory group structure of Connections Working Group to Erin or Brendon.

3. Customer Solutions Update – Brendon Hampton

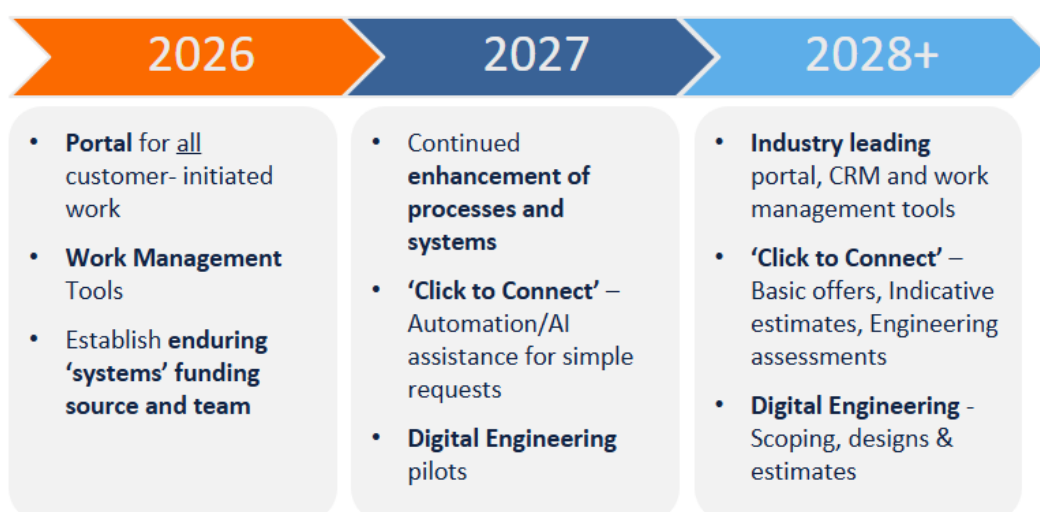
Brendon provided an overview of the Premier’s CEDA ‘Vision for SA’ Address from 18 February including the increase in skilled labour and supporting resources for the AUKUS submarine construction yard with a projected cost of \$30 Billion.

Please refer to slides for further information.

SAPN will be impacted by this project in a supporting capacity and will have some key challenges and opportunities in 2026 with increased workload and people movements having to be managed to enable SA’s turbo-charged economy and continue the momentum from 2025.

The priorities for Customer Solutions include delivering great customer outcomes, making the delivery of services easier and keeping our people safe by continuing to improve culture, retention levels and development pathways.

Plans over the next few years include:



The team will also be investigating how the number of knock-backs can be reduced and will continue to engage with other Distributed Network Service Providers (DNSPs) to identify further opportunities for automation. DNSP engagement has already determined that the portal developed for Small Embedded Generation (SEG) and Flexible Exports is considered industry-leading and is being used as a foundation for the design of the new Portal.

Flexible Connections – Brendon Hampton

Please refer to slides for further information including information about current enquiry/take up rates

Given the lack of certainty offered by these types of connections, the product may evolve in the next Reset Period to be more attractive to customers.

CSAT Update – Jac Tume

Presentation builds on information provided to the CAG 12 months ago, please refer to previous meeting minutes and presentation slides for further information.



Surveys are now sent separately to electricians and customers, unlike the previous process which combined both groups. This improved dataset has revealed lower satisfaction among customers compared with electricians, largely due to a reduced understanding of connections processes. While the 'Connections Customer' satisfaction target was not met in the full year results, scores have been steadily improving over the past 12 months following process improvements, including clearer communication throughout the lifecycle of a job.

A current improvement being tested removes the requirement for electricians to apply for a temporary disconnection for alterations, instead forming part of the alteration application. Additionally, electricians will be given permission to pull the fuse via the Portal, instead of calling on the day to get permission. Plans are also underway to give meter providers greater visibility of jobs to support coordination, and to allow retailers to share applications directly with providers.

Portal Demo - Jac Tume

Jac provided a demonstration of an alteration in the Portal and how this can progress through the process to completion. She included information about common mistakes and where clarification or changes have been made to the form applicants must complete online. This is aimed at making the process simpler and more efficient with an accurate timeline of events against the job.

4. ECoC Process Update and new ATC Form – Jess Wilson

Please refer to slides for further information.

A workgroup was created from members of the CAG and SAPN reps to improve the eCoC process and update the ATC form for greater industry compliance and to improve process automation over time.

Effective 1 June 2026, all new connections will require a copy of the eCoC onsite – either electronic via the field worker 'AMP' application or as a printed copy. ATC forms will not be accepted for this connection type after this date except in exceptional circumstances. Other connection types will still be able to use the ATC form under limited circumstances.

As part of these changes, a new ATC form has been developed that ensures it captures information equivalent to an e-CoC, such that it can act as a backup. The updated ATC form is now available on the SA Power Networks website. It is acknowledged that there may be difficulties with automation in some circumstances and Jac, Steve and teams are working through this.

This information has been provided to industry via the Reg Roundup and an announcement on the SAPN website. An article will go out in SAPN's industry newsletter, The Fuse and information has been included in the NECA roadshows.

5. Other Business – Erin Hampton

Erin presented the group Customer Outcomes and a 2025 group impact overview to indicate the level of influence the group had including input into the:

- design of the new eCoC/ATC processes
- Portal design and functionality
- Flexible Connections implementation
- Performance KPI/KRA framework
- Improved cross-industry collaboration
- 2026 strategic priorities

Erin thanked all members for their input throughout 2025 and urged those interested to submit an expression of interest for the new advisory group structure when the process commences in March.

Action Items – Outstanding



March	Members to provide feedback on proposed new advisory group structure/CWG structure to Erin or Brendon	all	ongoing
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Troy thanked everyone for their contribution and closed the meeting at 11:35am.

