

Connections Advisory Group

Meeting 4

29 October 2025



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 Elders past and present and acknowledge that these are living cultures.

Empowering South Australia, 2023
by Presten Warren (b. 2000)



Time	Item	Lead	IAP2 Level of Engagement
9:30 – 9:40am	1. Welcome/Chair Update • Acknowledgement of Country • CAF Update	Troy Smith	Involve
9:40 – 10:10am	2. Customer Solutions Update ☐ CSAT Update ☐ Portal update ☐ Developer Forum ☐ New offer letters ☐ Flexible Connections + tariffs ☐ Capability development	Brendon Hampton /Customer Solutions Management Team	Involve
10:10 – 10:30am	3. eCoC workshop playback and next steps	Brendon Hampton	Consult
10:30-10:45am	MORNING TEA		
10:45-11:05am	4. Innovation Pathway/IAG Update	Sam Craft/Mark Yates	Consult
11:05 – 11:15am	5. Customer Outcomes Update	Erin Hampton	Collaborate
11:15-11:35am	6. Reflections and Achievements for 2025		Inform
11:35-11:45am	7. Priorities for 2026 • SAPN • 'Hot topics' for CAG members	Brendon Hampton/CSMT	Consult
11:45-12:00pm	8. Other business ☐ Around the room ☐ EOY thank you event ☐ Advisory group review	All	Involve
12pm	Close out	Troy Smith	

Welcome/Chair Update

- CAF Update

Troy Smith

9:30 – 9:40am (10 minutes)



Current Priorities/Focus Areas

- **Customer Outcomes:** All Advisory Groups are developing customer-focused outcomes.
- **Innovation Advisory Group (IAG):**
 - Newly established, chaired by Ed Chan.
 - Representatives from all Advisory Groups included.
- **SA Power Networks' Role as a DSO:**
 - Transitioning from one-way power flows to managing a dynamic system with rooftop solar, storage, and flexible exports.
 - [Link to Andrew's DSO Presentation](#)
- **Advocacy Framework:**
 - Aligns advocacy efforts across the business.
 - Six key themes:
 - Energy Security
 - Energy Affordability
 - CER & Demand Growth
 - State Development
 - Sustainability
 - Resilience & Reliability

Issues Worth Informing Advisory Groups 1/2

- **Safety Share:**
 - Recent incidents of the public handling fallen powerlines.
 - Example: Charles Sturt Council worker handled a live wire.
 - Safety reminder letters sent to first responders and councils.
- **Bushfire Insurance:**
 - \$700M coverage secured despite market challenges.
 - Joint capacity with VPN critical.
- **Port Augusta Technical College:**
 - Partnership to support trades and apprenticeships in regional areas.
 - Commitment: 3–5 jobs annually.
 - Similar initiative planned for Mount Gambier in 2024.
- **People & Culture Presentation:**
 - Sam Bradley outlined priorities and initiatives to maximise investment in people.
- **Process Improvements:**
 - Brendon Hampton highlighted efforts to simplify smaller connections, improve project management, and use a balanced scorecard for performance.
- **Long-Term Pricing Strategy:**
 - Key considerations – agenda item

Recommendations to Advisory Groups

- **Innovation Projects:**
 - Advisory Group members to propose innovation projects, challenges, or problem statements for IAG consideration.
- **Standing Agenda Item:**
 - Add Innovation and IAG updates to all Advisory Group meeting agendas.

Actions Arising from Last Meeting

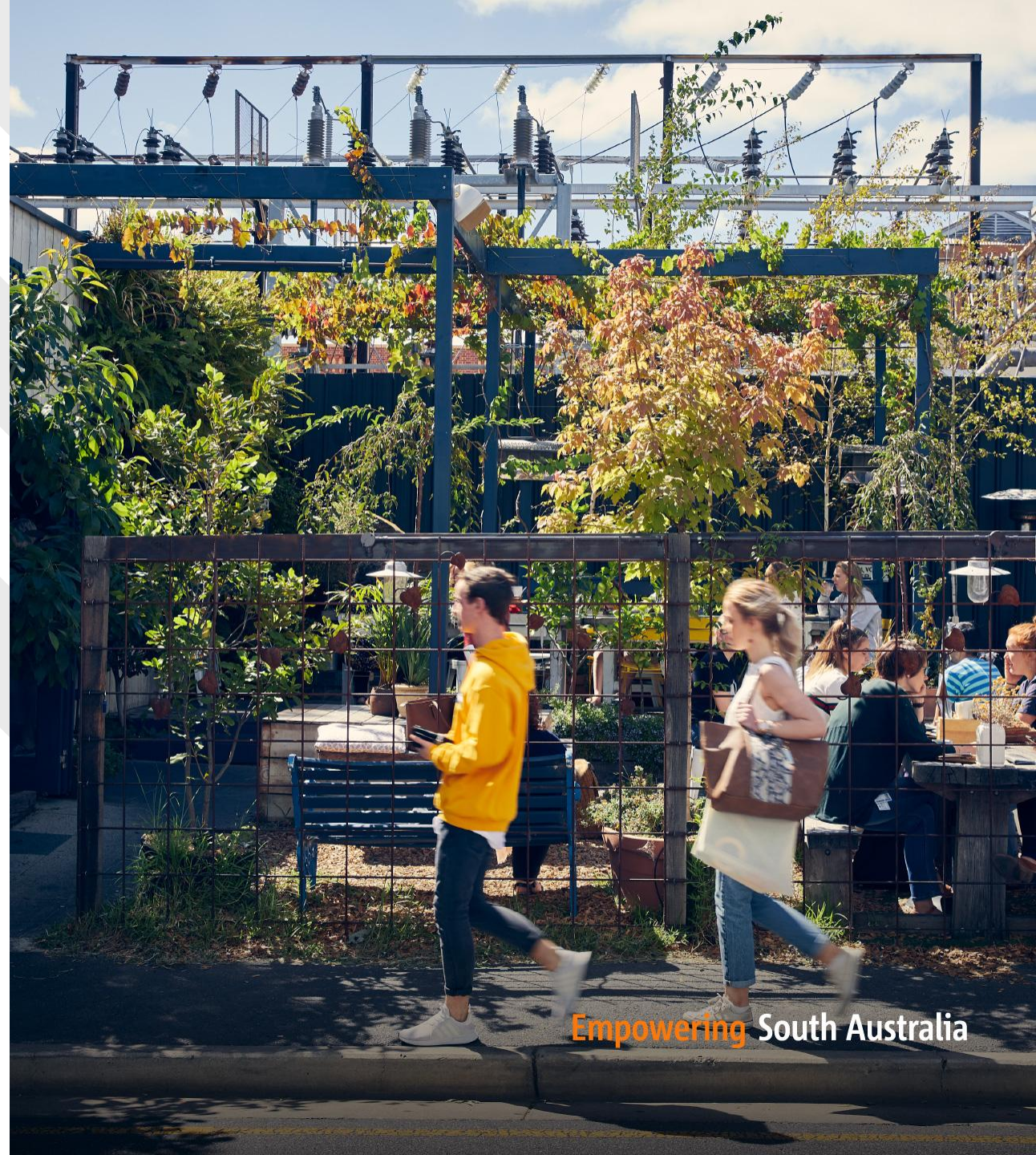
- **Joint ElectraNet CAP/SA Power Networks CAF Meeting:**
 - Focus:
 - Potential regulatory process for the Port Augusta to Leigh Creek transmission line (damaged in October 2024 storms).
 - Presentation from DEM on Planning and Forecasting work.

Next Steps & Action Items

- **Customer Outcomes:**
 - All Advisory Groups to continue developing and embedding customer outcomes in discussions – agenda item

Customer Solutions Update

Jac Tume, Sally Silz, Brendon Hampton,
9:40 – 10:10am (30 minutes)



Empowering South Australia

CSAT performance

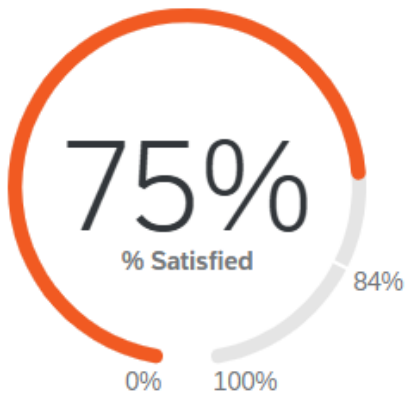
Connections CSAT Jan - Sept

Connections Customer

Customer satisfaction (CSAT)

Overall, how satisfied are you with the way SA Power Networks dealt with the connection service?

Customer satisfaction (CSAT) 84% target 387



CSAT distribution 387



Extremely dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied
Somewhat satisfied Extremely satisfied

Connections Electrician

Customer satisfaction (CSAT)

Overall, how satisfied are you with the way SA Power Networks dealt with the connection service?

Customer satisfaction (CSAT) 87% target 219



CSAT distribution 219



Extremely dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied
Somewhat satisfied Extremely satisfied

CSAT – Connections - Strengths and opportunities

**Electrician**

Safety of the site after the works were completed

Professionalism of field technician

Tidiness of the site upon completion of the works

Ability to access information relating to the job (ie status, scoping notes)

Quality of the information provided in our communications

Strengths

**Customer**

Safety of the site after the works were completed

Professionalism of field technician

Tidiness of the site upon completion of the works

Opportunities

Timeframe of connection delivery (from initiation to work completion)

Number of communications provided by SA Power Networks in the lead up to the service

Timeframe of connection delivery (from initiation to work completion)

Number of communications provided by SA Power Networks

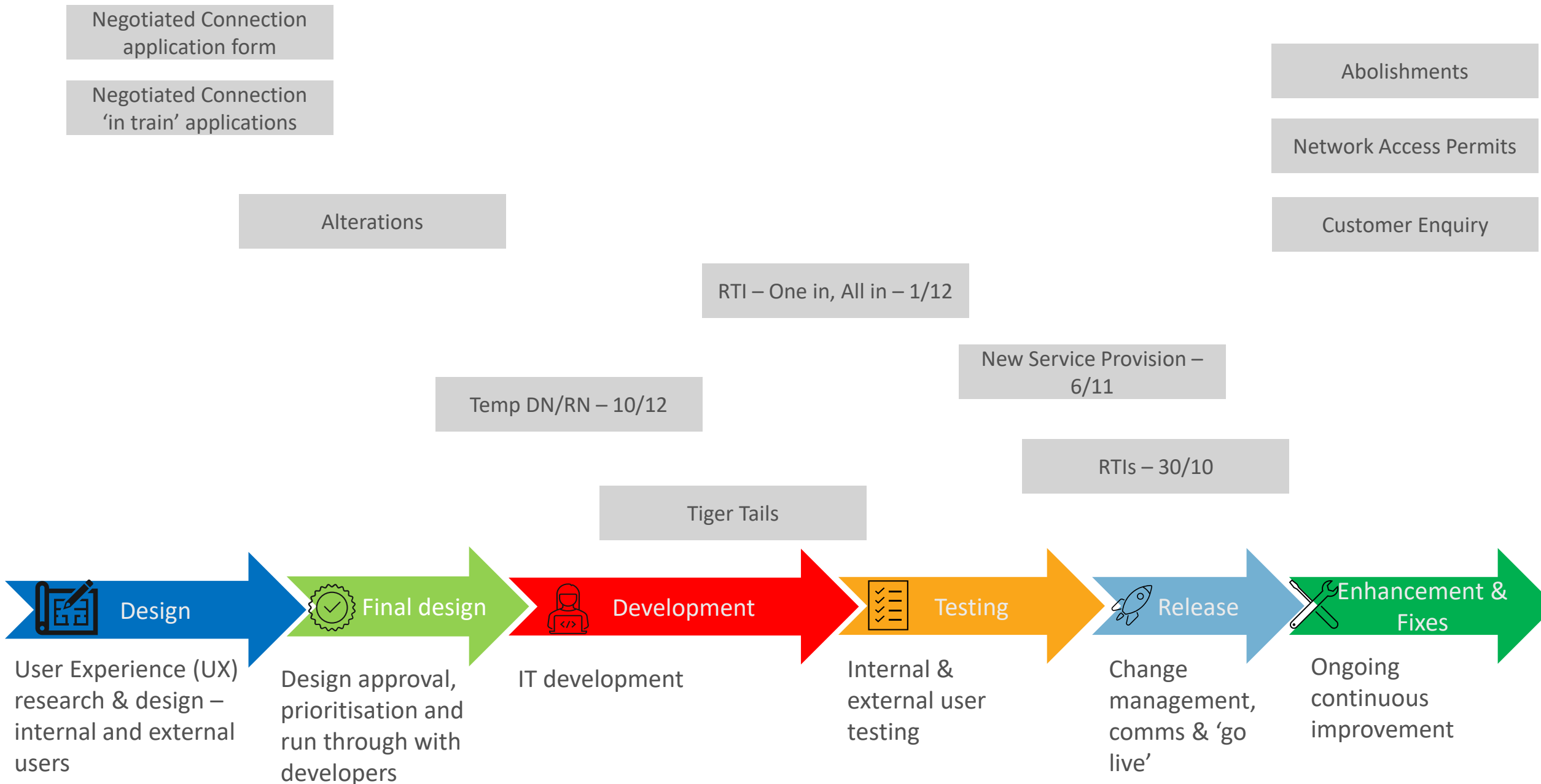
Ability to access information (ie status, scoping notes)

Quality of the information provided in our communications

CSAT Actions

Identified opportunity	Action
Timeframe of connection delivery (from initiation to work completion)	1. Improved communications with the customer earlier in the process to set timeframe & process expectations. 2. Electrical Services are already doing overtime each weekend to keep up with demands. 3. Additional Connect Officers are being onboarded to manage the accelerated Smart Meter rollout and reduce its potential impact on minor connections lead times
Number and quality of communications	All minor connection notifications are being reviewed and updated, this includes non customer facing but customer impact services such as Retailer Temporary Isolations (RTI). This review includes content, number and trigger for messaging and is supported by website content updates and customer friendly infographics. Updated Abolishment notifications are already live, new RTI notifications will commence from 30 October and New Services Provision notifications from 6 November.

Portal Services Progress Update



Portal New Service Provision

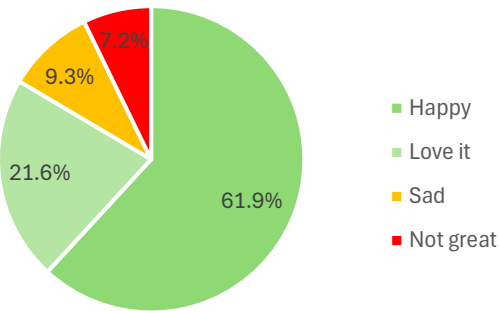
New Service Provision went live on 9 September to 25 ‘friendlies’ RECs

In this time, we have received 66 applications lodged via the portal

We have followed up with users to gain their feedback on their experience

Feedback we have received:

Portal feedback - widget



There is no option to create a similar request – I often do bulk lodgements with all the same information

I need to be able to easily print the scoping and booking details page

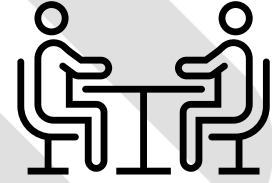
So much more information regarding the scoper and life cycle of a REX – fantastic to have the transparency

Great system much better than the old system keep it up sapn!

Cannot submit without entering mobile numbers. As an administrator we do not want to use mobile numbers but landline for contact information. Must have option to use either landline or mobile number.

Real Estate Development - Industry Forum

Why?



- Proactive engagement with the market
- Attended by combination of developers, consultants and contractors
- Workshop format – as well as info sharing
- Topics presented were nominated by the group at registration
- Were not sure what we would get!



What was presented?

- Customer Solutions team
- Improving the customer experience
- The contestable connections process
- Planning for future networks
- Compliance for contestable works process
- Workshop sessions



What did we learn?

- Key feedback themes :
 - Improved visibility of applications and progress/status (portal)
 - Portal to allow multiple 'users' for a single job
 - Know the local area contacts
 - Standards information was valuable
 - Certificate of Completion needs further clarification
 - Timeframes for connection offers need to be more clearly communicated
 - Energisation timeframes provide significant opportunity for industry if they can be aligned more closely with compliance
 - The forum provided an excellent opportunity for collaboration by all parties
 - Consistency of language in offer letters



New letters

New letters

- Current letters require a lot of manual work to create – error prone
- Inconsistencies depending on project representative, type of project
- Difficult to find key information
- **New letter set created**, will be used for new projects being created

Project Reference: [Our Reference], [EG Number]

[Publish Date]

[Customer Name]
[Customer Postal Address]

Attention: [Contact Name]

Dear [Contact Name],

Negotiated Connection Offer

Thank you for contacting SA Power Networks with your Connection application. We look forward to working with you on this project.

The purpose of this offer letter

You have requested a Connection Offer to [establish a Connection /modify the existing Connection] at [Location] (also known as the Supply Address). This letter and its accompanying documents represent our Offer to facilitate your requested connection, including the associated scope of works, costs, timeframes, and conditions.

As part of this Offer, you have requested SA Power Networks to deliver both the Contestable and Non-Contestable Works.

Acceptance of this offer letter

This Negotiated Connection Offer is made in accordance with the requirements of Chapter 5A of the National Electricity Rules. By signing and returning the Acceptance Form you are confirming that you have read the Contract (i.e. this letter, its attachments and all relevant parts of the Construction Terms and Ongoing Supply Connection Contract) and agree to all contract terms and connection charges payable.

Having accepted the Offer, a Contract then exists between the Customer and SA Power Networks.

We're here to help

If you have any questions please do not hesitate to contact [Project Officer], [Full Title] at our [Office] office, on [PO Phone] or [PO Email].

Signed for and on behalf of SA Power Networks by:

[Authorised Signatory]
[Full Title]



SA Power Networks ABN 13 532 530 749 a partnership of Spark Infrastructure SA
280 L Pk Rd Adelaide SA 5001, Spark Infrastructure SA, 280 L Pk Rd Adelaide SA 5001
240 L Pk Rd, Spark Infrastructure SA, 280 L Pk Rd Adelaide SA 5001, 240 L Pk Rd, Spark Infrastructure
in Australia, CRI Offshore Development Limited ABN 63 299 739 692, the entities
Development Limited ABN 63 299 739 692, each incorporated in the Netherlands.

www.sapowernetworks.com.au

1. Project Summary

Project Reference	[Our Reference], [EG Number]
Offer Date	[Publish Date]
Customer Name	[Customer Name]
Supply Address	[Location]
Project Outcomes	• [establish a Connection /modify the existing Connection] • [Amps] Ampere, three phase connection • [Gen kVA] kVA generation • [Export Limit kW] kW generation export
Net Customer Payment	[TCP] (GST Inclusive) These Charges may be varied in certain circumstances, as set out in the Construction Terms. Additional costs may also be payable in certain circumstances.
Project Timeframes	If our Offer is accepted and payment is received by [Contract Commitment Date] (Contract Commitment Date), SA Power Networks will endeavour to have the Works completed by the end of [Timeframe] subject to: • Construction Terms. • Preconditions. • Completion of the preliminary works. • Timely responses to requests for information. • Customer to meet the defined project milestones. If the Offer acceptance and payment are received after [Contract Commitment Date] (Contract Commitment Date), a new Project Schedule will have to be agreed on by both parties.
Offer Letter Validity Period	[Validity Period] business days from the date of this letter. After this date the Offer automatically lapses.

2. Connection Details

Supply Address	[Supply Address]		
Connection Point (CP)	[Connection Point] [Connection Description]		
Point of Common Coupling	[PCC]		
Connection Voltage	[PCC volt] V		
Authorised Service Capacity (Load)	Total	[Total kVA] kVA	[Total Amps] A at [PCC volt] V
	Firm	[Firm kVA] kVA	
	Flexible Load	Additional, up to [Flex kVA] kVA	
Power factor when importing from the Network	[PF import]		
Generating System Capacity	Total	[Gen kVA] kVA [Gen Type]	[Gen Amps] A at [PCC volt] V
	Equipment List XX x XXXkVA Solar Photovoltaic (PV) inverters ([Model Type])		
Generating System Export Capacity	Flexible Export	Up to [Flex Gen kW] kW	
Power factor when exporting to the Network	[PF Export]		
Current Limiting Device Setting	[Current Limiting] A		
Design Fault Level	[Fault kA] kA		

Flexible Connections

South Australia's renewable milestones

72% of net annual demand met by Variable Renewables



2.8GW of Rooftop PV



1.5GW Average Demand



>44% of homes have solar

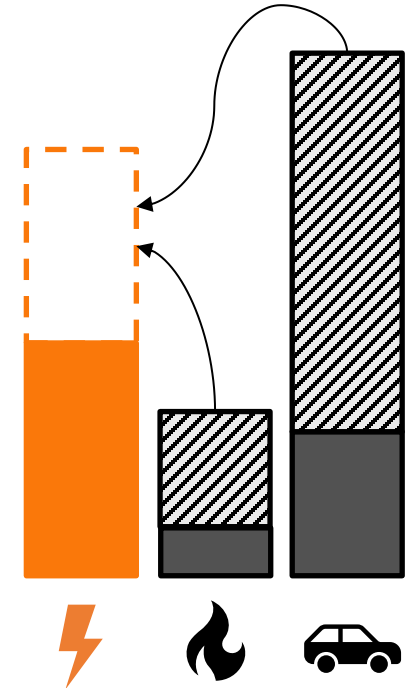


-205MW Negative Demand and 113% Rooftop Solar records



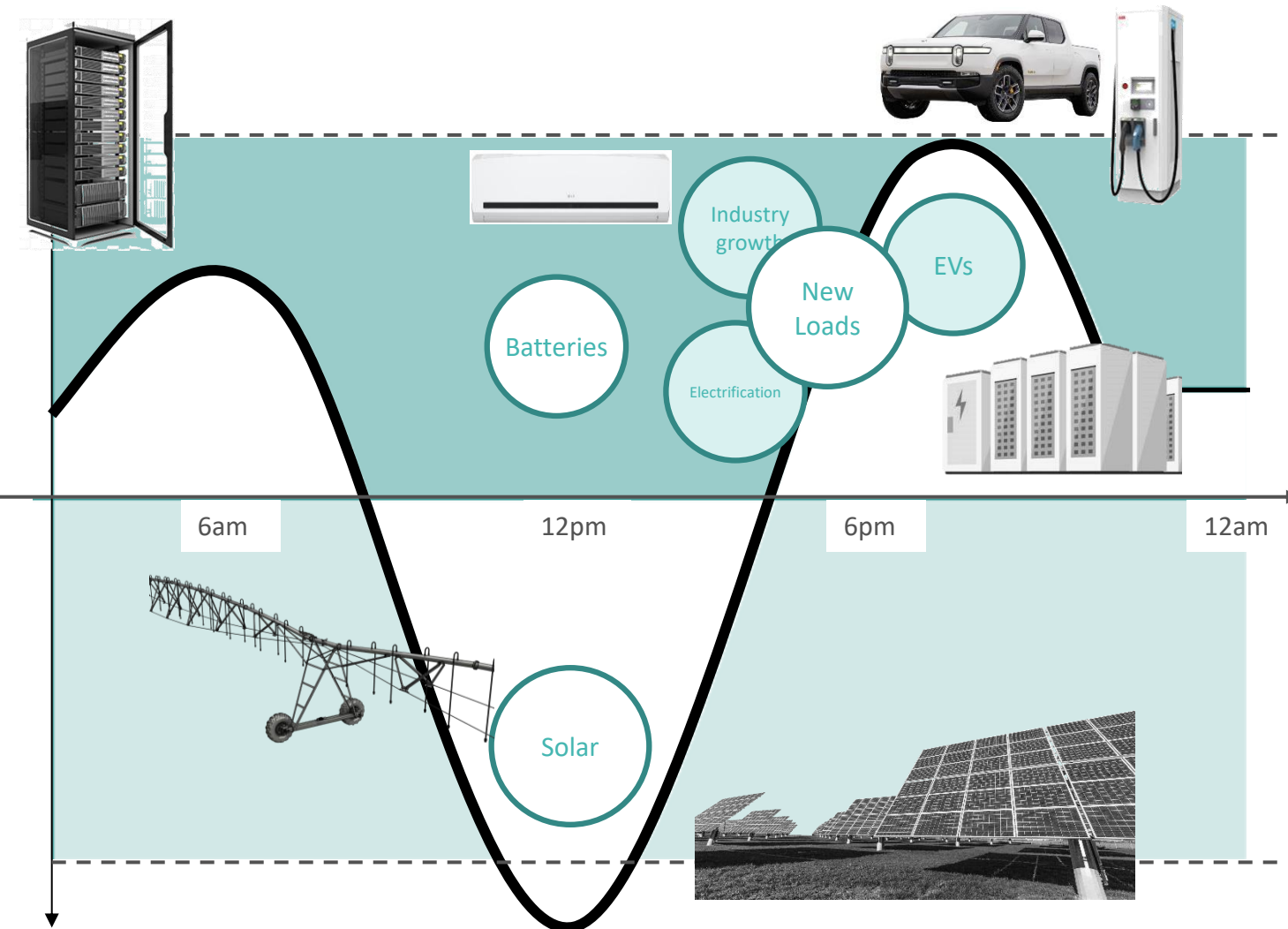
...and by 2050

Electrification could double network throughput



Making SAPN the largest provider of end-use energy in SA

Network Utilisation Opportunity



Traditionally, networks have been built to cater for peak loads.

If we **shift load** out of the peak, and **fill the underutilised network**, we can continue to add more connections without the need for extensive upgrades and provide opportunity to reduce costs to all users.

We can do this by bringing together network management, tariff signals and flexible device usage.

*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.***

AER Chair 31 July 2024.

Head of Customer Solutions Update

Flexible Exports

(Production)

Maximise your energy exports

Small (<30kW) - Flexible export 1.5- >10kW

Large (>200kW) – Flexible export 0 - > installed capacity

Flexible Loads

(Available now)

No augmentation, reduced tariffs

Nominated flexible capacity (min. 500kVA, 20% of load)

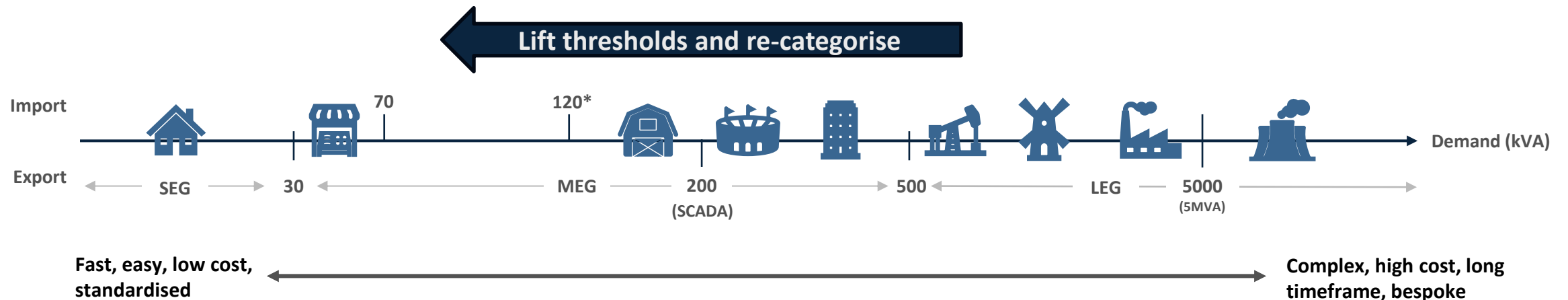
Energy Masters

(Trial 2025-2026)

Optimising energy use in smart electrified homes

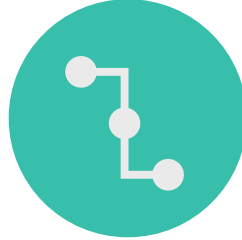
Smart appliances and CER integrated with the energy market and SAPN

Coming 2026 - 2027: Flexible Connections for Medium size C&I & CER



Update

Flexible Exports - SEG



Approved

Installed

Registered
with our
system

Capability
test

Operational
Capacity

23,312

17,704

15,460
(87% of installed sites)

13,467
(88% of registered sites)

115MW

Flexible Compliance at 79%

Update

Flexible Connections - Large

- Large Flexible connections status
 - 6 customers currently connected
 - 18 customers with connection offers to connect by end 2026
 - 90%+ are BESS projects.
- We've got large Flexible Connections to the starting line...
 - “Now this is not the end. It is not even the beginning of the end. But it is, perhaps, the end of the beginning.”

Stage	Firm Capacity (KW)	Flex Capacity (kW)
Enquiry	100	1,000
Offer	8,520	33,596
Accepted	2,810	12,054
Construction	6,628	50,562
Live	4,210	11,230
Total	22,268	108,442

Update

Flexible Limits vs. tariff

Flexible limit: Ensure network stays within safe limits

Dynamic Operating Envelopes

- Regularly communicated to the site
- Customer's flexible load must respond immediately and stay within this limit

Customer provided indication on availability of flexible load at the time of offer.

Customer can have a combination of firm and flexible load, provided minimum 500kVA flexible load, and at least 20% of the load flexible.

Flexible Tariff: Encourage efficient use of network

Agreed demand

- Customer can take load up to the lower of the flexible limit or their service capacity, even if it exceeds the agreed peak demand
- Any exceedance of this amount will result in increased charges.
- Agreed anytime demand charged at 50% of normal tariff

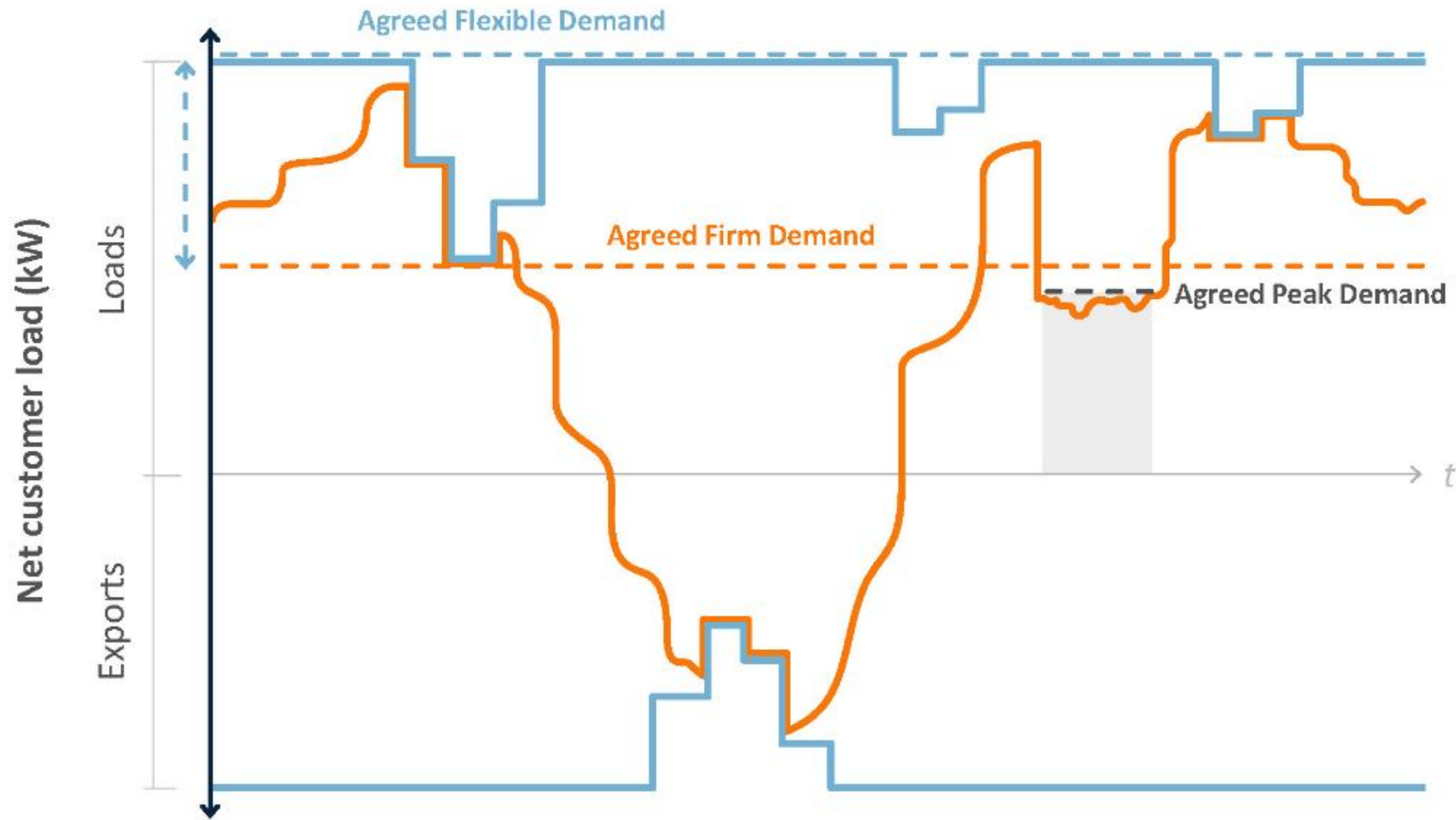
Outstanding Action Item response below:

Peak demand applies on days when the temperature is 38°C or above **at any time of the day**, between November and March (as measured at West Terrace, Adelaide, or as agreed for regional sites).

- **However, peak demand is measured on that day, between:**
- CBD: 11:00am – 5:00pm (work days)
- Non-CBD: 5:00pm – 9:00pm (all days)

Update

Flexible Limits vs. tariff



Dynamic import limit

Changes based on network capacity

Customer network usage

Adheres to DOE and to agreed peak demand

Dynamic export limit

Changes based on network capacity

Capability Development

Capability building

Capability Planning

Capability mapping and targeted training to address skill gaps

Career Pathways

Creating career pathways between key roles within CS

Development Plans

Opportunity for staff who aspire to grow & develop to outline their objectives, growth areas and plans

Succession Planning

Mapping succession in the team and providing opportunities for development

ECoC workshop playback and next steps

Brendon Hampton

Jac Tume

10:10 – 10:30am (20 minutes)



Empowering South Australia

Problem

- ATC was introduced as a 'temporary' back up mechanism when REC isn't able to complete e-CoC
- Now commonplace
- Doesn't have all the same information
- No closing the loop to ensure an e-CoC is actually completed etc.

ELECTRICAL CERTIFICATE OF COMPLIANCE
As required by the Electricity Act 1996 Section 61, and administered by the Office of the Technical Regulator
G 000000

PLEASE USE A BALLPOINT PEN. PRESS FIRMLY TO ENSURE COPIES ARE LEGIBLE.

Owner's/Occupier's name	Mr/Ms	Phone
Installation Address	Suburb	Postcode
Postal Address		
Date of electrical work	Started / /	Finished / /

Item / Part / Circuit No. **SECTION A - DESCRIBE ALL WORK DONE**

Water Heater	Make:	Model:	Capacity:	litres
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SECTION B - Warning: Owners and Operators of electrical installations must take reasonable steps to ensure that the electrical installation is safe. Maximum penalty \$250,000. Listed below are items considered to be unsafe or requiring remedy:- ☐ Immediately dangerous ☐ Dangerous if a single fault occurs ☐ Other

Tick if appropriate ☐ The registered electrical worker described below was not employed or engaged by a licensed electrical or building work contractor

1. **REGISTERED ELECTRICAL WORKER** I certify that the work detailed in Section A complies with and has been inspected and tested by me as required by the Electricity Act 1996.
Signature..... Date inspected and tested.....
Full name of person signing..... Registration No.....

2. **REGISTERED GAS FITTER/PLUMBER** I certify that the work detailed in Section A complies with and has been inspected and tested as required by the Gas Act 1997 and/or Waterworks Regulations 1996.
Signature..... Date inspected and tested.....
Full name of person signing..... Registration No.....

3. **CONTRACTOR/AUTHORISED PERSON** I certify that I am the contractor/authorised agent of the contractor and have or had a supervisory role in relation to the worker above and I am satisfied that the standards and requirements of the Electricity Act 1996 have been complied with. Also where applicable I am satisfied that the auxiliary gas fitting and/or water plumbing work detailed in Section A meets the requirements of the Gas Act 1997 and/or Waterworks Regulations 1996.
Signature..... Date.....
Full name of person signing.....
Contractor Company Name..... Contractor Lic. No.....
Contractor's Address.....
Phone..... Mobile..... Facsimile.....

OWNER'S OR OCCUPIER'S COPY - Please retain this document for your records.

CREATE ECOC

CoC Type

Customer Details

Job Details

Sign and Submit

Select a Worker Licence:

PGE111111122

BLD211002

Choose an option:

** Please note that this cannot be changed later on in the eCoC form.

- ☐ Use one of my licences for the contractor's section.
- ☐ Use my employing contractor's licence for the contractor's section.
- ☐ I am not employed by a contractor for this job.

To SA Power Networks:

Authority to Connect – Electrical Worker Declaration

This authority will be relied upon by SA Power Networks when connecting/reconnecting an installation and is only to be used where it is not reasonably practicable to provide a printed electronic Certificate of Compliance (eCoC) on site. The authority confirms that a eCoC has been issued for the electrical work/installation to be connected/reconnected.

Mandatory

Owner/Occupier name.....

Installation address.....

Suburb.....Postcode.....

Electrical work type:
☐ New Supply
☐ Alteration
☐ Repaired/Checked
☐ Other (specify).....

Reference:
Meter #.....or
REX#.....or
Faults Job# J.....

Reason for Authority to Connect:
☐ Connectivity Issue (A)
☐ Emergency (B)
☐ eCoC emailed to eCoC@sapowernetworks.com.au (Specify Number)
eCoC#.....

Provide one answer in each section (mandatory)

Details of installation presented for connection;
☐ Consumer Mains, Earthing system, Main Switch Board, Main Switch(s)/Meter Isolator(s)/MEN & remainder of the installation
☐ Metering only (including associated equipment, CTs, VTs, links etc)
☐ Other (specify).....

Tick one answer (mandatory)

Metering; (at the time this Authority is completed)
☐ Retailer metering has not been installed
☐ Existing metering (undisturbed/unaffected)
☐ New or altered metering is installed

Defects
☐ Either no defects, or any defect or incomplete work has been suitably isolated or controlled as required by

nt connection/reconnection).....

works;
rker;
e installation and completed the inspections and tests as required
ity Act 1996;
irements of the Electricity Act 1996, AS/NZS3000, SA Power
; and that the installation is safe to connect.
by me in respect of this installation for this connection/reconnection,
C as soon as reasonably practicable. SA Power Networks will rely on
'reconnecting the installation.
d for connection (or reconnection)...../...../.....

Registration Number:

Mobile/Phone:

e in accordance with the Electricity Act 1996 must always be completed in
associated regulations.

Workshop summary

- Larry Moore, Troy Smith, Ian Furness
- James Case, Steve Twigger, Brendon
- Agreed that SAPN would produce a draft 'system design' by the end of the year:
 - **Objective** – Phase out the ATC
 - **Principle** – always allow a backup, but it must be the exception.
 - **Implementation** – consider phases to progressively change behaviour.
 - **Initial thoughts:**
 - ATC form change – reflect the e-CoC, remove any incentive/shortcut
 - e-CoC integration – pull the data via OTR API, make available in portal and our field digital systems
 - Reporting – internally and with OTR
 - Compliance – e.g. akin to SEG, and/or via OTR



Status and next steps

Status: Planning and endorsement

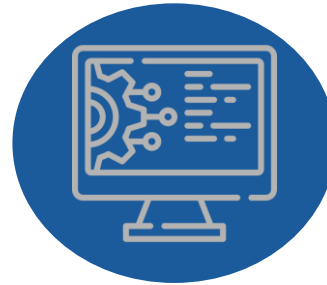
- Mapped into 3 stages:



Stage 1: Low hanging fruit

- Review ATC v eCOC
- Update ATC to align further with eCOC

Status: Comparison complete and draft updated ATC in progress



Stage 2: System integrations & process considerations

- System integrations required between OTR and SAPN
- Suggestion for SAPN to receive eCOC prior to contractor signature

Status: Further consultation required



Stage 3: Reduce ATC

- Further tightening of acceptance of ATC to be only in connectivity issues
- Compliance reporting to commence

Status: To commence post stage 1

Morning Tea

10:30-10:45am (15 mins)



Innovation Pathway/ Advisory Group

Mark Yates/Sam Craft

10:45-11:05am (20 minutes)



Empowering South Australia

New funding source and customer voice for innovation activities

Potential funding sources for Innovation:

- Reg business cases (e.g. CER, AUGEX)
- Diversion of BAU funds (via investment committee)
- DMIAM/DMIS*
- **Innovation Fund**
- Grants & partnerships (e.g. ARENA)

Innovation Fund



\$20 million for the 5-year period



Use it or lose it



Knowledge sharing requirements

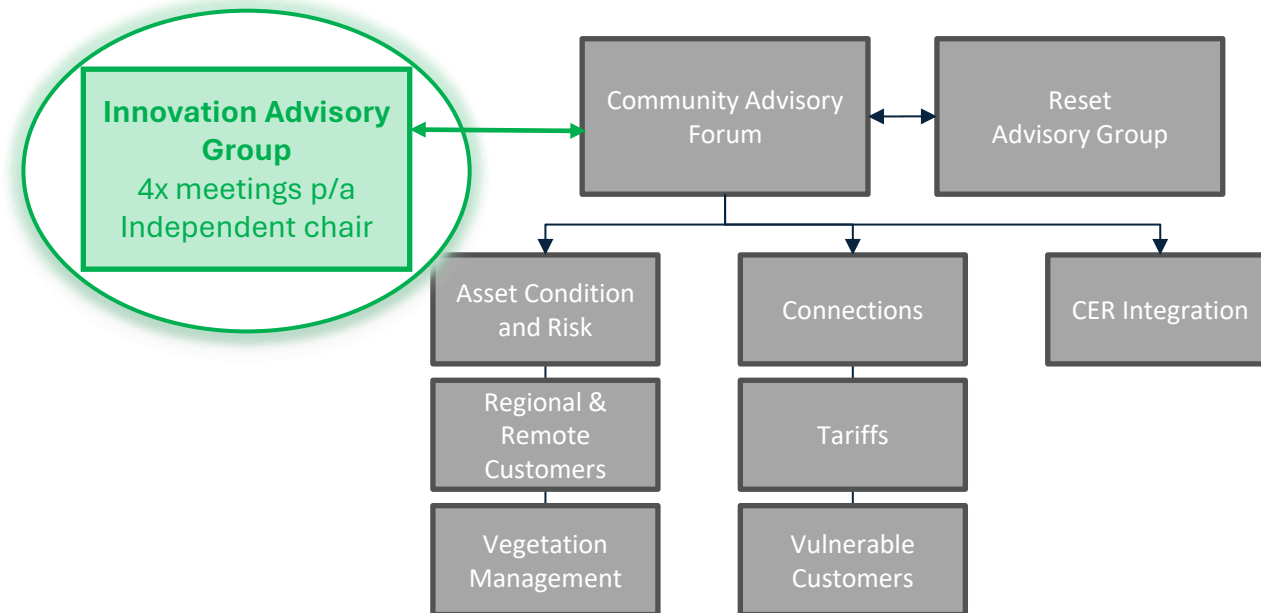


Principles-based IAG governance

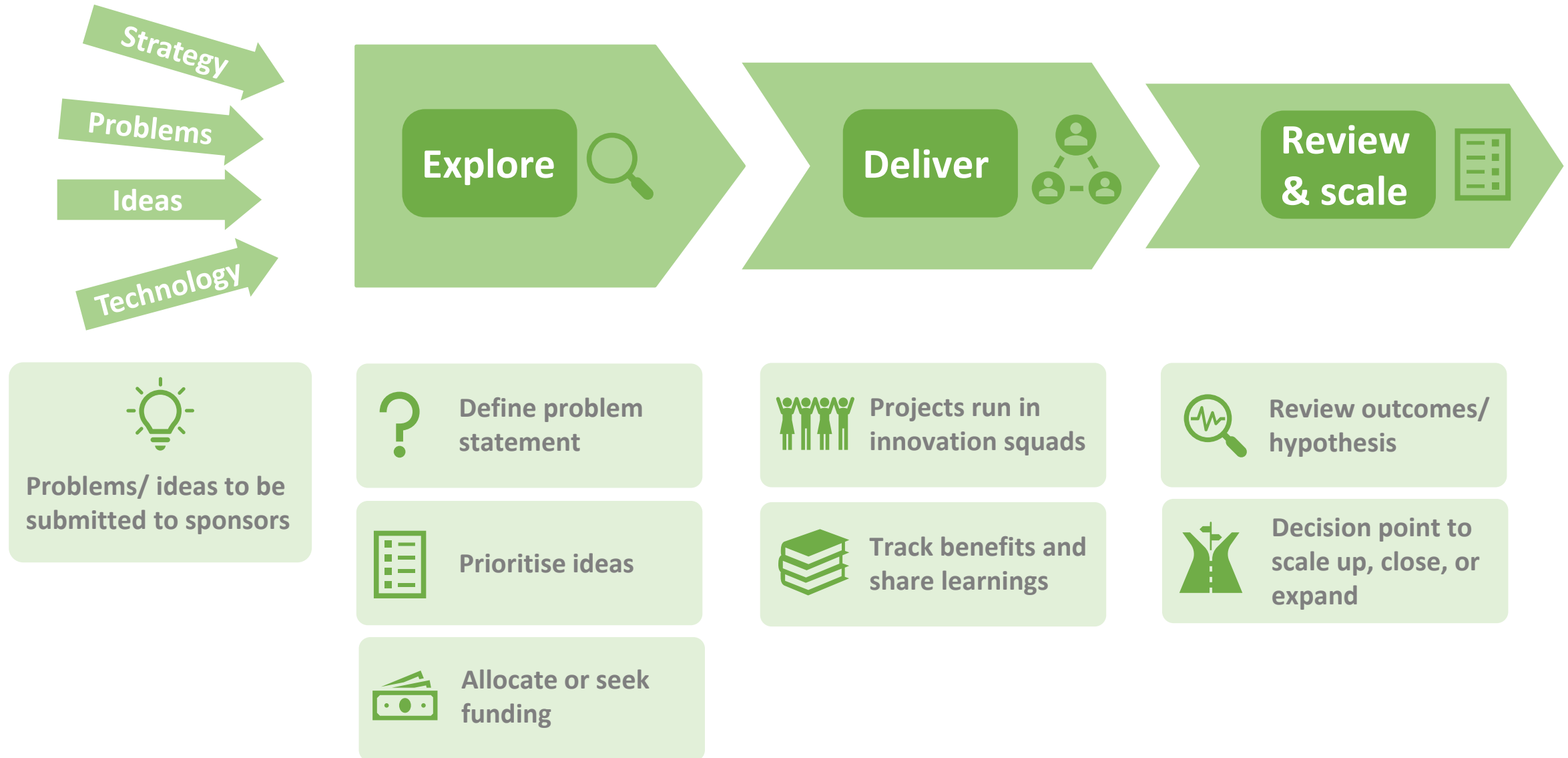
IAG Purpose

1. Provide customer and industry input to the prioritisation, and delivery of SAPN-proposed Innovation Fund projects.
2. Prioritise problem statements or ideas for innovation arising from other Advisory Groups.

*Demand management incentive scheme and innovation allowance mechanism



Innovation pathway: How it works



Enterprise Innovation team functions

**Customer &
Strategy:** Jess Morris



**Strategy, Innovation &
Growth:** Ben Birch



Enterprise Innovation:
James Brown



Innovation Development:
Michelle Howie

- Governance, tools & tracking
- Research & Knowledge Sharing
- Innovation culture



Innovation Portfolios:
Sam, Paul, Eddie

- Customer
- Asset Management & Operations
- Future Networks



Innovation Delivery:
Mandy Rusby

- NIC & Program Coordination
- Project management
- Embedding projects in BAU



Innovation Strategy: Blake Ashton

- Implementation & delivery strategy
- Industry connections



Customer Innovation Portfolio

Portfolio

**Innovation
sponsors**

'Heads Of',
Senior Leaders

**Innovation
Manager**

Sam Craft

**Innovation
support**

Innovation
technical leads

Innovation
Delivery &
Transfer

In exploration

'Click to connect'

Enabling EV chargers on poles

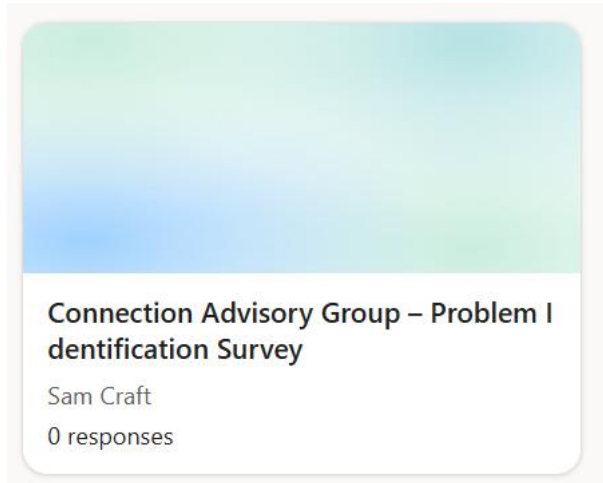
Vulnerable Customers

In delivery

Energy Masters

CER compliance program

Problem Statement



Connection Advisory Group – Problem Identification Survey



Customer Outcomes Update

Erin Hampton

11:05 – 11:15am (10 minutes)



Customer Outcomes – CAF Chair Priorities

- KPIs/ KRAs
- Service Installation Rules and interpretation (accountability/ issues)
- Flexible connections and links to CERIAG



Reliable, safe and resilient network	Increase knowledge of major safety concerns within electrical industry.	SAPN/OTR to provide updates including regulation round up information and safety trends/breaches at meetings.
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- May 2025 – safety presentation from OTR
- May 2025 – February Reg Round Up provided at CAG meetings
- October 2025 – September Reg Roundup Newsletter provided at CAG meeting
- July 2025 – Meter isolator installation safety update sent by OTR to contractors after issue discussed at CAG meeting.
- Ongoing engagement with meter providers including group members Trish Heazlewood and Jonathan Chee scheduled with Customer Solutions to identify/address any further challenges.

Customer experience, choice and empowerment	Increase understanding of concerns and challenges regarding connections projects focusing on time delays and communication.	CAG included in development of KRAs and KPIs Connection statistics presented and discussed at CAG meetings. CAG members review survey/data for insights collection process
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CAG group volunteers formed a KRA/KPI workgroup to deep dive into the development of Key Result Areas and Key Performance Indicators. First workshop held on Monday 21 July. Second workshop postponed to allow further development of targets by Brendon's team. To be scheduled in Q1 2026.

Clean and green energy	Identify opportunities to collaborate with network innovation projects in the CER space	Investigate cross collaboration opportunities with CERIAG regarding Flexible Connections project.
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To be completed – further collaboration opportunities between advisory groups in 2026.

Please include as a recommendation in your advisory group review survey if appropriate.

Affordable and equitable supply	Seek and facilitate opportunities for collaboration and ongoing engagement with electrical contractors and engineering consultancies to increase efficiency of connections processes.	As part of KRA/KPI conversation, CAG members investigate efficiency improvements. Hold an engineering consultancy forum and a workshop for major project/connections improvements
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ECoC process review workgroup formed with a first workshop held on Monday 4 August. Workshop designed to streamline process for all involved with workshop 2 scheduled Monday 8 December.

Real Estate Development Forum held Monday 13 October, please refer to Sally's previous comments

Advocacy	CAG to advocate to state government regarding support for customers through LMRP	Group to write a letter to energy minister/DEM advocating for financial support for vulnerable customers through LMRP (escalated to CAF)
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Advocacy for support of vulnerable customers was supported by several advisory groups and was escalated to the CAF for a collective response. Letter was sent with signatures from CAG, CAF, TAG and VCAG. Can be provided as part of minutes if required.

Innovation	Improve the connections process through the implementation of the new portal	CAG members are involved in testing the portal and provide feedback through portal progress updates at CAG meetings. CAG contribution to 1x initiative for IAG investigation.
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Some CAG members involved in portal testing and NECA assisted us in our search for portal testers by advertising on their platforms at the beginning of 2025.

Thank you for your collaboration!

Know your customer/ Data	Seek insights and feedback from customers throughout connections process.	Presentation on new Qualtrics system and Connections insights at group meetings
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May 2025 – presentation from Milly Hall (Customer Experience Insights and Performance Manager) on Qualtrics system and customer insights

Reflections and Achievements for 2025

11:15-11:35am (20 minutes)



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Reflections and Achievements 2025

- **Ntuthuko:** Year of **listening, gathering** feedback from external stakeholders through Forums, CAG etc & 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.

Reflections and Achievements 2025

- CAG?

Priorities for 2026

10:35-10:45am (10 mins)



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- Portal for all services
- Work management system
- Project management 'model' implementation
- Performance tracking
- Streamline the connection & energisation process e.g. contestable works
- Review of knockbacks
- Embedding change

CSMT priorities 2026

- **Major Connections**

- Continue work on initiatives to overhaul Major Project Delivery Model
- Implementation of refreshed Major Project Delivery Model
- Launch training program to lift PM capability

- **Energy Services**

- Accelerated Smart Meter Rollout
- Progressing SEG/MEG threshold changes
- Finishing Minor Connections in portal in Q1 2026
- Commencing development of Negotiated Connections



CSMT priorities 2026

- **Connections North & South**

- Increase ability for customer to self-serve.
- Improving communication-> right info at the right time.
- Reducing lead times for connections.
- Improved visibility of local contacts (meetings with key external stakeholders).
- Opening doors -> more Industry forums.
- Additional resourcing through Cadet Program.



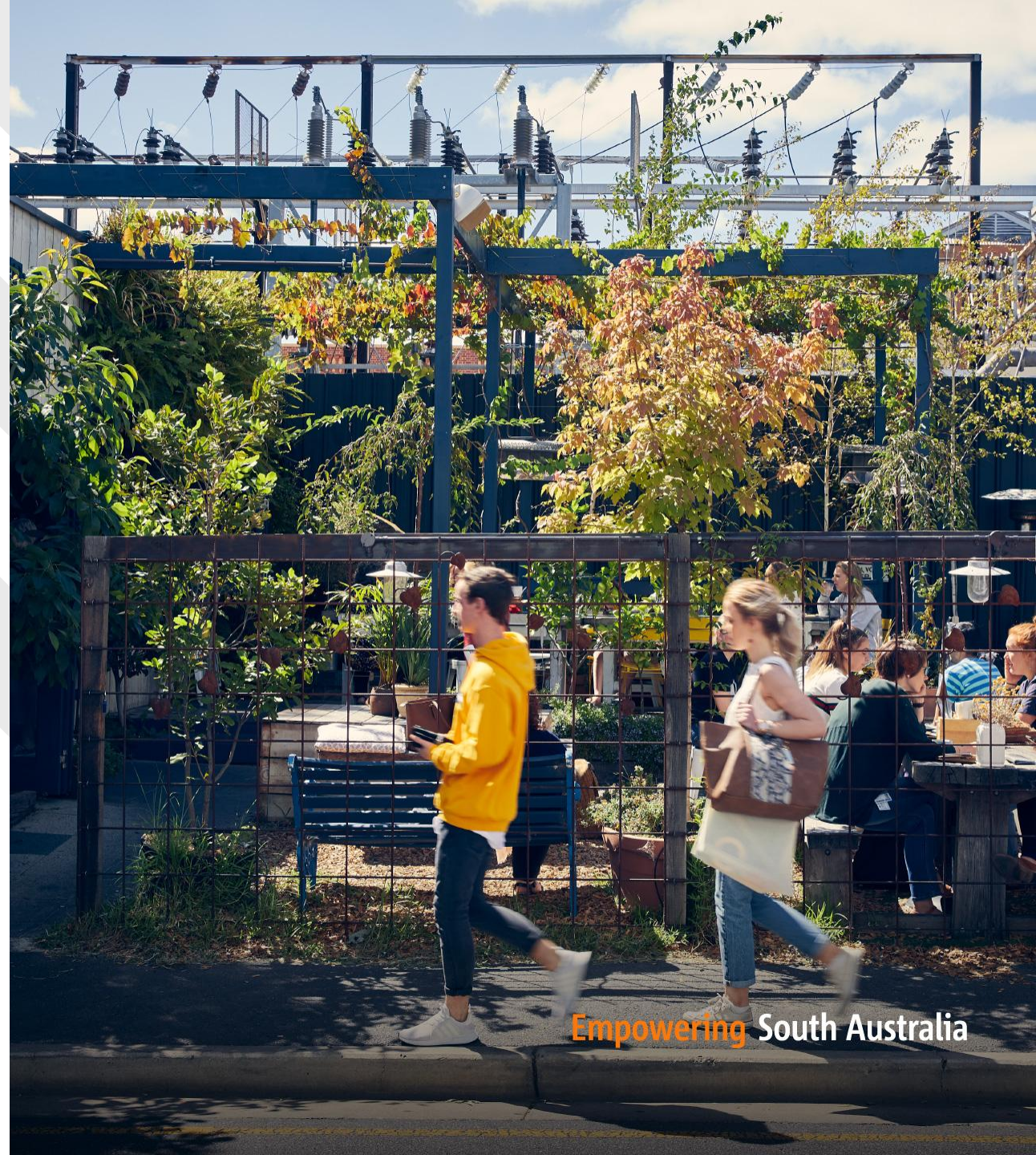
CAG member priorities?



Other Business

- EOY thank you event
- Advisory Group Review
- Future agenda items?
- Around the room

11:45-12:00pm (15 minutes)



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	Agenda Item 2.
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	Jac	Agenda Item 2.
July	Analyse data collected from meter isolator declaration entries and determine effectiveness of reminder.	Jac	TBC
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	TBC
July	Brendon to arrange a catch up with Larry to investigate feedback further.	Brendon/Troy	Erin to contact Larry - complete
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	Slide updated. Complete
July	Group members to review the KRAs and KPIs and provide feedback to Brendon/Erin.	All	Complete
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
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

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- **EOY Advisory Group thank you event**
 - Wednesday 12 November, The Oval Hotel 4pm-6pm
 - **Advisory Group Review**
 - Survey to be sent from Chief of Customer and Strategy, Jess Morris, to all external and internal stakeholders
 - Results will feed into the review of the consultative group structure at the end of this year/early next year
 - Will form part of the stakeholder metric ongoing

Future agenda items?





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