Community Advisory Forum Meeting

5 November 2025

SA Power Networks

Empowering South Australia



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 all First Nations peoples past and present, acknowledging their deep connection to Country, Culture and Community.

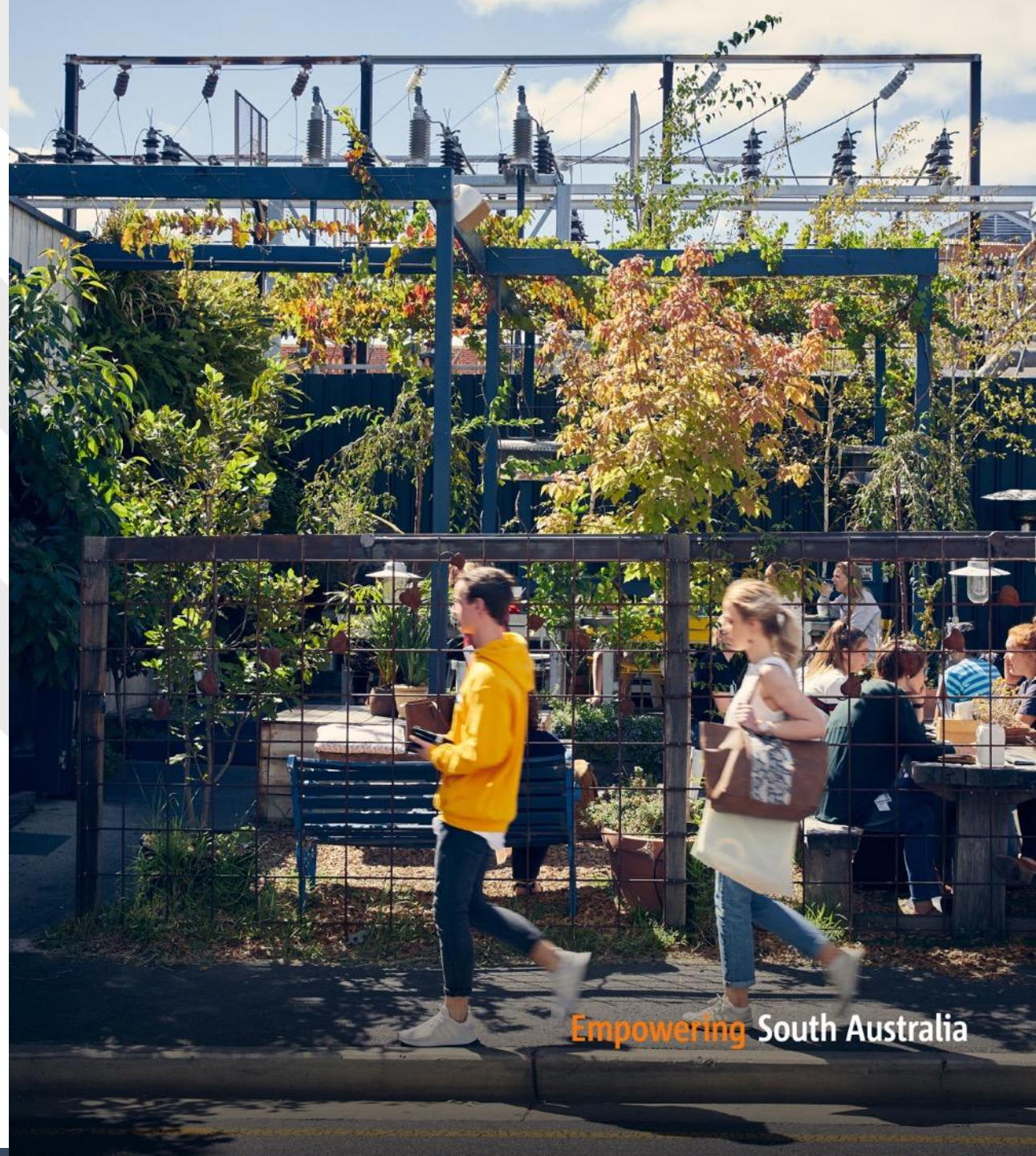


Connection With Country, 2025 by Kelly Taylor & T'Keyah Ware

Community Safety: 15 Weeks of Safety

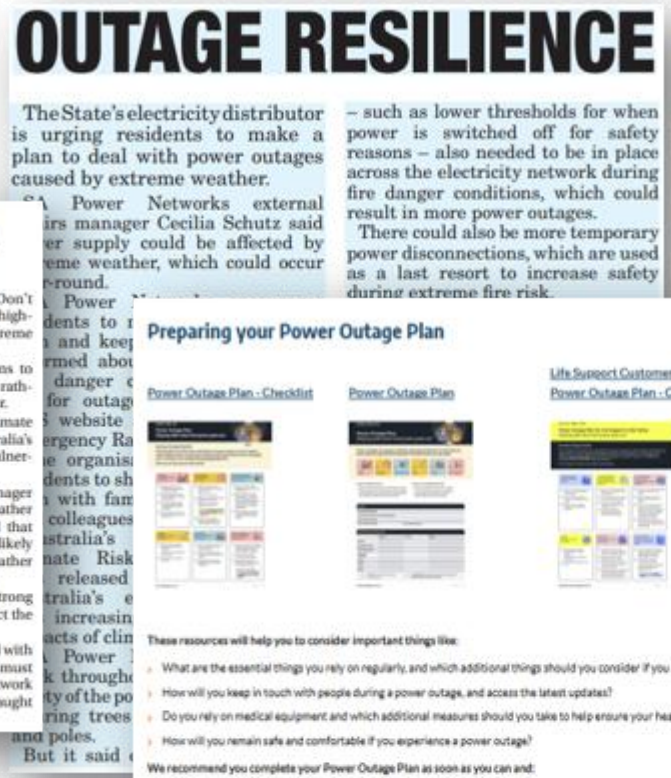
September – December 2025

SA Power Networks



SUMMER PREPARATION (SEPTEMBER)

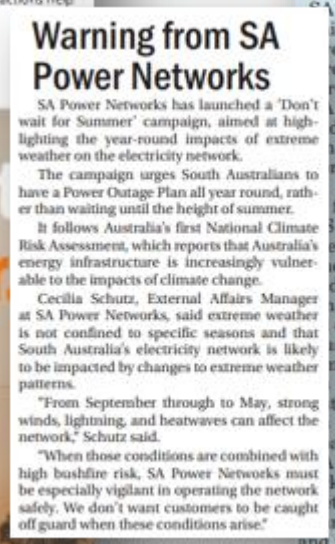



OUTAGE RESILIENCE

The State's electricity distributor is urging residents to make a plan to deal with power outages caused by extreme weather.

– such as lower thresholds for when power is switched off for safety reasons – also needed to be in place across the electricity network during fire danger conditions, which could result in more power outages.

There could also be more temporary power disconnections, which are used as a last resort to increase safety during extreme fire risk.


Warning from SA Power Networks

SA Power Networks has launched a 'Don't wait for Summer' campaign, aimed at highlighting the year-round impacts of extreme weather on the electricity network.

The campaign urges South Australians to have a Power Outage Plan all year round, rather than waiting until the height of summer.

It follows Australia's first National Climate Risk Assessment, which reports that Australia's energy infrastructure is increasingly vulnerable to the impacts of climate change.

Cecilia Schutz, External Affairs Manager at SA Power Networks, said extreme weather is not confined to specific seasons and that South Australia's electricity network is likely to be impacted by changes to extreme weather patterns.

"From September through to May, strong winds, lightning, and heatwaves can affect the network," Schutz said.

"When those conditions are combined with high bushfire risk, SA Power Networks must be especially vigilant in operating the network safely. We don't want customers to be caught off guard when these conditions arise."

Preparing your Power Outage Plan

Power Outage Plan - Checklist | Power Outage Plan | Life Support Customers Power Outage Plan - Checklist | Life Support Customers Power Outage Plan

These resources will help you to consider important things like:

- What are the essential things you rely on regularly, and which additional things should you consider if you live in a regional or remote location?
- How will you keep in touch with people during a power outage, and access the latest updates?
- Do you rely on medical equipment and which additional measures should you take to help ensure your health and wellbeing during a power outage?
- How will you remain safe and comfortable if you experience a power outage?

We recommend you complete your Power Outage Plan as soon as you can and:

We will always do our best to keep all customers informed about what is happening with their power supply. You can sign up for free outage alerts and report outages and hazards.

Together, our preparations and your planning will help keep South Australians safe this summer.

SMS

Number of Recipients: 26923

Message: A safety message from SA Power Networks: Dont wait for summer - get your Power Outage Plan ready. Please visit lifesupport.poweroutageplan.com.au for help to start preparing your Power Outage Plan today or via sapowernetworks.com.au/outages/dont-wait-for-summer/ Jess Morris, Chief Customer and Strategy Officer

SA Power Networks
Published by Sprinklr · 2 October at 20:15 ·

Don't Wait for Summer - Prepare for Power Outages now.

With extreme weather happening more often, power outages will occur — and you need to be prepared.

That's especially important if you rely on life support equipment. Because outages can happen at any time, having a Power Outage Plan is essential.

We've pulled together a range of helpful resources and plan templates to help you know what to prepare for — so you and your household have clear steps to follow if the power goes out.

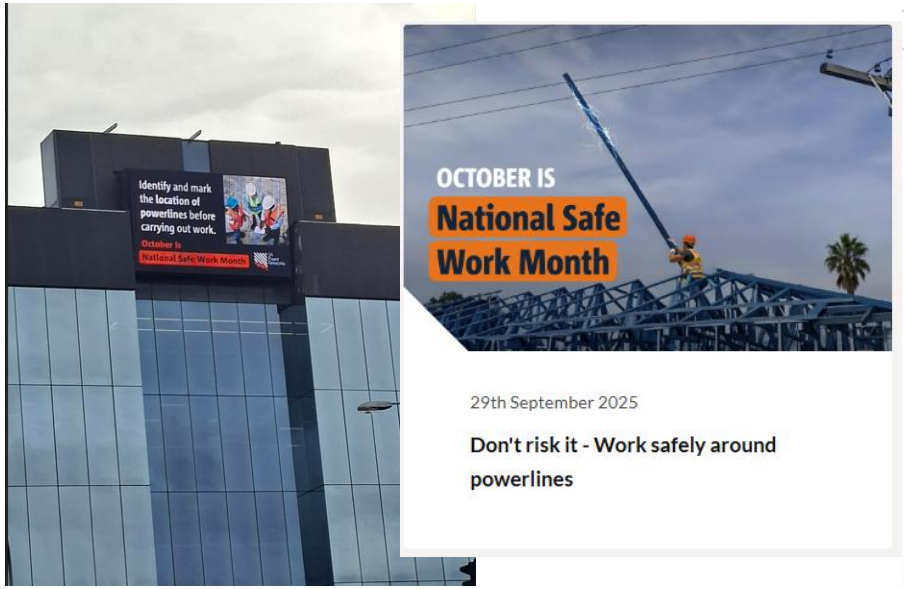
Find everything you need on our Don't Wait for Summer page: sapowernetworks.co/summer-prep



SAFETY MONTH (OCTOBER)







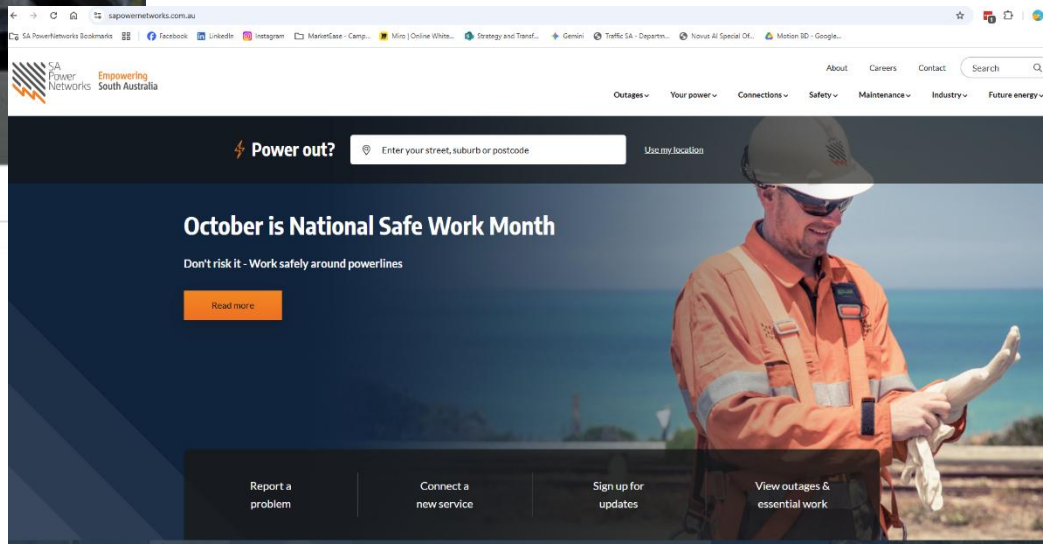
29th September 2025

Don't risk it - Work safely around powerlines

SA Power Network spokeswoman, Cecilia Schutz, said not all powerlines were overhead and obvious but could be underground or obscured from view.

She said maintaining a safe distance was critical as "electricity can jump from powerlines to people or work equipment".

"A first order of business on any job site, no matter the size, is to know precisely where electricity infrastructure is," she said.



Shock at electric safety mishaps

Cable worker crackdown

Andrew Hough

A alarming increase in life-threatening powerline mishaps has sparked an urgent safety crackdown from the state's workplace watchdog and electricity provider.

Official figures show SafeWork SA has investigated almost 20 "dangerous" workplace accidents involving overhead or underground powerlines over the past three financial years.

The alarmed regulator last year slapped 23 statutory notices – a legally binding enforcement such as bans or improvement orders – on businesses that risked lives with "unsafe behaviour" around powerlines. This was more than double the 11 in 2022.

Authorities said most of the "shocking" episodes involved workers controlling plant or equipment, such as trucks, cranes and excavators, striking electric lines.

More than a dozen workers either cut live cables or knocked a powerline while carrying construction material such as "long metal items" including copper piping or metal roof purlin frames. SafeWork SA said it would prosecute serious company safety failures.

Earlier this year, Royal Park Salvage Pty Ltd was fined $140,000 after a worker in a company excavator felled a 415-volt overhead powerline.

In a joint alert today, SafeWork SA and SA Power Networks will warn home builders, tradesman, civil construction workers and farmers of the dangers working around overhead and underground cables.

SafeWork SA compliance and enforcement director Brett Pfeiffer said he was concerned at the rise in serious workplace accidents, which the agency described as "shocking".

"Electricity risks are well known – and unforgiving," he said. "People who work on or near electricity are at risk of burns, shocks and even death.

"The effective management of electrical risks is critical."

He said employers were risking workers' lives without effective tools to manage hazards working around powerlines.

"The most effective way to eliminate the risk of electric shock is to turn off the power, which may involve contacting SA Power Networks before starting the work," he said.

"If eliminating the risk is not reasonably practicable, you need to find a safer way of working or separating the hazards from people.

"Businesses are encouraged to make hazards more visible by using warning signs or 'tiger tails' to indicate the location of overhead powerlines and defined work areas."

Under state law, it is an offence to fail to report a notifiable incident to the watchdog including a workplace death, serious injury, major illness or a "dangerous" incident.

SAPN spokeswoman Cecilia Schutz said not all cables were overhead nor obvious, but could be underground or obscured from view.

She said maintaining a safe distance was critical as "electricity can jump from powerlines to people or work equipment". "A first order of business on any job site, no matter the size, is to know precisely where electricity infrastructure is," she said.

REGIONAL SAFETY (OCT/NOV/DEC)

Currently in market:

- **Private Assets** – regional social media campaign targeting **responsibility to look after and maintain private poles and wires on properties**, especially coming into bushfire season.
- **Look Up and Live** - TV, radio, print and digital campaign targeting **inattentional blindness when working around stobie poles** on farms.
- **10 Metres** - regional and metro campaign reminding customers to **stay 10 metres away from downed powerlines** during storms.

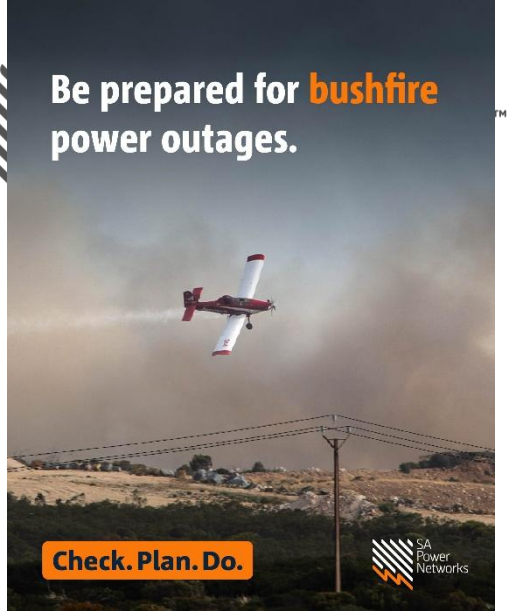
Coming up (Nov):

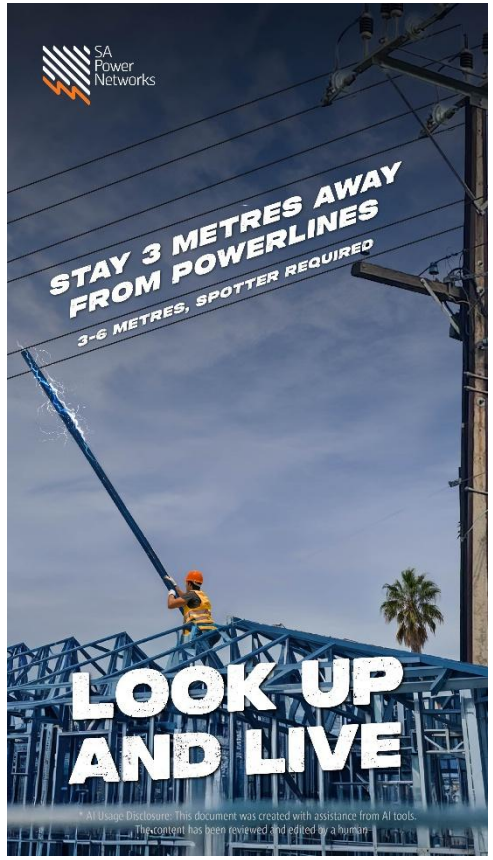
- **Fire Danger** – reminding customers to **plan for potential outages** and that bushfires can result in longer duration outages.
- **Lookup and live – Construction:** new campaign and website landing page targeting those working around overhead powerlines and the **3-metre 'No Go' rule around powerlines and Stobie poles**,.
- **SWER Clearances** - social media and editorial in the *Stock Journal* around **farm equipment clearance requirements when sowing or harvesting around powerlines** and what to do if you do make contact.

Plus… in metro:

- **Don't touch** - campaign targeted at electricians, council workers, emergency services workers etc, **not to touch or roll up powerlines connected to a stobie pole, remain 10-metres away** and call SA Power Networks.









2. Executive Update

- Andrew Bills, CEO
- Jess Morris, Chief Customer & Strategy Officer



3.1 Digital & Technology
– Overview & focus areas

- Dr Eva Balan-Vnuk – Chief Digital Officer



Digital & Technology Team



Andrew Bills
Chief Executive Officer
SA Power Networks



Eva Balan-Vnuk
Chief Digital Officer
Digital & Technology

People reporting to you (7)



Jason Anthony
Head of Enterprise Applications



Saibeth Walls (She/Her)
Head of Technology Design a...



Jan Adams
Executive Assistant Chief Digit...



Nathan Morelli
Head of Cyber Security and IT...



Matthew Pritchard
Head of Digital Technology, A...



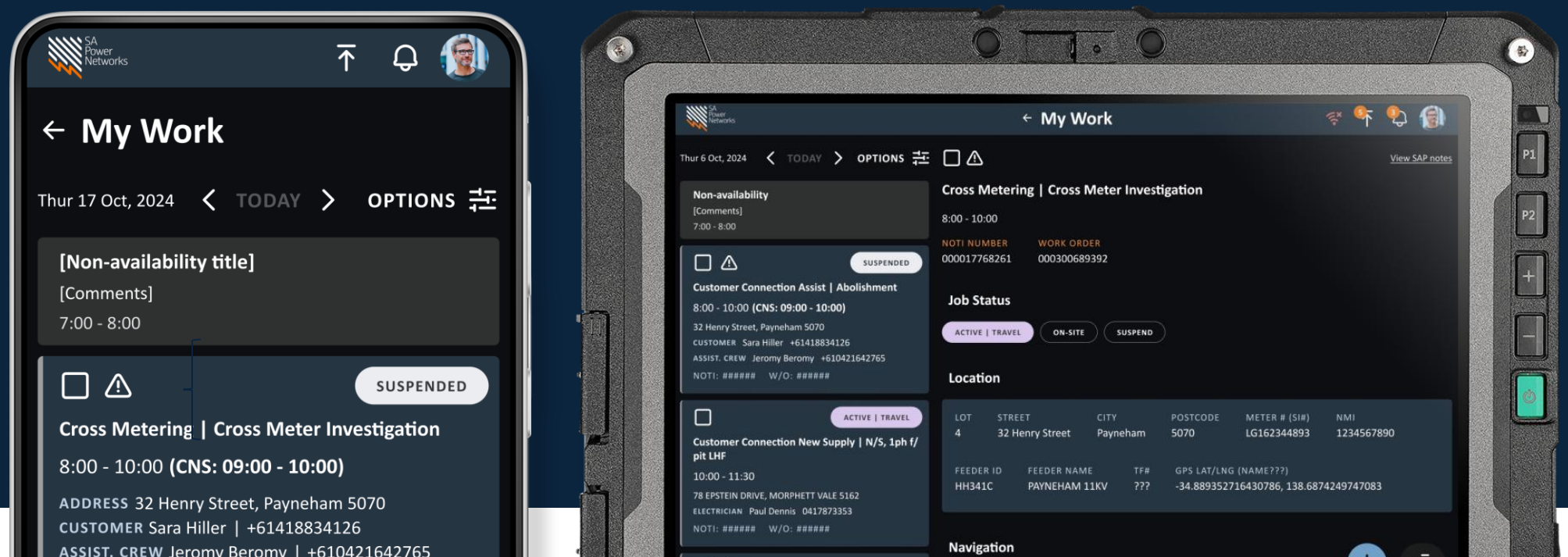
Dan Butcher
Head of Enterprise Delivery

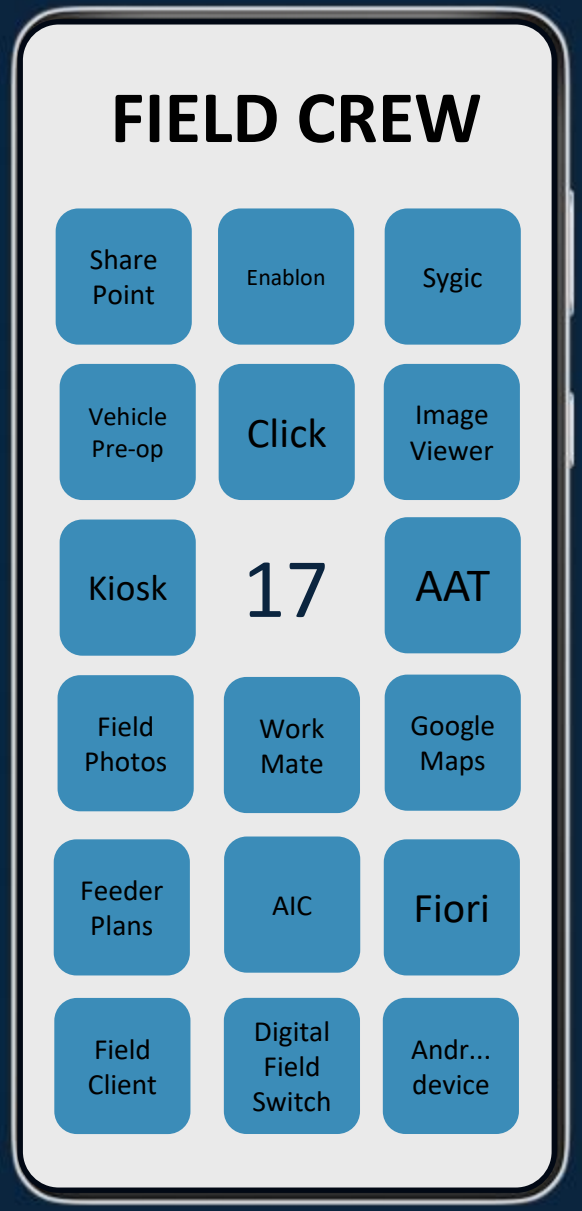
Digital & Technology Team
Topics of discussion

- Cyber security
- AI (Augmented Intelligence)
- Field worker and crew enablement
  - Field mobility app
  - Device
  - Connectivity
- D&T team operational review
- Strategic program delivery 2025 – 2030
- Your questions

Transforming Digital Work Delivery

A new approach to digitally enable field workers




FIELD CREW
Share Point
Enablon
Sygic
Vehicle Pre-op
Click
Image Viewer
Kiosk
17
AAT
Field Photos
Work Mate
Google Maps
Feeder Plans
AIC
Fiori
Field Client
Digital Field Switch
Andr... device

Enough Apps!

The Mobility Opportunity

1. Leverage Click Replacement (Mobility and Scheduling)

2. Build a bespoke User Experience for Mobility

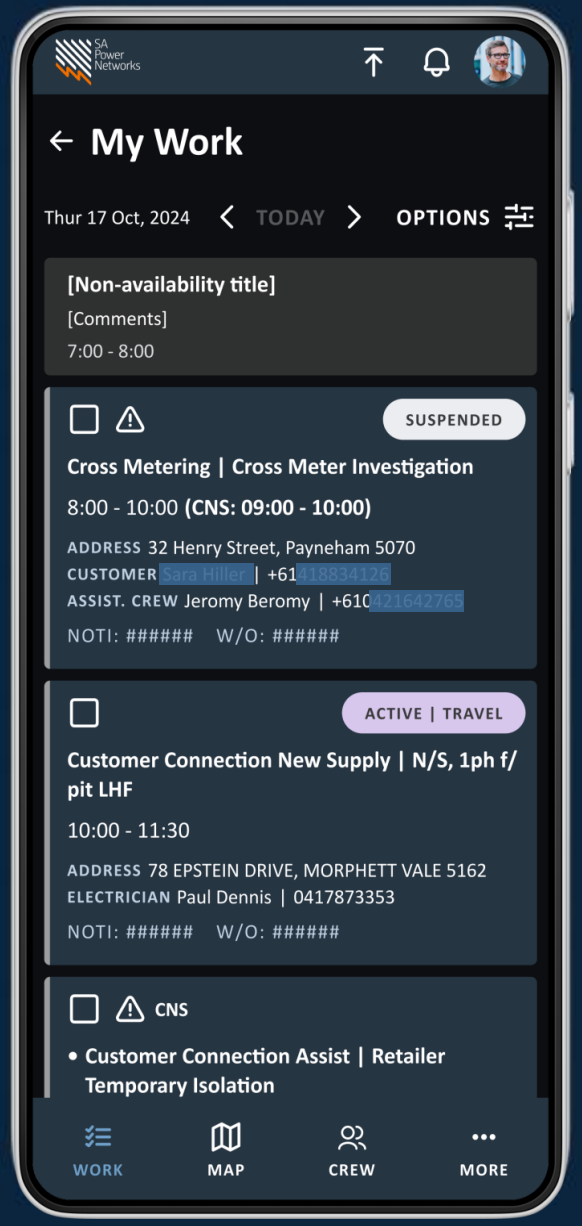
3. Long-standing product team

What Do Field Workers Want?

- **A single app experience** with a familiar, consistent UI, with map-based views of information and insights.
- **Easier data and image capture**, with minimal data entry.
- **High connectivity, reliability, speed**, offline functions where applicable and timely support.
- **Work on any device**, to suit the situation.
- **Enhancements and ideas** are continuously developed and delivered using user feedback and input.

User needs are summarised based on research conducted with field workers and stakeholders





Our Product Vision

More than just ‘another App‘

Our Measure

‘It just works!’

More focus on safety & keeping our customers connected

Co-creation



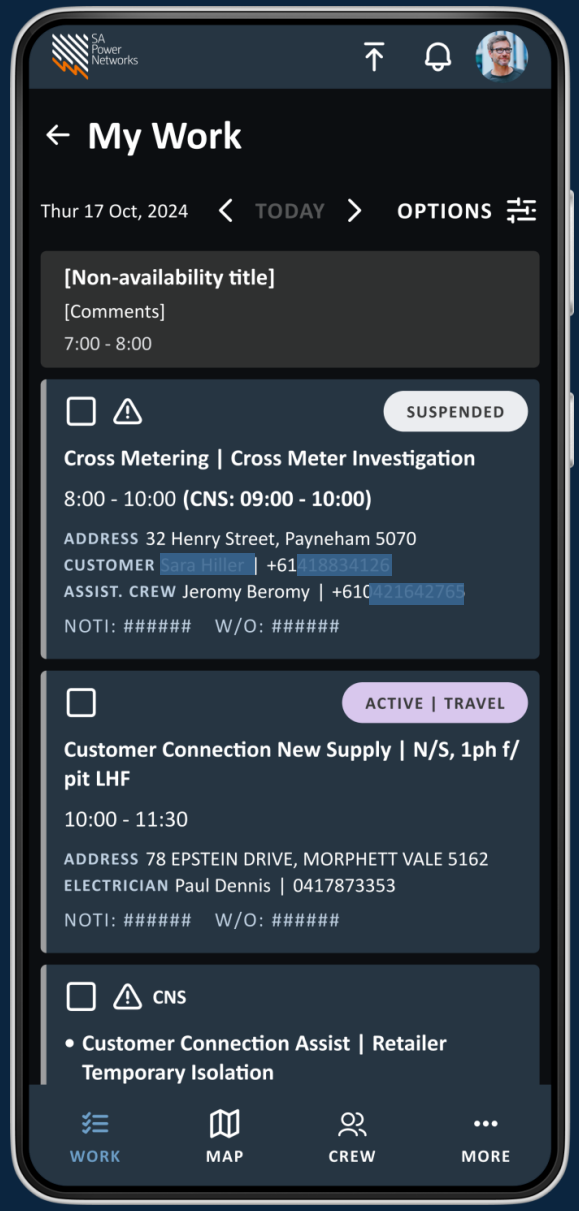
SME Sessions

Ride-alongs

Safety Briefings

Local User Experts

Electrical Services Pilot - Why?



Single Person Crew

Planned Work Only

Metro Based Access


Go-Live 2 October 2025 @ Elizabeth Depot

Scheduling

- Mobility app ‘AMP’ replaces Click Mobility
- Roll out by **Q2 2026** protects our field crews from back-end system changes
- Salesforce ‘Field Service Management’ is replacing Click scheduling
- Build and integration in progress
- Ongoing close engagement with users
- Targeting roll-out commencing **mid 2026**



3.2 Strategic Plan Update

- Ben Birch – Head of Strategy, Innovation & Growth



Integrated Strategic & Financial Planning

Outlines long-term priorities to guide investments and align with future energy needs and regulatory expectations.

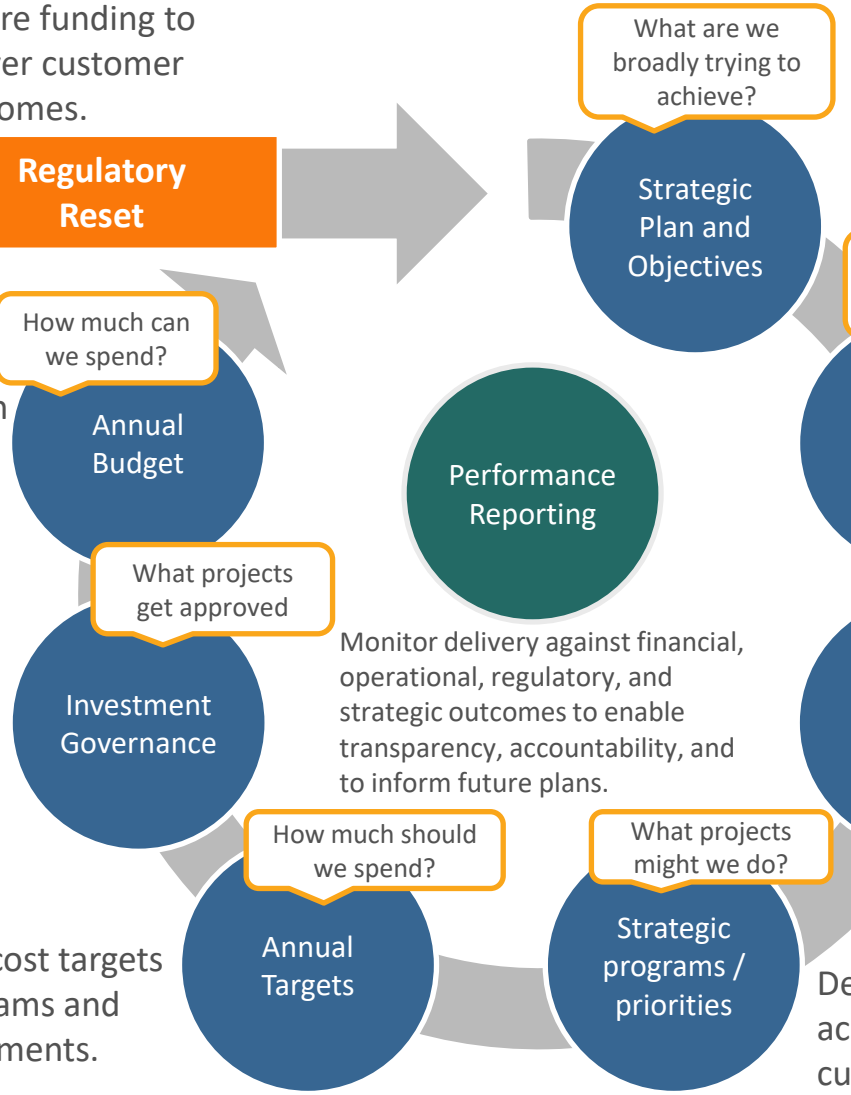
Strategic Direction

Long Term (15yr) Financial Planning

Ensure financial sustainability of long-term strategy and regulatory obligations over multiple regulatory periods.

Secure funding to deliver customer outcomes.

Regulatory Reset



Set specific, measurable outcomes and strategic programs that contribute to the achievement of long-term vision.

5-year financial view to ensure strategy delivery is affordable and aligned with regulatory allowances.

Form a view on opportunities/trade-offs from regulatory incentives and other funding sources.

Defines major initiatives needed to achieve strategic goals and meet customer and network needs.

Sets yearly funding and cost targets to deliver planned programs and meet regulatory commitments.

Ensures robust decision-making and accountability for capital investments, balancing cost, risk, and performance to optimise outcomes.

Consolidate investment governance prioritisation and business unit inputs to create a detailed and aligned budget.

Monitor delivery against financial, operational, regulatory, and strategic outcomes to enable transparency, accountability, and to inform future plans.

Key Challenges and Opportunities

Several external influences and internal factors have been considered as we shape our strategies to ensure we adapt, leverage opportunities and mitigate threats to ensure long-term success

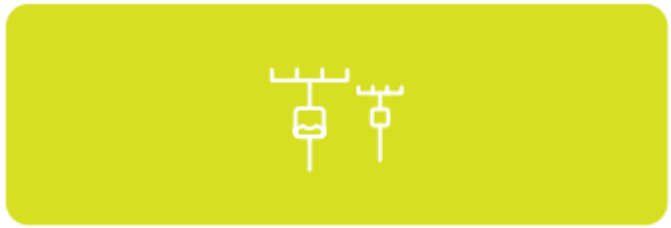


Energy Equity and Affordability

Climate risk analysis and sustainability

State Development and Future Skills

Efficient Electrification and Growth



Ageing Assets and Network Reliability

Digital Transformation and Augmented Intelligence

Growing Investment in Energy Infrastructure

2026 Strategic Plan

Our Plan on a Page

Our **Vision and Strategy** sets the direction for SA Power Networks. To deliver this vision we need to ensure we are focused on evolving our core services and operations while looking ahead to how we can enable the future. We have three unifying pillars: customer, network and people.

Our **Values** are created to be meaningful to our people and apply equally to all of us. Our intent is to lead with our Vision and live our Values.



SA Power Networks

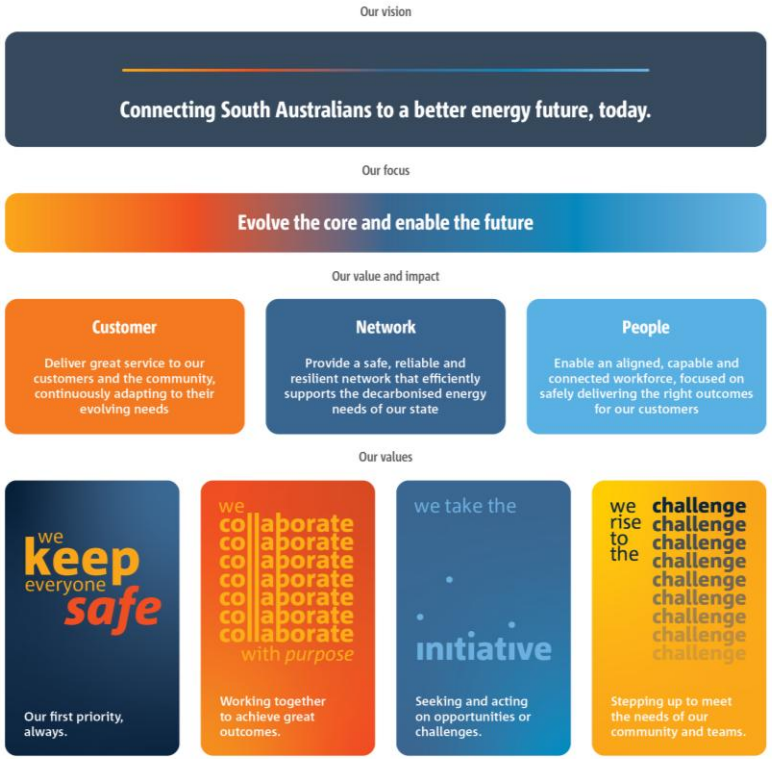
The OKR Approach

OKRs, or Objectives/Outcomes and Key Results, is a goal-setting framework that helps organisations set, track, and achieve their goals.
The framework is divided into two parts:

Objectives: These are clear, qualitative descriptions of what you want to achieve. They should be short, inspirational, and engaging.

Key Results: These are specific, quantitative measures used to track the achievement of the objective.

The idea is to set clear and measurable goals (the Key Results) that directly advance the Objective. This system encourages ambitious goal setting and continuous improvement.





Reference: 'Measure what matters', John Doerr, 2018

Cascading the Strategy and OKRs

Time horizon

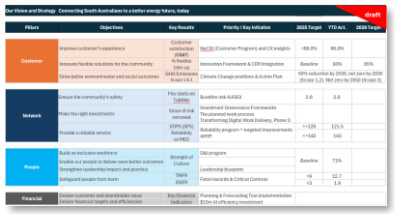
Reviewed

15 years — **Strategic Direction** — Long Term Strategy — As necessary

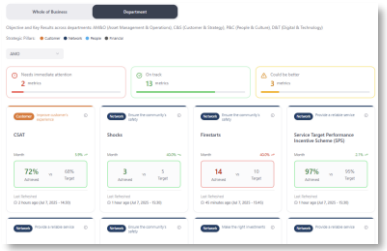
5 years — **Strategic Plan** — Vision, Focus, Value & Impact, Annual Priorities — Annually

1 year — **Department & Team Plans** — Action Plans that have Outcomes and Key Results — Annually

1 year — **Individual Plans** — (PDR, ADP) — Annually



SAPN OKRs
Responsibility: ELT
Reviewed: Quarterly
Review Forum: ELT Strategy Meetings



Integrated Dashboard
Responsibility: Chiefs
Reviewed: Monthly
Review Forum: *ELT Performance meetings*



Team Plan
Responsibility: 'Head-of'
Reviewed: Quarterly
Review Forum: Team meetings

1. ELT **agree** strategic objectives & key results which are **published** in the annual Strategic Plan
2. Chiefs develop & monitor Dashboards aligned to SAPN OKRs (SPARKi tool)
3. Heads-of develop Team Plans that are aligned to SAPN OKRs

2026 Strategic Plan Priorities

Our value and impact

Our pillars:

Customer	Network	People
Deliver great service to our customers and the community, continuously adapting to their evolving needs	**Provide a safe, reliable and resilient network that efficiently supports the decarbonised energy needs of our state**	**Enable an aligned, capable and connected workforce, focused on safely delivering the right outcomes for our customers**

Key priorities for 2026

Our priorities:

Customer	Network	People
Transform the customer experience through our NeCXt program to modernised digital platforms, enhanced service delivery capabilities, and insights Continue to build capabilities for flexible services as a **leading Distribution Service Operator** (DSO)	**Improve our understanding of Asset Risk**, condition and performance **Ensure we make the best investments** by better optimising value across investment portfolios **Deliver our work efficiently**	Improve **safety performance and maturity** Implement key initiatives to address **culture survey feedback**

Our messages:

"Improve Customer Experience"

"Improve our safety performance and our people's experience"

"Keeping the network safe & reliable today and for the future"

"Deliver budget targets and unlock efficiency"

Financial

Develop a long-term strategic plan that considers a range of plausible futures and ensures the sustainability of our business

Address the rising costs of doing business by **strengthening financial discipline and improving the efficiency and sustainability of our regulated operations**

Leverage our **capabilities for new revenue growth**

SA Power Networks

Objectives & Key Results

draft

Our Vision and Strategy	Connecting South Australians to a better energy future, today					
Pillars	**Objectives**	**Key Results**	**Key initiatives**	**2025 Target**	**2025 Forecast**	**2026 Target**
Customer	Improve customer experience	Customer satisfaction (**CSAT**)	• NeCXt (Customer Program) and CX insights	>68.0%	68.1% [1] 🟢	≥68%
	Improve network utilisation	Network Utilisation*	• DSO Strategy and Program	na	na	Baseline
	Drive better environmental and social outcomes	GHG Emissions Scope 1 & 2	• Climate change positions & Climate Transition Plan	Reduction trajectory on track	Overall reduction in emissions, but an increase in Scope 1 on 2024 🟡	50% reduction by 2030. Net zero by 2035
Network	Safeguard the community's safety	Serious community safety incidents*	• Safety and Bushfire risk investments • Cybersecurity Uplift	na	30 [2]	Baseline
	Keep the lights on	STPIS (SPS)	• Targeted reliability investments	Reward	$8.4m 🟢	Reward
	Ensure the network ***remains*** safe & reliable	Value of risk removed*	• Improve our understanding of Asset Risk • Ensure we make the best investments • Deliver our work efficiently	na	na	Baseline
People	Safeguard people from harm	TRIFR	• Fatal Hazard Critical Control Program • Organisational Safety Performance Reset • Psychosocial Safety Framework	≤9	10.7 [3] 🔴	≤8
		SSIFR		<3	1.0 [3] 🟢	≤2
	Enable our people to deliver even better outcomes	Strength of Culture	• SAPN Recognition Framework • Enable our people and unlock capacity through Artificial Intelligence (AI)	*Baseline*	71% 🟢	≥71%
	Strengthen leadership impact and practice		• Leading@SAPN			

[1] Forecast based on Jan – Sep 2025 (YTD) report
[2] Forecast based on Jan – Sep 2025 (YTD) average
[3] Forecast based on SSIFR and TRIFR report (Sep 2025)


Morning Tea Break

3.3 SAPN as DSO

James Brown – Senior Manager Enterprise Innovation

SA Power Networks



South Australia's (SA) Consumer Energy Resource (CER) context

72% of net annual demand met by renewables in 2024



Nearly 50% of homes have rooftop solar



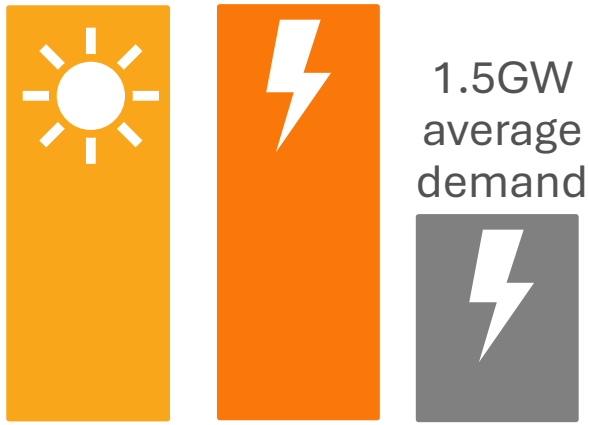
~415MW of home batteries with ~200 installations per day*



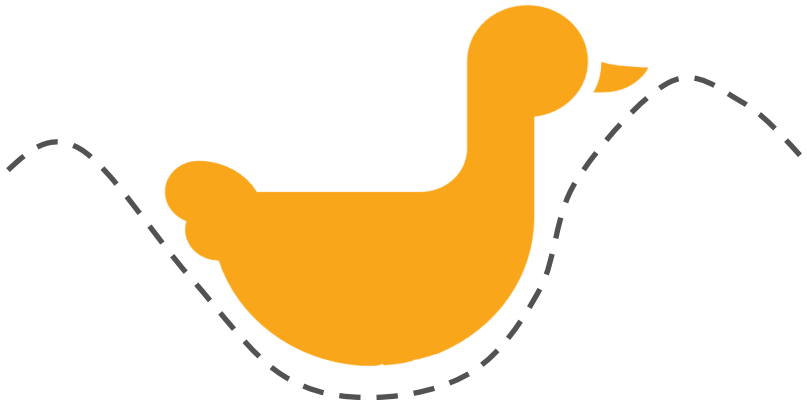
3GW+ rooftop PV

3.3GW peak demand

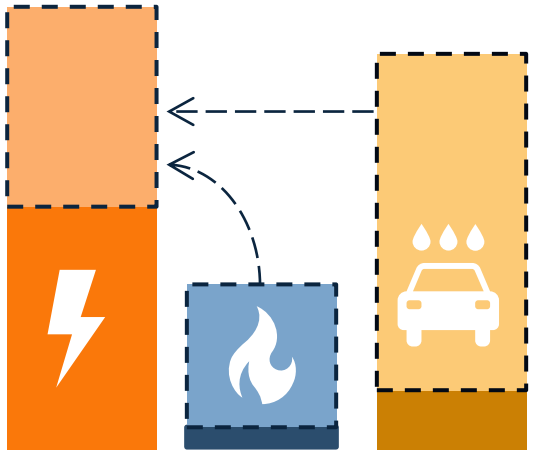
1.5GW average demand



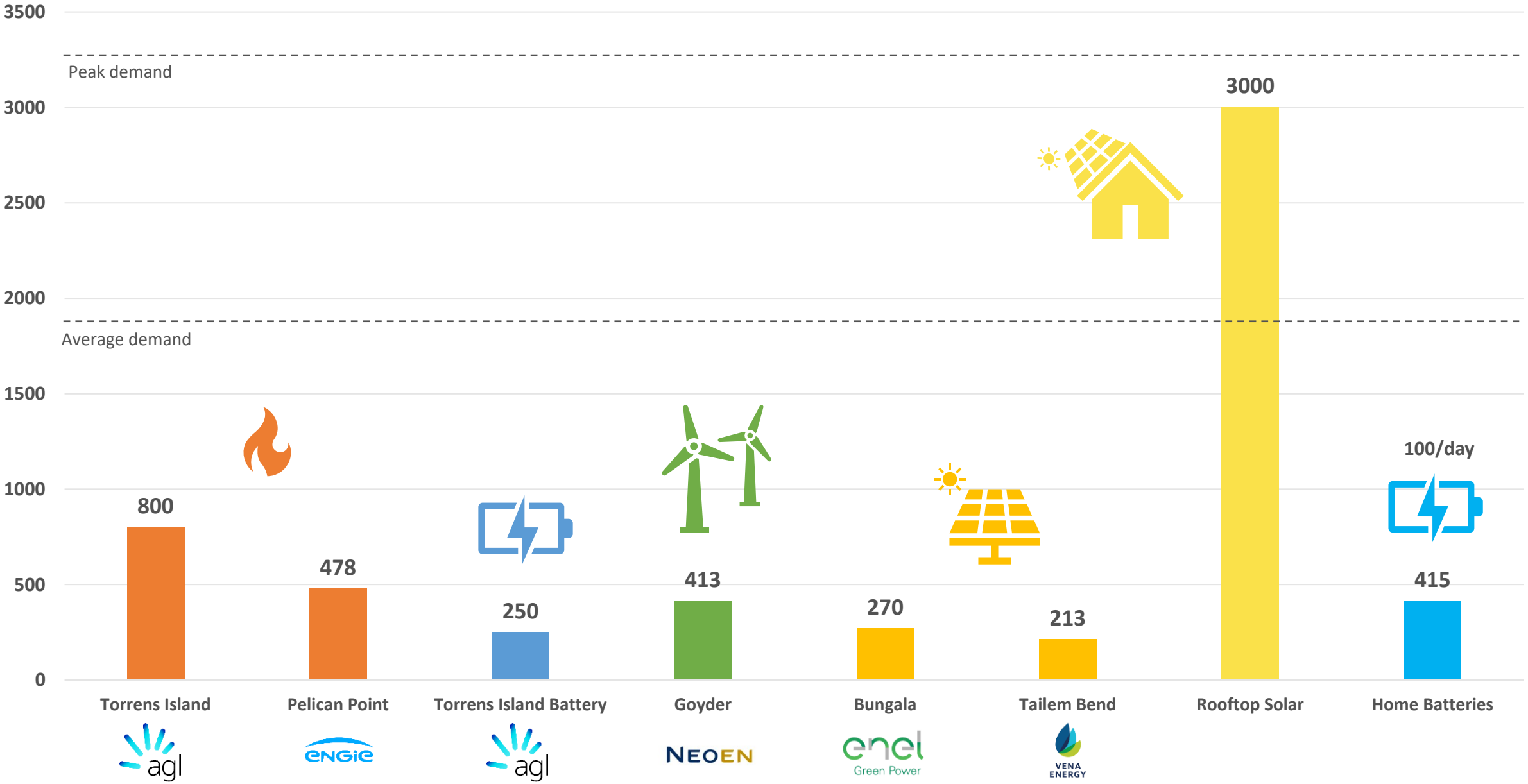
Record -205MW Operational Demand with 113% Rooftop PV penetration in Oct 2024



Electrification could double energy throughput of the distribution network



Generators in South Australia (MW)



SA's rapid decarbonisation has challenged our grid, which has been a catalyst for innovation

By 2035, we could have up to[1]:

4GW
rooftop solar

1.1GW & **2.2GWh**
small-scale battery storage

684MWh additional demand
from 385k electric vehicles

1.39TWh additional electricity use
from electrifying (excl. transport)



... all on a power system designed for **3GW peak demand**

Posing challenges...

World leading rooftop solar uptake is causing distribution network overloads and record minimum demand is putting pressure on System Security

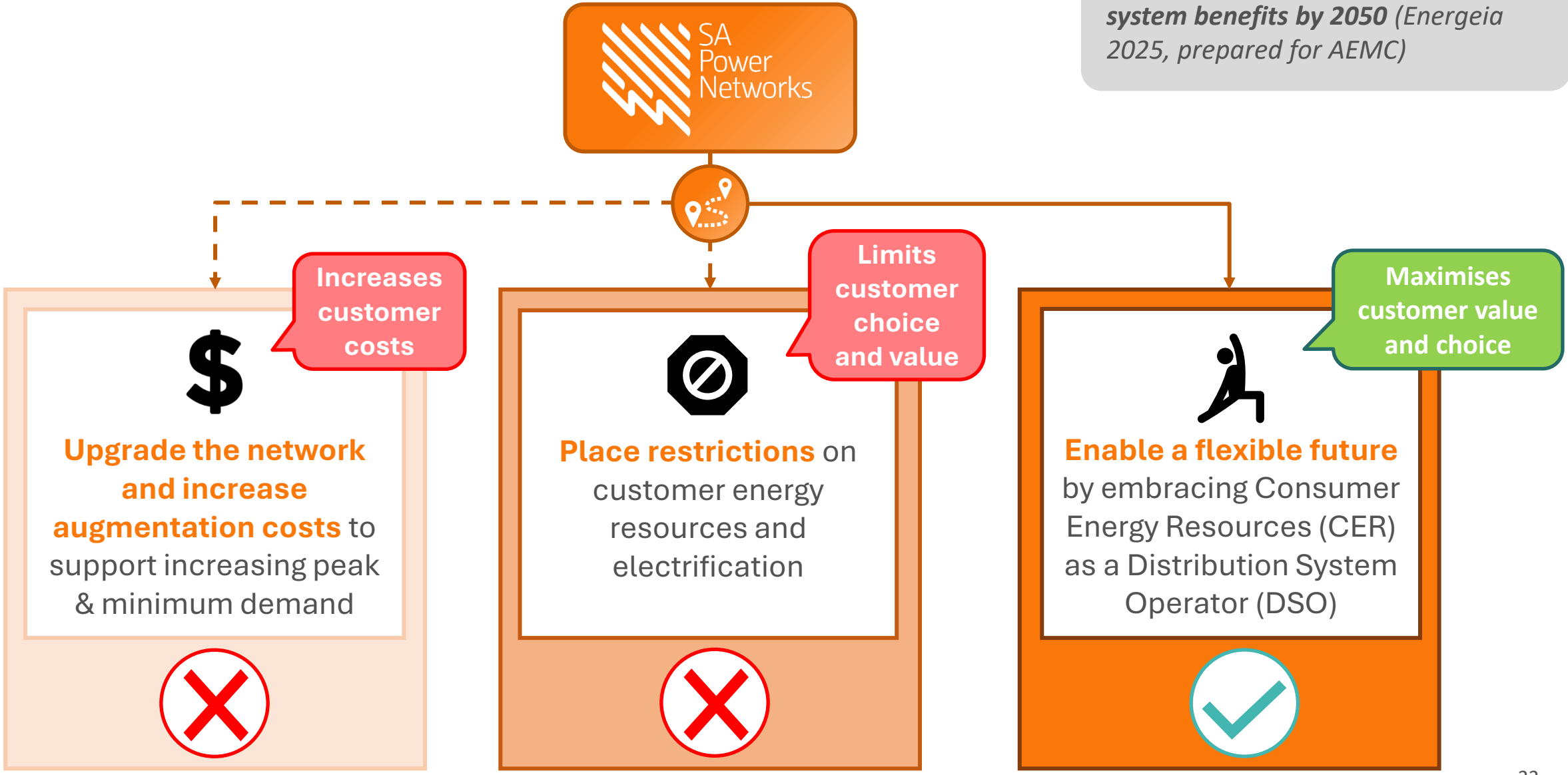
EVs and electrification could cause a doubling of South Australia's peak demand by 2050 and widespread network constraints if not managed

.... so what are our options?

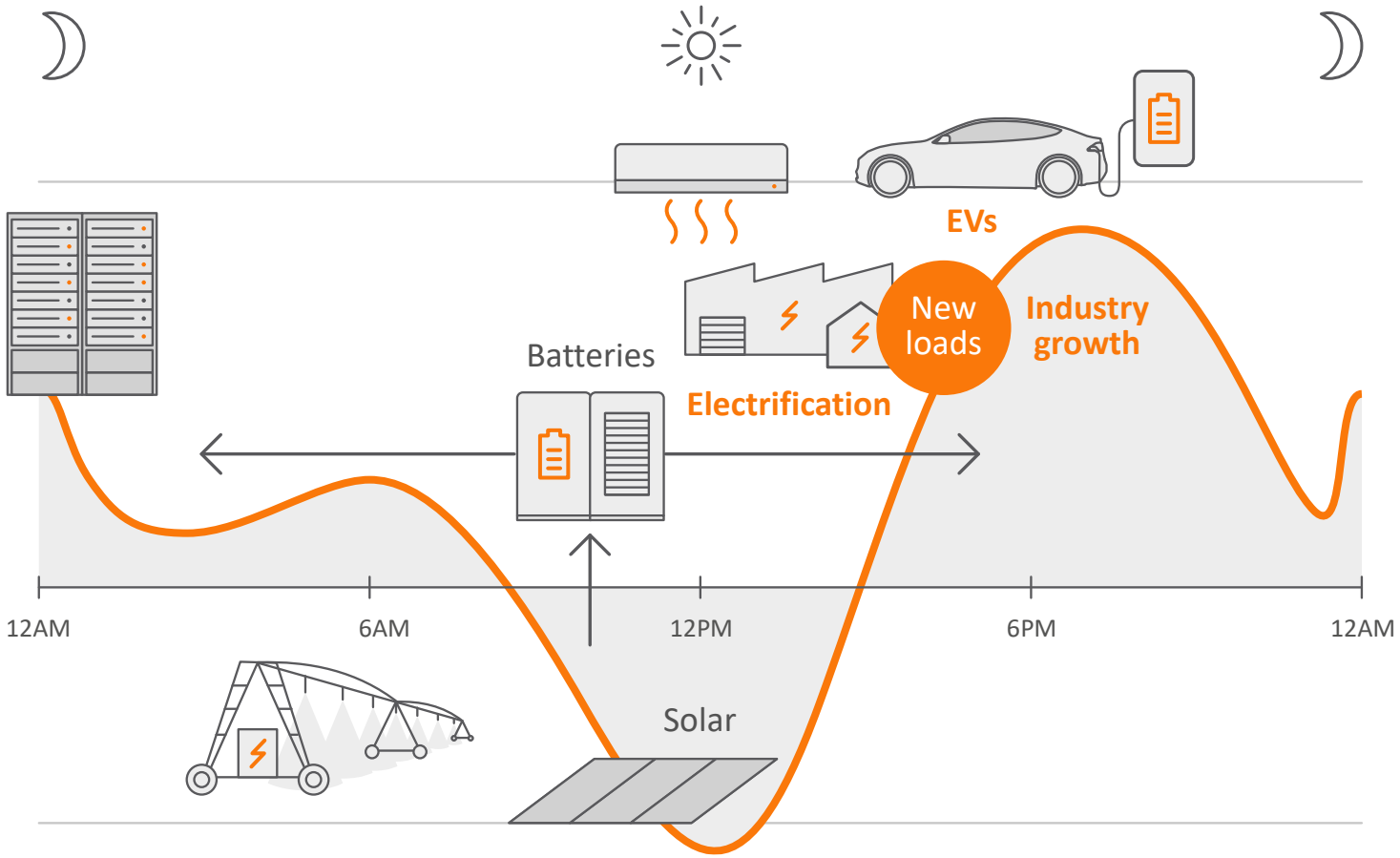
[1] AEMO 2025 Inputs, Assumptions and Scenarios Report, Step Change Scenario, 2034-35

What are our options?

CER integration (retailer VPP and DNSP flex) could deliver $45B of system benefits by 2050 *(Energeia 2025, prepared for AEMC)*



Flexibility: the DSOs tool to increase network utilisation



Network reliability has generally been improving through time, but network asset utilisation has decreased...

*it is vital that **before we build more network, we use more network**.*

Claire Savage AER Chair 31 July 2024.

- The network has **spare capacity** outside peak times for new applications, which can be unlocked through **'flexibility'**
- **Flexibility** is enabled through smart CER (solar, batteries, EVs, smart appliances) responding to **internet-based signals** from SA Power Networks to **time-shift usage** out of **peak and minimum demand periods**
- This can be through **curtailing solar**, charging or **discharging a battery** or **delaying EV charging,** for example
- If we get it right, we can significantly **increase asset utilisation** and **lower costs for all**

Our DSO journey

As DSO, we:

Manage CER with

DSO 1: Flexible Connections

that reward customers' for maintaining their CER within the **'guard rails', or Dynamic Operating Envelopes (DOEs), of the network**

Example initiatives:

- Solar backstop mechanism
- Flexible exports
- Flexible connections for C&I
- Energy Masters (flexible load connections)

In flight

Leverage CER by procuring

DSO 2: Flexibility Services

from CER **to resolve network constraints**, as an alternative to 'poles and wires' solutions

Example initiatives:

- Flexibility marketplace

Trials 2026

Optimise CER through

DSO 3: System Integration

to ensure CER can be deployed and **co-ordinated efficiently** across all system participants

Example initiatives

- TSO-DSO interface
- Market active solar
- 2026 AEMO ISP distribution inputs

2024-30+

.. to support the energy transition at least-cost to all customers

DSO is an *evolution* of our existing role

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Customer support

Network design

Construction

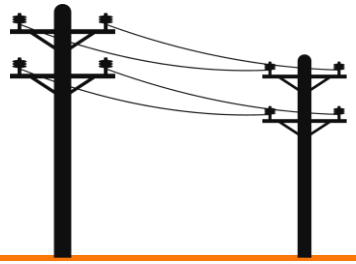
Supply restoration

Billing

Connect customers

Plan the Network

Operate the network



New functions:

DSO 1: Flexible connections

DSO 2: Flexibility services

DSO 3: System integration

Evolve the core

Enable the future

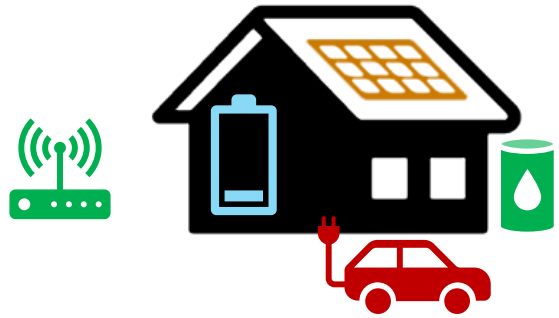
In-flight

DSO 1.0: Flexible Connections

How they work

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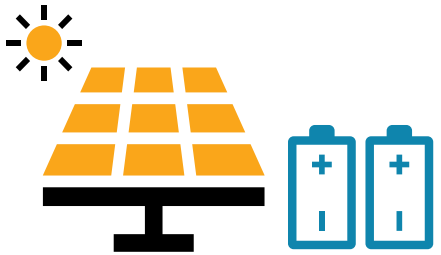
Dynamic Operating Envelope sent over Internet comms



Residential customers
- Opt-in
- Greater export
- $/day rebate for flex load
- Only smart devices respond



C&I customers
- Cheaper upfront connection
- Ongoing discount on network tariff



We're already well progressed with Flexible Connections

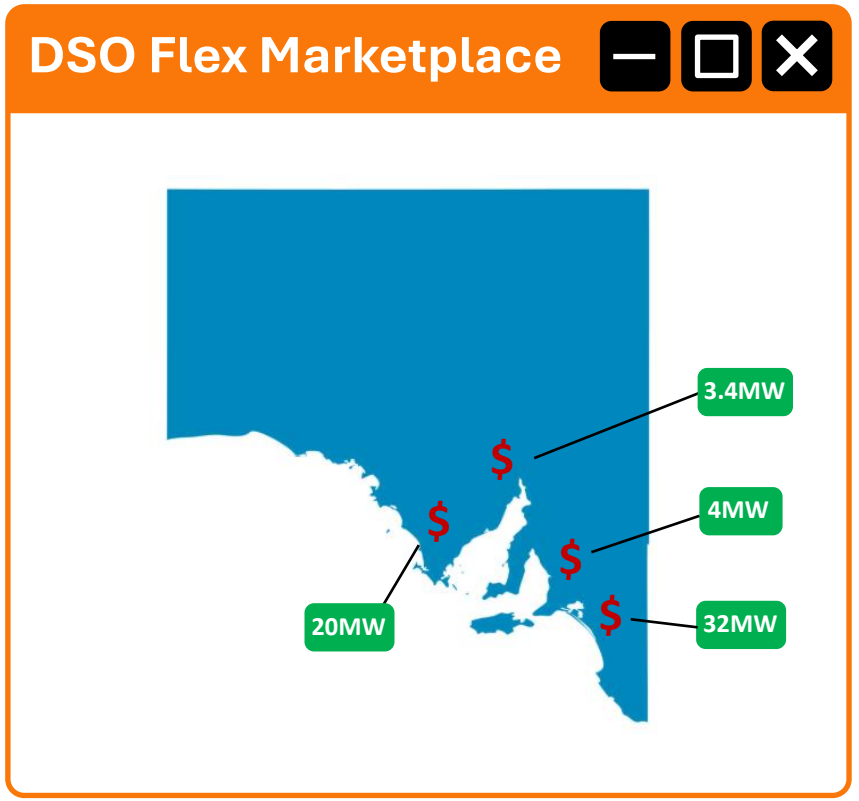
Example initiatives:
- **Solar Backstop** 200k+ customers
- **Flexible Exports** 29k+ signups
- **Flexible connections for C&I** 30+ sites in pipeline
- **Energy Masters** 130+ installed

Trials in 2026+

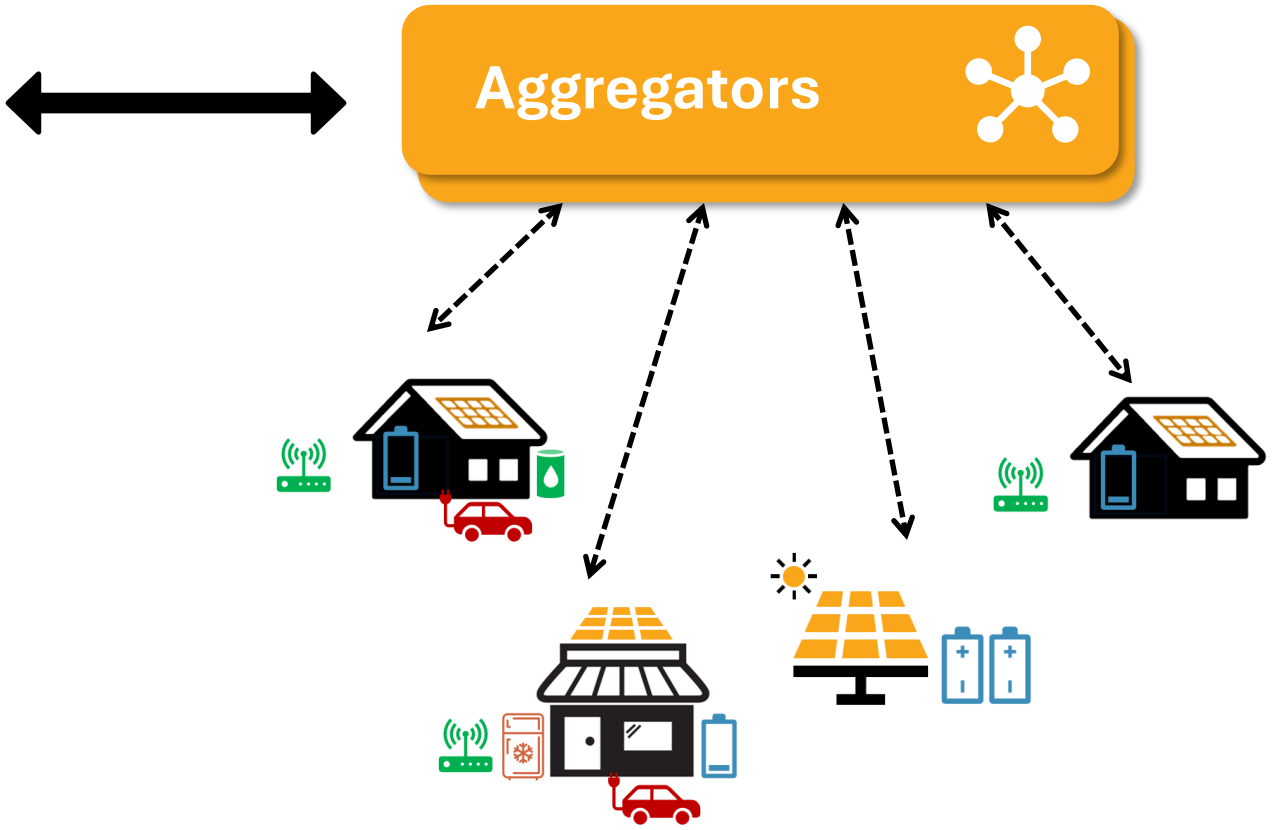
DSO 2.0: Flexibility Services

Our next priority

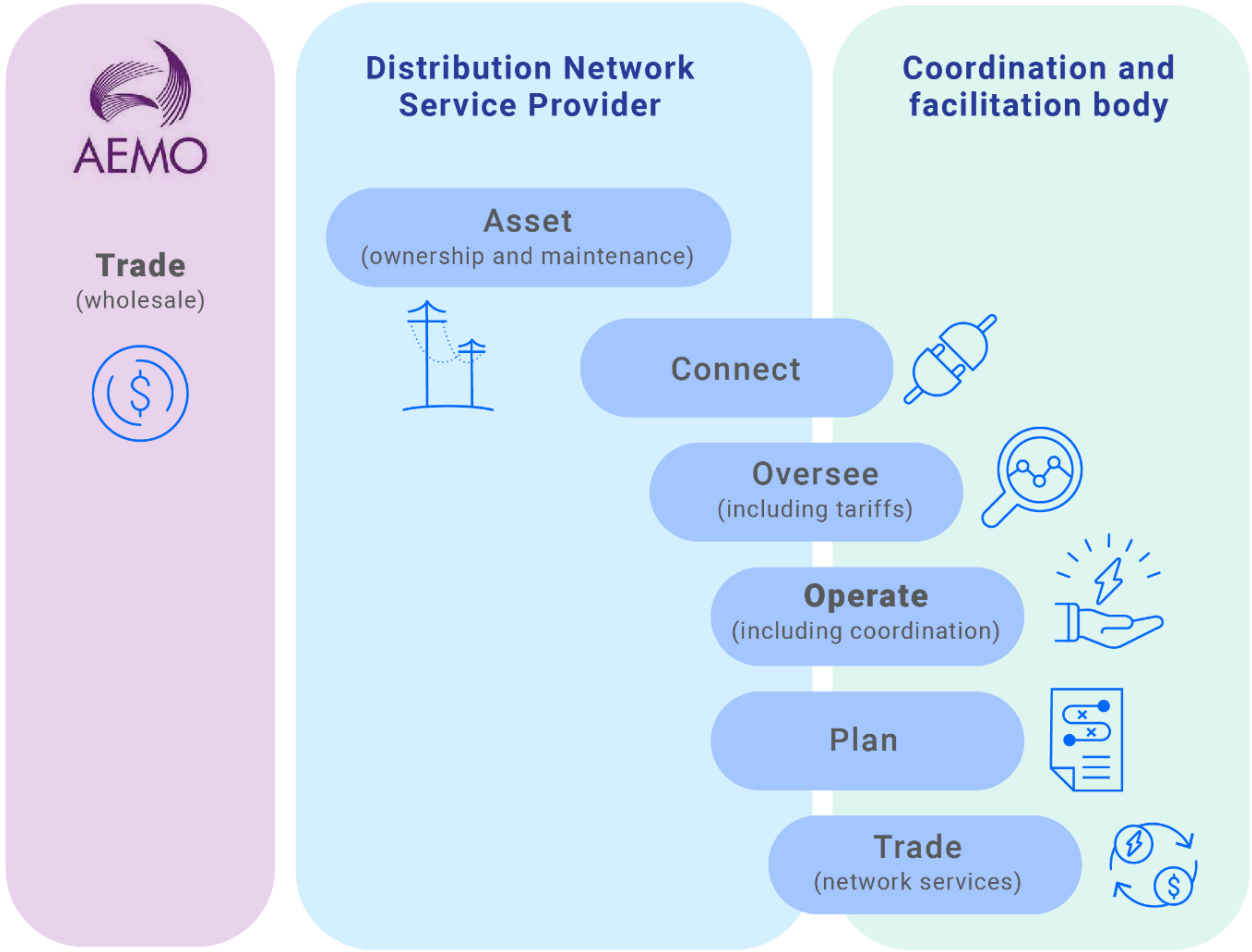
We will develop a new marketplace that publishes network capacity constraints



Aggregators & large customers ‘bid’ to provide network services
New value stream for VPPs



DSO roles and responsibilities



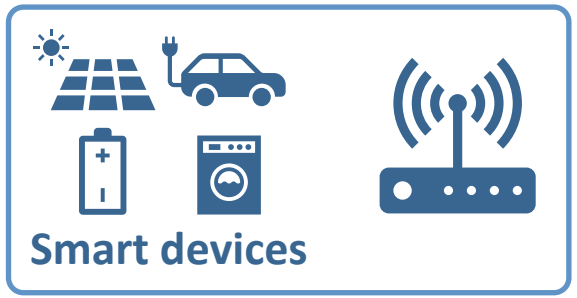


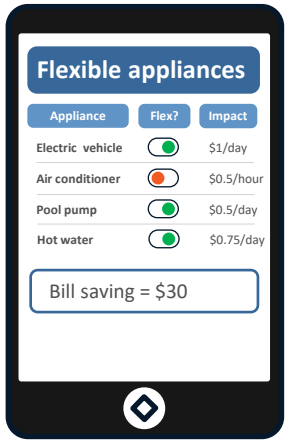
This **important consultation** is seeking to codify **DSO and other CER actor roles and responsibilities** in the Rules.

This must be simple for customers… and TRUST is key

What the customer sees

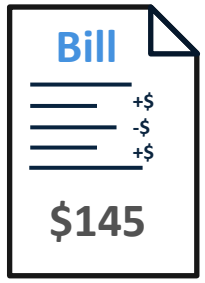
Freedom to churn between offers





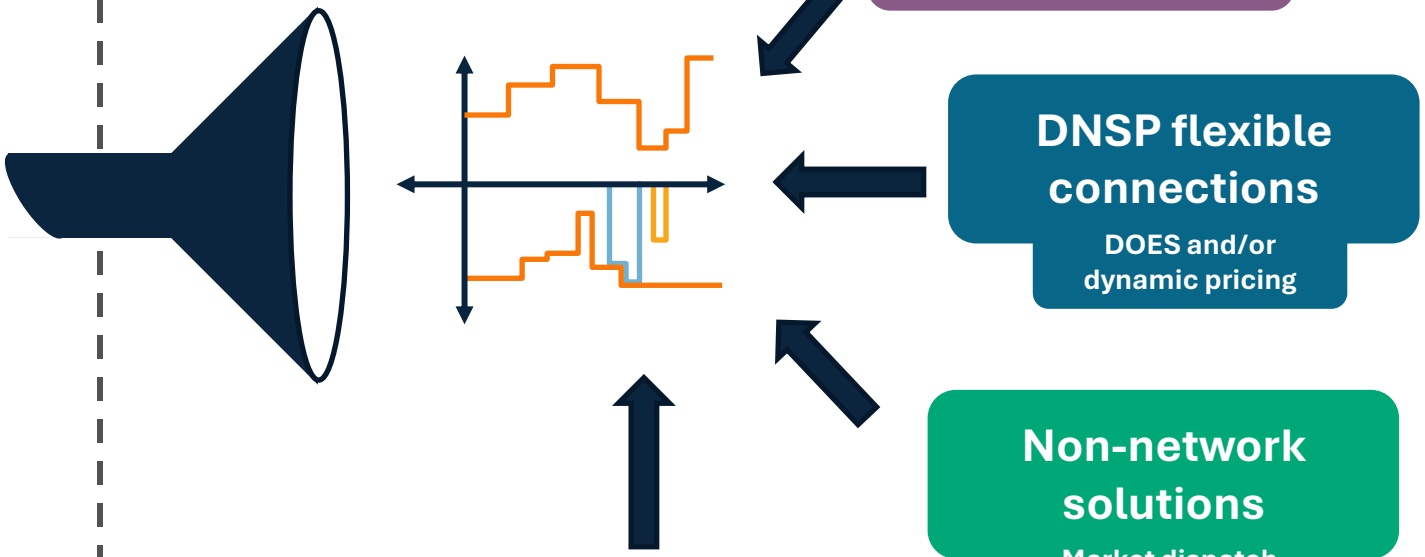
Single app view

Set and forget



Single, unified bill with simple pricing

What the customer doesn't see



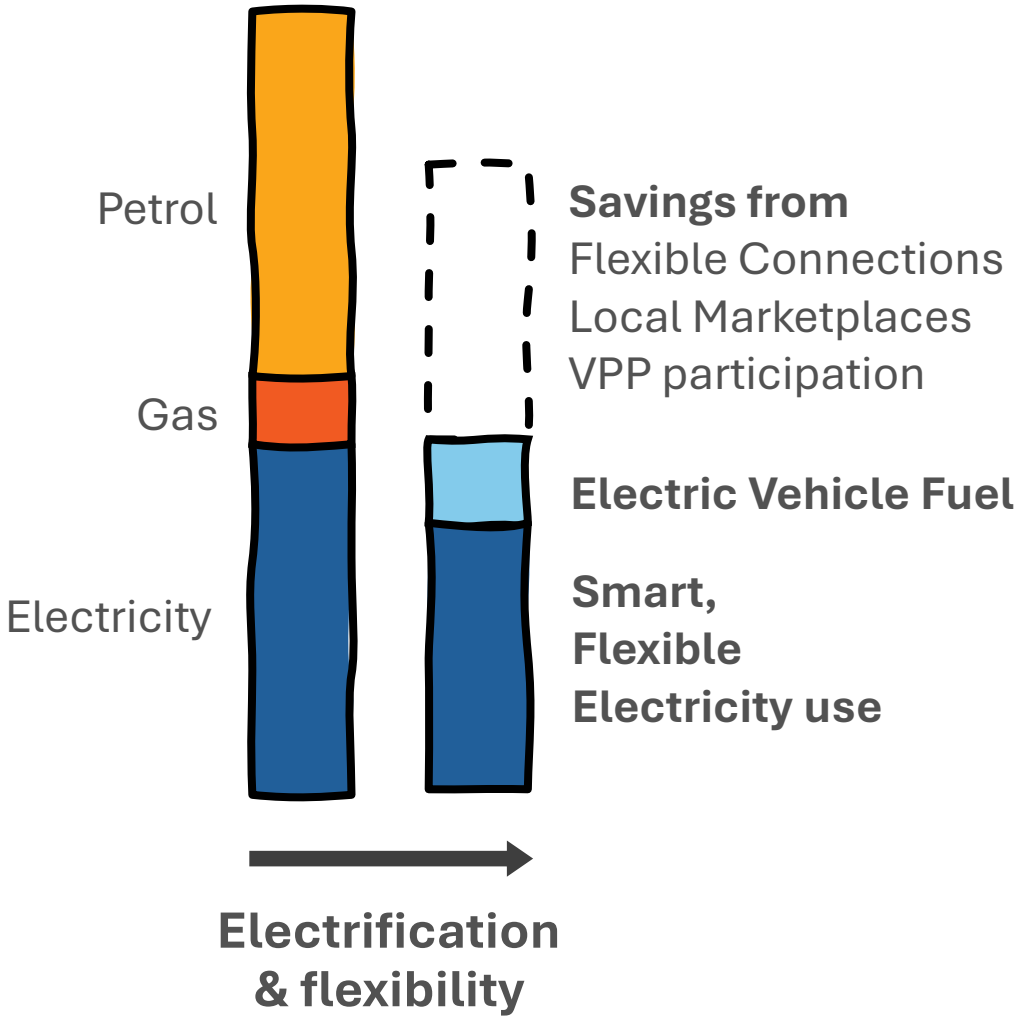
Retailer management
Demand response
Wholesale market dispatch & FCAS

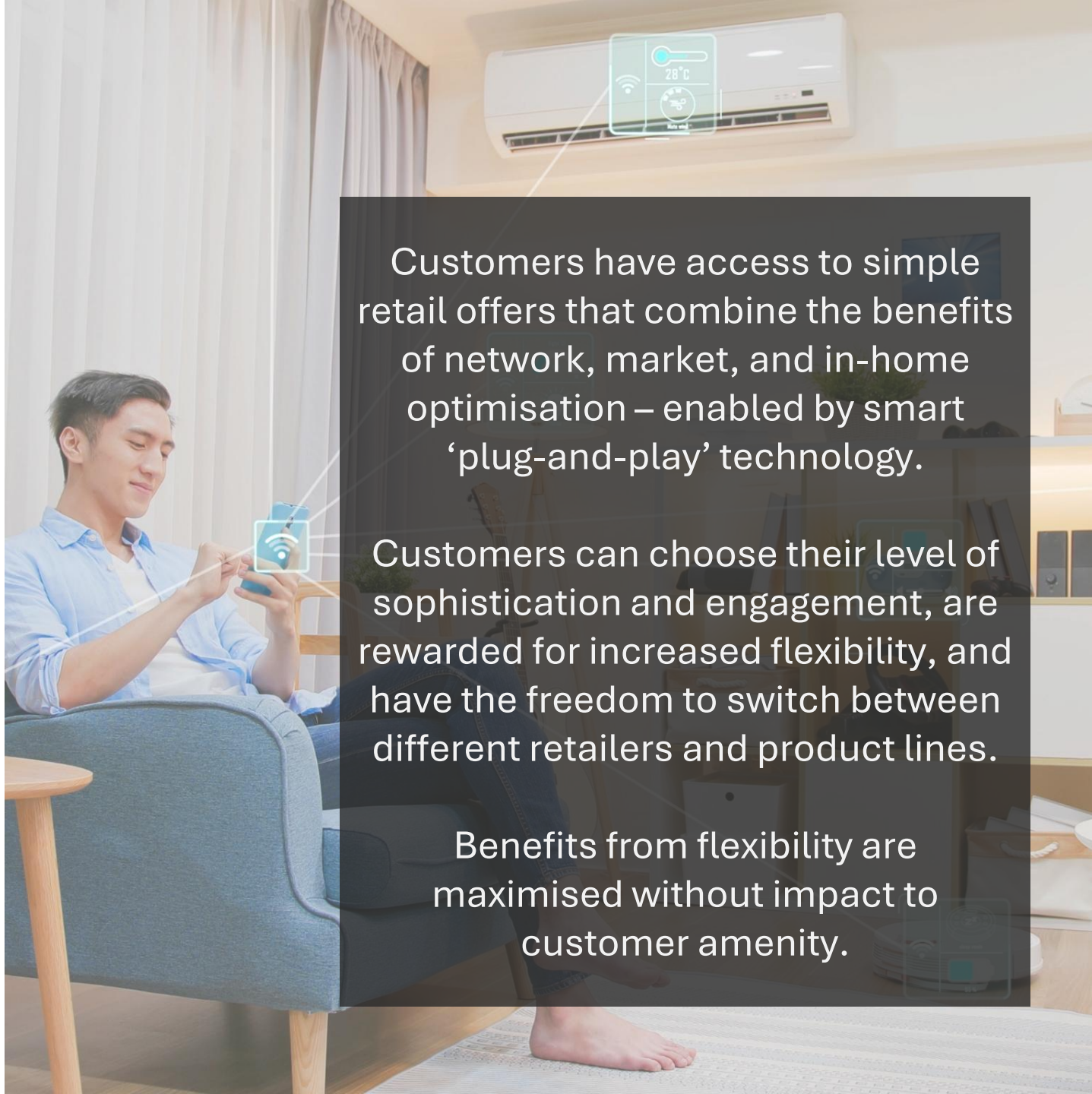
DNSP flexible connections
DOES and/or dynamic pricing

Non-network solutions
Market dispatch signals

Behind-the-meter tariff optimisation

Customer outcomes





Customers have access to simple retail offers that combine the benefits of network, market, and in-home optimisation – enabled by smart 'plug-and-play' technology.

Customers can choose their level of sophistication and engagement, are rewarded for increased flexibility, and have the freedom to switch between different retailers and product lines.

Benefits from flexibility are maximised without impact to customer amenity.

3.4 Advisory Group Briefing papers



3.5 Joint ElectraNet CAP/SAPN CAF meeting

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4. Other Business

- CAF / Advisory Group Survey
- Reset Engagement PIR



- **Consultative Group Review**
  - ✓ Survey sent from Jess Morris, Chief of Customer and Strategy, to all external stakeholders.
  - ✓ Separate survey developed for all internal SMEs.
  - ✓ Feedback will input into the review of the consultative group structure at the end of this year/early next year.
  - ✓ New consultative group structure will be used for our 2030-35 reset engagement.
  - ✓ Will form part of the stakeholder metric going forward.

- **CAF/ Advisory Group EOY drinks**
  - ✓ Wednesday 12 November, The Oval Hotel, 4pm-6pm