

EMAIL

The Fuse - September 2025



The Fuse



An industry update

Welcome to the September 2025 edition of The Fuse

Heading into summer and the Christmas rush, the industry continues at full pace. This edition has updates on CER Milestones and What's Next, End of Year Prep, and our Consolidated Portal Update. Let's take a look at what's new.

In this edition

- CER Milestones and What's Next
- End of Year Prep
- Consolidated Portal Update
- Planned System Outage from 19 - 22 September

If you have any questions or feedback, please contact the Industry Enquiries team on 13 12 61 or email industryenquiries@sapowernetworks.com.au



Powering ahead: CER milestones in 2025, and what's coming next

2025 has been a big year in energy, especially when it comes to consumer energy resources (CER) like solar and batteries. Let's take stock of some of the changes that have happened this year, and peek ahead to what's on SA Power Networks' agenda for 2026.

[Read more](#)



Plan ahead – avoid end-of-year connection delays

The holiday season might feel far away, but connection requests are already building up. Lead times are sitting at 10–12 weeks in many areas, and slots for more complex jobs are filling fast.

To give your customers the best chance of being connected before Christmas, lodge applications early, make sure sites are ready, and keep track of progress in REX.

Read the full article for tips on how to avoid last-minute stress and keep your projects moving.

[Read more](#)



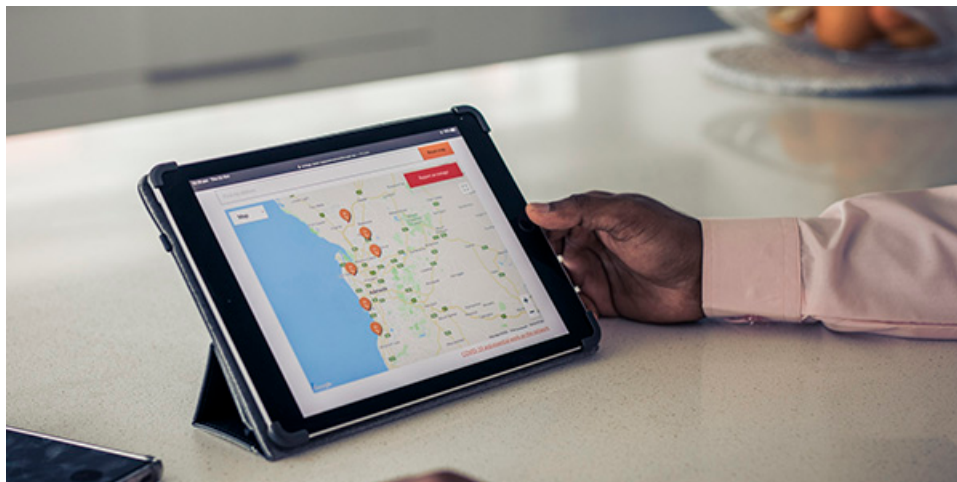
New Service Provision coming soon to the portal

We're continuing to expand the portal to make it easier for customers and the industry to manage connection services.

A targeted group of 25 electricians are currently piloting the New Service Provision service in the portal. The pilot is designed to check how NSP works in real conditions, gather feedback, and make improvements before releasing it more broadly.

Want to get ready for the transition? Visit our new webpage [A better way to manage your connection requests](#) to see what's already available in the portal and what's coming next.

[Read more](#)



Planned system outage – 5pm Friday 19 September to 6am Monday 22 September

SA Power Networks will be performing a technology system upgrade during this period.

Some of our online services such as REX, the Portal, Your Meter Data and other online forms may be unavailable or have limited functionality. Where relevant, website banner messages will appear on impacted systems.

Thank you for your understanding while this upgrade is completed.

[Read more industry news](#)

Need help?

For Flexible Exports: Have you tried contacting your equipment manufacturer? These industry professionals are best placed to work through most situations. If you are still unsure, reach out to the Industry Enquiries team by email at industryenquiries@sapowernetworks.com.au at or **call 13 12 61**.

For DERC, EV Chargers, and other CER queries: Reach out to the Industry Enquiries team by email at industryenquiries@sapowernetworks.com.au or **call 13 12 61**.

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