

# Major Customer Connection Process

Customer-Led Design & Construct



# What is Customer-Led Design & Construct (D&C)?

- An alternative delivery model that lets major customers manage their own design and construction for agreed Western Power assets.
- The model is only available for greenfield scopes of work.
- Western Power will execute/responsible for all brownfield work, as well as the final commissioning of all assets designed and constructed by the Customer.
- All design and construction activities by the Customer must meet Western Power's requirements, including minimum design standards ([Tx Network Standards online](#))

*Note: Tx Network Standards online – for information purposes only*



# Customer-Led D&C framework

## What's changing?

We currently manage the tendering, detailed design, procurement, and construction process for all aspects of customer projects (Greenfield and Brownfield scope).



Customers can engage vendors directly to complete detailed design, procurement, and construction for the agreed Greenfield scope.

## Benefits

- Aims to improve the customer experience by providing a more structured and consistent process for customer design and delivery.
- Provides customers with greater transparency and control over the balance between cost and speed.
- Allowing customers to design and construct network assets – aligning our approach with practices already used in the NEM.

# Framework conditions and project requirements

Not every project will be eligible for a Customer-Led D&C approach. At minimum, the following criteria must be satisfied as part of the assessment for suitability:

1

**Only Greenfield scope projects are eligible for Customer D&C**

As all customer connection projects will still have an interfacing component with Western Power Brownfield assets, these will remain as our delivery

**The customer can undertake all Greenfield scopes of work.**

This will typically be new terminal or substation builds, overhead transmission lines, and potentially telecommunications systems.

**Western Power will deliver:**

- All work in existing substations / terminals
- HV underground cable systems connecting into an existing substation / terminal (due to the requirement for an end-to-end approach and construction within a brownfields environment).
- work to connect new assets to the existing network
- final protection, SCADA (if WP Design) and telecommunications commissioning of the new assets.

3

**The customer must undertake both design and construction for the agreed scope of work**

4

**Customer designs must comply with our design standards and guidelines, and use standard Western Power equipment.**

5

**The customer must use preferred design vendors from Western Power's engineering panel.**

6

**The customer must use construction contractors with sufficient knowledge and experience of the Western Power transmission network and its requirements.**

7

**The customer is responsible for ordering all plant and materials using Western Power stock codes and specifications, unless otherwise agreed with us.**

8

**The entire asset build must be completed and handed over to Western Power for energisation.** Energisation of partial assets with the Customer construction continuing on, or near to a live asset will not be supported.

# Customer-Led D&C considerations

For Customer-Led D&C model projects, we will engage a third-party **Owner's Representative (OR)** to manage customer deliverables. The customer is responsible for all associated costs, including OR services and any required Western Power internal support.

## Please note:

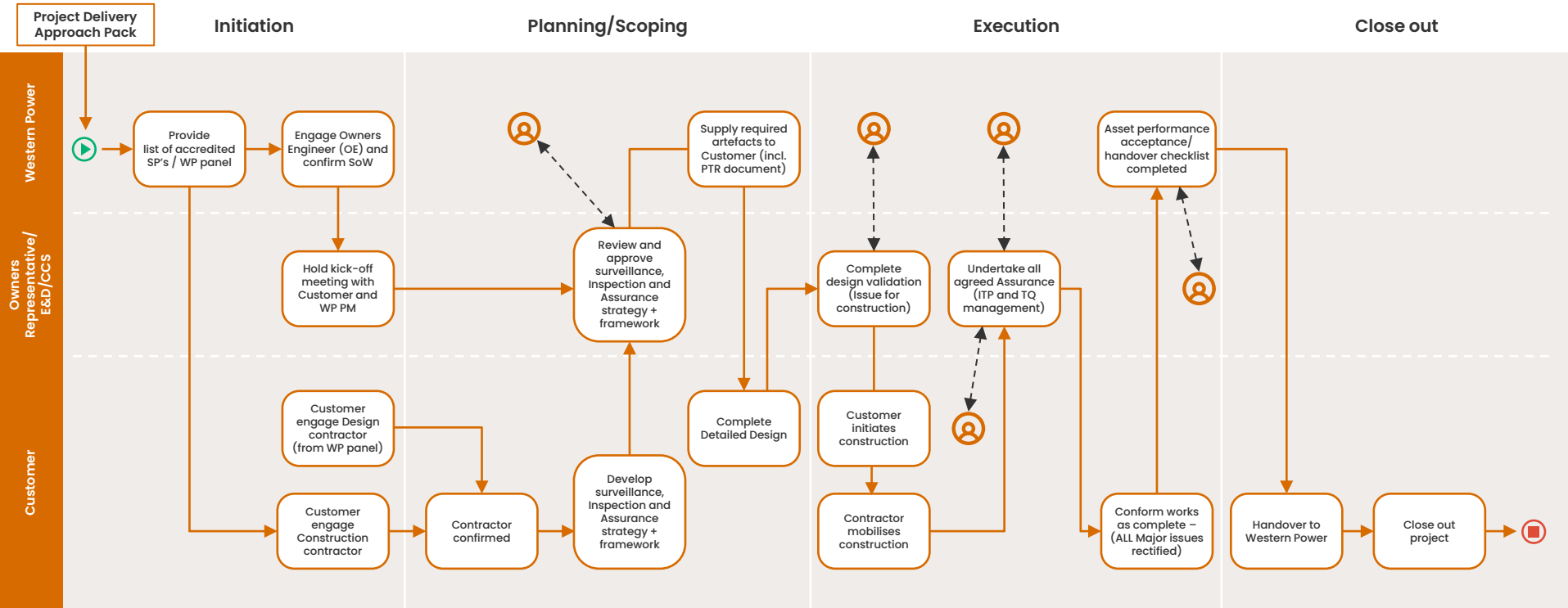
- **Asset Purchase Agreement (APA)/ Asset Transfer Agreement (ATA):** The ATA/APA is the contract facilitating this arrangement. Under an ATA, assets are gifted to Western Power free of charge, whereas under an APA, assets are purchased to the extent Customer costs meet NFIT. Each agreement details the quality assurance processes, including requirements for agreed inspection test plans, inspections and acceptance of works.
- **Compliance:** Customer-selected design consultants must strictly adhere to Western Power standards to ensure we can accept the asset at final handover. If designs or constructed assets don't comply, they will be rejected by us and the Owner's Representative unless we've agreed on an exception in advance.

## To support Western Power's assurance of construction activities, the Customer must;

- Provide a current schedule identifying the construction activities, including advice of inspection (witness and hold) points
- Provide Inspection Test Plans (ITPs) for each construction activity, including proposed inspection points. To be reviewed by Western Power and agreed prior to construction proceeding.
- Demonstrate compliance of construction work to the Specifications and in accordance with the agreed ITP

The Customer-Led D&C model offers a faster path to delivery for customers who prioritise schedule over cost, while meeting Western Power quality and compliance requirements.


# High-level process map for Customer-Led D&C



# What to do if you want to undertake Customer-Led D&C

- Discuss this pathway with your Senior Access Consultant as part of your Project Delivery Approach (PDA) meeting.
- During the Scoping stage we will assess the project and confirm what parts can be delivered by you, the customer under the Customer-Led D&C framework.





For more information contact  
[network.access@westernpower.com.au](mailto:network.access@westernpower.com.au)