

Please note: The information contained within this document is based on current understanding at this point in time and is subject to change as a result of experience, new information, changes in process requirements and availability of key resources.



Major Customer Connection Process (MCCP) Program

Industry Update

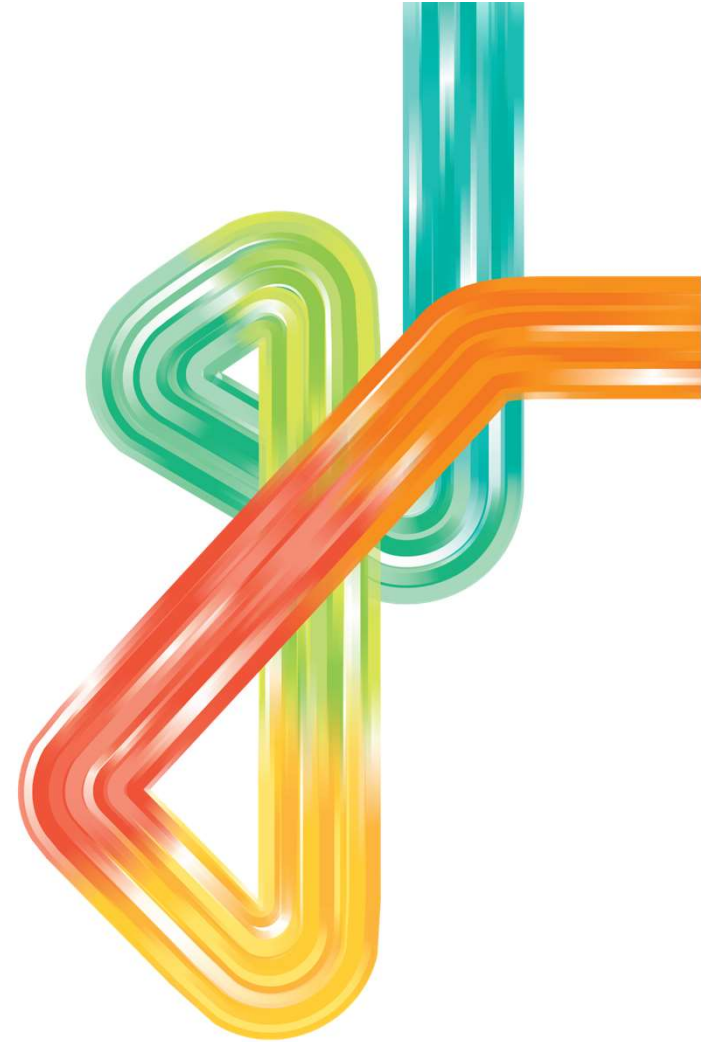
September 2023



EDM# 64894636

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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

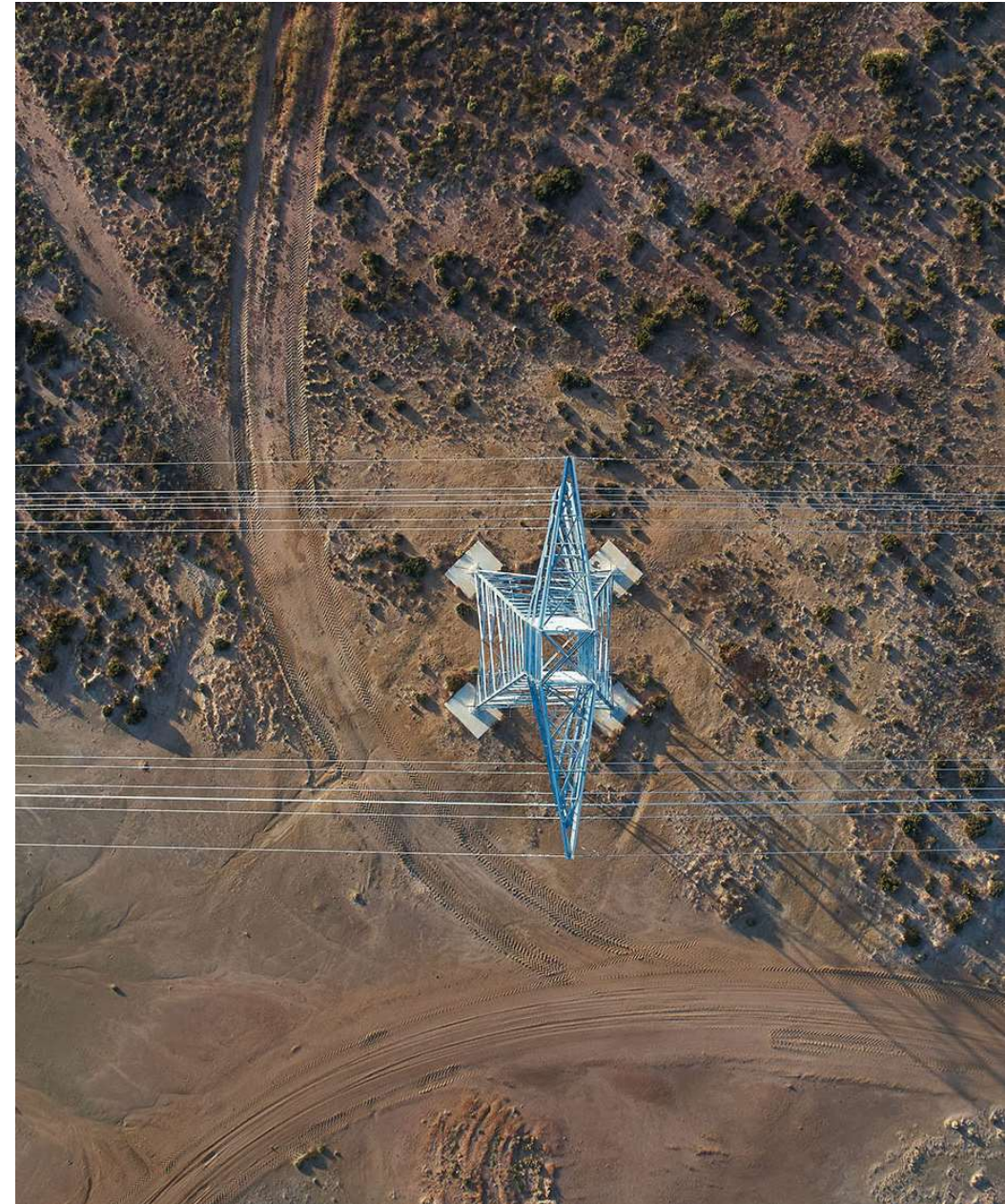


- Dynamic studies paralleled with detailed design and only performed using confirmed vendor data
- Access Offer on concept design and Class 4 estimate
- Customer self-service Design & Construct options

—— 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.



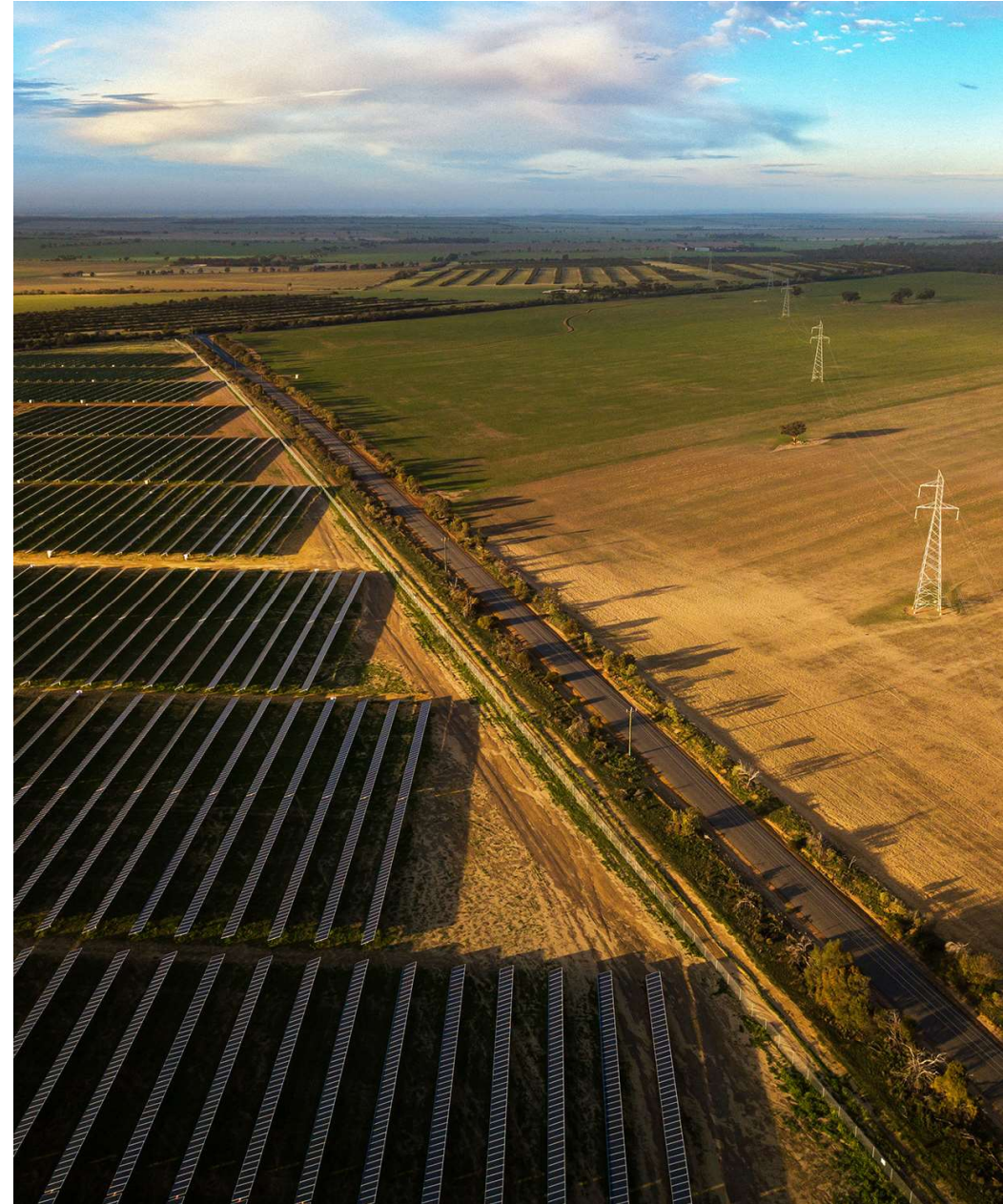
—— Working with key stakeholders

- 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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