

Connections Advisory Group

Meeting 2

20 May 2025





Acknowledgement of Country

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

Welcome/Chair Update

- Outstanding Action Items
- CAF Update

15 minutes



Empowering South Australia

Customer Solutions Management Team

Customer Solutions Update

10 minutes

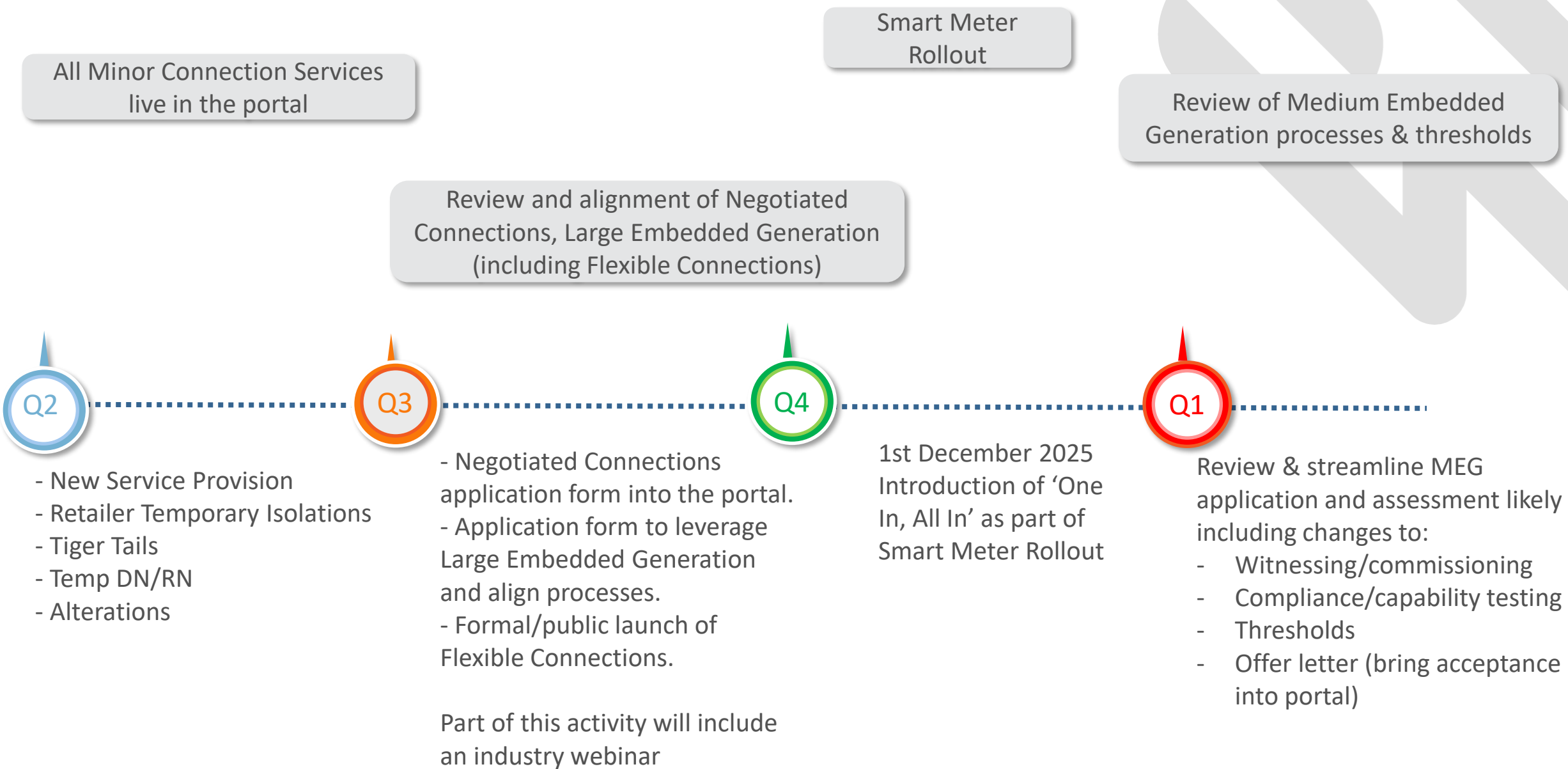


Empowering South Australia

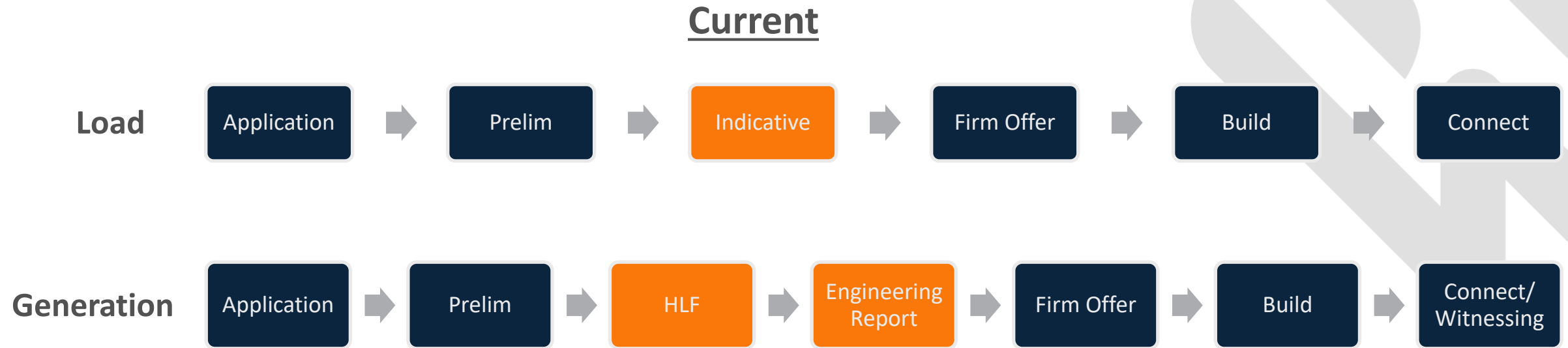
Connections Roadmap

Activity

Activity Detail



Negotiated Connections harmonisation



Batteries?

Flexible Connections?

Multi-purpose connections?

What terms should be used?

Pricing Formula

- The current pricing formula as laid out in the Connections Policy can be challenging to interpret
- The AER will not allow this to be modified until 2030
- We propose to introduce a much clearer description, terms and structure in our Pricing Manual in July
- This same structure and terms will be matched in our new offer letters
- The formula will also be built into our estimating system/portal to ensure consistent application

Customer Price =

- 1. Shared Network Cost** (SNC, Standard Control Service)
- 2. + Customer Specific Cost** (CSP, Alternative Control Service)
- 3. – Equalisation** (Other credits to the customer)

Offer 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 being created for launch in July**

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
(90% L-Pty Ltd ABN 54 281 242 000, Spark Infrastructure SA 10% L-Pty Ltd ABN 59 001
242 000, Spark Infrastructure SA 10% L-Pty Ltd ABN 59 001 242 000, Spark Infrastructure
in Australia, CRI Offshore Development Limited ABN 63 099 739 002, the entities
Development Limited ABN 63 099 739 002, 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		

Portal Update

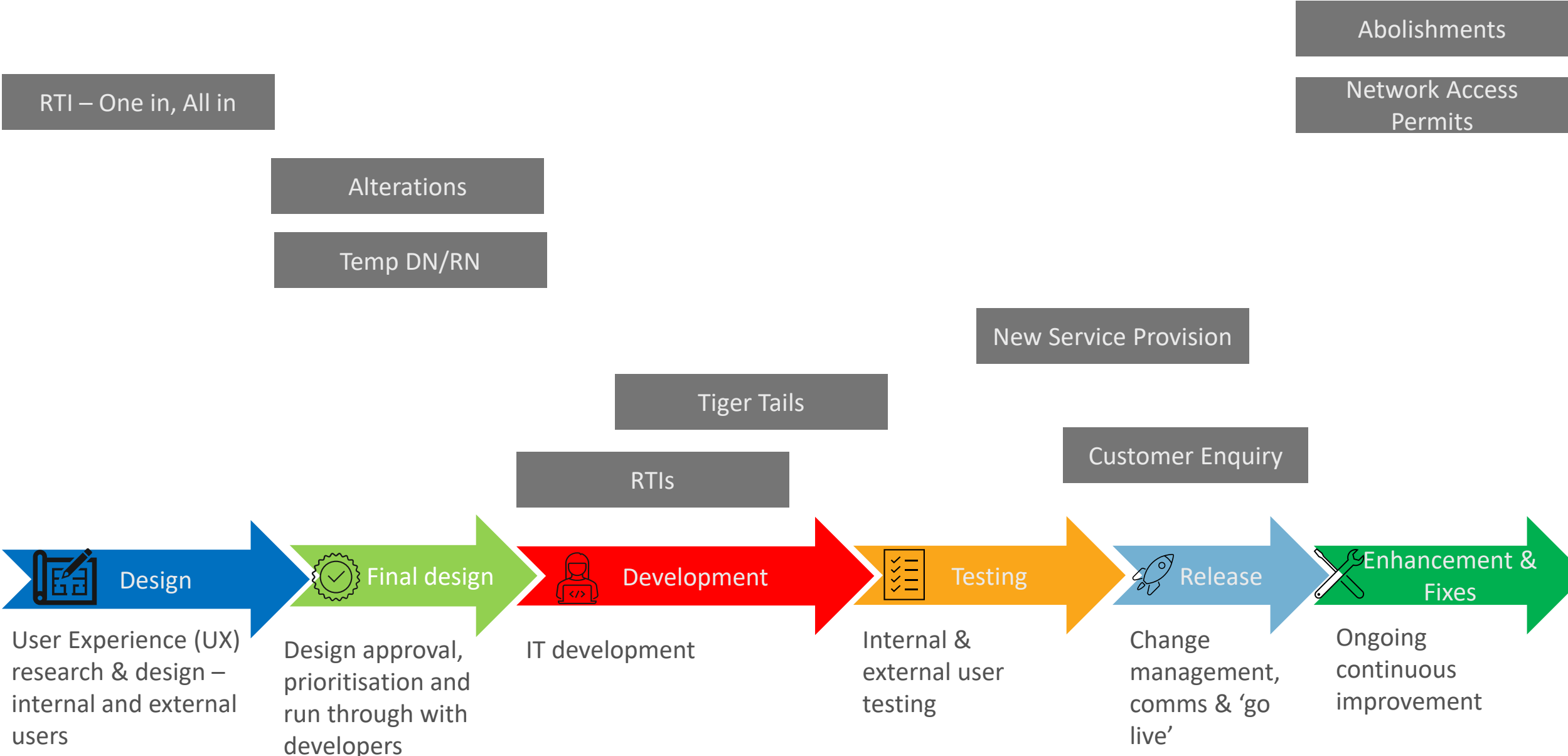
Jaclyn Tume

10 minutes

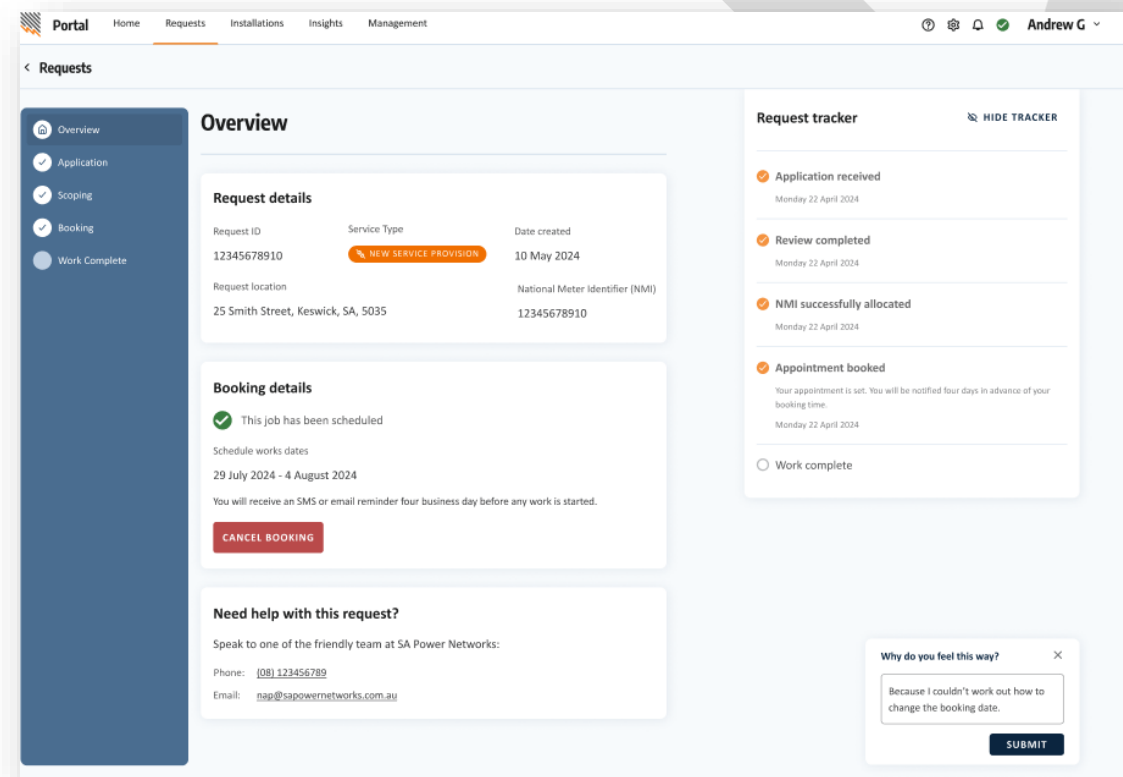
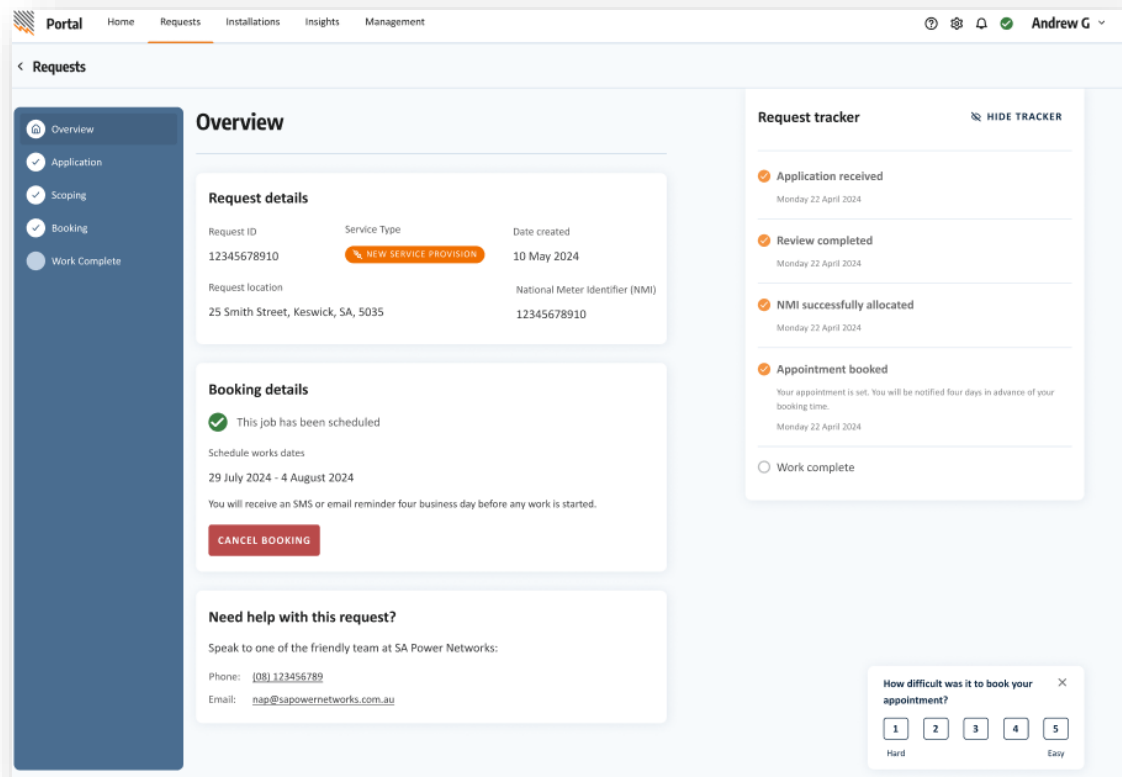


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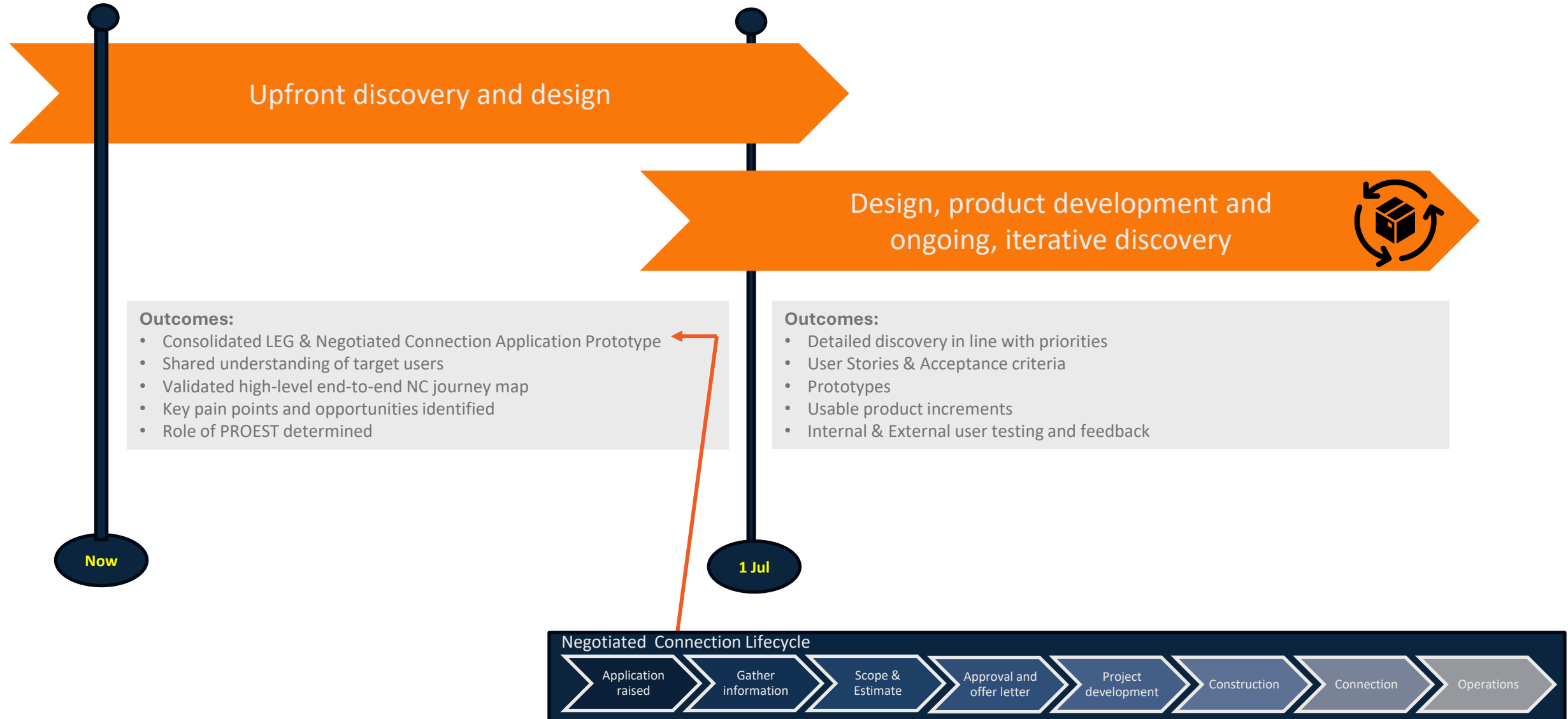
Minor Connections Progress Update



Instant user feedback



Negotiated Connections - Discovery approach



What's happening now

We have commenced and will continue to map and analyse the current Negotiated Connections journey for both internal teams and external stakeholders



Early engagement is underway with internal stakeholders including Project Representatives, Legal Services, CSMs, Field Services



Planning has commenced for the first release for early realisation of business value and momentum



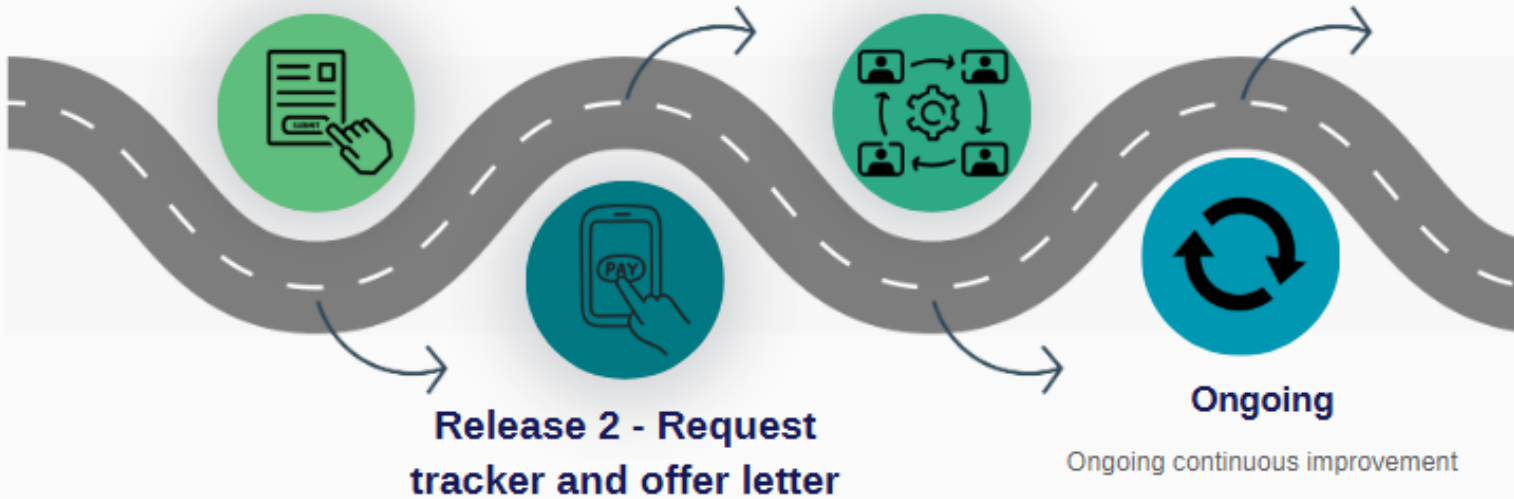
POTENTIAL RELEASE ROADMAP

Release 1 - Application form and internal dashboard

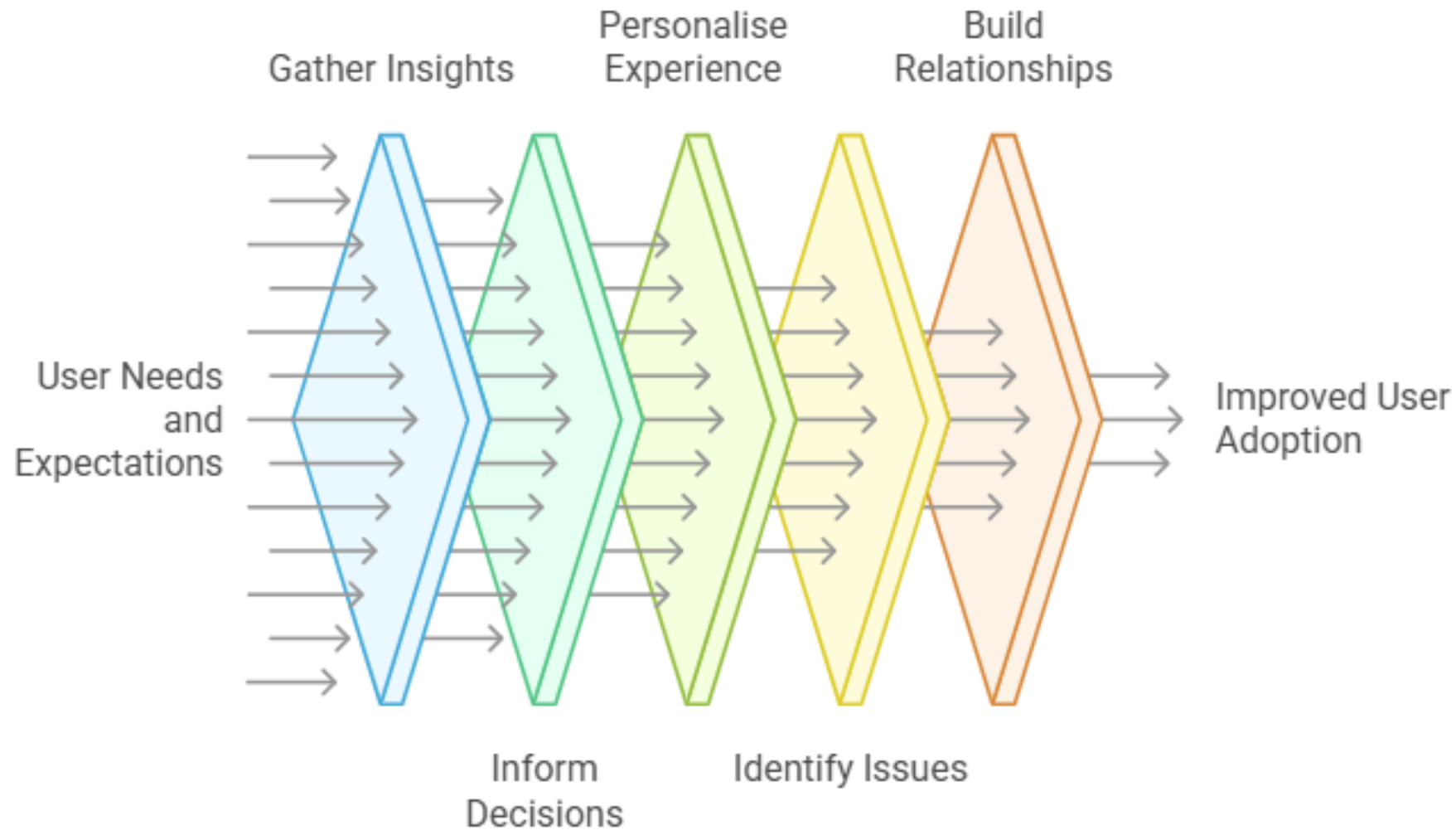
Form creates Noti on submit.
CSM van view on portal dashboard, indicate a complexity level and allocate to staff (PO/PM/CSM)

Release 3 - Internal services dashboard and workflow created

Increase integrations, creation of internal services dashboards and workflow created



Negotiated Connections – User Engagement



How can you help?

We're inviting you to participate in identifying suitable stakeholders to engage during discovery and design.

We are planning to have 1-hour meetings with key representatives of each type of connection applicant over the next 2 months.



Property owner/bill payer



Project Manager



Consultant & Engineers



Developer



Business stakeholder



Electrical Contractor



KRAs and KPIs

Brendon Hampton

15 minutes



Empowering South Australia

Purpose

Having clear **Outcomes and Key Results** (measures) that are **embedded** at the core of our operations is essential to enable our **effective delivery of services**, the **management of our function** and our **pursuit of excellence**.

People



- We foster a welcoming, supportive, and respectful environment
- We value diversity of background and experience
- We regularly celebrate our achievements
- Everyone is encouraged to contribute, share knowledge and ideas, and listen openly
- We make time to share wisdom, and develop other's skills and knowledge
- We invest in the growth and development of the team

Partnerships



- We build trusting relationships and form collaborative partnerships
- We're outcomes focussed and seek win-win solutions
- We regularly consider the needs and perspectives of others
- Our stakeholders are regularly engaged and involved in decision-making
- We're easy to deal with, helpful and approachable
- We develop shared goals and work with others to solve problems

Excellence



- We strive for excellence
- We have exceptional leaders who bring out the best
- We proactively manage risks and solve problems as they emerge
- We take ownership and accountability
- We are responsive and proactive
- We regularly review, seek feedback, learn from mistakes and drive lasting improvements
- We are agile and adaptable, and motivated by change

Courage



- We act with integrity and stand up for what's right by our customers and each other
- We hold high standards for behaviour
- We act as role models for our target culture
- We step towards challenges and ambiguity
- We are naturally curious and courageous, seeking to try new ways of working and finding more efficient approaches

Purpose



- We are customer-centric and outcomes-focused
- Our team members are proud of their work, the work of their team and the role of the organisation
- Our team members believe in our vision, understand their role in enabling it and are motivated by pursuing it
- Our values are lived, integrated into objectives and decisions, and demonstrated daily



Purpose

KPIs enable us to clearly define and measure the things that matter most, and the things which will give us the greatest insights into performance.

This will form **one of the most critical pieces of work we do this year**, as it will underpin some of our most important management functions and become integrated into our management systems:

- Clearly defining what good looks like, and allowing us to measure against it
- Understanding the drivers of customer and employee satisfaction
- Identifying process bottle necks, systemic issues and improvement opportunities
- Driving greater accountability across all parties involved in end-end delivery
- Resource planning and workload management
- Performance management – team and individual
- Etc.

Customer Solutions Scorecard (draft outcome statements)

Customer Experience

‘Providing an easy, streamlined experience, aligned with customer expectations’

Project/Service Delivery

‘Excellence in project and services delivery’

People

‘Our people are highly capable, empowered and enabled to deliver great outcomes’

Processes & Systems

‘Processes and systems that make it easy for our customers and our people to consistently achieve desired outcomes’

Commercial

‘Optimise our cost to deliver, and maximise creation of customer, community and business value’

Customer Solutions Scorecard (draft outcome statements)

Customer Experience

Providing an easy, streamlined experience, aligned with customer expectations

Through:

- Proactive and timely communications and engagement
- Aligning on expectations and delivering on our promises
- Timely, cost-effective, consistent and reliable service delivery
- Empowerment, including self serve capabilities
- Relationships built on trust, transparency and being easy to deal with
- Up to date and easy to access information

Processes & Systems

Processes and systems that make it easy for our customers and our people to consistently achieve desired outcomes

Through:

- Streamlining and standardising end-end processes
- Nailing the implementation of the customer portal and accompanying work management system
- Making it easy to provide feedback and improvement ideas
- On-going enhancements of our systems
- Seamless integration with other processes and systems
- Directing work to the right parties in the process

People

Our people are highly capable, empowered and enabled to deliver great outcomes

Through:

- Prioritising the safety and wellbeing of our people
- Creating a positive culture and a rewarding work environment
- Celebrate our achievements and recognising good performance – positive indicators
- Proactive resource and succession planning
- Ensuring the right skills and resources are in place, and that work is appropriately distributed
- Investing in the growth and development of the team
- Regularly seeking and responding to feedback
- Delivery of the People Plan
- Knowing who to go to, having clear accountabilities and role definitions

Project/Service Delivery

Excellence in project and services delivery

Through:

- Efficient, on time and on budget delivery of our projects and services
- Consistently applying best practise approaches to project management
- Flexibility to accommodate changes and diverse needs
- Clear accountabilities across end-end processes
- Status visibility, action tracking and regular reporting across our entire work portfolio
- Collaborative relationships with our internal and external delivery partners

Commercial

Optimise our cost to deliver, and maximise creation of customer, community and business value

Through:

- Pursuing efficiency opportunities
- Providing innovative energy solutions that meet the evolving needs of our customers
- Balancing customer, risk and commercial outcomes
- Accurate estimating, forecasting and budgeting
- Strong governance over project financial performance
- Identifying innovative commercial opportunities

Customer Solutions Scorecard (KPIs for input)

Customer Experience

Providing an easy, streamlined experience, aligned with customer expectations

Metrics:

- MEG communications – timing, communications and outcomes – ie initial feedback within 48 hours
- Comms consistency, method and recipients
- E.g 90% of offers within 30 days of all information received and 100% within 60 days
- How long has it been since the customer was last communicated with

Processes & Systems

Processes and systems that make it easy for our customers and our people to consistently achieve desired outcomes

Metrics:

- MP relationships – ease of access to information. Quarterly MP meetings
- Account Management KPIs

People

Our people are highly capable, empowered and enabled to deliver great outcomes

Metrics:

- Work is assigned to new PO when original is on leave

Project/Service Delivery

Excellence in project and services delivery

Metrics:

- MEG – communication & processes
- PO allocated within X number of days
- How long was the 'clock stopped' for

Commercial

Optimise our cost to deliver, and maximise creation of customer, community and business value

Metrics:

Morning Tea

15 mins



Customer experience > Customer insights overview

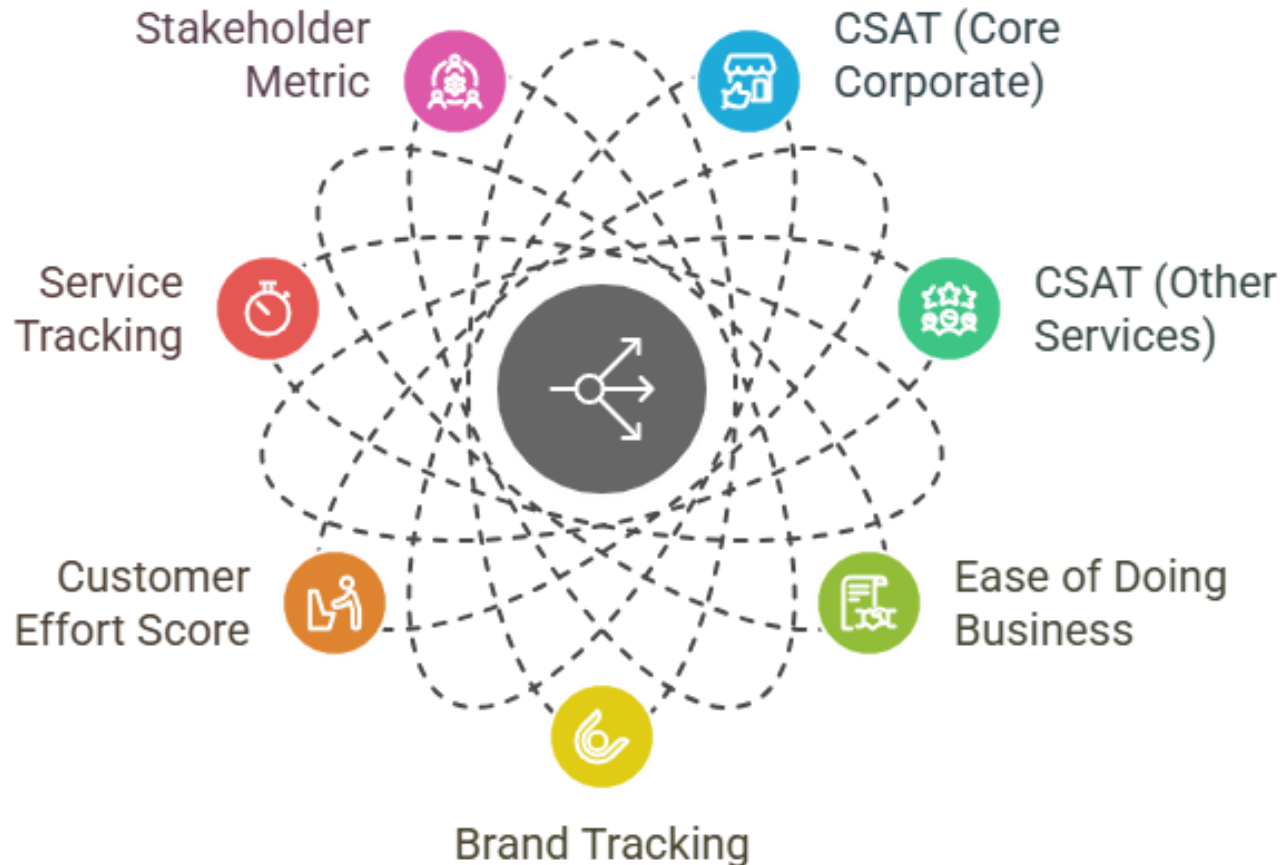
Milly Hall

15 minutes



Voice of Customer (VOC)

Qualitative (Qualtrics) AND quantitative operational performance data



Understanding the voice of the customer, and broader customer experience, should not be limited to CSAT results. For example, service experiences during unplanned outages are important but not fully representative of SAPN's overall performance. A more complete view requires a range of qualitative and quantitative metrics across different segments and services.

The Customer Insights & Performance team is focused on partnering with the business to mature this approach. Over time, we aim to build trust in the customer and employee experience data so it becomes a core input into strategic decision-making.

The power of CX dashboards

Using customer insights to drive better outcomes

Enables us to:



Understand feedback

- Review customer comments to pinpoint recurring issues and opportunities.



Filter insights

- Drill into data by region, service, or job type to identify trends and outliers.



Track what matters

- Monitor key metrics like First Contact Resolution and contact reasons.



Compare performance

- See how teams or services are performing week-on-week or across locations.

Benefits:



Clarity on satisfaction drivers

- Understand what's working and what's not from the customer's perspective.



Better coaching conversations

- Use real insights to support targeted feedback and team development.



Actionable insights

- Turn feedback into meaningful actions that improve service delivery.



Stronger accountability

- Support teams to own and improve their performance.

Customer satisfaction (CSAT)

What is CSAT?

Customer satisfaction score (CSAT), is a metric that indicates how satisfied SA Power Networks customers are with a recent interaction they have had with us.

It's measured as a percentage of customers who are satisfied (100% would be excellent – 0% is very dissatisfied).

This is gathered via one or more variations of this question:

"Overall, how satisfied were you with your [interaction] at SA Power?"

Respondents use the following 1 to 5 scale:

1. Extremely dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Extremely satisfied

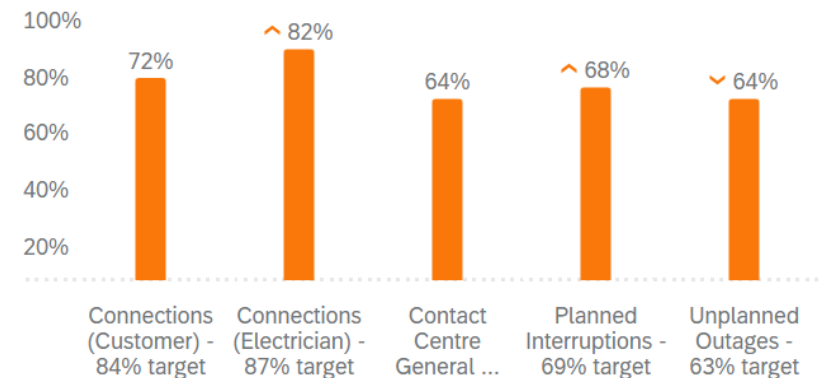
Customer sat... 8,835



CSAT distri... 8,835



Customer satisfaction per survey



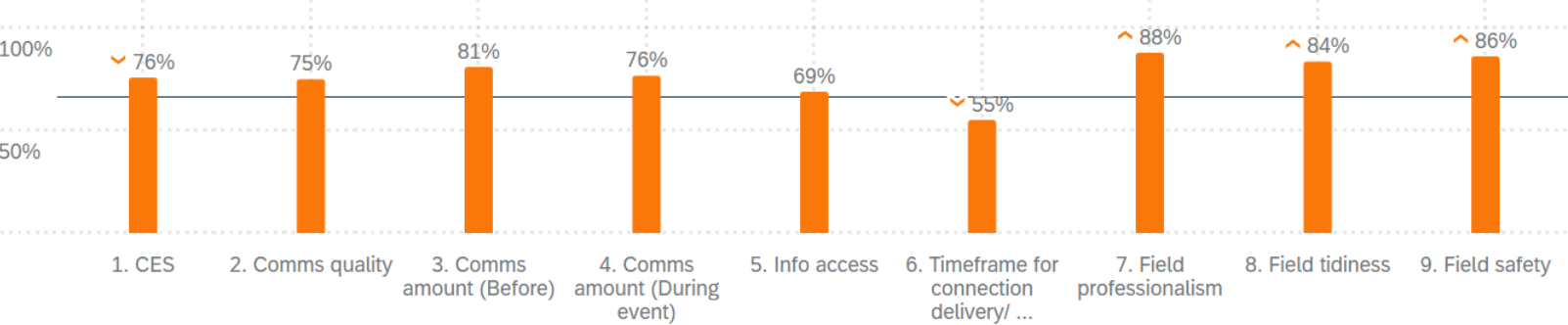
Core CSAT Surveys



Service	Target	Jan – April (YTD) 2025
Overall CSAT	68%	66%
Unplanned outages	63%	64%
Planned outages	69%	68%
Connections (electrician)	87%	82%
Connections (customer)	84%	71%
Contact Centre: General Enquiries handling	65%	64%

The dashboards – what we can see

Customer Journey



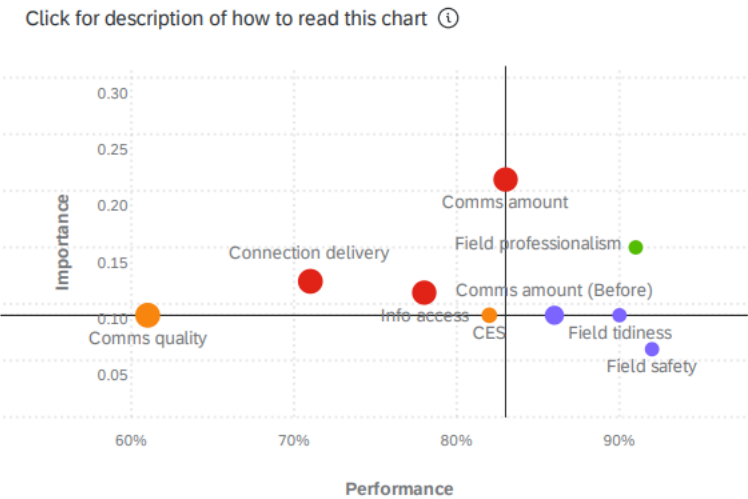
Key driver analysis

Primary fix

Red dots tell us which key drivers are not performing well and are also correlating more highly with Customer Satisfaction. Acting on these first will have a greater impact on your CSAT scores in the future. These are your actionable items and should be the main area of focus to improve the Customer Satisfaction.

Secondary fix

Orange dots tell us which key drivers are performing less well in relation to others. These should be monitored to ensure they don't slip further.



Areas to promote

Green dots tell us which key drivers are performing well, relative to others, and are also correlating more highly with the Customer Satisfaction Score. Ensuring these are maintained will help to maintain a high CSAT score.

Cause to celebrate

Purple dots tell us which key drivers are performing well but don't have as big an impact on Customer Satisfaction scores. These should be recognised and appreciated.

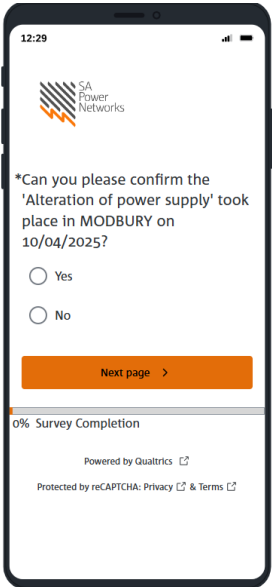
*Can you please confirm the 'Alteration of power supply' took place in MODBURY on 10/04/2025?

☐ Yes

☐ No

Next page >

% Survey Completion

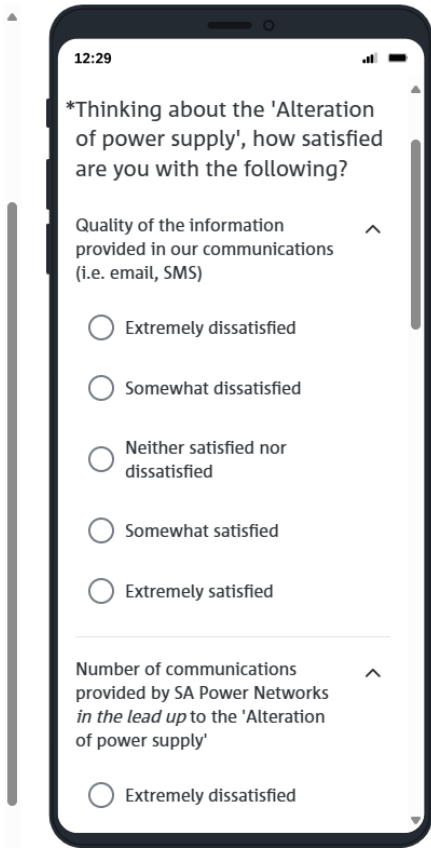


Link: [Connections \(Electrician\) – alterations, new connections, abolishments](#)

Link: [Connections \(Customer\) – alterations, new connections, abolishments](#)

*Thinking about the 'Alteration of power supply', how satisfied are you with the following?

	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Quality of the information provided in our communications (i.e. email, SMS)	☐	☐	☐	☐	☐
Number of communications provided by SA Power Networks <i>in the lead up to</i> the 'Alteration of power supply'	☐	☐	☐	☐	☐
Number of communications provided by SA Power Networks <i>during</i> the 'Alteration of power supply'	☐	☐	☐	☐	☐
Timeframe of connection delivery (from initiation to work completion)	☐	☐	☐	☐	☐
Ability to access information relating to the job (status, scoping notes, job updates, etc.)	☐	☐	☐	☐	☐



Connections (Electrician) – survey questions

Survey Question	CSAT Journey Touchpoint
How easy was it to submit the application?	CES Connections Application Submission
Thinking about the [connection service], how satisfied are you with the following? (It is piped into the question where [connections service] = new connection, alteration, or abolishment)	
Quality of the information provided in our communications (i.e. email, SMS)	CSAT comms quality
Number of communications provided by SA Power Networks in the lead up to the [connections service]	CSAT comms amount before event
Number of communications provided by SA Power Networks during the [connections service]	CSAT comms amount during an event
Timeframe of connection delivery (from initiation to work completion)	CSAT Connection delivery
Ability to access information relating to the job (status, scoping notes, job updates, etc.)	CSAT Info access
Did you have any interaction with SA Power Networks Field Technicians?	Used to route to field-related CSAT questions
Thinking about the SA Power Networks Field Technicians, how satisfied are you with the following?	
Professionalism of the field technician	CSAT field professionalism
Tidiness of the site upon completion of the works	CSAT field tidiness
Safety of the site after the works were completed	CSAT field safety

Connections (Customer) – survey questions

Survey Question	CSAT Journey Touchpoint
Thinking about the [connection service], how satisfied are you with the following? (It is piped into the question where [connections service] = new connection, alteration, or abolishment)	
Quality of the information provided in our communications (i.e. email, SMS)	CSAT comms quality
Number of communications provided by SA Power Networks	CSAT comms amount during an event
Timeframe of connection delivery (from initiation to work completion)	CSAT Connection delivery
Ability to access information relating to the job (status, scoping notes, job updates, etc.)	CSAT Info access
Did you have any interaction with SA Power Networks Field Technicians?	Used to route to field-related CSAT questions
Thinking about the SA Power Networks Field Technicians, how satisfied are you with the following?	
Professionalism of the field technician	CSAT field professionalism
Tidiness of the site upon completion of the works	CSAT field tidiness
Safety of the site after the works were completed	CSAT field safety

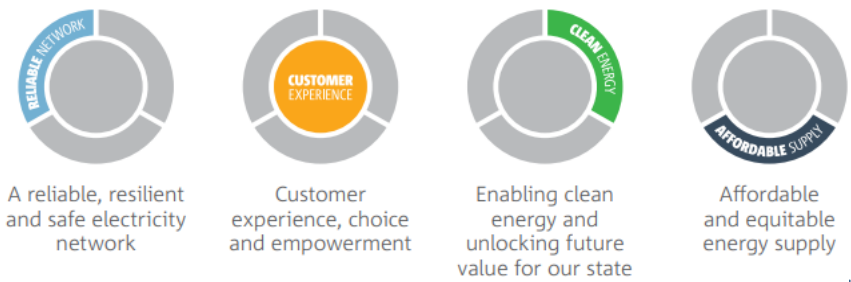
Customer Outcomes Update

Erin Hampton

15 minutes



CAG Customer Outcomes



Area	Outcome	Metric
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 breaches at meetings.
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 Present customer insights and connection statistics at CAG meeting
Clean and green energy		
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.	Hold an engineering consultancy forum and a workshop for major project/connections improvements

Continued.

Area	Outcome	Metric
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
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.
Know your customer/ Data	Seek insights and feedback from customers throughout connections process.	Presentation on new Qualtrics system and Connections insights at a group meeting

Office of the Technical Regulator

Industry Issues

SA Power Networks Connections Advisory Group

Brett McDowell | 20/05/2025

OTR.sa.gov.au



Installation Requirements under the Act

- Electrical installation work is required to comply with the *Electricity Act 1996* and *Electricity (General) Regulations 2012*.
- The Act/Regs makes the owner/operator responsible for the installation.
- The electrical worker is required to perform the work to the Australian/New Zealand standards called up by the Act/Regs.(Basically AS/NZS 3000 and all the standards it refers to)
- Requirements for examinations and testing with results recorded must be complied with by electrical workers.
- Electronic electrical compliance certificates must be completed when work is energised or left ready to energise.
- A copy of the eCoC must be provided to the owner/operator of the installation.

(1b) A person who owns or operates an electrical installation must take reasonable steps to ensure that—

- (a) the installation complies with, and is operated in accordance with, technical and safety requirements imposed under the regulations; and
- (b) the installation is safe and safely operated.

Maximum penalty:

- (a) if the offender is a body corporate—a penalty of \$50 000;
- (b) in any other case—a penalty of \$10 000.

Expiation fee: \$315.

Section 60(1B) of the Electricity Act 1996



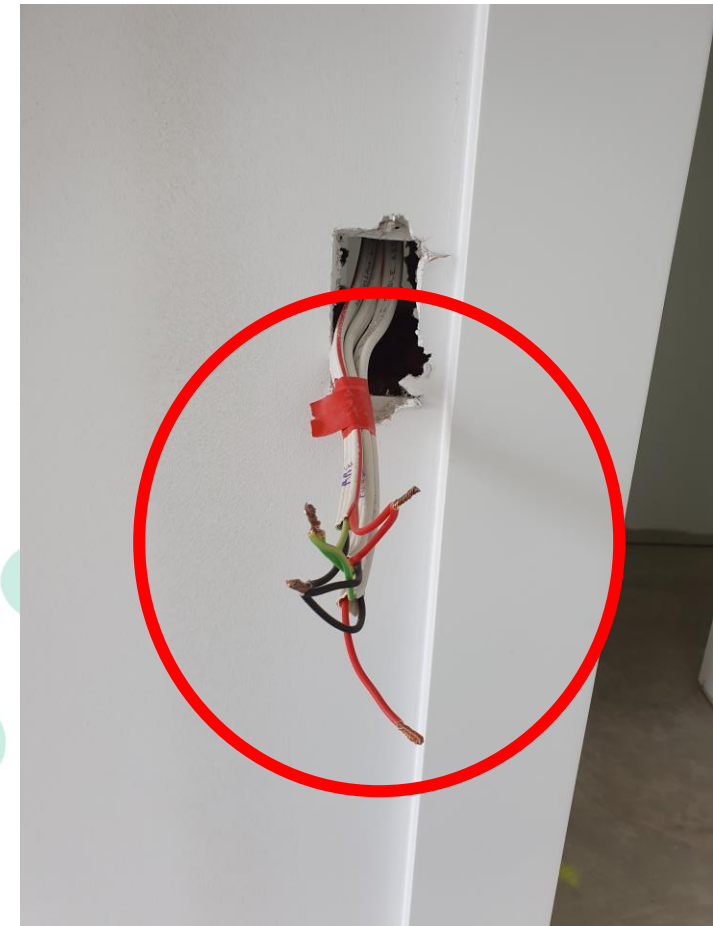
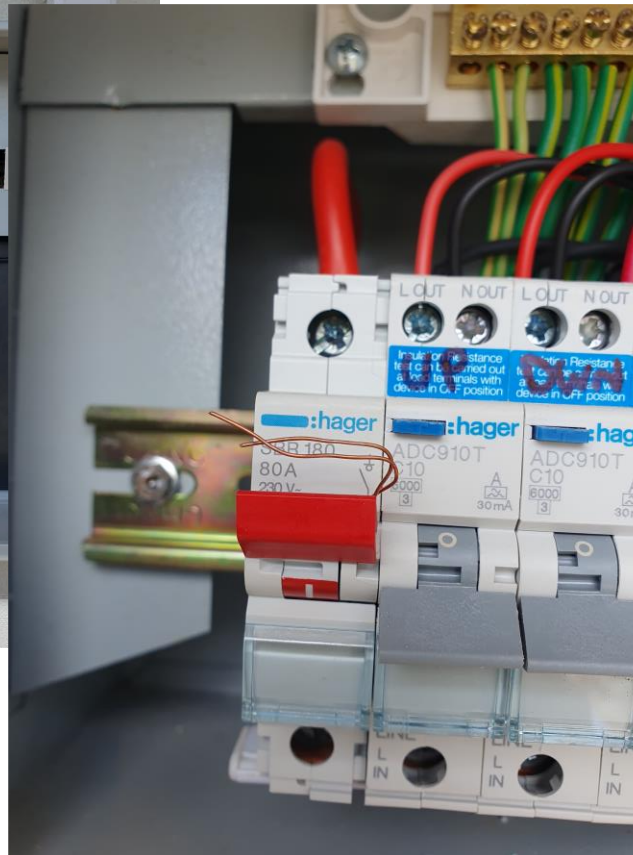
Common Issues Found

- Underminated Cabling – Energised by Metering Installation
- Installations Demolished before Abolishment carried out
- Unsealed entries in Meter Isolator Enclosure
- Loose Critical Connections / Miscellaneous issues
- Labelling
- ECOCs submitted for incomplete works
- Non-Complaint Products
- Reporting Non-Compliant installations



Unterminated Cabling – Energised by Metering Installation

Most of the Photos in the next couple of slides have unterminated cabling that should be immediately obvious to the metering installer, which should raise questions as to suitability of isolation methods used



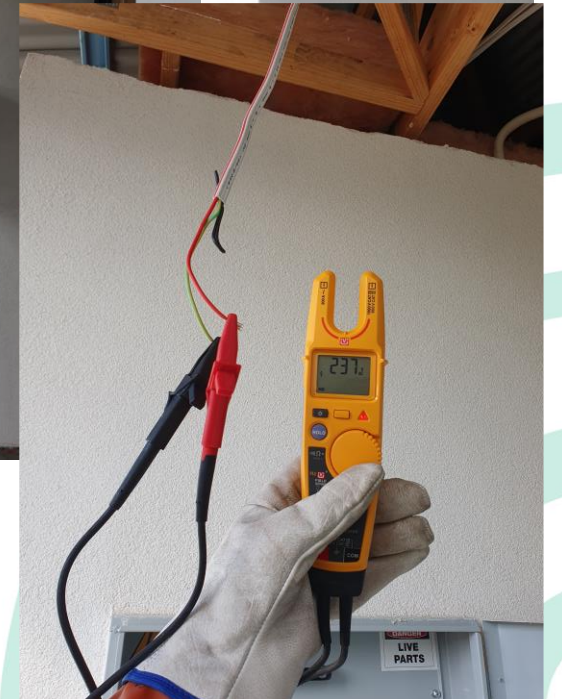
Unterminated Cabling – Energised by Metering Installation

Is a Sticker sufficient?



Unterminated Cabling – Energised by Metering Installation

Is a Sticker sufficient?



Contractor Demolition before SAPN attendance for Abolishment of Supply

CC

Page 1 of 2 UBD Ref.

No. of Attach 2

Abolishment 2ph O/H *open wire TC

Order

Start Time May 8, 2024 11:38:00 AM ESTM01 - 0010 Booking Type AW

Bus Name

Customer Cust Ph 0433291661

Location GEO-138.54655749284-35.019 Cust Mob 0433291661

Site Address

SEACOMBE GARDENS 5047

Elec Bus Name

Electrician

Elec Ph

NMI 2001311088 CIS SO Num 190016893 Feeder

Retailer AGL

Retailer Ref AG-0333387238 TF Number

Responsible Person: Jesse Alexander Rescoped By: Rapid

Existing Service

Service Phase: 2

Service Type: OVERHEAD

Meter Provider: SA POWER NETWORKS

Instructions and Hazards

Access/Tree: Working on narrow street.
Pole located LHF of property between #20 and #22

Road Traffic Control YES

Clearway: YES NONE

Pole Info: Abolishment 2ph O/H open wire - 1/2 open wire
*Customer to ensure access to MSB on day of appointment**

Long Text

20.03.2024 18:08:22 AUSSA PD to ERP Communication User (PIP2ERP/PRD)

LIFE SUPPORT: NO

SUPPLY PHASE: 3-Phase

SERVICE LOCATION: Overhead

CLASS: METER *****

MODEL: Direct Connected Meter

SERIAL NO: YA1363

SERVICE: 423384



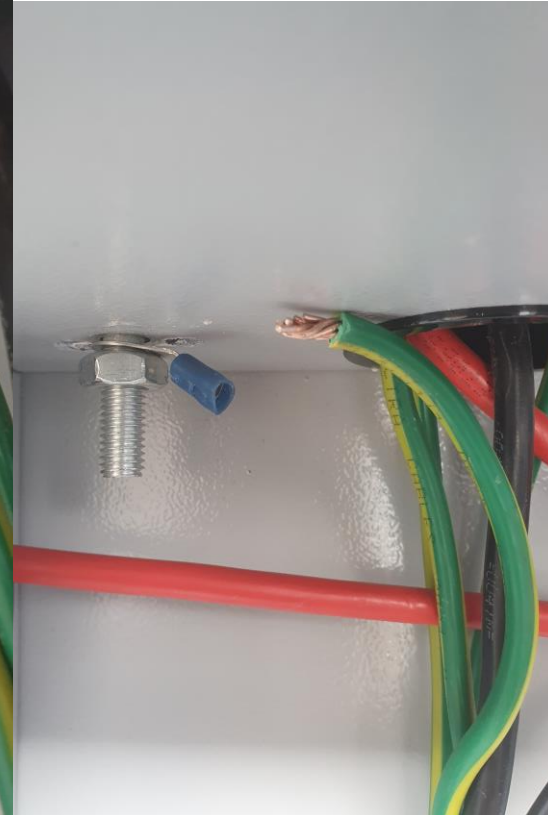
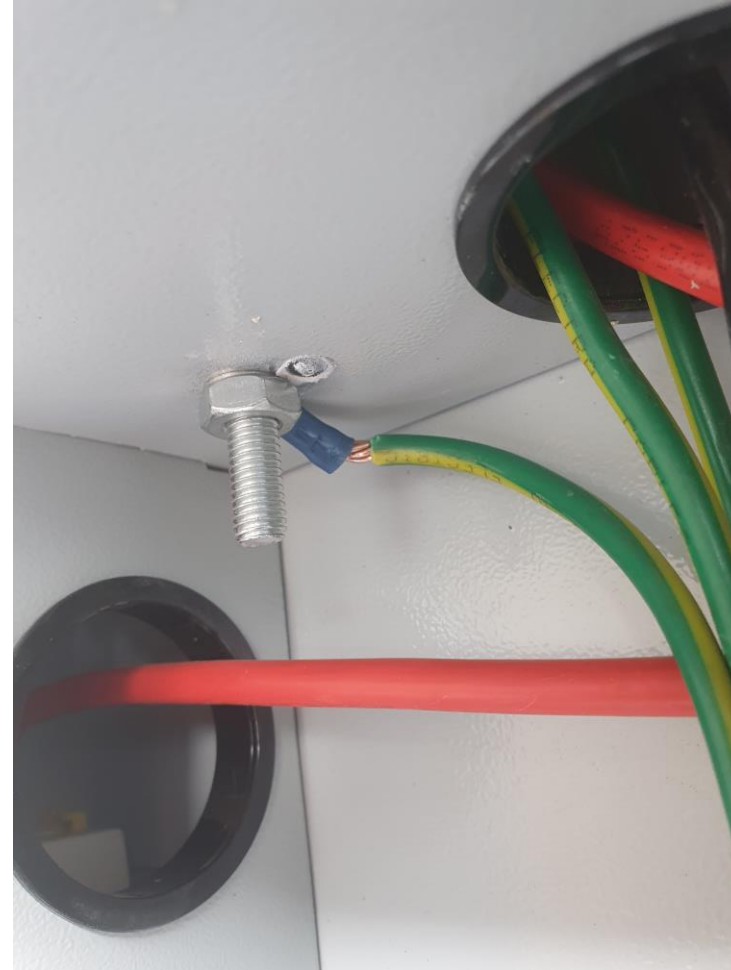
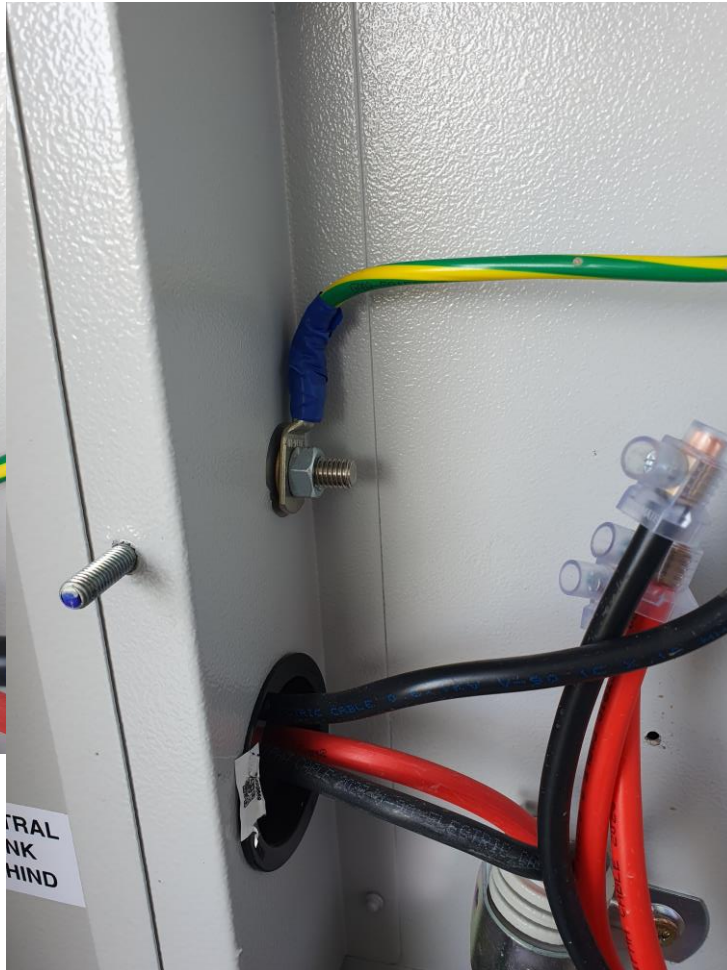
Contractor Defects

Sealed behind Security Seals / Covers

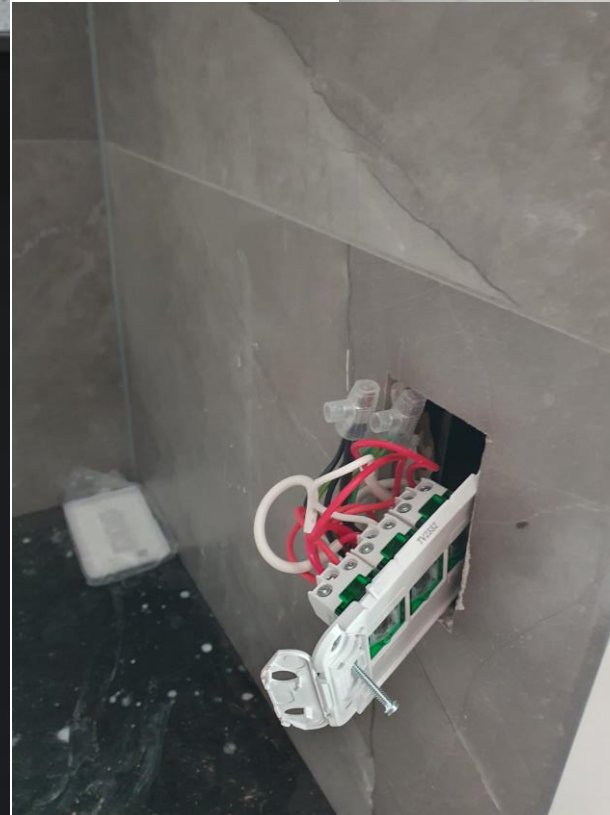


Contractor Defects

Critical Connections going Unchecked



Contractor Defects Miscellaneous



ECOCs Submitted for Incomplete Works

ELECTRICAL CERTIFICATE OF COMPLIANCE		
As required by the Electricity Act 1996		
Certificate Number: E2549342		
Owner/Client name	Built MG	
Installation Address	COORONG CRESCENT, ANDREWS FARM, SA 5114	
Premises Type	House/Domestic	
Date of Electrical Work	Started: 14/05/2025 Finished: 14/05/2025 Submitted: 14/05/2025	
Network Operator	SAPN	
SECTION A - JOB DETAILS		
Job Category	Job Type	Work Performed
New Install	Other	Electrical Work Details: New meter box New main switch New meter isolator New consumer mains New main earth New meter location
SECTION B - WARNING : Owners & operators of electrical installations must take reasonable steps to ensure that the electrical installation is safe. Maximum penalty \$250,000. Listed below are any items considered to be unsafe or requiring remedy.		
Risk Assessment	None Observed	
REGISTERED ELECTRICAL WORKER: I certify the work detailed in this eCoC complies with and has been inspected and tested by me as required by the Electricity Act 1996.		
Name		
Licence Number	PGE	
Date Certified	14/05/2025	
CONTRACTOR/AUTHORISED PERSON: I certify that I am the contractor/duly 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 above meets the requirements of the Gas Act 1997 and Regulations and/or Water Industry Act 2012 including Regulations and Standards.		
Name		
Business Name		
Licence Number	PGE	
Phone/Mobile		electrical.com.au
Address	7 STREET, HIGHBURY, SA	
Date Certified	14/05/2025	
The Technical Regulator does not endorse the contents of this electronic Certificate of Compliance (eCoC). The Technical Regulator does not accept responsibility for the truth or accuracy of the contents of this eCoC and will not be held liable for any loss or damage suffered in consequence of reliance upon the contents of this eCoC.		

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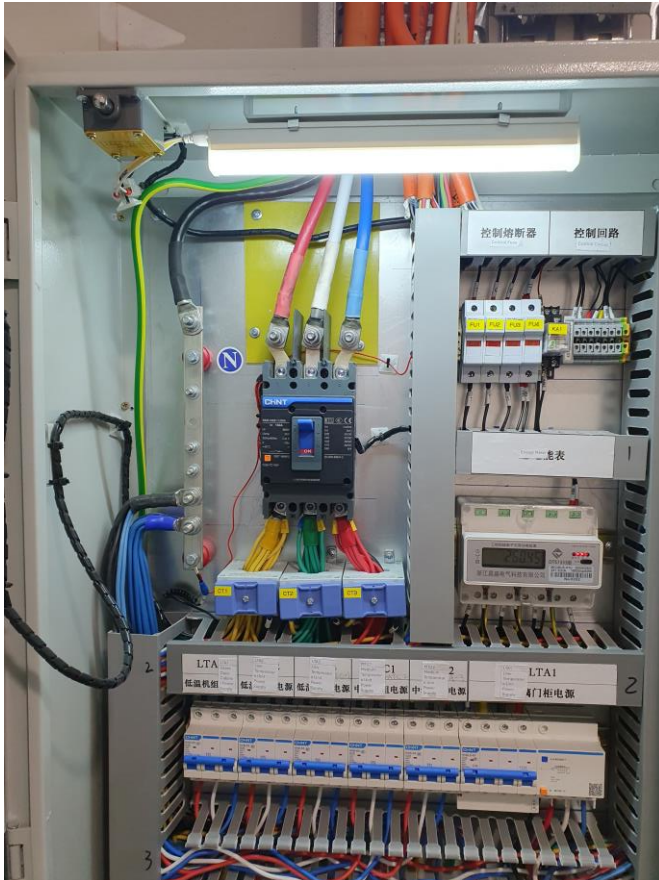
Office of the Technical Regulator, GPO Box 320 ADELAIDE SA 5001 | Phone: (08) 8226 5518
Electrical emergency or major gas incident reporting 1800 558 821 | Email: otrc@sa.gov.au | Fax: (08) 8226 5529
Please note: Copies of the current legislation are available on the SA legislation website <http://www.legislation.sa.gov.au/rsfm.aspx>



Non-Compliant Products

A Large number on Non-Complaint products are appearing onsite and available to purchase on Australian Websites

WIFI RCDs are a concern



Reporting to the OTR

If you come across anything Non-Compliant
Report it to the OTR

[Complaints and feedback | Energy & Mining](#)

[Home](#) > [Contact](#) > [Complaints and feedback](#)

Complaints and feedback

At the Department for Energy and Mining (DEM) we welcome your feedback and complaints and we thank you for taking the time to let us know how you feel.

We are committed to continually improving our products and services, and your feedback and comments helps us to do this.

Any feedback or complaints are handled in line with our [Complaints and Feedback policy](#).

Please use the following information to decide if you would like to provide feedback or make a complaint.

Feedback can be positive or negative comments about a service we provide, and a response may or may not be required. Feedback can include compliments about the service you have received.

A **complaint** is an expression of dissatisfaction with the service or products provided by DEM that you feel requires a response.

Matters concerning the conduct and practice of public officers and public authorities in the South Australian Government, specifically corruption, misconduct and maladministration need to be reported via the [Independent Commissioner Against Corruption \(ICAC\)](#) [☞](#).

Contacts

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Other Business

- Future agenda items?
- Around the room

15 minutes





Empowering South Australia