

Minutes



SA Power Networks Connections Advisory Group Meeting 1 2025

Meeting Details

Organiser	Erin Hampton
Date	Tuesday 20 May 2025
Time	9:30am – 12pm
Location	Food on the Table

CAG members

Attendees	Troy Smith (Chair)	Electric Results/MEA
	Lisa Scamoni	Tip Top Electrical
	Ben Lovell	RAA
	Mark Yates	YES Group
	Theodore Strecker	Enel X
	Joe Clarke	The Energy Project
	Ian Furness	OTR
	Jonathan Chee	Intellihub
	Tom Brdanovic (online)	Tandem Energy
	Joe Clarke	The Energy Project
	Matthew Martin	Sol Energy
	Trish Heazlewood	Plus ES
	Larry Moore	NECA
	James Case	Customer Standards Project Manager
	Edward Senneck	Connections Development Manager

SA Power Networks representatives

Sally Silz	Network Manager South
Ntuthuko Tshuma	Network Manager North
Jac Tume	Energy Services Manager
Steve Twigger	Electrical Services Manager
Brendon Hampton	Head of Customer Solutions
Erin Hampton	Stakeholder Engagement Lead

Apologies	Liam Golding	UDIA
	Andrew Giesecki	HIA
	Adam Walker	Deadshort Electrical

Presenters/ Guests	Andrew Lim	Connections Engineering Manager
	Spiro Bratis	Customer Solutions Mgr – Conn. Central
	Sam Craft	Customer Innovation Manager

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.

Action	Who	Status	Comments
Meeting	Action	Responsible	Status
May	Jac to provide an update on Click replacement and increased SMS functionality	Jac	Agenda Item 2.
May	Mark Yates to provide an update on the Innovation Advisory Group	Mark Yates	Agenda Item 4.
May	David Woods' contact details to be included in the meeting minutes.	Erin	Complete
May	Information about MEG changes to be sent with meeting minutes. Included in minutes.	Brendon/Spiro	Complete
May	Update to be provided at the July meeting regarding SEG and MEG changes with info about job/project streamlining/harmonisation	Brendon Hampton	Agenda item 6.
May	As TS129 is not live yet, no changes should be active in the system. Please notify Jac if you or your teams come across any.	all	Ongoing
May	Draft outcome statements will be provided in the slide deck and a workgroup be created to develop the KRAs and KPIs further. Volunteers for this workgroup included Adam Walker, Lisa Scamoni, Andrew Giesecke, Ben Lovell, Tom Brdanovic and Troy Smith. Erin to contact and arrange	Brendon/Erin	Workshop complete – agenda item 3. follow up workshop in October.
May	Regular catch ups with meter providers be scheduled to improve service provision and an initial conversation with the meter provider reps, Jonathan and Trish to be scheduled to further develop the idea.	Brendon/Jac	Scheduled with meter provider reps
May	Jac reach out to Andrew to discuss the Planning SA portal further.	Jac	Complete
May	Follow up with Brett and Ian for formal communication to industry that the bus bar should be dropped in the case of inadvertent energisation of a site.	Erin	Complete
May	Meeting proposed between Troy, Larry, Brendon, Steve and Ian to discuss the current eCoC process further.	Brendon/Troy	Scheduled 4 August

Meter Provider meeting – meter providers and SAPN met to discuss the one in-all in meter changeover process. Trish advised this forum was very helpful to work toward a common goal. They will continue to meet to progress.

2. Head of Customer Solutions Update – Brendon Hampton

Roadmap progress update – the team is currently working on successfully adding Minor Connections to the portal and they have recently completed the roll out of Flexible Exports, a standard service offering. Other changes are also occurring due to moving into the new Reset period including flexible connections for large load requests. The next item to complete is Negotiated Connections (project work) and the smart meter rollout later in the year with the one in-all in process.

New offer letters are to be rolled out soon with easier access to information and more consistency across projects.

Flexible Connections

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.

The customer benefits of Flexible Connections is a potential reduction of network augmentation, lead times, and lower ongoing expenses lower due to discounted tariffs.



No augmentation fee is payable upfront for any of the load that is classified as flexible. Currently, the flexible load needs to be at least 500kVA flexible and 20% of total load which may be lowered over time. There needs to be technology onsite that can receive a SCADA signal which can then reduce the flexible component of the load on demand.

Customers will benefit from greater access to peak load, as the peak tariff rate will only apply when the local temperature exceeds 38 degrees. Additionally, customers using the flexible load option can enjoy significant savings, with tariffs for the flexible component discounted by up to 50%.

If there are network constraints in the area, the customer must be able to reduce the flexible demand. The signal is designed as a cap on the maximum import for the site.

More information about the Flexible Connections Tariffs structure is available on the SAPN website or via the following link - [Flexible connections for commercial and industrial customers - SA Power Networks](#). There has not been a full-scale rollout of the option as the team are waiting on further communication collateral including FAQs, etc.

Customers can get information on flexible load availability from the Major Connections Team however customers are responsible for working out the viability for their business.

Action: Brendon to confirm the weather condition identification for the tariff application

Action: Provide workshop attendees an update from the feedback session for Flexible Connections held in February 2025.

Flexible Exports

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.

This has now been rolled out as an option to all new and existing customers who are upgrading their sites.

New technical standard TS129 aligning with AS4777 has been released supporting this work.

The group discussed the addition of a meter isolator installation/connection in the portal and recommended that the functionality to be able to add a photo to the job is beneficial.

Action: Investigate photo add capability in portal for meter isolator installation/connection

Action: Analyse data collected from meter isolator declaration entries and determine effectiveness of reminder.

Customer Satisfaction Scored

June – 80 with a target of 84 for customers, 91 with a target of 87 for electricians. Scores have been rising steadily with communications/expectation setting still requiring improvement.

Approximately 7-8% of electricians/customers SAPN interact with complete the survey every month. This can allow for scores being skewed with one or two low scores. People who have completed the surveys will be contacted soon to provide information on key insights and how they are being used to improve process.

Action: Send survey questions to group members to get feedback on data collected. Note – the questions are unable to be changed until the beginning of 2026.

Portal Update – Jac Tume

Please refer to slides for the functions that are live, being tested or under development.



Negotiated Connections will soon be moving into the portal with the jobs currently in progress being added first to allow customers vision of what they will look like/flow.

Click Replacement

Enquiry was about SMS functionality of program to inform when our technicians are enroute to a job. We are switching to Salesforce and developing a new user interface. We need to develop the system and internal processes to ensure customers receive accurate information reflective of site conditions. The group elected to wait until the system can support accurate data which will be in early 2026.

3. KRAs and KPIs – Brendon Hampton

Please refer to slides – includes balanced scorecard and key outcome statements/performance indicators.

A workshop was held on 21 July with Brendon, Erin, Troy, Lisa, Ben and Tom with the purpose of identifying what good looks like (KRA) and developing some suitable metrics (KPI).

The application of metrics will allow the team to identify where the customer experience needs to be improved from the collected data.

A second workshop is scheduled for Friday 24 October.

Action: Please contact Erin if you would like to be involved in workshop #2.

Action: Adjust slide 34 of presentation and review language in process to include 'Connection Available' instead of 'Connection' to avoid confusion for the customer.

Action: Group members to review the KRAs and KPIs and provide feedback to Brendon/Erin.

Larry advised that he has some feedback on a specific job that would be worth investigating.

Action: Brendon to arrange a discussion with Larry to investigate feedback further.

Discussion: Joe asked if there have been KPIs developed around the take-up of Flexible Connection offers. Brendon advised that this is going to be measured by the team and there is a collection of strategic measures that will track macro/bigger picture view including Flexible Load options, Flexible up-take, load usage, tariff measures, etc. These measures allow insights to be gathered regarding how the energy industry is changing.

Action: Brendon to present the strategic measures at the next meeting or provide to members via email.

4. Innovation Operating Model and Pathway – Sam Craft

Please refer to slides

SA Power Networks is working to streamline the management of innovation initiatives led by Sam's team, ensuring projects are both efficient and strategically aligned.

There is a \$20M funding opportunity through the Innovation Fund and a newly established Innovation Advisory Group (IAG) to investigate/review and prioritise innovative initiatives. There is also a team to investigate innovative initiatives as part of a business-as-usual approach.

Action: Sam to contact Larry Moore to discuss potential innovation initiative further.

Projects that the Innovation Team are investigating include EV chargers on poles, a Vulnerable Customer Strategy with assistance from the Vulnerable Customer Advisory Group, solar for renters and self-service connections/solar.

Sam is also working on customer programs including customer notification programs for outages, etc and a CRM (Customer Relationship Manager) for managing customer interactions.



Discussion: Trish asked about SAPN's involvement with community batteries for vulnerable customers who may not have access to renewable energy options. Sam advised that SAPN cannot own batteries (as a DNSP) however we have been given an exemption for the ARENA trial. This involves three use cases of EV charging batteries, resilience batteries for communities who have experienced a lot of outages where power could be supplied to a community hall or similar location and improving load availability for communities to avoid costly augmentation of the network. These communities may only require the load at peak times of the year due to tourism, etc.

Brendon advised that SAPN are not planning to participate in the type of battery provision Trish referred to due to the low number of customers who can benefit. SAPN are focussing on community batteries installed in locations/situations where the benefit may be broader.

Joe asked if there was an ability to pressure test these ideas to ensure the value is provided to the end customer filling a fundamental customer need. Sam advised that the IAG has been developed to ensure the initiatives are valuable to a broad customer base.

SA Power Networks' Business Case and addendum to the AER for funding are available via the below links:

[Business case: Innovation fund](#)

[Innovation Fund Business case addendum](#)

Innovation Advisory Group – Mark Yates

SAPN representatives include James Brown, Michelle Howie and Sam Craft with chair Ed Chan who is in an energy advisory role with Mott MacDonald.

Their task is to rank all ideas to ensure they meet the funding criteria - further information is available in the document(s) above.

The Key Objectives for the Innovation Advisory Group are:

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

Please contact Mark Yates on 0417 865 178 or via email at mark@yesgroupsa.com.au if you have any ideas or suggestions.

5. Customer Outcomes – Erin Hampton

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

Andrew Nance, CAF Chair identified below priorities for group:

- KPI/KRA development
- Service Installation rules interpretation – accountability and issues
- Flexible Connections and links to CERIAG

Action: Brendon/Erin investigate opportunities for collaboration between CERIAG/CAG.

If you have feedback on the Customer Outcomes as well as suggestions for one in the 'Enabling clean energy and unlocking future value for our state,' please contact Erin on 0409 670 184 or erin.hampton@sapowernetworks.com.au.



6. SEG/MEG Changes Roadmap – Andrew Lim and Spiro Bratis

Please refer to slides

Discussion: Ian advised that he was concerned with the potential act changes that may be required as opening and reviewing an act can take years and would not be achievable in the roadmap mentioned by Andrew and Spiro. Brendon advised that act changes may not be requested however different classifications could be applied to how jobs are processed by SAPN.

Mark asked how act changes are driven and Ian advised that it is usually initiated by the policy team or by the minister directly and acts are not opened for just one change and requires a significant amount of consultation.

Brendon advised that the aim of the roadmap is to make the simpler connections quicker and easier to process with automation opportunities.

Joe recommended that some consultation occurs with industry to appropriately identify the thresholds, and he approved of the 500kVA interface protection push which will place some pressure on Ausnet. He advised that there is customer value in making network capacity information available including thermal constraint and export limiting information to reduce job processing times.

The changes are not going to be communicated to industry yet as some work is still required with the internal teams involved. A communications timeline should be available in the coming months.

7. Industry Roadshow and Service and Installation Rules Update – James Case

Please refer to slides

NECA/MEA roadshows have recently been completed including some private visits to contractors.

The new Service and Installation Rules and amendments are available via the following links:

[Service and Installation Rules](#)

[Service and Installation Rules 2025 Amendments](#)

James advised that he can visit contractors to discuss the SIRs – please contact him on 0403 582 220 or via email at james.case@sapowernetworks.com.au to organise.

8. Other Business

Erin asked for agenda item suggestions for the next meeting.

Troy thanked everyone for their contribution and closed the meeting at 12:11pm.

Action tracker – Connections Advisory Group				
Meeting	Item	Action	Who / When	Status
July	1.	Brendon to provide further information on the weather conditions and flexible connection tariff application	Brendon	Next meeting
July	1	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	TBC
July	1.	Investigate photo add capability in portal for meter isolator installation/connection	Jac	TBC
July	1.	Analyse data collected from meter isolator declaration entries and determine effectiveness of reminder.	Jac	TBC
July	1.	Send 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	TBC



July	3	Adjust slide 34 of presentation and review language in process to include 'Connection Available' instead of 'Connection' to avoid confusion for the customer.	Brendon	Slide updated. Language review - TBC
July	3	Group members to review the KRAs and KPIs and provide feedback to Brendon/Erin.	All	TBC
July	3	Brendon to arrange a catch up with Larry to investigate feedback further.	Brendon/Troy	TBC
July	3	Brendon to present the strategic measures at the next meeting or provide to members via email.	Brendon	TBC
July	3	Please contact Erin if you would like to be involved in the KRA/KPI workshop #2.	All	TBC
July	4	Sam to contact Larry Moore to discuss potential innovation initiative further.	Sam	TBC

Next meeting – Tuesday 28 October 2025 – The Highway Hotel

Draft agenda items

- Strategic KRA/KPIs
- Portal Update
- KRA/KPI workgroup update

