

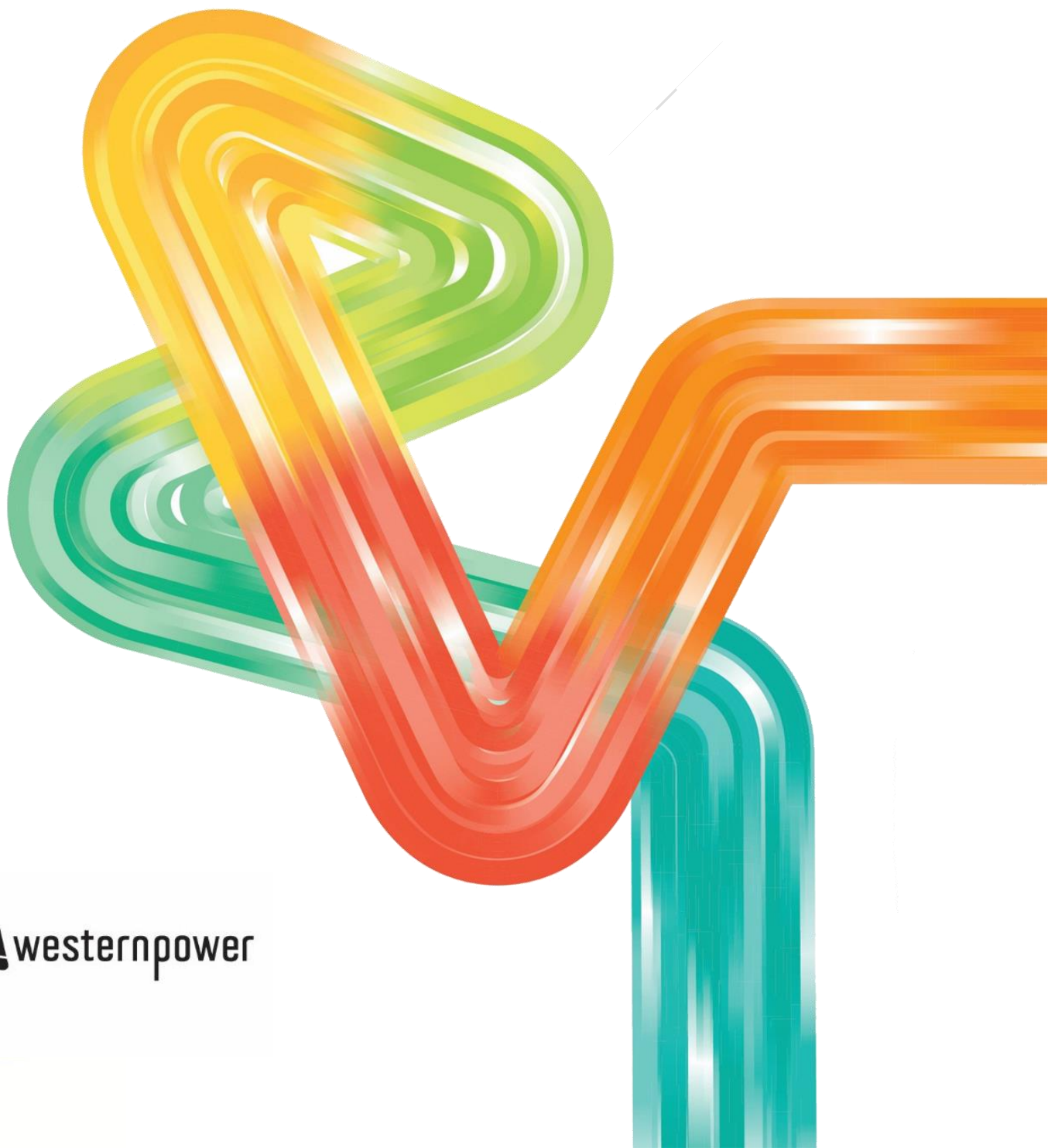
Connections Policy

Access Arrangement 6

Consultation draft - for public comment

Public

7 September 2026



Contents

1. Context and scope.....	2
1.1 Purpose	2
1.2 Scope of this policy	2
1.3 Principles of the connections policy	5
1.4 Regulatory requirements	5
1.5 Roles and responsibilities	5
1.6 Structure of this document	6
1.7 Linked documents	6
1.8 Connection fees and charges.....	7
2. Transmission connections	8
2.1 Transmission connection eligibility – <i>who this applies to</i>	8
2.2 Connection process commencement – <i>when the process begins</i>	12
2.3 Application progression, and reporting – <i>moving through the process</i>	17
2.4 Access offer and access contract – <i>to begin works</i>	21
3. Distribution connections	25
3.1 Distribution connection eligibility – <i>who this applies to</i>	25
3.2 Connection process commencement and progression – <i>when the process begins, moving through the process, reporting</i>	26
3.3 Access contract into execution – <i>to begin works</i>	30
4. Additional information.....	31
4.1 Supplier of last resort	31
4.2 National metering requirements	31
4.3 Novation of contracts.....	31
4.4 Confidentiality	31
4.5 Reporting on this policy.....	32
4.6 Definitions	32
4.7 Approval history.....	33

1. Context and scope

1.1 Purpose

This policy sets out Western Power's provisions for connecting to the Western Power network. The purpose of this policy is to:

- support timely connections to the transmission and distribution networks in a way that is transparent, cost-effective, and consistent with market rules and the Electricity Network Access Code
- describe a process that is fair, clear, and efficient, and to make connection offers based on that process
- support allied connection solutions, where it is practical and cost-effective, for network upgrades that serve more than one customer.

1.2 Scope of this policy

Western Power services

This policy applies to customers seeking to access or modify services to Western Power's transmission or distribution network across the South West Interconnected System. In some instances, where a customer connection is outside the current service area, this policy will apply and the new service may be incorporated into Western Power's service area following Western Power's assessment of licence expansion.

Western Power generally considers that:

- the transmissions connection process (Chapter 2. Transmission) applies to:
 - all transmission generator connections
 - all transmission load connections
- the distribution connection process (Chapter 3. Distribution) applies to residential and commercial load customers seeking to connect to or modify Western Power assets, with:
 - standard supply – a connection that falls within set capacity limits, typically 63A single-phase (240V) or 32A per phase (415V three-phase)
 - non-standard supply – anything that exceeds or falls outside those standard limits or requires extra network work.

Western Power is required to apply discretion to complex connections, as to whether the distribution or transmission process applies, based on the connection voltage, complexity, geographic location and any network constraints.

This policy applies to covered services, as defined in the *Electricity Networks Access Code*. Covered service is the term used to describe what is sometimes called a regulated service.

Covered services divide into reference services and non-reference services. Reference services are a covered service, provided to a customer, that has a reference tariff, a standard access contract, and service standard benchmarks. Reference services are defined in Western Power's access arrangement. The charges

and service description for a non-reference service are set out in the related electricity transfer access contract.

Covered services include:

- a connection service
- an entry service, exit service, or bidirectional service
- a network use of a system service
- a common service
- a service ancillary to a service listed above.

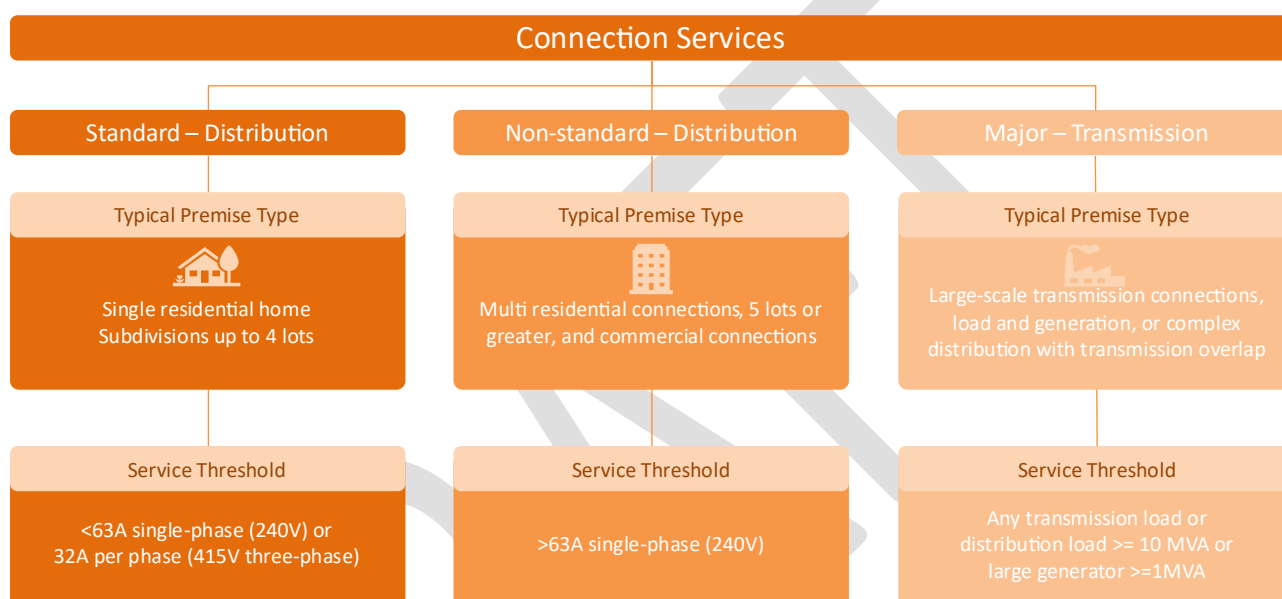


Figure 1. Types of connection services

A customer and Western Power may agree to deal with a connection differently to how it is described in this policy, as long as the ability of Western Power to provide a covered service that is sought by another customer is not impeded.

Applying to connect or modify a service

The types of connection applications are:

- a connection application – required when a customer seeks a service, or modified service that may require modification to the network
- an electricity transfer application – required when a customer seeks a service, or modification to, an exit service, an entry service, a bidirectional service or an ancillary service.

Table 1. Circumstances requiring connection applications and electricity transfer applications

Scenario	Connection Application	Transfer Application
A new connection point or to install new generating plant or energy storage, or modify an existing connection point	✓	✓

Scenario	Connection Application	Transfer Application
An increase or decrease in contracted capacity, or change in voltage	✓	✓
To modify or augment the network (to receive a covered service), including for new load or generation	✓	✓
To request a capacity allocation service, between one or more connection points	✓ (Only if network modification is required)	✓
To re-energise a connection point that is included within a current electricity transfer access contract, for the same type of facilities and equipment	-	✓
To re-energise a connection point that is not included within a current electricity transfer access contract	✓	✓
To move from one reference service to another service (either reference or non-reference) where no modification to the network is required	-	✓
To divide a single connection point into multiple connection points or have multiple connection points combined into a single connection point	-	✓

For any connection application or electricity transfer application:

- the customer must meet the eligibility criteria, for a reference service under the Access Arrangement, in order for Western Power to consider a transfer application to move to that reference service
- if the customer request for a change in service requires greater capacity, or different voltage, Western Power will require that the customer submit a connection application
- a retailer applying on behalf of its customer must have consent from the customer. A customer applying, who has a retailer, must have consent from its retailer
- fees or charges will apply depending on the nature of the connection, electricity transfer requirements and asset type.

Connection policy not applicable

This policy does not apply to:

- relocations for distribution connections
- temporary supply
- de-energisation or disconnections.

These items are managed through operational processes, with information and customer request forms published online.

Connections applications are not required for existing customers seeking to extend the duration of an access contract. Western Power and the customer may negotiate the extension and the customer is not required to re-apply for access.

This connections policy does not apply to customer transfer requests. For any customer transfer requests, Western Power and the associated retailers must comply with the Customer Transfer Code.

1.3 Principles of the connections policy

This connections policy is underpinned by the following principles:

- connection applications are made by customers intending to actively progress to a connection
- the connection process commences with the customer submitting an application that is assessed by Western Power as eligible, free of errors, and final
- connection applications are assessed based on the customer's readiness to connect and the required in-service date
- a customer's agreed in-service date is assigned based on readiness to connect
- customers must pay costs, and in some cases provide security, to commence and progress through the connection process
- connection applications expire when a customer becomes inactive
- a customer becomes inactive through not meeting time bound requests, including non-payment of fees, not submitting information, or not executing a contract.

1.4 Regulatory requirements

This policy sits under the *Electricity Network Access Code 2004*, addressing the intent and requirements of the applications and queuing policy. All terminology with a defined meaning in the code has the same meaning in this policy.

This policy applies across all existing and future connection applications.

This policy does not prevent or constrain Western Power from making reforms to its connections process over time. In making process changes, Western Power consults with its regulators and the industry.

1.5 Roles and responsibilities

Western Power

Western Power sets the connections process, makes information publicly available on the connection process, shares specific information with the customer, undertakes studies and assessments, and other activities to progress the connection process, and makes an access offer to connect. Western Power's customer activities are fully cost recoverable from the customer for its project. Western Power does not act as an independent, or advisory, consultant on behalf of a customer.

Customer

The customer must make itself aware of its requirements and obligations to participate in the connection process and be ready, willing, and able to progress to connection. A customer may choose to engage the services of an external provider, including for independent advisory (such as on the overall process or site electricity requirements) or for service delivery (such as electrical studies). In some cases, use of an external provider may require approval by Western Power – see 2.1.

The term customer is used throughout this policy. Western Power considers a customer as both a user of the network who holds an access contract (such as a generator) or consumer who has a contract for services with a service provider, as defined under the *Electricity Network Access Code*.

Arbitrator

An arbitrator becomes involved, as defined under the *Electricity Network Access Code*, in the case of an access dispute. For transmission connections, the arbitrator is the Western Australian energy disputes arbitrator.

For distribution network disputes, the Energy and Water Ombudsman Western Australia provides this service to residential and small commercial customers. All disputes are managed through the arbitrators' prescribed processes.

1.6 Structure of this document

Chapter 1 (this chapter) provides context and an overview of the policy, its application, and related processes and documents.

Chapter 2 details transmission connections requirements.

Chapter 3 details distribution connections requirements.

Chapter 4 provides additional information to support policy implementation.

1.7 Linked documents

This policy is reflected in, and consistent with, the following related contracts and forms.

For transmission:

- Enquiry Form – available through Western Power's customer portal
- Connection Application Form – available through Western Power's customer portal
- Processing Proposal Contract – issued from Western Power to the customer, that defines all likely Western Power costs through to access offer, and is executed following connection application lodgement.
- Electricity Transfer Access Contract – issued as the access offer, from Western Power to the customer, which becomes the electricity transfer access contract upon signing/execution
- Electricity Transfer Application Form – the application form, submitted by the customer
- Interconnected Works Contract – issued by Western Power, to the customer, as the contract for enabling the required works

- Asset Transfer Agreement or Asset Purchase Agreement – issued by Western Power, to the customer, for transfer or purchase of assets if the customer is seeking a customer-led design and construct connection.

For distribution:

- Distribution Connection Terms and Conditions – the Western Power terms and conditions that customers accept upon payment
- Distribution Access Offer – issued by Western Power, to the customer, as the contract for building distribution works
- Electricity Transfer Application Form – application form.

1.8 Connection fees and charges

Regarding fees and charges associated with the connections process:

- all fixed fees are published by Western Power and reviewed annually
- all customer processing activities are charged to the customer at full cost
- fees for specific customer activities, including for any construction activity, are determined on a cost recovery basis and customers must pay upfront
- the Contributions Policy sets out if a contribution is payable and how much.

2. Transmission connections

2.1 Transmission connection eligibility – *who this applies to*

Transmission connections

Transmission connection applications are required for:

- all transmission connected generators
- all transmission connected loads
- any complex distribution connection projects, with significant transmission overlap.

Western Power is required to apply discretion as to what process pathway complex distribution customers must take, based on the customer requirements, the technical complexity of the customer's project, and related transmission and distribution network constraints.

The types of transmission applications are:

- a connection application – required when a customer seeks covered services that may require modification to the network
- an energy transfer application – required when a customer seeks an exit service, an entry service, a bidirectional service or an ancillary service.

Connection applications

The following circumstances require a connection application:

- a new connection point or to install new, or modified, generating plant or energy storage at an existing connection point
- an increase or decrease in contracted capacity
- to modify or augment the network (to receive a covered service), including for new load connections
- to re-energise a connection point that is not included within a current electricity transfer access contract.

Electricity transfer application

The following circumstances require an electricity transfer application:

- a new connection point (to connect new load or new generating plant) or to undertake a customer transfer request
- to modify an existing covered service, either selecting a different covered service or to modify an existing non-reference service
- to increase or decrease contracted capacity
- re-energising an existing de-energised connection point, that is included under an existing electricity transfer access contract.

To lodge an electricity transfer application to receive new or modified services, the customer must meet the eligibility criteria for a reference service under the Access Arrangement.

Western Power must notify the customer that it has received the electricity transfer application within five days of receiving it.

If the customer request for a change in service requires greater capacity, or different voltage, Western Power will require that the customer submits a connection application.

Western Power may undertake a financial security assessment if there is any risk that the customer may not be able to meet its liabilities under an access contract – see 2.1.

Customer eligibility criteria

Generation customers seeking a connection as an exit service or an entry service, a bidirectional service, or an ancillary service, must be considered to be a market participant as prescribed under the Electricity System and Market Rules.

Load customers must be considered as contestable customers. Western Power may perform a contestability assessment when a customer makes a connection application or electricity transfer application to establish a new exit point, or an incoming retailer makes a customer transfer request for an exit point.

Where a customer is not a contestable customer, Western Power must reject any connection applications where the purpose is for Western Power to provide a service directly to a non-contestable customer.

A customer is eligible to submit a connection application provided that it has:

- submitted a fully completed connection application within 60 days of receiving the Western Power options assessment report
- prepared all necessary information to demonstrate readiness, commensurate with the project stage and required-in-service date.

At a customer's request, Western Power may support a customer in pre-application through:

- defining customer connection options
- issuing an options assessment report.

See 2.2 for details on the connections process.

Where a customer does not submit its connection application within the required 60 day period following receipt of an options assessment report, and the customer would like to progress at a later date, the customer is required to recommence the pre-application steps and pay additional costs. The customer connection options may change and new network planning work may be required.

A customer may request to progress directly to a connection application, with Western Power accepting or rejecting the offer based on the required connection works and customer readiness.

Each connection point must be included in one and only one electricity transfer access contract to allow the transfer of electricity at that connection point. There can only be one connection point per contract, except where it is required to facilitate a capacity allocation service.

Payment of costs

A customer is required to pay all costs upfront to process a connection application or electricity transfer application, for an application to be eligible and maintain validity through to access offer and execution. Customer costs must be paid prior to Western Power commencing any work.

Western Power operates under a cost recovery model for major customer connections. Western Power publishes and reviews all fees and cost estimates annually. Western Power provides specific customer cost estimates for all necessary customer work. Western Power must not include any costs incurred in relation to an access dispute, which are to be awarded by the arbitrator, under the *Electricity Networks Access Code*.

Western Power defines the forecast processing costs for all stages from initiation through to planning and issues this information to the customer, via the Processing Proposal Contract, at the beginning of initiation stage.

A customer may request amendments to the scope of work included in the proposal, through negotiation with Western Power. This may occur if the customer seeks to undertake some of the works itself. The final scope of work must be agreed between the customer and Western Power within 30 days of issue of the Processing Proposal Contract, or the customer's application will expire.

Customers are required to meet all payments within 30 days of issue of the Western Power invoice.

Non-payment of fees will result in expiry of the application. If the customer seeks to progress once the application is expired, the customer is required to recommence pre-application and initiation activities.

For fees charged on a cost recovery basis, if Western Power's actual costs are less than the costs it has charged, Western Power will refund the unexpended portion. If Western Power's costs are more than the costs it has charged, it will charge an additional fee.

Table 2. Transmission connection related fees and costs

Fee type	Applicability
Pre-application costs	On request of an options assessment – cost recovery basis
Connection application fee	On submission of connection application – fixed fee
Studies and design costs	From initiation to planning – cost recovery basis
Access contract preparation costs	At planning stage – cost recovery basis
Transfer of ownership or deed of novation costs	As required – cost recovery basis
Electricity Transfer Access Contract extension costs	As required – cost recovery basis

Western Power publishes fixed fees and estimated costs online and reviews them annually.

Security required if any risk to access obligations

Western Power undertakes financial assessments throughout the connections process, including prior to making an access offer. Western Power does not assess the full financial close of a customer project.

Western Power may require security, at any time prior to execution of an access contract, if there is a risk that the customer may not be able to meet its liabilities to Western Power under an access contract.

As security, Western Power may require the customer to procure:

- an indemnifier, acceptable to Western Power, who has agreed to be a party to the access contract and indemnify Western Power of those liabilities, or
- a guarantor, acceptable to Western Power, providing a guarantee in line with Western Power's proposed Form of Guarantee (schedule 1).

Security is mandatory if a customer has an unqualified rating of less than:

- BBB from Standard and Poor's Australia, or
- BAA from Moody's Investor Services.

Western Power may, as a condition of an access offer, require the customer or indemnifier to provide an irrevocable and unconditional bank guarantee. The guarantee, or suitable equivalent, must guarantee the present value of any amount of any contribution that remains unpaid or not provided as calculated under the contributions policy.

Use of customer in-house or engineering consultant

A customer may elect to:

- use its in-house engineering expertise to undertake studies or
- engage an engineering consultant for studies and design work during the connection process.

Western Power publishes a list of approved engineering consultants that customers may seek to engage, should they prefer the consultants to undertake system study or design activity in lieu of Western Power.

A customer must advise Western Power if it plans to do so, and negotiate any changes to scope of works through the Processing Proposal contract at the initiation stage.

Western Power may require that the customer's engineering representative enter into a confidentiality agreement prior to engaging in the process.

A customer's use of an engineering representative does not prevent Western Power seeking to recover its costs associated with processing the application.

Western Power will provide a customer's engineer all reasonable information and cooperate to allow them to undertake the necessary work. Western Power reserves the right to require amendments where the customer's study does not provide the information that Western Power requires from the study.

A customer may request permission to use an engineering firm outside of Western Power's published list of approved consultants, for studies only. Western Power will not unreasonably disagree to a request and, if the request is declined, Western Power will provide written reasons for doing so.

Customer-led design and construct

An eligible customer may elect to manage its own design and construct activities for building new assets (considered as greenfield portions of required network infrastructure), while Western Power manages works on the existing network (considered as brownfield) and final network commissioning.

A customer seeking to be eligible for a customer-led design and construct must advise Western Power at pre-application and / or initiation stage, or as soon as it becomes aware that it will seek a customer-led option.

Western Power assesses the customer's eligibility against criteria and may not support customer-led design and construct if eligibility criteria is not met, or the customer advises Western Power once the project is in scoping or planning. Western Power publishes eligibility criteria and customer-led design and construct considerations for customers online.

Customer led design consultants must strictly adhere to Western Power's standards to ensure the asset can be accepted at final handover.

Customer-led design and construct projects are subject to either an Asset Purchase Agreement – where assets are purchased by Western Power, or an Asset Transfer Agreement – where assets are gifted to Western Power. Each agreement specifies the required quality assurance processes, including agreed inspection test plans, inspections, and acceptance of works.

2.2 Connection process commencement – when the process begins

Transmission connection process

Western Power has an established major customer connection process that applies across all major customer transmission connections. From initiation to scoping, planning and execution – each stage has deliverables and requirements for both the customer and Western Power. The speed at which customers progress through the connection process depends on the customer's readiness to connect, the complexity of the project, the agreed in service date, and Western Power's pipeline of in-train projects.

Western Power publishes its process online, with an estimate of costs and timeframes, and mandatory customer inputs and deliverables. Western Power's process is regularly updated and is not prescribed by this policy, though operates under the principles in it.

Table 2. Western Power major customer transmission connection process

	Pre-application	Initiation	Scoping	Planning	Execution
Description	Pre-application occurs prior to the connection application – with the customer formally advising of interest and Western Power preparing indicative connection options	Initiation begins the connection process – with the customer and Western Power working together to select the preferred connection option and agreed in service date	Scoping stage sees the concept design and cost / time estimate completed (class 3 or 4 estimate)	Planning stage sees the access offer prepared, issued and negotiated, in readiness to move into execution	Detailed design, procurement, construction and commissioning of the required network modification and facility
Estimated stage timing*	12 weeks	24 – 40 weeks	16 – 28 weeks	16 weeks	Project specific

	Pre-application	Initiation	Scoping	Planning	Execution
Customer activity	Customer submits an enquiry form and participates in options assessment activities	Process commences when customer submits a connection application form and related technical information and pays application fee. Customer signs Processing Proposal Contract. Customer submits dynamic model and generator performance standards (generators only) for assessment.	Customer pays for scoping activities and confirms preferred location and line routes, along with community engagement and environmental approval activities	Customer pays for planning activities and qualifies final dynamic model and generator performance standards (generators only) for assessment prior to offer being made	Customer executes the access offer contracts and elects Western Power or other to undertake Root Mean Square (RMS) study and pays associated fees for preconstruction
Western Power activity	Western Power undertakes connection options assessment and prepares indicative cost and time estimate (class 5) for each option, issuing a connection options assessment pack.	Western Power forecasts all processing costs and issues a Processing Proposal Contract. Western Power undertakes connection options assessment (if not completed at pre-application) and prepares indicative cost and time estimate (class 5) for the preferred option	Western Power prepares cost and time estimate for the preferred technical solution, issuing a project scoping report	Western Power prepares the access offer and contracts (works contract, access contract, or variation, as applicable)	Western Power undertakes pre-construction activities, then construction and commissioning

The estimated timeframes act as a guide only and will vary depending on project specifics, such as facility size, connection voltage, complexity and geographic location. The durations are based on all customer deliverables having been received and processed. Some activities may occur in parallel.

Commencing the connection process

The connection process begins when the customer submits a connection application to Western Power, with all required information.

Western Power begins assessing the connection application within 30 days of receiving it.

Western Power may request the customer to provide further information in order for the application to be processed, via a notice of request. The customer must amend the application to provide the requested information within 30 days of receipt of the notice of request, or the connection application, and any associated electricity transfer application, will expire.

Western Power advises the customer of when the application is considered complete and free of errors.

When a customer's application contains estimates or forecasts Western Power treats that estimated or forecast information as factual.

Lead time for connection applications

Customers must submit a connection application to Western Power, with regard for the time required to plan, design, cost, approve, finance, construct and commission the works.

Where a much longer duration of scoping and planning is required (for example where a major plant shutdown requires approval >5 years out), Western Power may negotiate an alternative connection pathway, ensuring that it does not impact other customers' agreed in service dates.

Agreed in-service date

Western Power assesses in-service date based on the timing of the application submission and the customer's readiness to connect. It is a forecast agreed in-service date up to the preliminary access offer and becomes a scheduled agreed in-service date on contract execution.

Customers must advise Western Power of the required in-service date when submitting the application. Western Power considers the required in-service date, assesses it against customers' readiness to connect and Western Power's network capacity, and negotiates an agreed in-service date with the customer, following application assessment, and during the initiation stage.

Western Power issues a notice of agreed in-service date for the agreed in-service date once negotiation is complete. The first notice is issued during initiation. The notice of agreed in-service date includes the in-service date, the forecast date range, and any material assumptions (e.g. for geotech studies, outages and constructability).

A customer must maintain readiness to connect and demonstrate progress through the process to maintain the agreed in-service date. Failing to do so will result in either Western Power amending the agreed in-service date, or the application expiring.

The agreed in-service date up to access offer is a forecast and is non-binding. As the project matures, the agreed in-service date may improve or it may extend. The agreed in service date may be amended by Western Power based on its assessment of a customer's readiness to connect, or by a customer requesting an amended agreed in-service date.

An agreed in-service date does not give one customer precedence over another into perpetuity. Should a customer's in-service date be amended to a later date, another customer may access available capacity – see 2.2. Western Power will advise the customer of the risk and likelihood of this occurring during its readiness and agreed in-service date assessments.

Readiness to connect

In order to participate in the major customer connection process, customers must demonstrate readiness to connect, within a timeframe that is commensurate with the agreed in-service date.

Customers must submit accurate and valid information, as evidence, to demonstrate readiness to connect against criteria for: land access, financial readiness, procurement, technical and speciality resources, social performance, environment and heritage approvals, previous experience, risk management and connection ability – see 2.3.

Western Power makes information publicly available for customers to understand the readiness assessment process, assessment criteria and requisite customer information. The criteria that Western Power sets and assesses project readiness against may require adaptation over time and are not constrained by this policy.

Critical projects

Western Power assesses and supports critical projects, to progress major customer connections that are strategic and of significance to the state. If Western Power or a customer considers that a project is likely to meet the principles and criteria for a critical project, the customer is required to submit additional evidence, a declaration, and an additional fee for critical project assessment. Critical projects assessments commence at initiation stage.

Western Power assesses project criticality based on:

- strategic alignment – for network stability, reliability and system security; and project alignment with national or state government policy or strategy
- readiness criteria – for land access, financial readiness, procurement, technical and specialist resources, social performance, environment and heritage approvals, capability, risk management, and connection ability.

Where a customer is likely to be eligible for critical project status, the critical projects readiness assessment meets the requirements for a readiness assessment under this policy.

Western Power makes information publicly available for customers to understand the critical projects process, assessment criteria, and requisite customer information. The criteria and arrangements by which Western Power assesses and determines critical projects may require adaptation over time and are not constrained by this policy.

Network planning

Western Power must have regard for the broader network planning view in assessing and processing individual applications. In managing the connection profile across the South West Interconnected System, Western Power undertakes general network planning which includes State Government planning, investment and priorities.

In undertaking network planning, Western Power must have regard for the number and status of enquiries and connection applications. Information that Western Power requests from a customer, or studies it undertakes on behalf of a customer, may be related to coordinating network planning with the customer's connection.

Western Power must develop solutions, and process applications, that:

- enable customers to leverage efficiencies and cost savings from network planning
- ensure that outcomes for customers and the State are considered collectively and optimised.

In some circumstances, an allied connection may be the optimal connection approach for major customers – see below.

The related solution, and timeframe to develop it, will vary depending on network constraints and the timing and complexity of the customer project. Western Power will keep the customer informed regularly of the network constraints that may affect it and the likely cost and timeframe to develop a solution.

Allocating capacity

Western Power actively manages the profile of proposed connections across the state and works with customers to set an agreed in-service date. A customer's agreed in-service date is based on the timing that the customer lodged its connection application and the customer's readiness to connect.

To ensure efficient and effective infrastructure development, Western Power plans for capacity to be allocated based on the customer's agreed in-service date.

A customer's connection solution may change if it does not maintain readiness or its agreed in-service date. Allocation of capacity isn't formal or committed until the access contract is executed.

Western Power does not allocate capacity for generation, where one generator is prioritised over another. Generators receive a non-firm service subject to constraint-based curtailment. Generators with an access contract prior to the *Electricity Network Access Code* amendments 2020 (No2.) operate under the previous provisions, until a capacity increase is sought, in which case the 2020 non-firm provisions apply.

Allied connections

For major transmission developments, Western Power may be required to consider multiple similar applicants conjunctively and deliver a combined connection solution for multiple customers, as an allied connection.

Western Power may identify and develop an allied connection where multiple customer connection applications require:

- substantial investments in network augmentation
- efficient and timely infrastructure delivery
- coordinated and minimised environmental, community, and social impacts.

A customer, or group of customers, may also propose an allied connection to Western Power as part of the customers' connection application process where it is beneficial for them to do so.

Western Power effects an allied connection through:

- an advertised expression of interest process for customers to respond [acting as a locational signal]
- a Western Power selection process, followed by customer agreement to participate
- contracted rules of engagement, including sharing of information, confidentiality, and security requirements
- upfront payment of all processing costs (from initiation to execution)
- upfront payment of a security bond, withheld until the allied connection is commissioned and closed out.

Western Power may require that a customer participate in an allied connection where Western Power can demonstrate that this approach provides reductions in overall cost, time to deliver, or scope of impact (such as environmental, community and social factors), compared to an individual connection.

Western Power advises customers of participation in an allied solution through a notice of request, detailing the allied connection timeline, indicative costs, and contracted rules of engagement. The customer has 30 days to respond to the request.

An allied connection customer may have an in-progress connection application and is not required to reapply.

If a customer engaged in an allied connection process withdraws, or its application expires, Western Power withholds the security bond and accesses it for the additional studies and design work that is required due to that customer no longer participating.

Other participating customers in an allied connection will not bear any additional costs from the outgoing customer, such as for reworked engineering design.

If there is a new incoming customer to an existing allied connection, the incoming customer will bear the costs associated with its application. Where a new customer is incoming, due to an outgoing customer exit, the outgoing customer's bond may be accessed for any portion of an activity considered as rework.

Customers participating in an allied connection are otherwise managed under the same provisions in this policy for moving through the process, towards signing an access contract.

2.3 Application progression, and reporting – moving through the process

Application progression and readiness to connect

Customers are required to maintain readiness status by progressing throughout the process, broadly considered as undertaking activities in line with the customer's agreed schedule, providing information to demonstrate readiness, and making payments to progress through stage gates.

Western Power assesses customer readiness at each stage of the connections process. Customers must submit evidence to demonstrate readiness against criteria for:

- land access – attaining land access via ownership, lease or deed
- financial readiness – the funding pathway to finance the project through to execution
- procurement – accessing materials and / or contracts towards facility construction
- technical and speciality resources – accessing technical and specialist resources
- social performance – achieving community and social acceptance of the project
- environment and heritage approvals – achieving environmental approvals
- previous experience – demonstrating experience in delivering similar projects
- risk management – outlining the overall project risk summary
- connection ability – considering the complexity of the proposed connection.

Customer information requirements mature at each stage of the connections process, in line with how the project matures to be connection ready and meet the agreed in-service date.

A customer must demonstrate progress towards being connection ready and submit the required evidence, in order to progress towards the agreed in-service date.

Western Power has regard for information previously assessed at each stage, and customers are not required to resubmit all information at each stage. A customer may only be required to resubmit information by exception, at Western Power's request via a notice of request.

Customer information requirements and requests

To maintain a valid application, and the related agreed in-service date, a customer is required to submit information to Western Power. Customers must familiarise themselves with the overall process and information requirements to effectively participate in the connection process.

Western Power may request information from a customer so that it can:

- validate an application's accuracy or completeness
- assess a customer's readiness or critical project status
- process an application, access offer, or transfer form
- manage multiple applications concurrently, including as part of developing allied connections or to ensure minimal adverse impacts on existing customers
- ensure accurate network planning for Western Australia
- meet AEMO or government reporting requirements.

In requesting information from a customer, Western Power must issue a notice of request. The request must detail the action, the related deliverable, and the expected due date for the customer to comply with. The date that the request is issued is considered as day one, under any timed provisions within this policy.

Western Power must issue the notice of request as soon as it is aware of the requirement and related necessary information or action. Customers must comply and respond with the required information or activity within 30 days. One 30-day period applies per request. The customer is responsible for accuracy and completeness in meeting the request. If a customer fails to respond, the application will expire.

Where a customer may be delayed in its response, the customer is required to advise Western Power as soon as it is aware of any likely delays and request an extension of time. The customer must provide suitable evidence to Western Power to consider the request. Western Power may accept, negotiate or decline the request for extension.

Western Power information requirements

Western Power must provide a customer what it reasonably requests and the related commercial and technical information it requires to effectively apply for and negotiate its access for a covered service. Western Power must:

- share information on the availability of covered services on the covered network
- if there is any required work, share information on the operational and technical requirements and the likely cost of the required work
- maintain confidentiality for other related customer applications.

Application amendments

If the customer becomes aware of any material change, error or omission in its application, or associated information, it must notify Western Power, or lodge a customer change request, immediately. This includes any change in the scope of the application.

Western Power must assess the customer's situation and issue a notice of request, stating any requirements for the customer to provide additional information within 30 days. If the customer fails to respond within the set time frame, the connection application, and any associated electricity transfer application will expire.

If providing additional information for an application amounts to an amendment to the customer's application, such as an increase in project scope or capacity, the customer must submit an amended application. This may result in an amended agreed in service date. Customers are not required to submit a new connection application for an amendment.

Reporting

A customer may request a connection progress report from Western Power, detailing the progress of the connection application with respect to Western Power activities underway, and if there are any material changes in scope, time or cost of delivering the activities.

A customer may request current information regarding its application and agreed in-service date status with respect to other similar customer applications and the aggregated capacity requirements.

Western Power must provide the report within 30 days. A customer cannot request an additional report within 30 days of a previous request or if there are any outstanding customer notice of request actions or deliverables or customer payments owed.

Western Power may request a progress report from the customer, detailing the progress of the connection application with respect to customer deliverables and customer readiness to connect. The customer must provide the report within 30 days. Western Power cannot request a progress report within 30 days of a previous request.

Western Power may request progress reports as part of validating readiness to connect and the agreed in-service date. Progress reports are considered as information and the customer's connection application may expire if the customer does not respond by the set date.

Western Power and the customer may agree a suitable reporting cadence as part of the overall connection project management approach.

Amending agreed-in-service date

The agreed in-service date may require adjustment as a customer and Western Power progress a connection application. The agreed-in-service date must represent the most accurate date that the customer connection will commence service. Western Power assesses and negotiates the agreed in-service date based on the customer information provided to demonstrate readiness.

The customer may formally request to amend its agreed in-service date, along with substantial documented evidence as to why a rescheduled in-service date is required. Western Power will assess and validate the request within 30 days. Depending on the rescheduled date and nature of the connection, the available connection options may adjust and require Western Power and the customer to undertake additional, new or re-work of existing assessments and information. This may incur additional customer fees.

Western Power may formally request a customer to amend its in-service date, via a notice of request, should there be substantial evidence that the elected date will not be met, either due to customer or Western Power activity.

Where the new date is requested due to delays in Western Power activity, no additional customer fees will be incurred. Where one or multiple notices of request have been in effect (e.g. where Western Power is requiring more customer information or activity), it is considered as a customer-side (not Western Power) delay.

Where an agreed in-service date has been amended, Western Power issues a formal notice of agreed in-service date to the customer on completion of setting the new date. The notice of agreed in-service date details the new date, the reasons for the date amendment, and whether it was triggered by a customer or Western Power.

An agreed in-service date does not give one customer priority over another. Western Power assesses in service date based on the timing of the application submission and the customer's readiness to connect.

Should a customer amend its in-service date to a later date, another customer may access available capacity.

Application expiry and withdrawal

A connection application is considered to expire, if:

- Payments are not made by the due date, within 30 days of issue, as stated on the invoice
- Deliverables, information and/or amendments are not provided by 30 days, as stated in the notice of request
- Contracts are not executed by the due date, within 30 days of issue, including any final departures, as stated on the notice of request (for contract execution)
- The customer requests to withdraw its application.

A customer application cannot expire due to delays in Western Power activity.

Customers are required to submit information as required and defined by Western Power, throughout each stage in the process to maintain valid application status. Western Power uses this customer information to assess and progress the connection, in line with the agreed in service date.

Western Power requests information, with a due date via a notice of request, and the customer is required to provide that information within 30 days or the customer connection application will be considered as expired.

Western Power is not required to provide notice of expiry, it is the customer's responsibility to progress and advise Western Power that it is doing so.

On application expiry, Western Power will undertake a final reconciliation for fees paid and costs incurred.

Where a customer application has expired, the customer has no attached in-service date.

Escalation pathways

Western Power makes connection decisions based on the level of complexity, risk and Western Power's delegated authority. A customer may request to escalate a Western Power decision, where the decision may be considered and reviewed by the relevant Head of Function.

The customer is required to submit the escalation request to Western Power, including information to substantiate the escalation request.

Any further escalations are conducted under the arbitration and dispute provisions within the *Electricity Networks Access Code*.

Table 3. Timebound customer activities

Stage / Activity	Requirement	Deadline
Pre-application [Pre-application > options assessment > receipt of options report > submission of final, complete application]	The customer must submit a complete application following receipt of the Western Power options report	Within 60 days of receipt of the options report

Pre-application [Pre-application > submission of final, complete application > submission of critical projects assessment]	The customer must submit complete critical projects evidence, at the same time as the application, to be assessed for critical project status	At the same time as the connection application is submitted
Initiation [Initiation > receipt of processing proposal contract > acceptance and payment of proposal progressing contract fees]	The customer must negotiate and accept the scope outlined in the processing proposal contract	Within 30 days of receipt of the processing proposal contract
Initiation [Initiation > connection application submitted > information requested > applicated deemed complete]	The customer must finalise and submit all information, as requested by Western Power, to achieve a complete application	Within 30 days of receipt of notice of request
Pre-application / Initiation / Scoping / Planning [Invoice issued > payment of fees]	The customer must pay all fees and charges	Within 30 days of receipt of Western Power invoice
Pre-application / Initiation / Scoping / Planning [Notice of request submitted > customer response with all required information]	The customer must submit all required information and / or amendments and / or progress reports	Within 30 days of receipt of notice of request
Pre-application / Initiation / Scoping / Planning [Request for extension submitted > customer response with all required information > Western Power assessment]	The customer must submit the request for extension along with all required information and / or amendments	At the same, as request for extension
Planning [preliminary access offer issued > negotiations completed]	The customer must respond, including review the preliminary offer and negotiating to terms and conditions, to be included in a final offer	Within 30 days of receipt, of preliminary access offer
Planning [Preliminary access offer issued > negotiations completed > final access offer issued > contract executed]	The customer must sign the negotiated access offer	Within 30 days of receipt, of final access offer (Note. This 30 days includes any final departures)
Access contract / Execution [Access contract signed > conditions precedent met > contract executed]	The customer must close out all conditions precedent	Within 60 days of access contract signing

2.4 Access offer and access contract – to begin works

Preliminary access offer

Western Power makes an access offer, as a preliminary access offer, to a customer during the planning stage of the connection process.

Western Power must submit the preliminary access offer to the customer in the form of either:

- the Electricity Transfer Access Contract – based on the template as approved by the Economic Regulatory Authority
- the Electricity Transfer Application Form – if the offer is made under an existing Electricity Transfer Access Contract

The preliminary access offer may be accompanied by, and subject to, other agreements facilitating works and contributions.

Western Power makes the template access contract and transfer application form publicly available for customers to consider ahead of the contract issue and negotiation period. Western Power does not negotiate contract terms and conditions until a preliminary access offer is issued.

The terms included in the contract and form are indicative only and may change depending on the customer's or Western Power's unique requirements of the application and access offer and are not constrained by this policy or the approved Electricity Transfer Access Contract template.

Preliminary access offers for an allied connection

Western Power may make preliminary access offers for an allied connection to all allied customers at the same time or in line with the allied customers' variable agreed-in-service dates.

Western Power must provide information to the allied customer on the number and timing of related access offers, required capacity and costs, at the time of issuing the preliminary access offer.

Western Power may make the costs proposed in a preliminary offer and/or works contract to be conditional on other customers' acceptance of the related access contracts.

If a customer withdraws participation at access contract, Western Power may revise and reissue a preliminary access offer. Remaining customers will not be liable for any additional connection costs incurred as a result of the exiting customer.

Preliminary access offer negotiation

Western Power issues a preliminary access offer to the customer as a notice of request, with proposed terms and conditions for the customer's access in line with the customer's connection application.

The customer has 30 days to respond to Western Power, formally advising if it will:

- sign the access offer, and associated contracts, and enter into an access contract (or modified existing contract) with Western Power
- request amendments to, or departures from, the preliminary access offer terms and conditions, or the associated contracts
- request additional time to finalise its response
- withdraw its connection application.

If the customer requests amendments to the preliminary access offer, the customer must communicate and complete negotiations within 30 days of receipt of the preliminary access offer.

If the customer does not respond to the preliminary access offer, as above, within 30 days, the application and access offer will expire.

Entering into an access contract

Western Power issues the access contract, as a notice of request, following the customer's response to the preliminary offer. Western Power must sign the access contract before giving the customer the access contract.

On issue of the access contract the customer has 30 days to respond to Western Power with either:

- a signed access contract
- a request to withdraw its connection application.

If the customer does not respond to the access contract, as above, within 30 days the application and access offer will expire.

If the customer signs the access contract it must:

- give written notice of the signing to Western Power
- pay all duties required to the Office of State Revenue, procuring stamping
- provide one original copy of the signed and stamped offer to Western Power.

The access offer becomes an access contract upon signing by Western Power and the customer. When an access contract is executed, and all conditions precedent satisfied, the connection application ceases to exist.

Conditions precedent within an access contract

Western Power and a customer may enter into an access contract containing conditions precedent that must be fulfilled within a maximum term of 60 days.

Western Power may set a financial condition, or require a bank guarantee, to ensure that the customer can pay for the Western Power connection component, or to decommission the connection component, of the project. Western Power does not set conditions precedent for a full financial close on a project, across all elements of the customer project.

If a customer does not meet its conditions precedent within an access contract, the customer must notify Western Power as soon as it becomes aware of any likelihood of not meeting the conditions within the set time period and provide evidence to confirm the reason. Western Power will assess the customer's evidence and may allow or reject an extension, taking into consideration other similar access contracts.

If the customer has not met the conditions precedent by the due date and not notified Western Power of a request for extension, the application and access offer will expire.

In determining if there is sufficient spare capacity to provide covered services under a new customer connection application, Western Power considers that any existing access contracts with conditions precedent are unconditional.

Commencing execution, into closeout

Execution begins when Western Power and the customer have executed the:

- Electricity Transfer Access Contract
- Interconnected Works Contract.

The Interconnected Works Contract defines the work that Western Power and the customer will undertake in execution, for construction and commissioning, to complete the dynamic network studies, detailed design, procurement, construction and commissioning of the required network modifications and customer facility.

Once constructed and commissioned, the new or modified connection assets can begin operating under the terms of the Electricity Transfer Access Contract and the project will formally close out.

For generators, operation is subject to receiving an Approval to Generate Notification, in accordance with the Electricity System and Market Rules.

DRAFT

3. Distribution connections

3.1 Distribution connection eligibility – *who this applies to*

Distribution connections

Distribution connection applications are required for any connections to the distribution network.

The types of distribution applications are:

- a connection application – required when a customer seeks covered services that may require modification to the network
- an energy transfer application – required when a customer seeks a distribution service, or modification to.

Western Power must reject an application where it is not authorised under the *Electricity Corporations Act* 2005 or other written law to make an access offer for the purpose of the supply of electricity to a customer because that customer is not a contestable customer.

Distribution connection pathways

Distribution connections follow either a standard, or non-standard connection pathway:

- a standard distribution connection for *standard supply* – a connection that falls within set capacity limits, typically 63A single-phase (240V) or 32A per phase (415V three-phase)
- a non-standard distribution connection for *non-standard supply* – a connection that exceeds or falls outside those standard limits or requires extra network work.

Western Power distribution connections differ in cost, time and process to connect depending on the type of connection and its size, location, complexity and associated network constraints.

Non-standard applications are more complex, generally require design and feasibility studies, and may take longer to connect. Depending on the network constraints a complex distribution project may need to follow a transmission connection pathway.

Western Power is required to apply discretion as to what process pathway complex distribution customers must take based on the customer's requirements, the technical complexity of the customer's project, and related transmission and distribution network constraints.

Western Power publishes its distribution connection pathways online, with an estimate of costs and timeframes, and mandatory customer inputs and deliverables. Western Power's process is regularly updated and is not prescribed by this policy.

Table 4. Western Power distribution customer connection process

	Application		Planning & Design		Construction	
Overview	Process begins at application stage, when the customer submits a connection application form to Western Power and pays the related fees		Planning, Design stage sees the customer design finalised, scope of works for customer and Western Power defined, and contracts issued and executed, ready for construction		Construction stage sees works delivered and energised	
Timing	N/A		STANDARD 1 to 6 months	NON-STANDARD 5 to 9 months	STANDARD 2 to 7 months	NON-STANDARD 2 to 5 months
Customer activity	STANDARD Customer submits: • application • required documents • required in-service date. Customer accepts terms and conditions and pays: • Application fee • Works cost	NON-STANDARD Customer submits: • application • required documents • required in-service date. Customer accepts terms and conditions and pays: • Application fee • Design fee	STANDARD Customer: • completes site readiness checklist • submits final evidence.	NON-STANDARD Customer: • completes site readiness • obtains all relevant approvals & authorisations • accepts access offer and pays invoice.	Customer satisfies any pre-conditions, including: • Government approvals • Vegetation clearing Customer completes customer scope of work	
Western Power activity	Once payment is received, Western Power accepts the application and notifies the customer of likely in-service date		STANDARD Western Power prepares and issues: • interface drawing + scope of work • agreed in service date (note schedule dependent) Western Power schedules works on receipt of payment	NON-STANDARD Western Power prepares and issues: • interface drawing + scope of work • access offer • additional conditions • Invoice Western Power schedules works on receipt of payment	Western Power: • confirms scheduled in-service date • constructs and energises the works	

The estimated timeframes act as a guide only and will vary depending on project specifics, such as facility size, connection voltage, complexity and geographic location. The durations are based on all customer activities being complete.

3.2 Connection process commencement and progression – *when the process begins, moving through the process, reporting*

Distribution connection process

A customer seeking a standard supply must submit an application online, and pay the application fee and connection charge upfront to progress. Western Power validates the application, completes the design and schedules the customer works. Where a customer is greater than 100m from the existing network, Western Power may require additional studies or design work which the customer will be provided a cost estimate for.

A customer seeking a non-standard supply must submit an application online and pay the application fee upfront to progress. Western Power assesses the customer's application and provides a scope of work for all related studies and design activity for the customer to accept and pay to progress. If the customer accepts the scope, Western Power progresses to design and issues an access offer to the customer. Once the customer accepts and pays the access offer, Western Power schedules the works.

An authorised electrical contractor must submit any land development applications, classified as five lots or above.

Distribution Connection Terms and Conditions

Western Power's distribution connection terms and conditions are published online and updated regularly. The customer reviews and accepts Western Power's terms and conditions on submission of its connection application.

The terms and conditions apply throughout the duration of the customer project. This policy does not prescribe or supersede the customer terms and conditions.

Electricity Transfer Application Form

At application stage the customer must contact its retailer, as the account holder, to notify the retailer of its proposed works. The retailer will submit the Electricity Transfer Access Form (ETAF), on behalf of the customer to Western Power.

Application process and commencement

The application process commences once Western Power considers the application as final, free of errors and complete.

All standard connection applications must include:

- site information – including a site plan, site photos
- technical information – including load breakdown, single line diagram
- any required approvals / authorising information – including any necessary authority to act, WAPC approval letter, or neighbour's authority.

Non-standard connection requirements are more complex and, in addition to the above, may require:

- feasibility studies
- CAD diagrams
- land access
- substation requirements and compliance checklist
- statement of compliance to AS61000.3.6.

Connection applications for land developments greater than five lots have additional specific information and compliance requirements.

A customer must provide information in the Western Power required format. Western Power publishes information online outlining the requirements for what customers must submit as part of an eligible application.

Accepting an application

Western Power reviews and accepts all customer applications to ensure that:

- the customer information is complete, free of errors (to the extent that Western Power can determine that) and final
- Western Power is able to complete the requested works.

Western Power may reject a customer application if the above is not met.

Agreed in service date

The agreed in-service date is the likely date of energisation of the connection.

Standard customers are advised of their forecast in-service date following application acceptance, followed by the scheduled in-service date at the beginning of construction stage.

Non-standard customers are advised of a forecast in-service date following application acceptance, and a scheduled in-service date during planning stage, on contract execution.

If a customer fails to complete its scope of works and site readiness requirements within the agreed schedule, the customer's agreed in-service date may change and the customer may be required to pay additional costs for any necessary re-work.

Payment of costs

For all standard connections, customers are required to pay an application fee and construction costs at the time of submitting the application, that covers all design and construct costs.

For all non-standard connections, customers are required to pay a processing and design fee upfront at the time of submitting the application. A distribution access offer is then provided based on the final design, for the cost of construction. Customers must pay the construct invoice within 30 days of invoice issue, to progress to construction. If the customer does not pay, the customer application expires and is cancelled.

For non-standard connections, Western Power provides customer cost estimates for all necessary customer work. Where a customer project requires additional design work, e.g. feasibility studies, Western Power will advise and invoice the customer.

Western Power operates under a cost recovery model for all design activity and construction works for distribution connections. The charges applicable for construction of customer works are defined under the Contributions Policy.

Table 5. Distribution connection related fees and costs

Fee type	Applicability
Distribution connection application fee	On submission of connection application – fixed fee
Non-standard design costs	From initiation to planning – cost recovery basis
Cancellation fee	On cancellation or expiry of application – fixed fee

Fee type	Applicability
Transfer of ownership or deed of novation costs	As required – cost recovery basis

Western Power publishes fixed fees and estimated costs online and reviews them annually.

Accuracy of information

Customer applications are processed and charged based on the information that the customer provides. A customer must submit accurate and complete information as part of its connection application.

A customer must understand and define its electricity requirements prior to making an application to Western Power and is accountable to ensure that the information it submits is accurate and complete.

If a customer provides incorrect information for its distribution connection the application may be deemed invalid and cancelled. If an application is deemed invalid, the customer is liable for any costs Western Power has incurred in processing the application, including for administration, scoping and design activity.

Compliance

The customer is responsible for understanding and meeting any compliance obligations related to its project which by law, or the terms of its contract with Western Power, the customer is required to discharge. For the customer site, obligations may include obtaining government approvals and land access rights that are necessary for Western Power to complete the works. The customer must inform Western Power of its progress and attainment of each necessary approval and access right, including if an approval is (or likely to be) rejected.

Where the customer's connection application is to facilitate a land subdivision, the customer's requirements must comply with the related Western Power and government guidelines.

If a customer is non-compliant with its obligations, Western Power may cancel the customer's application or terminate the works contract.

Use of consultants

Western Power publishes a list of approved engineering consultants that a customer may seek to engage, should it require advice on its electrical requirements.

For non-standard connections a customer may elect that an electrical consultant undertakes system study or other study activity, in lieu of Western Power. A customer must advise Western Power if it plans to do so and coordinate any changes to scope of works within its application. Western Power will provide a customer's engineer all reasonable information and cooperate to allow them to undertake the necessary work. Western Power reserves the right to require amendments, where the customer's study does not provide the information that Western Power requires from the study.

A customer may request permission to use an engineering firm outside of Western Power's published list of approved consultants. Western Power will not unreasonably disagree to a request and, if the request is declined, Western Power will provide written reasons for doing so.

Changing or cancelling an application

For any cancelled applications, the customer is liable for any costs incurred up to the point of cancellation (time and materials) and a cancellation fee. The application fee is non-refundable. If construction work has commenced, Western Power will refund the difference from the access offer, less any costs incurred.

If a customer seeks to change the scope, Western Power will review the request. If there is minimal material change, Western Power will continue the project based on the variation and invoice the customer for any additional materials, design work and remobilisation costs.

If the change is significant, the application will be cancelled and the customer must submit a new application with the new connection requirements.

3.3 Access contract into execution – to begin works

Access offer

Once a customer design is complete, Western Power issues an access offer to the customer. It outlines the proposed works, the customer responsibilities (known as Customer Scope of Works), and the cost of the project. The Customer Scope of Work outlines everything the customer is responsible for completing before Western Power can begin onsite work.

The access offer may be accompanied by:

- scope of work or design documents
- additional conditions the customer must meet
- other information as required.

A customer must respond within 60 days, through negotiating, accepting and paying in full, or the access offer expires. If a customer changes its scope of work, during negotiations, the access offer may require amendment.

Once the offer is accepted and the invoice is paid in full, the project moves into construction stage under the terms and conditions signed at application stage.

Project readiness and site preparation

A customer must meet all project and site preparation requirements or the works will not commence. The customer must notify Western Power of any delays to meeting its site requirements. Western Power may cancel a customer project if the site preparation is not complete within a reasonable timeframe.

4. Additional information

4.1 Supplier of last resort

Western Power is obliged to support any customer applications made under supplier of last resort, or default supplier provisions, or to meet obligations, as defined within the *Electricity Industry Act 2004*. Customer applications as supplier of last resort, or for default supplier provisions, will be considered in line with this policy including for critical project status, customer readiness and required in service date.

4.2 National metering requirements

Western Power must allocate one National Metering Identifier (NMI) per connection point. The configuration must comply with the *WA Electrical Requirements*.

Western Power must follow a prescribed National Metering Identifier merge process when combining multiple connection points into a single connection point or when separating a single connection point into multiple connection points.

As part of these obligations, for new or modified connections, Western Power requires:

- a customer to obtain the consent of the retailer where the customer is not the retailer
- a retailer to have verifiable consent from its customer before making an electricity transfer application.

Western Power must not commence any construction works until Western Power receives a valid Electricity Transfer Application Form.

Western Power publishes additional metering guidelines and requirements online.

4.3 Novation of contracts

Western Power provides consent for customers to novate, fully or in part, their access contract. Western Power considers the technical and financial viability of the entity assuming the rights and obligations under the contract. Western Power will not unreasonably withhold consent to transfer rights and obligations under an access contract.

For part novation of an access contract, in providing consent, Western Power additionally considers if the:

- novated components (considered as rights and obligations) of the contract can be severable and are being novated
- integrity of the network is not affected by the ongoing operation of the remaining access contract and the novated provisions
- novation will cause a reduction in revenue.

4.4 Confidentiality

Requirements for Western Power and Customers

Information is not considered confidential information where Western Power or a customer is required to disclose it. Western Power or a customer may be required to disclose information to:

- provide information to the Government of Western Australia on a confidential basis
- undertake activities related to the connection process (e.g. dynamic studies)
- develop allied connections
- disclose information to the Australian Energy Market Operator – which may be necessary to share for generation applicants at application (to identify, forecast in-service date, modified plant or increased contracted capacity) or at access offer (names, location of generating plant, any facility that will consume load, the initial contracted capacity, or that conditions precedent have been met or waived), or system management functions under the Wholesale Electricity Market rules.

Western Power or a customer must not disclose confidential information.

How Western Power handles privacy and confidentiality, including the handling and storage of information is detailed in Western Power's code of conduct.

Freedom of information

Western Power is legally bound by the Freedom of Information Act 1992, and information or data may become the subject of an application where under that act information is required to be given to a third party.

4.5 Reporting on this policy

Western Power must report on major customer connections, covered under chapter 2 of this policy, as required by the Economic Regulatory Authority.

4.6 Definitions

Words in the below table are provided to support understanding and application of the Connections Policy. For all related terminology, and the legal interpretation, see the Electricity Network Access Code,

Defined term	Meaning
Allied connection	A connection process with multiple users identified – current or future.
Agreed in-service date	Forecast up to access offer, then becomes scheduled in execution.
Notice of in-service date	A notice issued by Western Power with the customer's agreed in service date, noting the date, the forecast range, and material assumptions
Notice of request	A notice issued by Western Power with a timebound activity or deliverable for the customer to complete.
Preliminary access offer	The preliminary offer, terms and conditions issued by Western Power to a customer for a transmission connection. Based on the Electricity Transfer Access Contract.

Required in service date	The date that a customer identifies, in its application, as requiring the connection service to commence.

4.7 Approval history

Version	Approved by	Date of approval	Resolution no.	Reason
1.		{DD/MM/YY}	TBC	
2.				
3.				

.....
X
 Chief Executive Officer – Western Power