



# Major Customer Connection Process (MCCCP) Program

Industry Update

March 2024



EDM# 67822802

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1. New Steady State Study self-serve option
2. Future customer self-serve initiatives
3. Proposed future state process changes
4. Transitioning to an improved future state



## —— New Steady State Study self-serve option

- In **February** we implemented a new self-serve option for customers enabling them to directly engage a service provider to complete their Steady State Study, with Western Power validating the results.
- Benefits include:
  - Enhanced customer experience with greater control over the cost, speed, scope and iterations of network studies being undertaken
  - Enables scalability and improves time frames
  - Drives consistency and standardisation in the way network studies are performed and the way the network model is prepared/maintained.
- We will continue to monitor and refine this new process to ensure it remains fit for purpose in delivering the expected benefits.

## —— New Steady State Study self-serve option

- To support this new self-serve option, we have released an updated SWIS Base Model, that is supplied with a project specific study package (post connection application only) to help customers undertake their own Steady State Study.
- The SWIS Base Model can be accessed prior to submitting a Connection Application. It excludes the study package and support from our Western Power team. As such only Steady State Studies performed with the study package will be accepted.
- Please refer to the new [Steady State Study](#) page on our website for more information.

## —— Future customer self-serve initiatives

- Development of the following customer self-serve initiatives is progressing well, with a phased implementation on track for **Q2 2024**:
  - GPS/Load model assessment – standardised approach for customers to assess their own models before submission to Western Power for validation of results.
  - Dynamic (RMS wide area) study – customers will be able to directly engage a service provider to complete their study, with Western Power validating the results.
  - Network standards – publishing of new and existing transmission standards and supporting documents for use by customers and service providers, to make the future process more efficient and scalable.
- The publishing of our Network Standards will support customers in designing and constructing their own connection assets to be owned by Western Power. This new process offering is expected to be available by the end of **Q4 2024**.

## — Proposed future state process changes

- In **November** we began early testing of the following process improvement changes with a select group of pilot customer projects:

Current ...	→ ... Future	Rationale/Benefit
Steady state ('s') and dynamic ('d') models required with Connection Application	→ Application form updated to only require steady state ('s') data/ model, with dynamic ('d') model requested later in the process	Faster application submission process for customers
Multiple Individual Processing Contracts (IPC) with bespoke scopes and fee estimates	→ One customer contract executed for processing works up to Access Offer, with standardised scopes and fee estimates	Reduction in time taken to prepare and execute contracts to commence processing works
Detailed preliminary assessment, coupled with steady state studies	→ New streamlined workshop approach for the connection options assessment (only required if the Enquiry assessment was not complete or no longer valid)	Reduction in time and cost for connection options assessment and enables easier management of customer self-serve steady state studies
Three design iterations: 1. Concept design (E30) 2. Preliminary design (E10) 3. Detailed design	→ Two design iterations with estimate option: 1. Concept design: Class 4 or Class 3 estimate 2. Detailed design	Reduction in queuing and design time by reducing it from three to two design iterations
Access Offer based on preliminary design (E10)	→ Access Offer based on concept design and Class 4 estimate as the standard offering	Eliminate non-crucial work and reduction in queuing/waiting time
All network studies (Steady State, Dynamic, EMT etc) completed before concept design	→ Dynamic (RMS Wide Area) and EMT studies deferred until after Access Offer is executed, in parallel with detailed design	More efficient utilisation of Western Power resources working on these studies for committed customers with an executed Access Offer

## —— Transitioning to an improved future state

- **Thanks** for your ongoing support and feedback. We are using the learnings from early testing to ensure the final process is fit for purpose and delivers the expected benefits.
- We're transitioning to this future way of working with the aim of 'going live' with the improved process by end of **June 2024**.
- The next Major Customer Connections Forum will be held in **Q2 2024**. Invites and the forum agenda will be sent out shortly.
- 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

December 2023



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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)

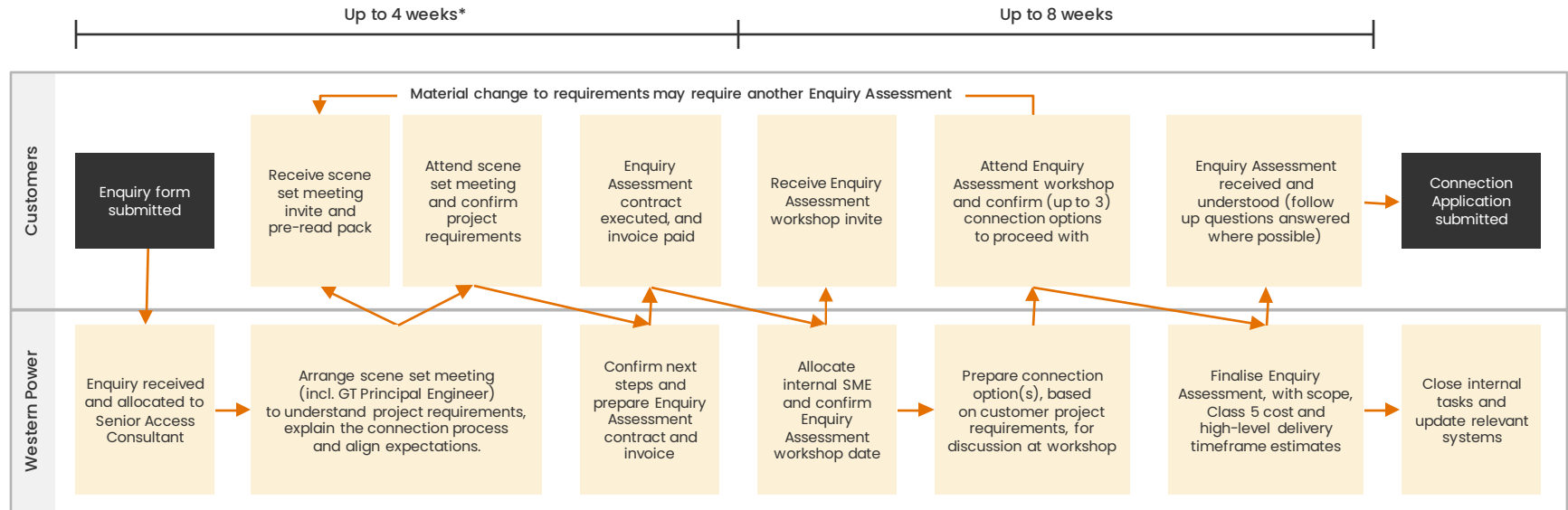


Standardised Enquiry Assessment estimate (\$25k)

- 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:



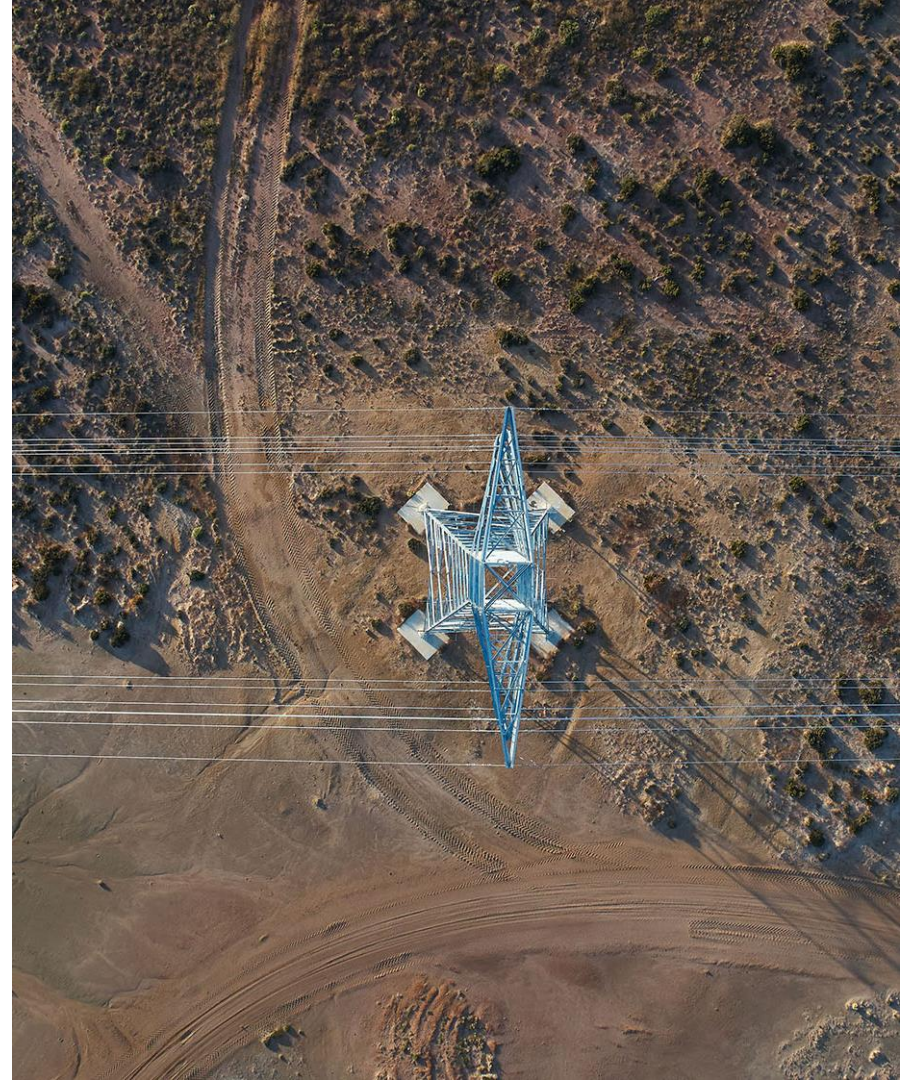
\*This timeframe is just an indicative target, as it can depend on customer availability and deliverables outside of Western Power's control.

## —— 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**.





# 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
4. Implementation Program
5. Working with key stakeholders
6. Next steps



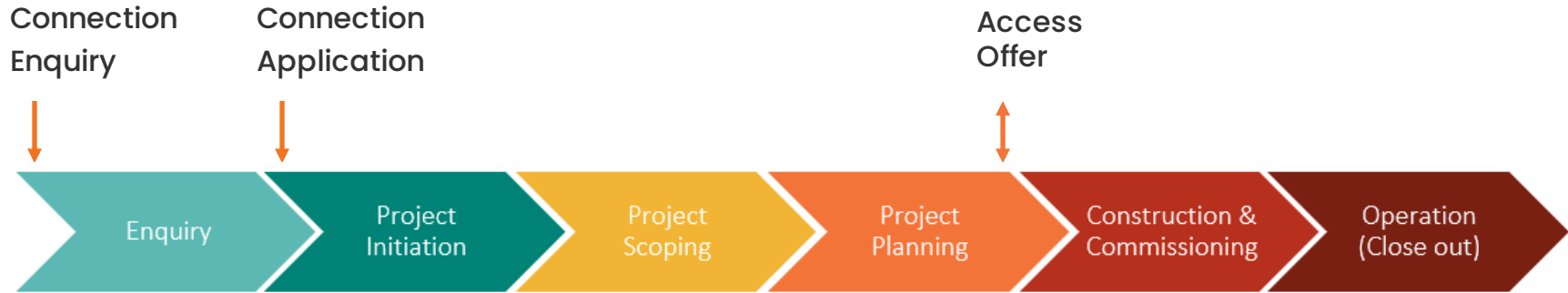


## — Need for change

- 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



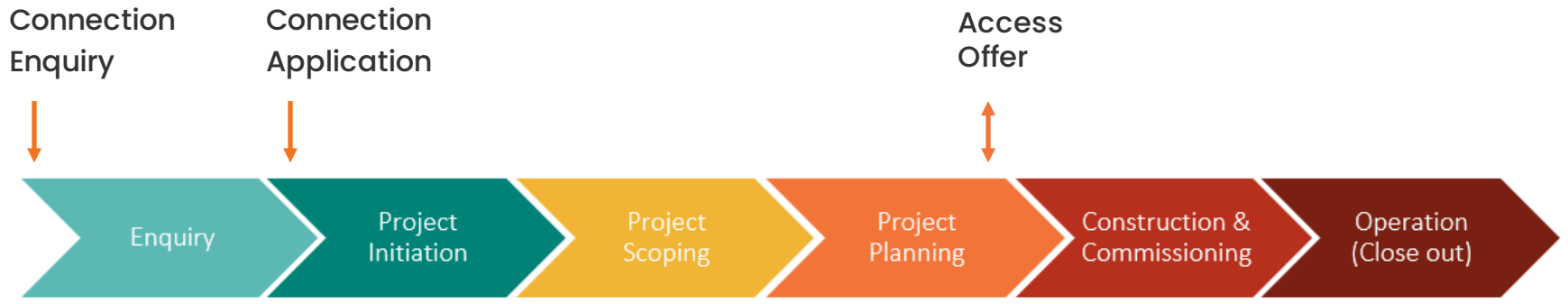
End-to-end review to identify opportunities for improvement:

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

## —— Connection Process Review Outcomes

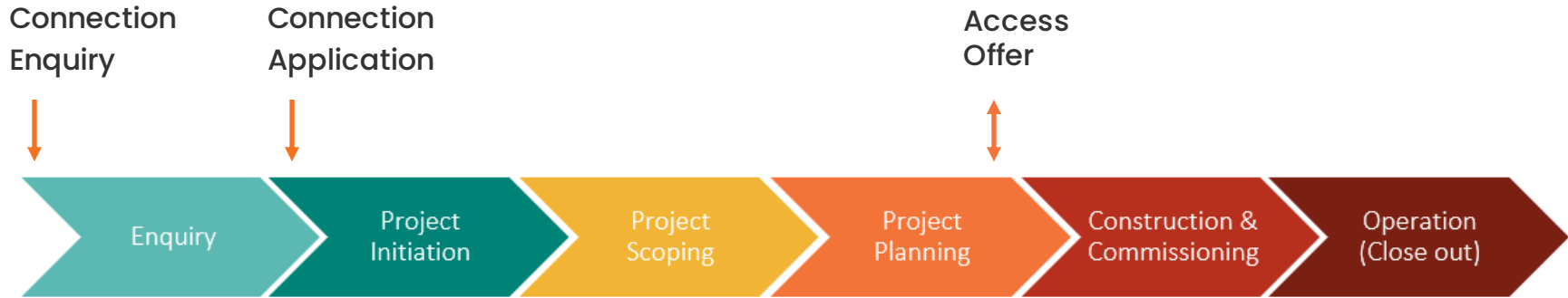
- Customer engagement helped shape the outcomes of this review
- The review recommended a number of improvement initiatives to enable a future state process that will be fit for purpose. These opportunities are grouped under five key themes:
  1. Reorganise process to **eliminate unnecessary work & reduce 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

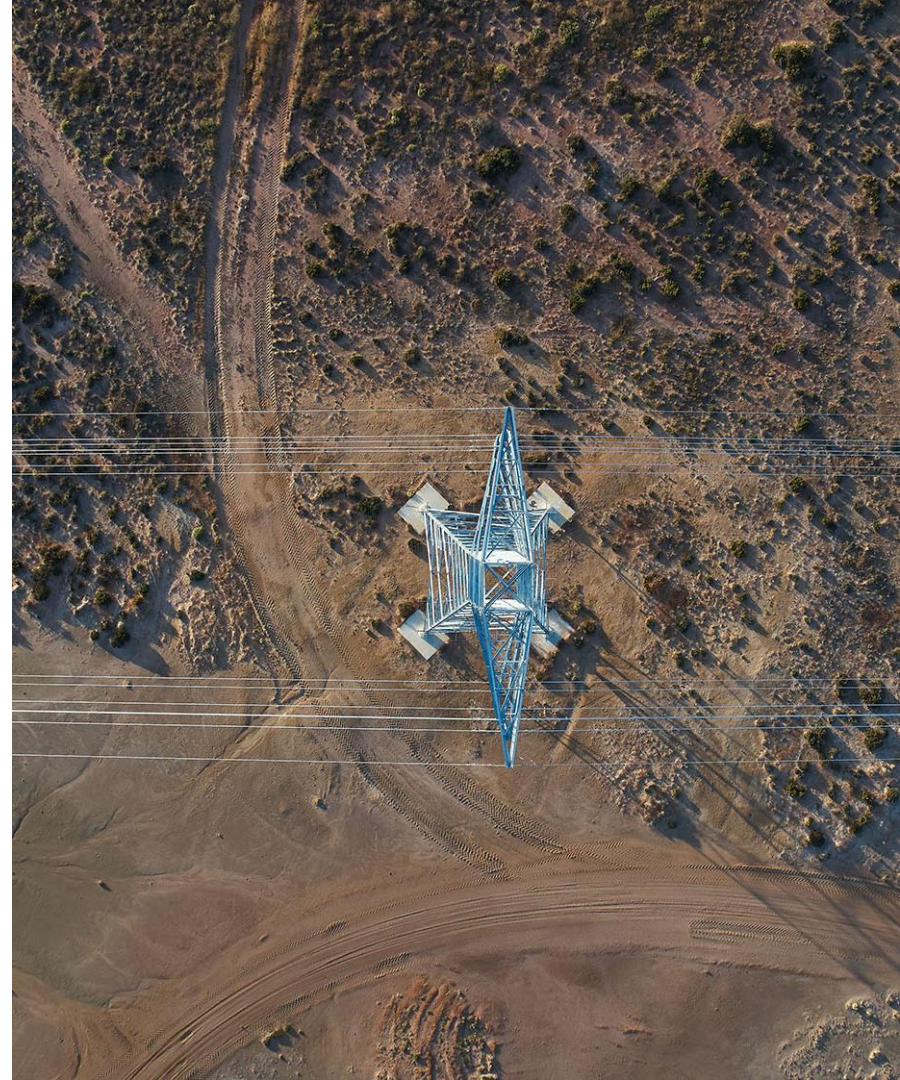


- Dynamic studies paralleled with detailed design and only performed using confirmed vendor data
- Access Offer on concept design and Class 4 estimate
- Customer self-service Design & Construct options

## 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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