



# Major Customer Connection Process (MCCCP) Program

Industry Update

December 2023



EDM# 67000504

## — Contents

1. New enquiry process
2. Customer self-serve study options
3. Testing the future process
4. Industry engagement



## — New enquiry process

- In **September** we implemented the following changes as part of an improved Enquiry process, enabling significant value for Western Power and our customers:

Mandated enquiry phase with  
Detailed Assessment Report



Optional enquiry phase with  
collaborative workshop format

Enquiry process timeframe  
(~9 months)



Streamlined enquiry process  
timeframe (~3 months)

Enquiry fee (\$3.5k) + bespoke  
variable estimate (~\$50k-\$80k)

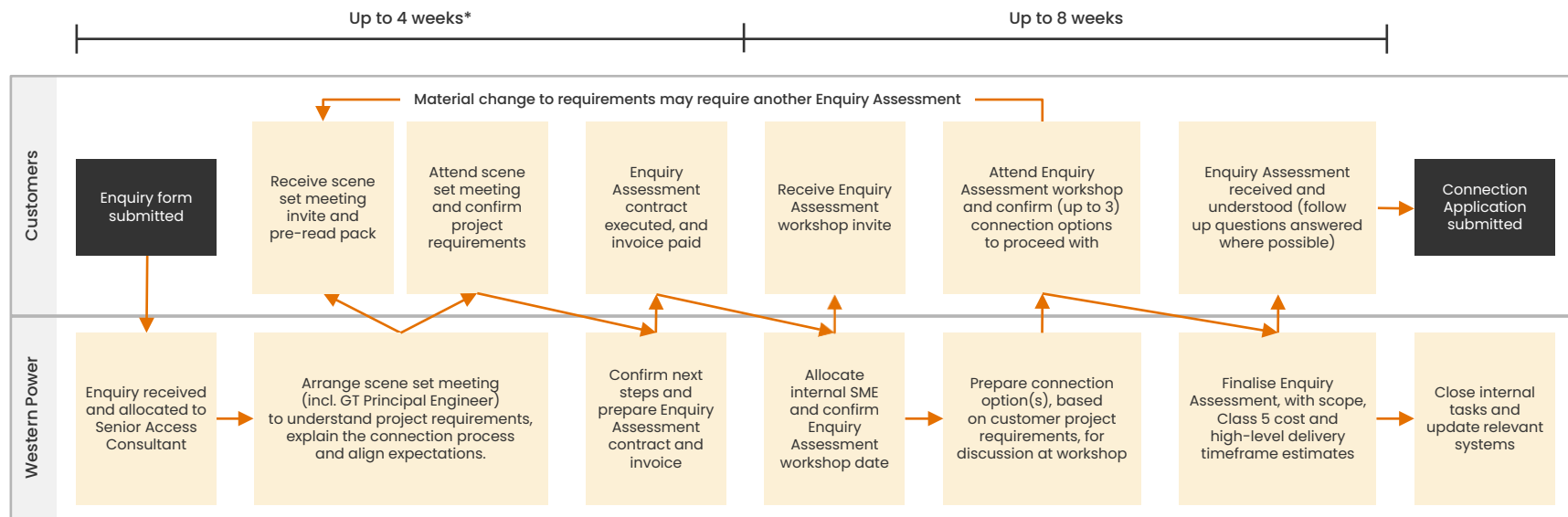


Standardised Enquiry Assessment  
estimate (\$25k)

- These changes have been well received by Industry, with positive feedback from customers that have recently completed an Enquiry Assessment.

## New enquiry process

- We will continue to monitor and refine this new process over the next 6 months, to ensure it remains fit for purpose and continues to deliver the expected benefits:



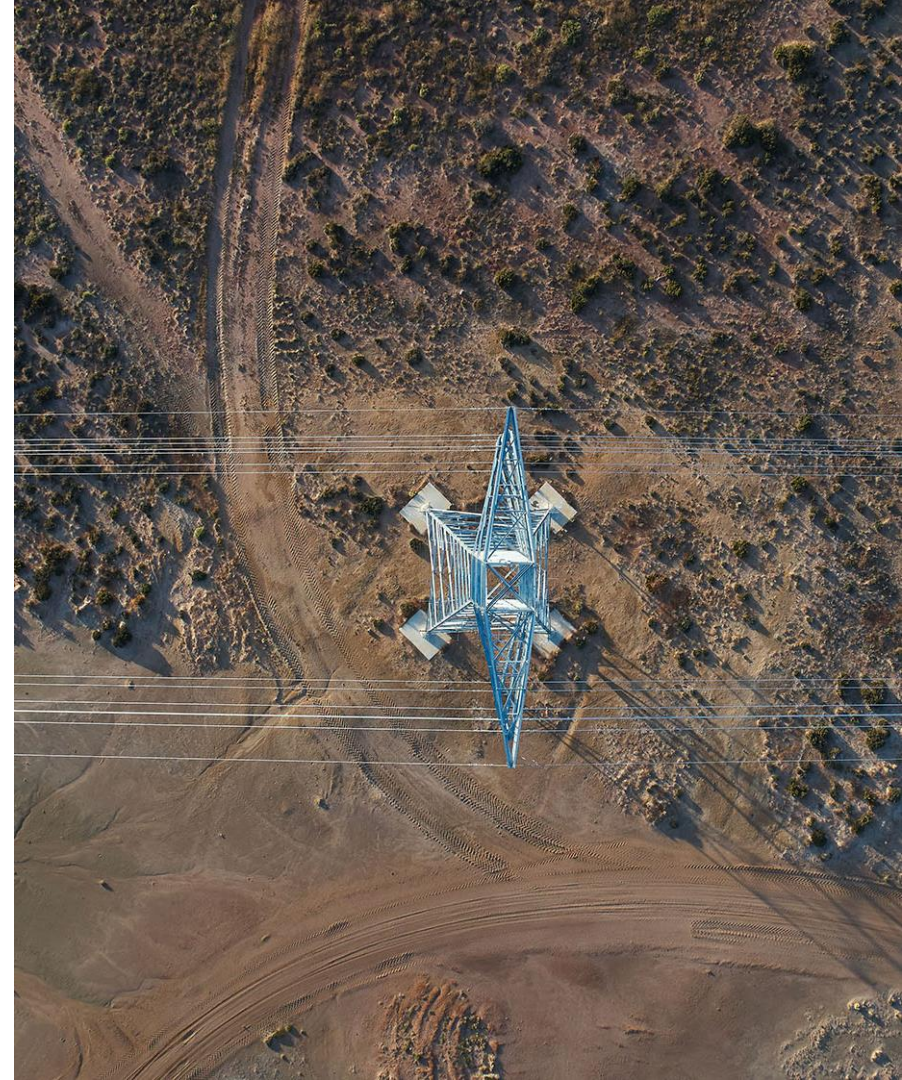
\*This timeframe is just an indicative target, as it can depend on customer availability and deliverables outside of Western Power's control.

## —— Customer self-serve study options

- In **October** we completed early testing of customer self-serve Steady State Studies. Final preparations are being made to go live by **February 2024**.
- Development of customer self-serve Dynamic (Wide Area) Studies has commenced, targeting go live by **May 2024**.
- These new self-serve options are expected to deliver the following benefits:
  - Provide customers with **greater control** and **transparency** of the process
  - Enable **scalability** and **reduces pressure** on our internal delivery teams

## —— Testing the future process

- In **November** we commenced early testing of the future state process changes with a select customer group.
- These changes involve **reorganising the process** to reduce the overall connection process timeframe by **eliminating unnecessary work and reducing wait times**.
- Learnings and feedback from this early testing will be used to further develop and refine the final process before it goes live by **June 2024**.



## —— Industry engagement

- **Thank you** for the support and feedback received to date from our key customer groups, Industry and Government.
- This ongoing engagement is essential as we develop and test the new process, to ensure it delivers the expected benefits for Western Power and our customers.
- The next Major Customer Connections Forum will be held in **February 2024**. Invites and the forum agenda will be sent out in early January.
- If you have any feedback or questions before then, please reach out to the MCCP Program Team on [mccp.program@westernpower.com.au](mailto:mccp.program@westernpower.com.au)



# Appendix

## Previous Updates







# Major Customer Connection Process (MCCCP) Program

Industry Update

September 2023



EDM# 64894636

## Contents

1. Connection Process need for change
2. Connection Process Review Outcomes
3. Proposed Improvement Initiatives
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5. Working with key stakeholders
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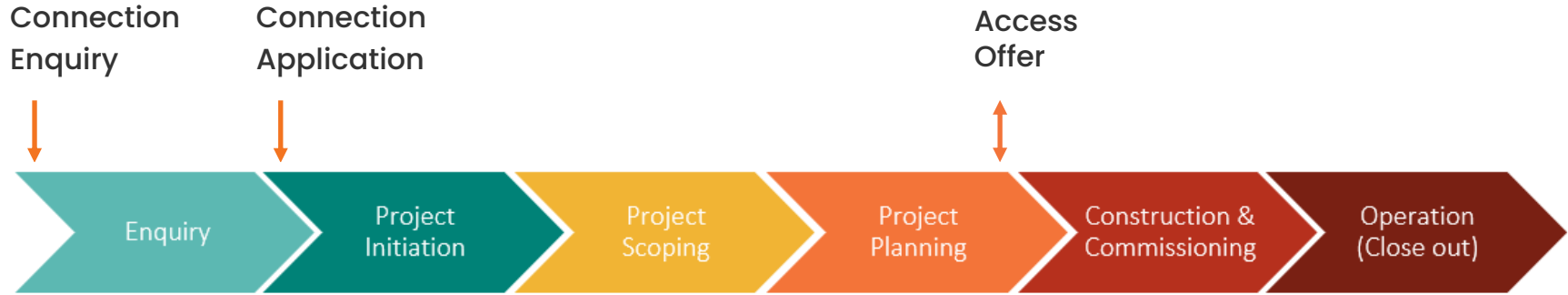


## Need for change

- The Wholesale Electricity Market (WEM) is currently undergoing a significant change, driving a major uplift in customer connection enquiries
- Customers are experiencing longer than normal wait times
- Customers' expectations are also changing, putting more pressure on our already stretched delivery teams
- An alternative, fit for purpose approach is required to meet the changing energy needs and expectations of our customers



## Connection Process Review



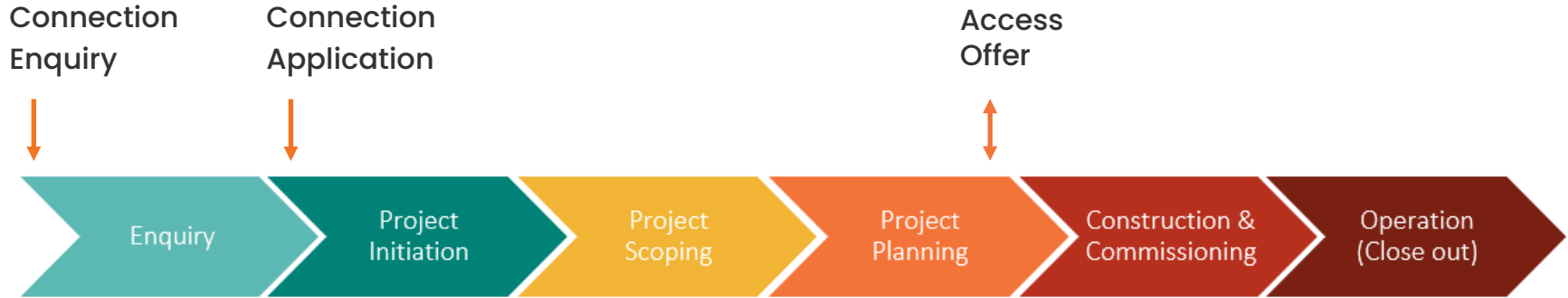
End-to-end review to identify opportunities for improvement:

- Enhance customer experience
- Reduce the timeframe
- Identify alternate process pathways & delivery approaches

## —— Connection Process Review Outcomes

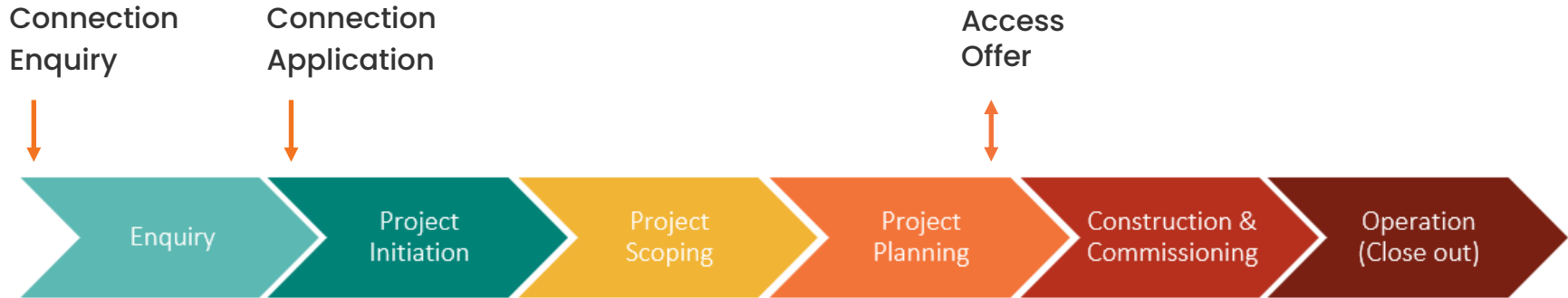
- Customer engagement helped shape the outcomes of this review
- The review recommended a number of improvement initiatives to enable a future state process that will be fit for purpose. These opportunities are grouped under five key themes:
  1. Reorganise process to **eliminate unnecessary work & reduce waiting times**
  2. Give customers more choice to **proceed with higher uncertainty and risk**
  3. Enable customer self-service to **de-constrain studies, design and construction**
  4. Enable cross-functional collaboration to **reduce handovers and re-work**
  5. Refresh underlying frameworks to **enable process change improvements**

## Process Improvement Initiatives



- Mandated Enquiry phase
  - Detailed Assessment Report
- ↓
- Optional Enquiry phase with collaborative workshop format
  - Customer self-service info available

## Process Improvement Initiatives



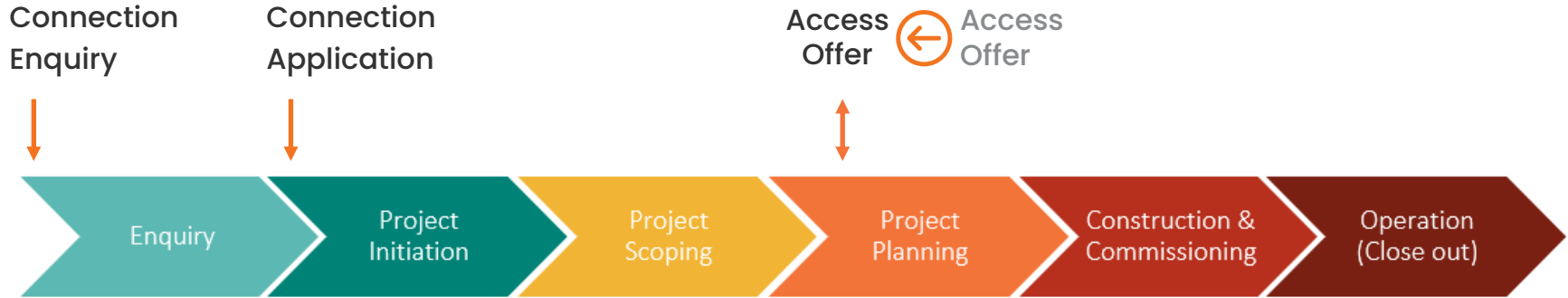
- All customer data and models required with application
- Several customer contract/payment points
- Multiple study, design and estimate iterations



- Min. customer data & models required for next steps
- One customer contract with standardised fees
- Customer self-service study options
- Reduced design and estimate iterations



## Process Improvement Initiatives



- Dynamic studies sequentially upfront using unreliable data
- Access Offer on planning design and Class 3 estimate
- Western Power complete Design & Construct of assets

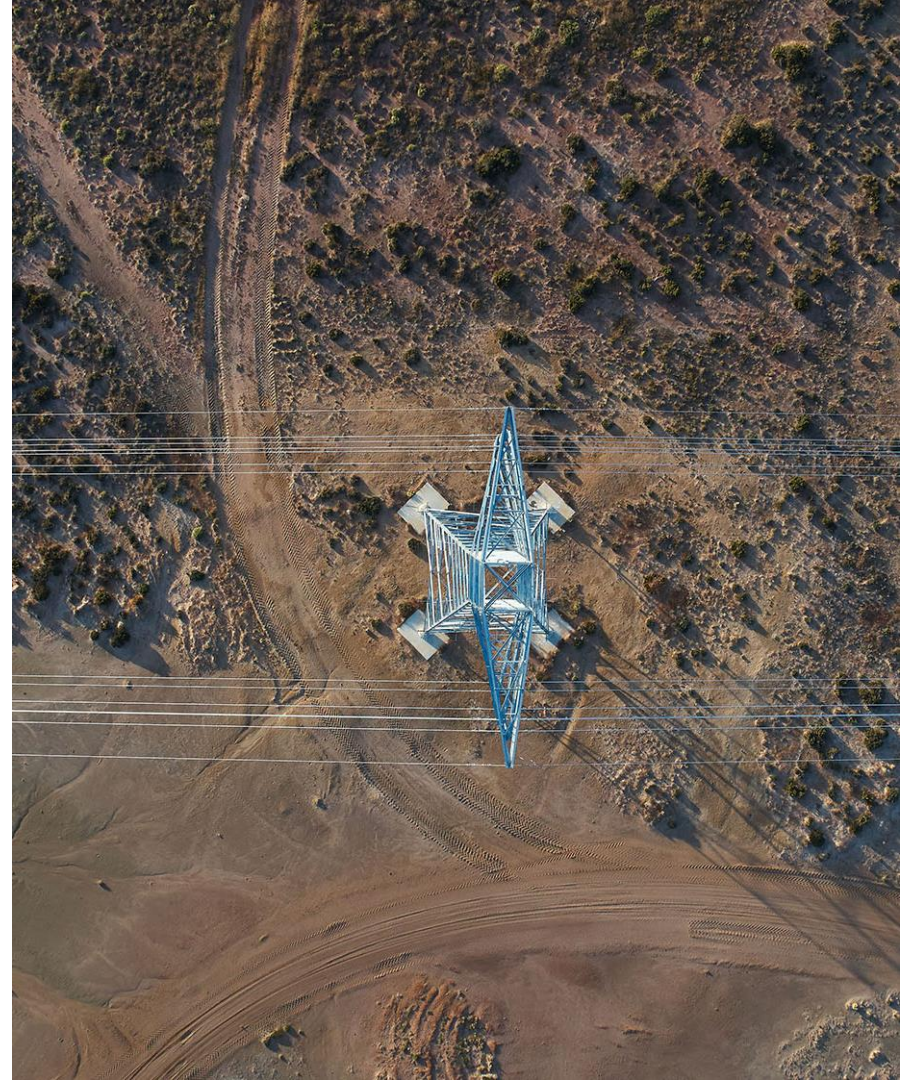


- Dynamic studies paralleled with detailed design and only performed using confirmed vendor data
- Access Offer on concept design and Class 4 estimate
- Customer self-service Design & Construct options

## Implementation Program

- Critical enabler for our Strategic Priority – Transmission network growth
- Business investment approved and a dedicated program is being established to deliver process improvement initiatives
- Once fully implemented, the total connection process timeframe is expected to reduce by up to 2 years\*
- Future ERA reporting on process timeframes will be available on a quarterly basis

\*Depends on customer project requirements, risk appetite and pathways chosen.



## Working with key stakeholders

- Great support from EPWA and the ERA to implement some early process related AQP changes
- Ongoing customer, industry and Government engagement to ensure the success of this program
- We will be seeking involvement from key customer groups as we begin to develop and trial the new process before implementation and transition to the new 'Business As Usual'





## Next steps

- Continue development of process improvement initiatives and supporting artefacts
- Work with key stakeholders to assess and manage the change impact when rolling out these process improvement initiatives
- Phased delivery of process improvement initiatives until June 2024
- Monitor and refine the new process until June 2025, to ensure the objectives are achieved and performance benefits are sustained





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