Major Customer Connection Process (MCCP) Program

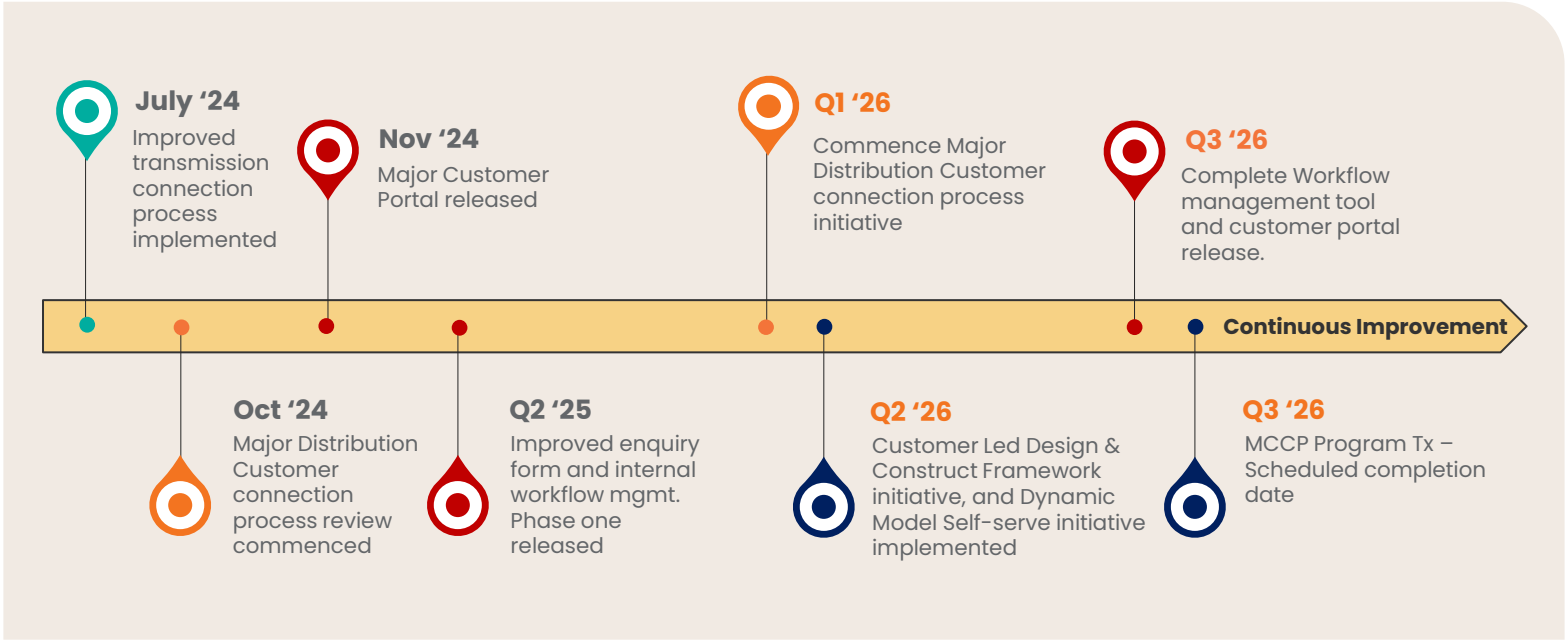
Industry Update

October 2026



Program implementation timeline

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Major Customer Connection Process (MCCP) Program

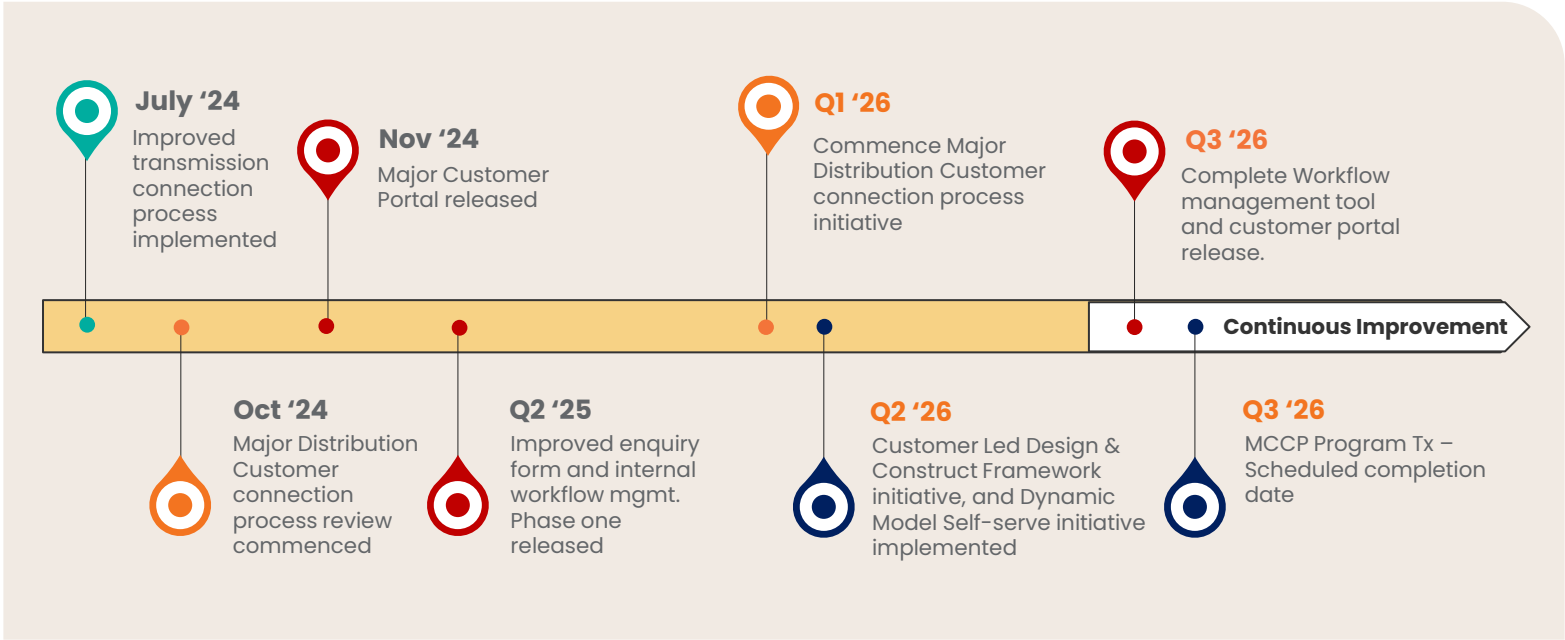
Industry Update

June 2026



Program implementation timeline

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Appendix

Previous Updates



Major Customer Connection Process (MCCP) Program

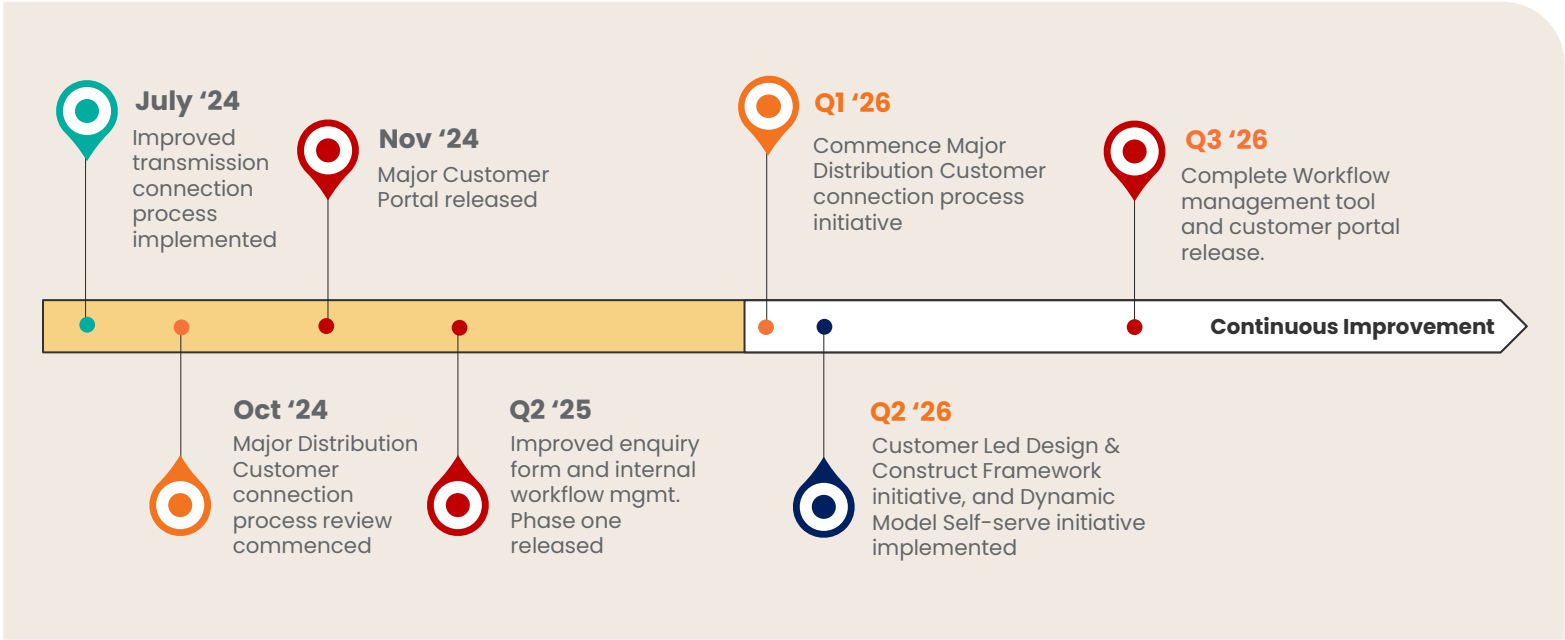
Industry Update

January 2026



Program implementation timeline

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Major Customer Connection Process (MCCP) Program

Industry Update

October 2025



Tx Major Customer Connections Update



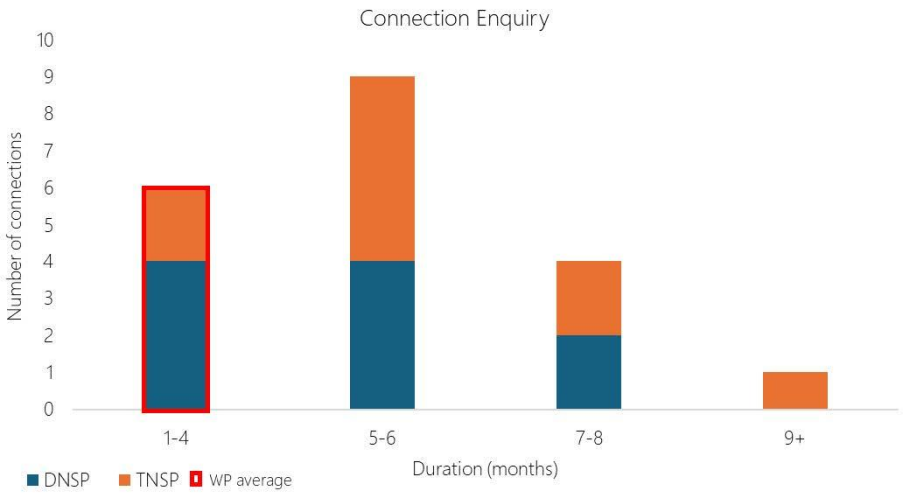
Process simplification, streamlining and standardisation

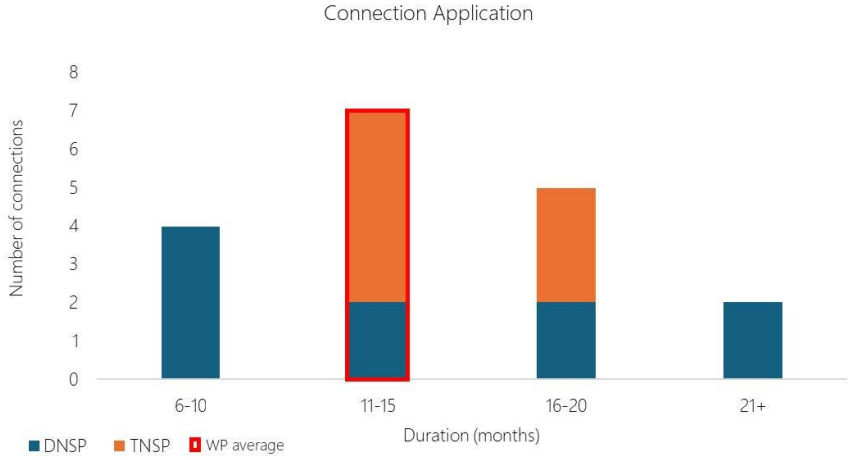
Customer optionality and self-serve enablement

Cultural shift towards transparency

Benchmarking – Timing to Access Offer

Comparison of Western Power connection phase durations with sampled TNSPs and DNSPs projects in the NEM





3 months on average and **2.5 months faster** than the NEM.

6 months reduction from our 2022 baseline.

14 months on average and closely aligned to the **14.5 months** in the NEM.

19 months reduction from our 2022 baseline.

What we are focusing on next

NOV 2025

Distribution MCCP Program kick off

Improving the timeframe & experience for Major Dx Customers

DEC 2025

Customer Led Design & Construct (self serve)

Process complete and scaling for broader implementation

JAN 2026

Customer Surveys

Understanding the experience of our customers and opportunities for improvement

JUNE 2026

Customer Portal

Ongoing releases to enhance project activity transparency and enable digital Application form

TBC

Dynamic RMS Wide Area Studies (self serve)

OEMs signed on, Model requires further refinement

Dx Major Customer Connections

Dx Major Customer Connections Process (MCCP) optimisation program is expected to accelerate the overall connection timeframe and enhance the customer experience, to ensure it can meet the growing demands with the ~90 known projects to be delivered over the next 5 years.

11 improvement initiatives are planned to:

- Improve the connection process and provide greater visibility of all activities that are required
- Standardise contracts, costs and timings
- Improve customer information on the through tools, templates, guidelines and updates to the WP website
- Improve technical documentation and support collaboration between WP and customers

These improvements are expected to reduce the timeframe from Enquiry to Access Offer by up to ~16 months *(depending on customer project)*

The program of work is planned to be implemented by end of 2026.

Customer experience survey

- Validate customer's perception on outcome delivered aligning to commitments
- Measure major customer satisfaction with Major Customer Decarbonisation's services
- Identify areas of opportunities leading to improve major customer satisfaction
- Increase major customer advocacy
- Enhance trust and transparency
- Aligns to our commitment to build and maintain major customers relationship
- **Go Live – January 2026**



Major Customer Connection Process (MCCP) Program

Industry Update

June 2025



EDM#xxx

Latest MCCP Program updates

What's been done:

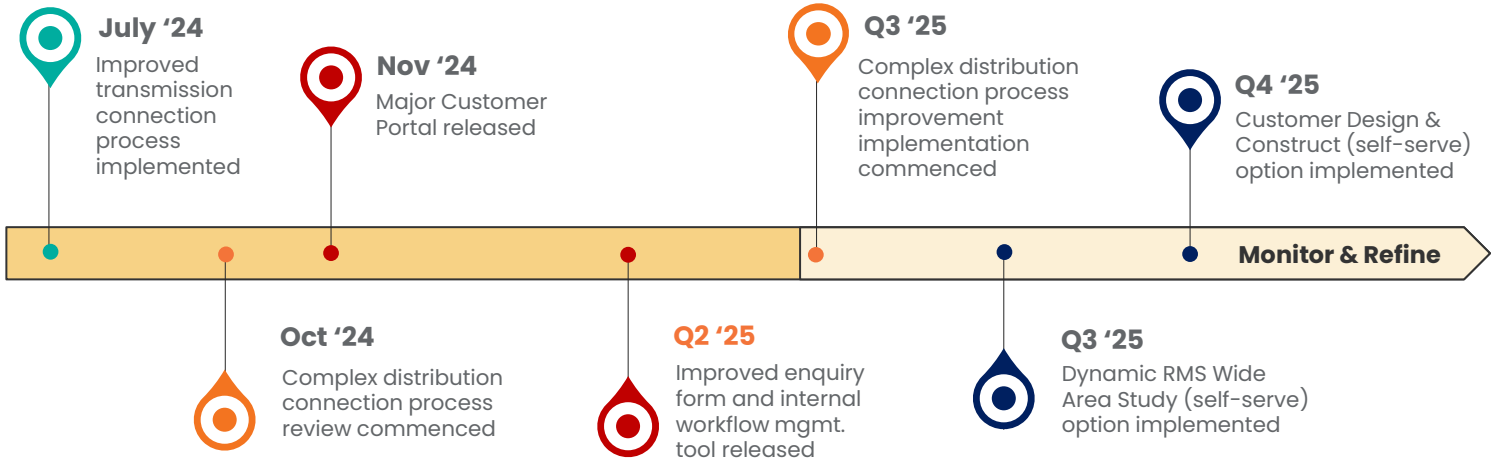
- ✓ Our new Connection Enquiry Form went live in June, providing the following enhanced user experience:
  - It is easy to navigate
  - Can be saved and resumed later
  - Removes unnecessary administrative steps
  - Project is visible in the **MyWP Portal**
- ✓ A review of our major customer Dx connection process, identifying improvement initiatives to accelerate the process and improve the customer experience.

What's underway/upcoming:

- → The development of our two remaining transmission customer self-serve initiatives is still in progress.
  - Go live for our Dynamic RMS Wide Area Study option is still expected in Q3 2025, followed by Customer Led Design & Construct in Q4 2025.
- → Once approved, the recommended improvement initiatives for the major customer Dx connection process will be implemented in a phased approach throughout FY26.

Program implementation timeline (updated)

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Major Customer Connection Process (MCCP) Program

Industry Update

March 2025



EDM#xxx

Latest MCCP Program updates



Customer self-serve improvement initiatives

The development of our two remaining transmission customer self-serve initiatives is still in progress.

Go live for our Dynamic RMS Wide Area Study option is still expected in Q3 2025, followed by Customer Led Design & Construct in Q4 2025.



Complex Dx connection process review

As part of this review, we have captured the current process challenges and identified opportunities for improvement.

Once approved, the recommended improvement initiatives will be implemented in a phased approach throughout 2025.



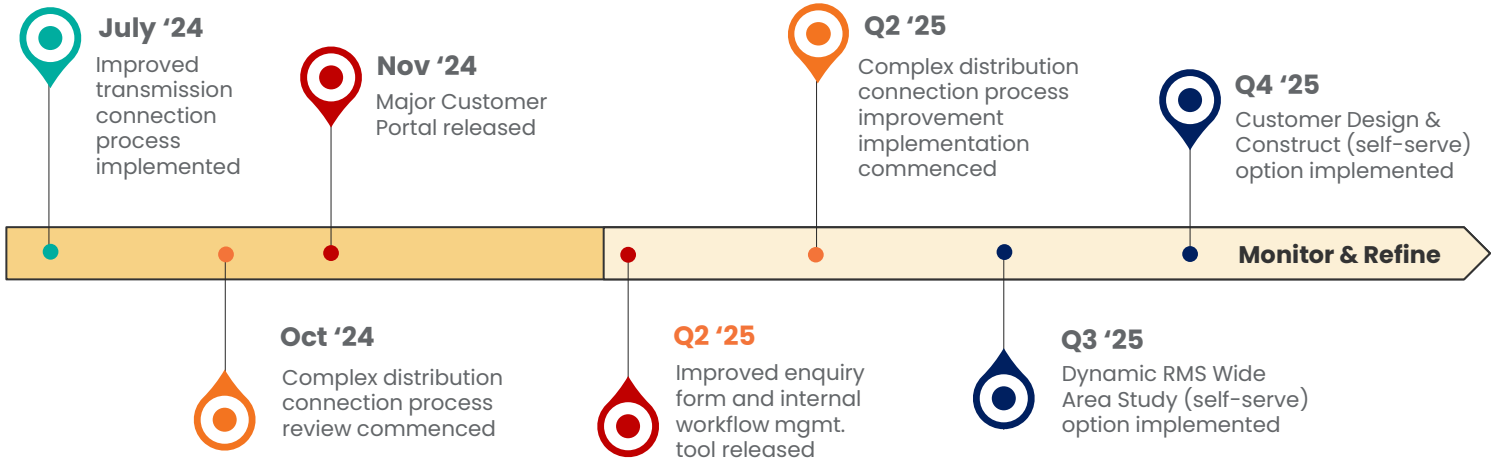
MyWP Portal

We’ve seen a great uptake in customer contacts accessing their project information on the Major Customer Portal.

The next release, now scheduled for Q2 2025, will deliver an enhanced streamlined Connection Enquiry form.

Program implementation timeline (updated)

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Appendix

Previous Updates



Major Customer Connection Process (MCCP) Program

Industry Update

December 2024



EDM#70842220

Contents

1. Transmission connection process information
2. Customer self-serve initiatives
3. Complex distribution connection process review
4. Digital solutions for major customers
5. Program implementation timeline (updated)



Transmission connection process information

- On 1st July 2024 we successfully went live with the new improved Major Customer Connection Process. This is now our Business-As-Usual approach for any new major customer Connection Enquiry and Application.

- We are continuing to monitor and refine this new process to ensure the expected objectives and performance benefits are achieved.

- This includes refreshing the supporting information on our Transmission loads & large generators website page to ensure it remains fit for purpose. A recent improvement was the publishing of additional guidelines and standards to assist customers with their community engagement and environmental approvals process:

    - Environmental, Planning and Heritage Brief
    - Transmission Easements - Requirements and Typical Challenges
    - Land Access Guideline for Customer Funded Projects
    - Customer Community and Stakeholder Engagement Guidelines
    - Site Visit and Desktop Analysis Check List

Customer self-serve initiatives

- Unfortunately, the implementation of our two remaining transmission customer self-serve initiatives are behind schedule, with go live for our Dynamic RMS Wide Area Study option now expected in Q3 2025, followed by Customer Led Design & Construct in Q4 2025.

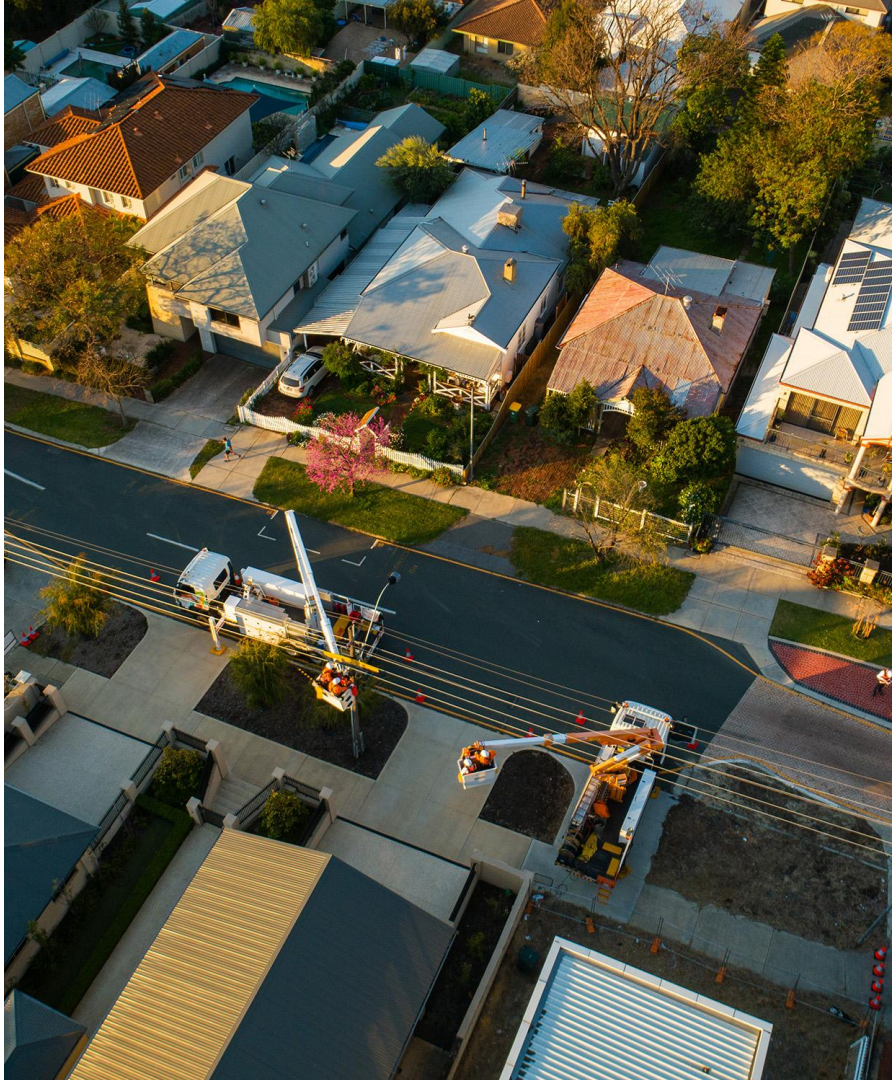
- Once ready, these new delivery models will enable customers to directly engage a service provider to:

  - Perform Dynamic network studies, with Western Power validating the results
  - Design & Construct their own connection assets to be owned by Western Power, using our recently published Network Standards.



Complex distribution connection process review

- In October 2024 we commenced a review of our connection process for large and complex major customer distribution projects.
- During this review we are engaging with customers and internal stakeholders to understand their challenges and pain points within the current process, along with identifying any opportunities for improvement.
- This review is expected to be completed by the end of Q1 2025. This will be followed by a phased implementation of endorsed improvement initiatives throughout 2025.

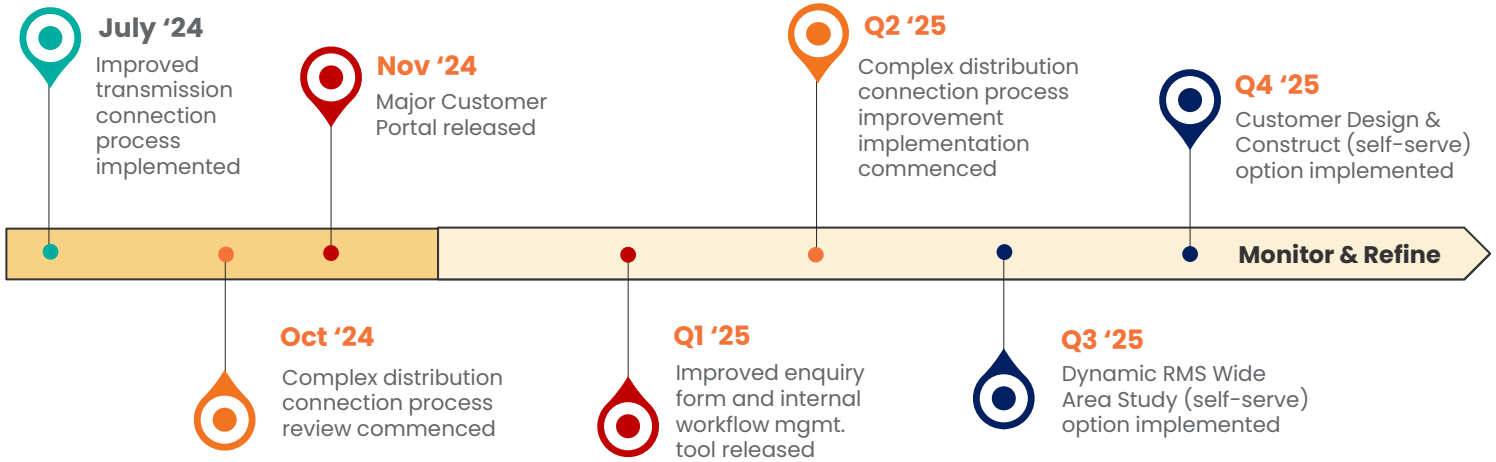


Digital solutions for major customers

- In November 2024 we released our new Major Customer Portal, providing customers with visibility of their transmission and large generator project information, including status and a high-level project timeline.
    - You can register and sign in at MyWP Projects.
- The next release during Q1 2025 will deliver an enhanced streamlined Connection Enquiry form and internal workflow management tool, providing major customers with more granular Enquiry Stage activity information via the portal.
- Further portal and internal workflow releases during 2025 will continue to enhance the customer experience, through increased visibility, control and efficiency of projects through the connection process.

Program implementation timeline (updated)

- Program Delivery
- Process Improvement
- Customer Self-Serve
- Digital Solutions



Major Customer Connection Process (MCCP) Program

Industry Update

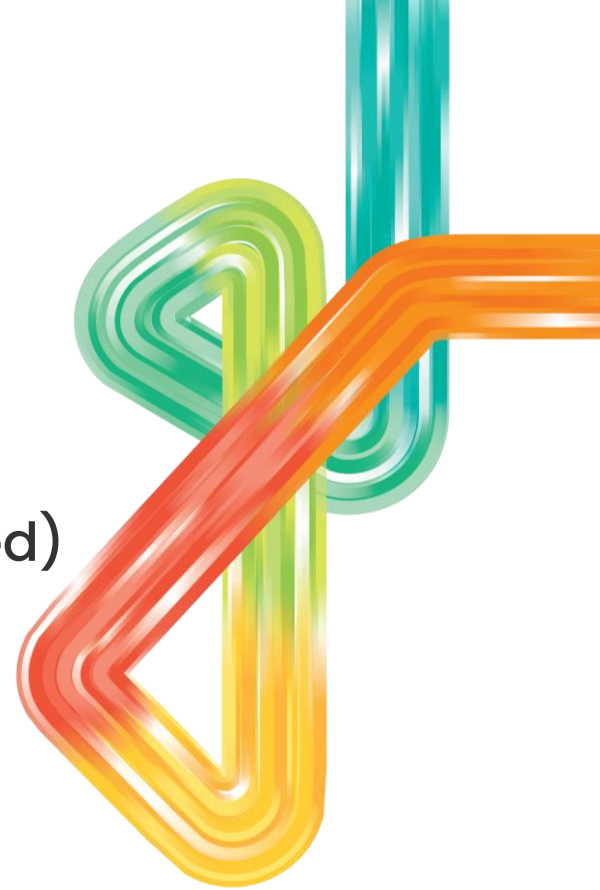
September 2024



EDM# 69885069

Contents

1. New connection process implemented
2. Customer Design & Construct
3. Digital solutions for major customers
4. Program implementation timeline (updated)



New connection process implemented

- On 1st July we successfully went live with the new improved Major Customer Connection Process. This is now our Business-As-Usual approach for any new major customer project Connection Enquiry and Application, along with some existing in-flight projects that have transitioned to this new process.
- To support this significant change, we have refreshed our Transmission loads & large generators website page to reflect the new process and supporting information.
- Over the next 12 months we will continue to monitor and refine the new process to ensure the original objectives and performance benefits are achieved.
- Thank you to those that contributed to the development and testing of these process improvements, and for your patience over the next 12 months as we embed the changes.

Customer Design & Construct

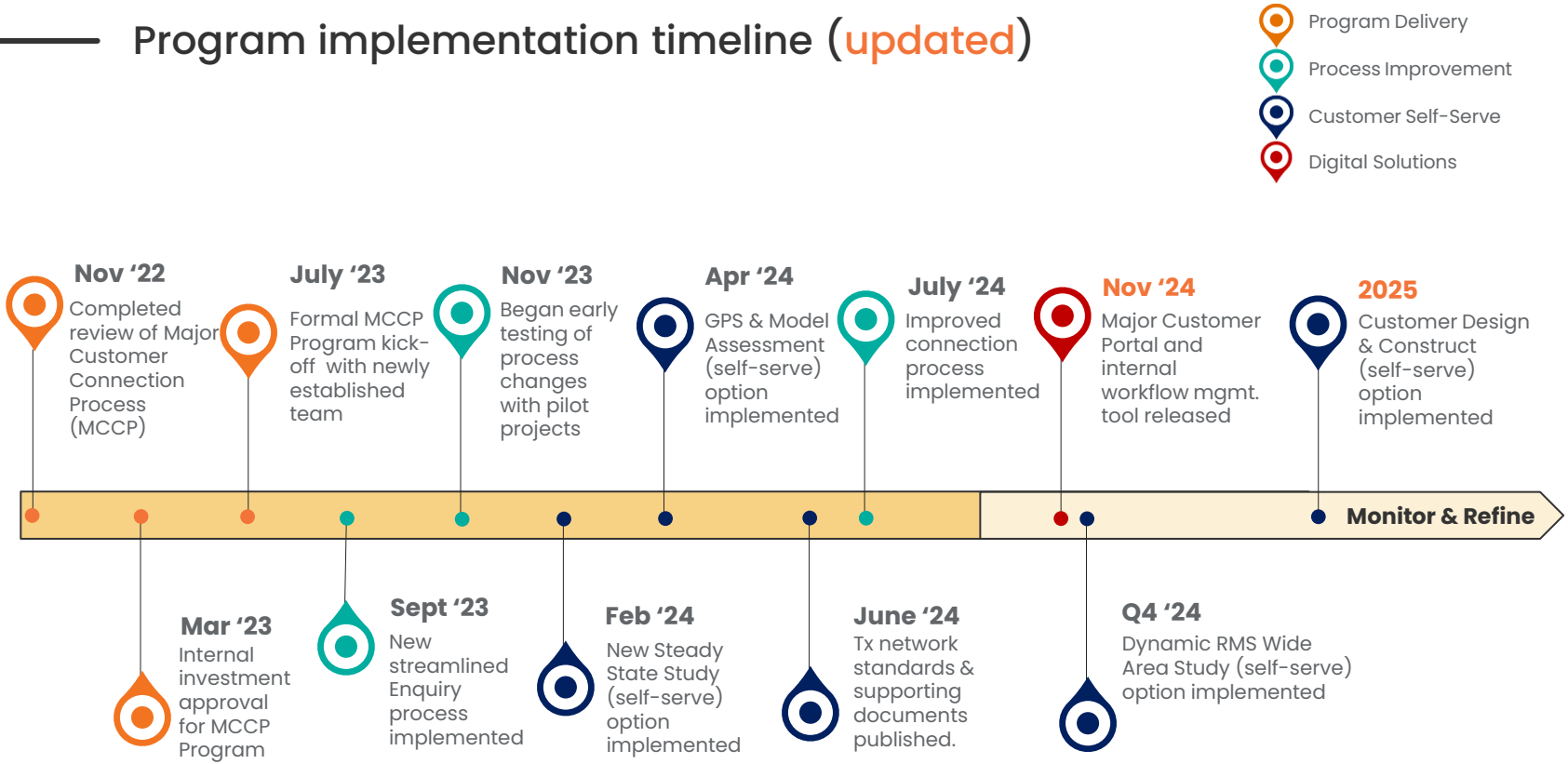
- Unfortunately, development of our Customer Led Design & Construct option is behind schedule, with implementation now expected in 2025.
- Once ready, this new delivery model will enable customers to directly engage a service provider to design and construct their own connection assets to be owned by Western Power, using our recently published Network Standards.
- Further information on this initiative and when it will go live will be provided as part of the Q4 industry update in December.



Digital solutions for major customers

- Development of our new digital solutions is progressing well, with a 12-month phased implementation on track to commence in Q4 2024:
  - Release 1: Major customer portal (end of Oct 2024)
    - This release will provide major customers with visibility of project information, including status and a high-level timeline, for their transmission and large generator projects.
  - Release 2: New Enquiry form and internal digital workflow (end of Nov 2024)
    - This release delivers an enhanced streamlined Enquiry form and provides more granular Enquiry Stage activity information, via the portal, due to the implementation of an internal workflow management tool for the Enquiry Stage.
- Further portal and internal workflow releases during Q1 & Q2 2025 will continue to enhance the customer experience, through increased visibility, control and efficiency of projects through the connection process.

Program implementation timeline (updated)



Major Customer Connection Process (MCCP) Program

Industry Update

June 2024



EDM# 68814932

Contents

1. GPS/Load Model Assessment self-serve
2. Tx Technical Standards published online
3. Transitioning to an improved future state
4. Future State – all connection types
5. Next steps & industry updates



GPS/Load Model Assessment self-serve option

- In April we implemented a new self-serve option allowing customers to complete their own Generator Performance Standards (GPS) and/or Load model assessment before submission to Western Power for validation of results.

- Benefits include:

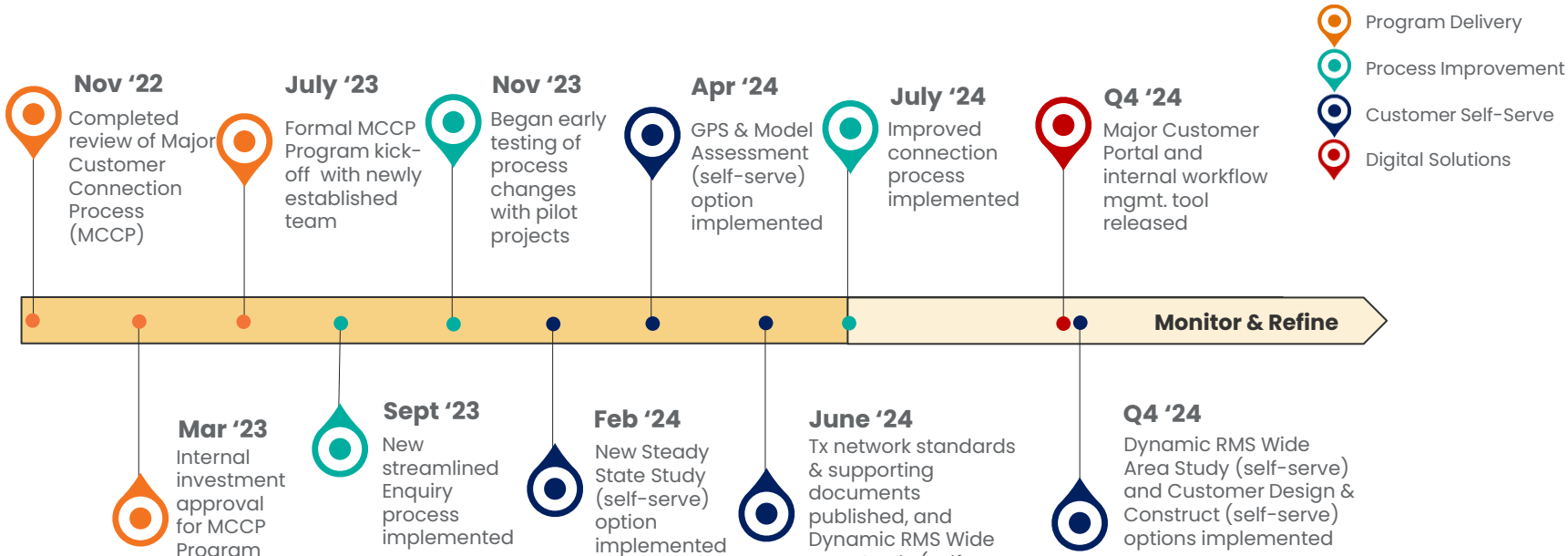
  - Provide customers with greater control over the cost and speed in progressing their model assessment.
  - Introduction of early GPS registration (R0) provides better visibility on the facility compliance as well as viability of the project at earlier stages and helps with better time/resource investment.
  - Drive consistency and standardisation in the way we perform customer model assessments.
  - Improve the customer experience through rapid feedback on network model validity.

- We will continue to monitor and refine this change to ensure it remains fit for purpose in delivering the expected benefits.

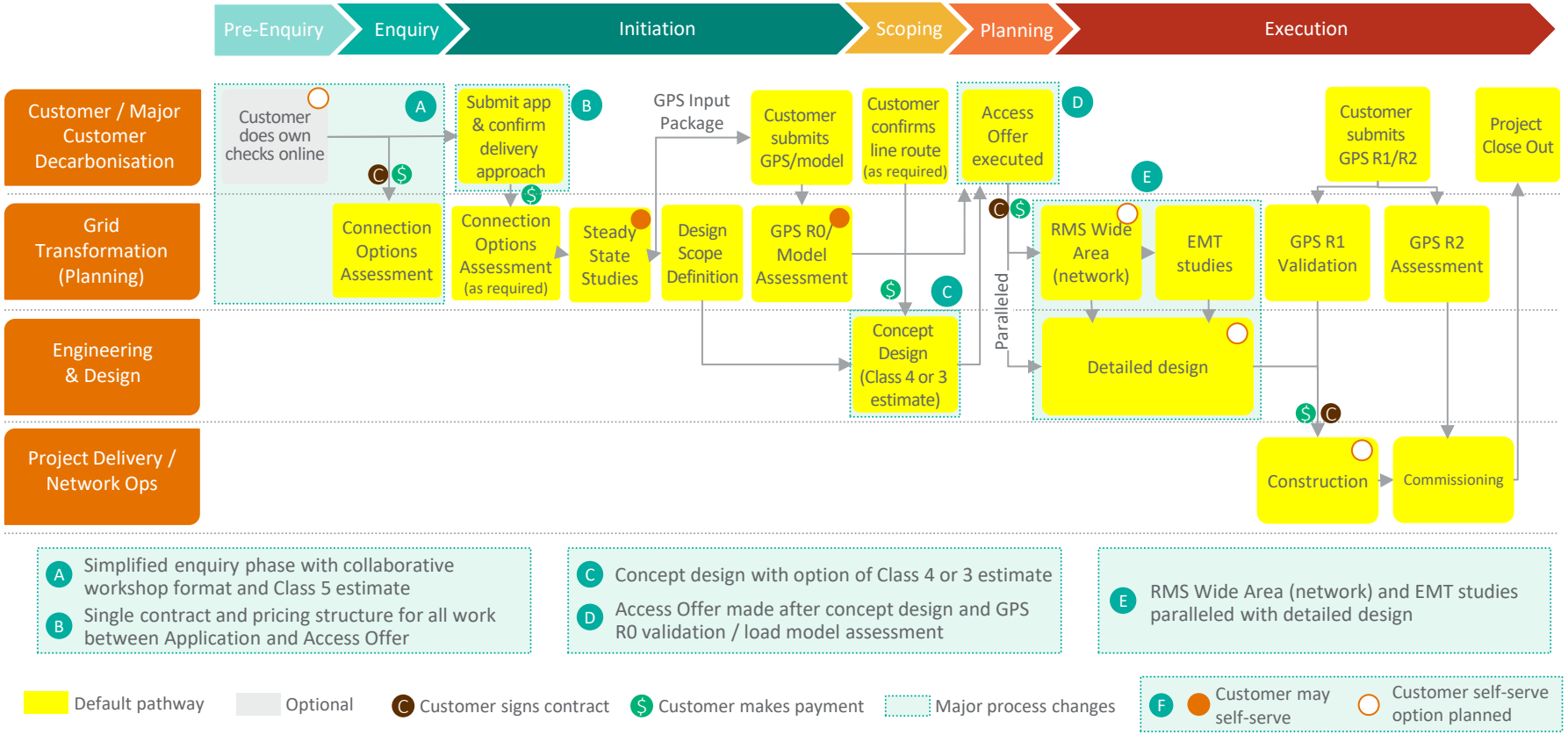
Transmission (Tx) Technical Standards published online

- In June Western Power's Transmission Technical Standards were published online for external use.
- Major Customers are now able to access Western Power's Network Functional Requirements Standards (5), Customer Connection Requirements Standards (2), Design Standards (43), Standard Designs/engineering drawings (~1500), and relevant supporting documents (3) from the new Technical Standards Hierarchy page on our website.
- This new approach is expected to improve the experience of our major customers through increased transparency and availability of technical information prior to commencing the connection process. It also enables new customer self-serve options and scalability of design and construction activities via external service providers.
- We value your feedback, so please send us any questions or comments regarding these new Tx Technical Documents using the Technical Standards Feedback form.

Transitioning to an improved future state

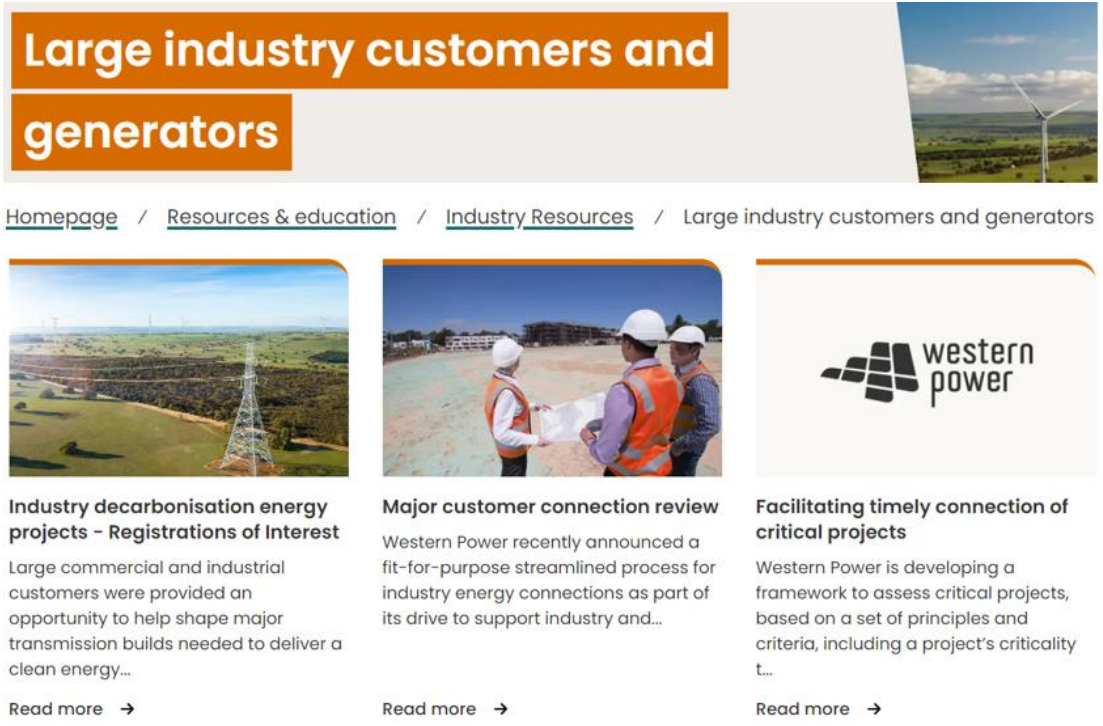


Future State – all connection types



Next steps & industry updates

- Complete final change management activities to roll out the new process across Western Power.
- Monitor and refine the new process to ensure the objectives are achieved and performance benefits are sustained.
- Next Major Customer Forum targeted for Q4 2024.



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Major Customer Connection Process (MCCP) Program

Industry Update

March 2024



EDM# 67822802

Contents

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 designs 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

Major Customer Connection Process (MCCP) Program

Industry Update

December 2023



EDM# 67000504

Contents

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



New enquiry process

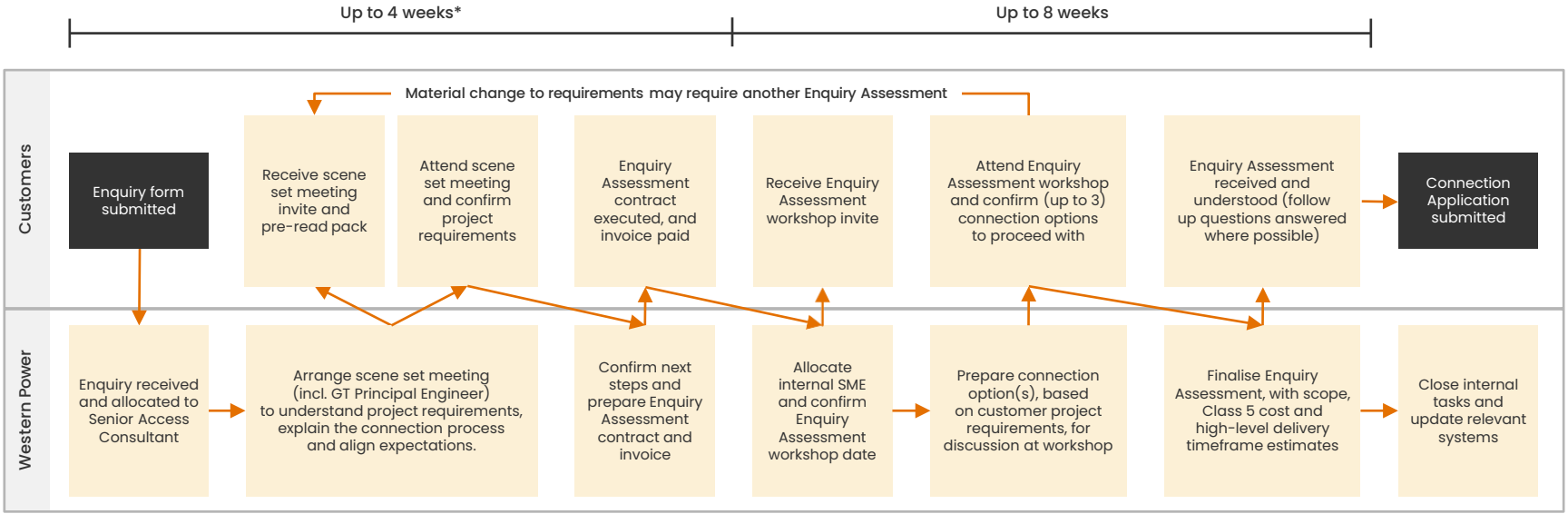
- In September we implemented the following changes as part of an improved Enquiry process, enabling significant value for Western Power and our customers:

Mandated enquiry phase with Detailed Assessment Report	→	Optional enquiry phase with collaborative workshop format
Enquiry process timeframe (~9 months)	→	Streamlined enquiry process timeframe (~3 months)
Enquiry fee ($3.5k) + bespoke variable estimate (~$50k-$80k)	→	Standardised Enquiry Assessment estimate ($25k)

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

New enquiry process

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



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

Customer self-serve study options

- In October we completed early testing of customer self-serve Steady State Studies. Final preparations are being made to go live by February 2024.

- Development of customer self-serve Dynamic (Wide Area) Studies has commenced, targeting go live by May 2024.

- These new self-serve options are expected to deliver the following benefits:

  - Provide customers with greater control and transparency of the process
  - Enable scalability and reduces pressure on our internal delivery teams

Testing the future process

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



Major Customer Connection Process (MCCP) Program

Industry Update

September 2023



EDM# 64894636

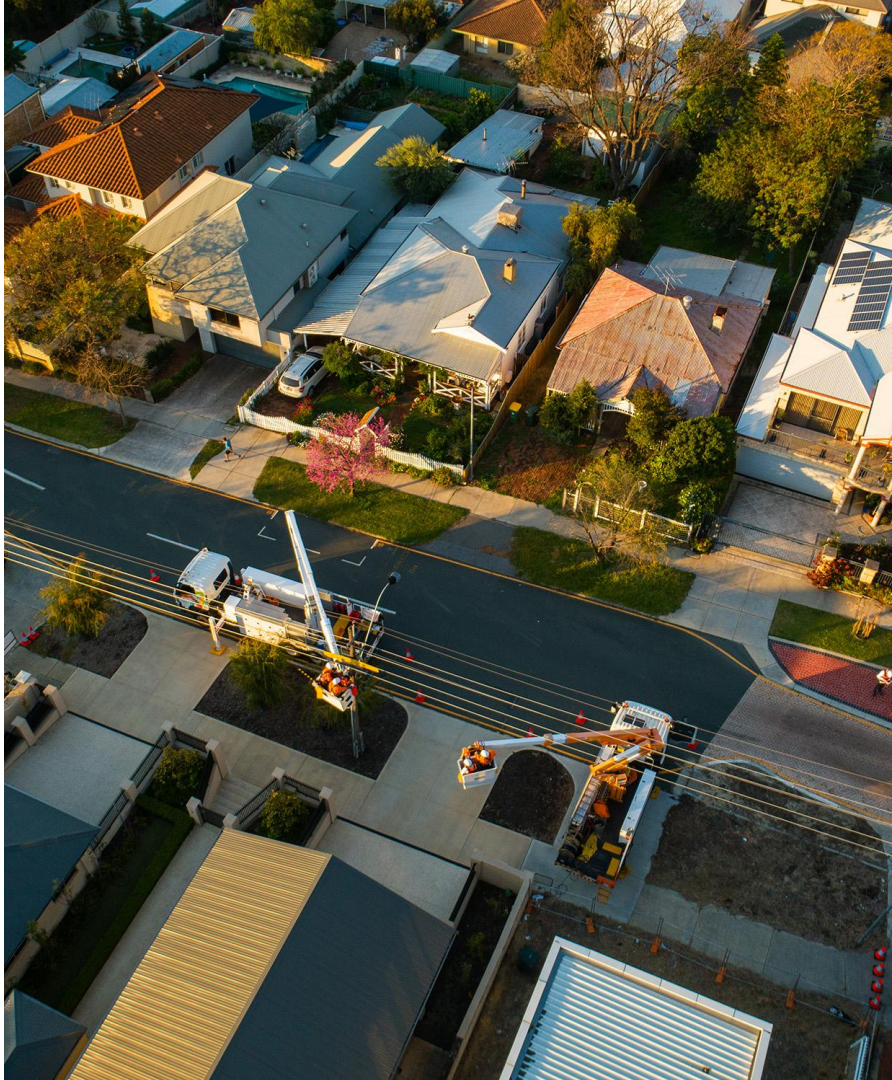
Contents

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

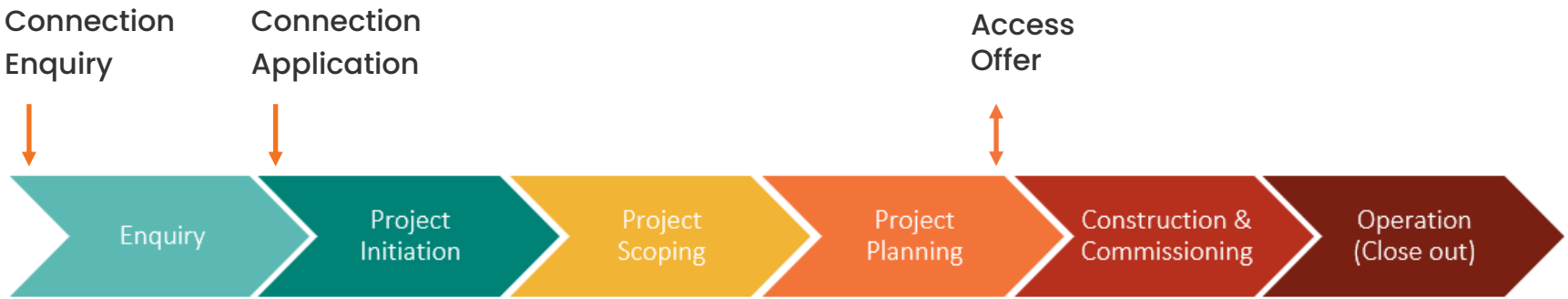


Need for change

- 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

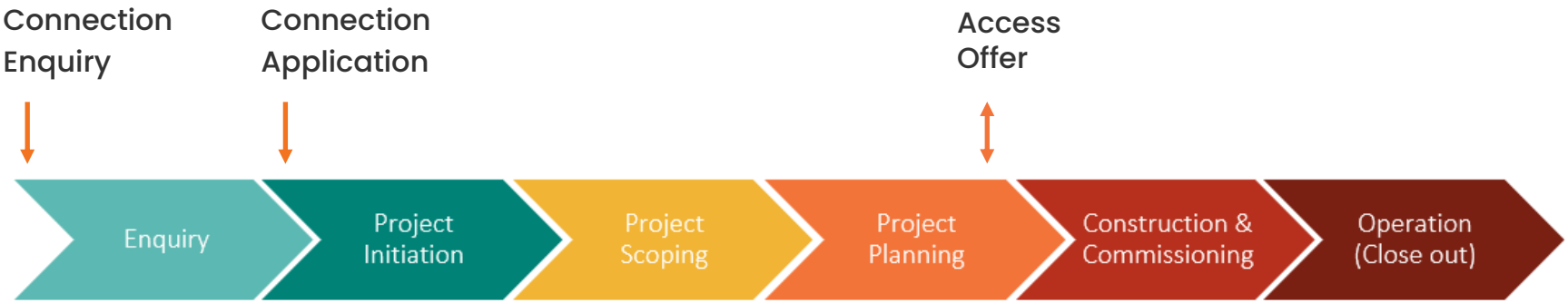
Connection Process Review Outcomes

- 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**

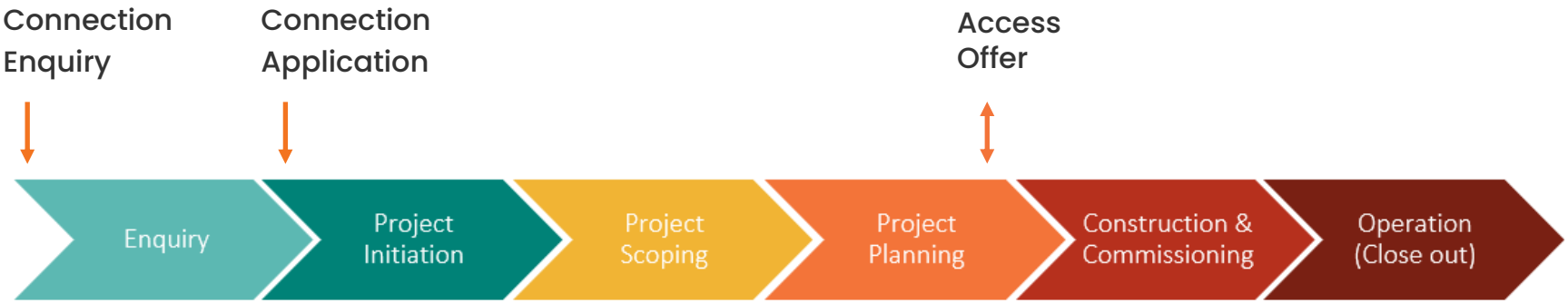
Process Improvement Initiatives



- 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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