

AusNet

Developer Consultative Committee (DCC)

Meeting #17

Thursday 31 July 2025



The background is a dark blue color with faint, repeating geometric patterns of triangles and circles. On the left side, there is a large, intricate circular Aboriginal art design in orange, brown, and white. On the right side, there are two stylized green leaves with white outlines and patterns, and a white feather-like shape with a circular base.

Acknowledgement of Country

AusNet acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands on which we live and work. We pay respects to Elders past and present and celebrate their continuing connection to Country.

Agenda

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Time	Item	Lead
2:00pm 5 mins	Welcome Actions from past meetings	Craig Velt
2:05pm 5mins	1. Safety moment Lithium-ion batteries	Andrew Webber
2:15pm 10mins	2. Metrics Quarterly performance	Ross Morgan
2:25pm 10mins	3. Construction compliance Field audit & build quality trends	Lucas Jurey
2:35pm 5mins	4. Design application trends	Craig Velt & Andrew Webber
2:40pm 15mins	5. Energy connect update	Craig Velt
2:55pm 5mins	6. Cable theft trial update	Andrew Webber
3:00pm 30mins	Open floor & Next steps	Craig Velt



Actions from past meetings

Actions carried over from previous meeting(s)

Action	Assigned to	Due date	Status
AusNet to share an update on their process of locating and minimizing humming noises from REFCLs.	AusNet (Customer Works Team)	As available	Open
AusNet to provide an update on the URD Lots Commissioned data from January – March 2025, that was unavailable at the time of the DCC Meeting #16 due to AusNet undertaking a major upgrade to its SAP system	AusNet	31 July	Complete

Decisions made at Meeting #16

- N/a



01

Safety moment | Lithium-ion batteries

Lithium Battery Disposal

A recent incident occurred at Goorambat East Terminal Station, where a vape (e-cigarette) was disposed of in a skip bin causing a fire within the bin

Key safety takeaways:

- Vapes should not be placed in household waste or recycling bins
- Contain lithium-ion batteries and harmful chemicals
- Highly flammable, can ignite if damaged or short circuited
- Vapes should be taken to **designated e-waste drop-off locations**



Smoke escaping from general waste bin at Goorambat East Terminal Station (GETS) last month



Burnt interior of the waste bin with multiple discarded vape pens

02

Metrics | Quarterly performance

Key Metrics | Our quarterly performance

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Apr– June 2025

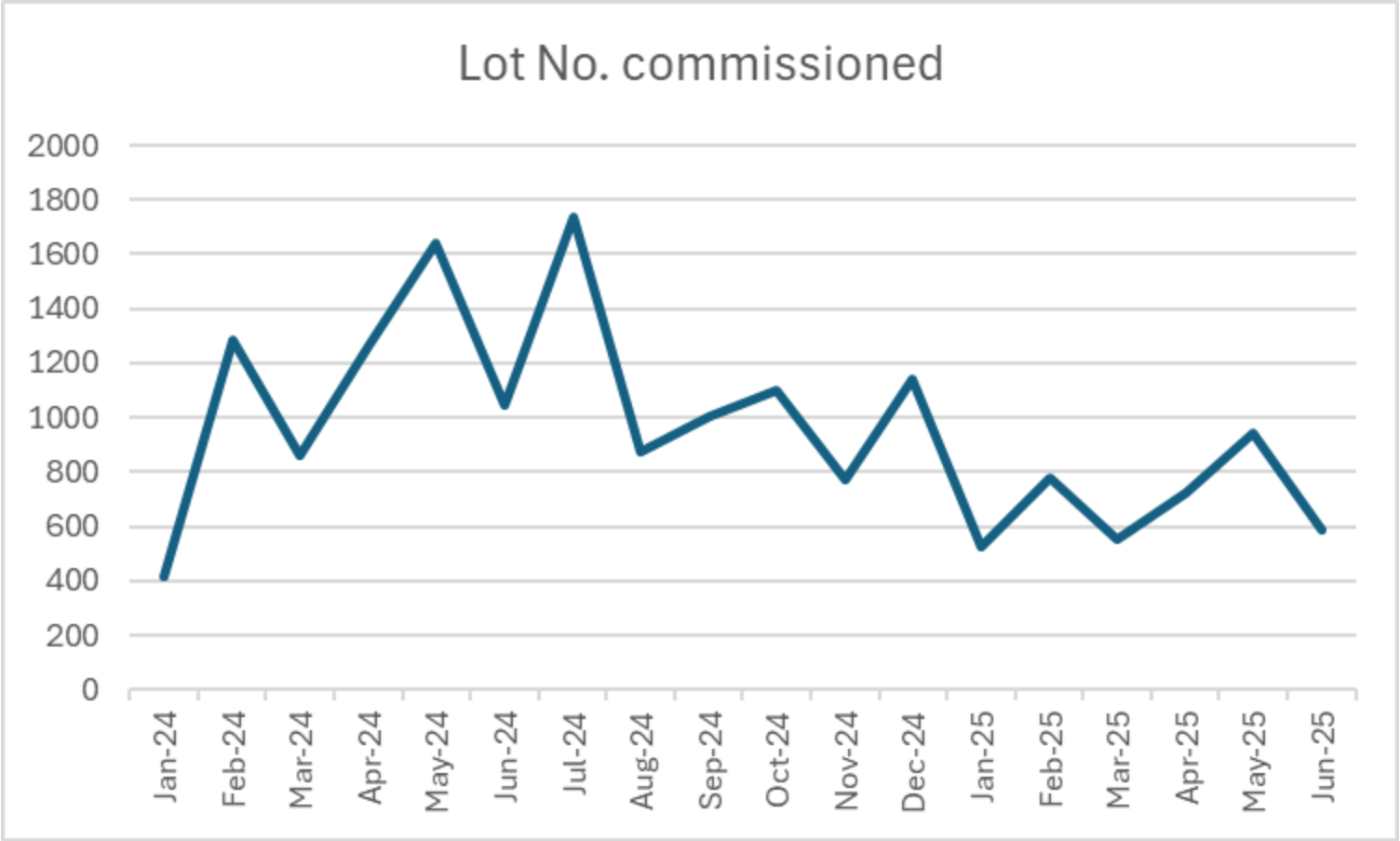
Process step	Description	2023 Targets	QTR performance
Design reviews (approvals)	This stage includes Design reviews and Master Plan reviews.	90% completed < 15 clear business days	QTR Performance: 98% Volume: 619 Rejected: 21%
As Built Plan Review	Review of Cable Detailing quality to ensure compliance with Dial Before You Dig licence obligations	95% completed <3 clear business days	QTR Performance: 88% Volume: 881 Rejected: 23%
Pre-commission network audits (audit before we energise)	Our accredited auditors assess the accuracy of the staged audits. Developers are provided with a pass/fail result.	95% completion within 10 clear bus. days	QTR Performance: 99% Excludes Christmas Holiday break Volume: 153 Failed: 24%
Final network audit	Our accredited auditors assess the tie-in work to ensure it meets compliance and safety standards. Sites can be energised ahead of this stage.	95% completion within 10 clear bus. days	QTR Performance: 97% Excludes Christmas Holiday break Volume: 121 Failed: 12%

Key Metrics | Historical Performance

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Process step	Apr - Jun 2025 Current performance	Jan - Mar 2025	Oct-Dec 2024	July-Sept 2024	Apr-Jun 2024
Design reviews (approvals)	QTR Performance: 98% Volume: 619 Rejected: 21%	QTR Perf: 95% Volume: 488 Rejected: 19%	QTR Perf: 96% Volume: 488 Rejected: 15%	QTR Perf: 96% Volume: 337 Rejected: 20%	QTR Perf: 99% Volume: 625 Rejected: 16%
As Built Plan Review	QTR Performance: 88% Volume: 881 Rejected: 23%	QTR Perf: 83% Volume: 717 Rejected: 24%	QTR Perf: 100% Volume: 795 Rejected: 31%	QTR Perf: 100% Volume: 836 Rejected: 36%	QTR Perf: 100% Volume: 959 Rejected: 34%
Pre- commission network audits (audit before we energise)	QTR Performance: 99% Volume: 153 Failed: 24%	QTR Perf: 100% Volume: 89 Failed: 18%	QTR Perf: 100% Volume: 126 Failed: 17%	QTR Perf: 100% Volume: 114 Failed: 18%	QTR Perf: 99% Volume: 162 Failed: 16%
Final network audit	QTR Performance: 97% Volume: 121 Failed: 12%	QTR Perf: 100% Volume: 121 Failed: 15%	QTR Perf: 100% Volume: 151 Failed: 8%	QTR Perf: 99% Volume: 140 Failed: 14%	QTR Perf: 99% Volume: 164 Failed: 13%

URD Lots Commissioned Historical Performance January 2024 to present



Tracking industry performance

Quarterly performance comparison April – June 2025

Scorecard Results

External Company	Design Scorecard				PM Scoreboard				Detailing Scorecard				Electric Construction Scorecard				Civil Construction Scorecard			
	Endorsed Drawings	Rejected Drawings	Total Drawings Reviewed	Endorsement Rate	Audit Pass	Audit Fail	Total Audits	Audit Pass Rate	QA Pass	QA Fail	Total QA	Pass Rate %	Audit Pass Rate (Civil & Elect)	Volume of Audits completed	Total Electrical Defects (Minor & Major)	Electric Defects per Audit	Pass Rate (Civil & Elect)	Volume of Audits completed	Civil Defects (Minor & Major)	Civil Defects per Audit
Ave				74%				74%				78%	67%			1.06	75%			1.54
Company A					16	0	16	100%					100%	18	1	0.05				
Company B	58	19	77	75%	6	4	10	60%												
Company C					6	0	6	100%					100%	14			100%	7		
Company D	27	18	45	60%	6	0	6	100%	64	25	89	72%								
Company E					1	2	3	33%					0%	2	4	2				
Company F	16	10	26	60%					65	17	82	79%								
Company G													96%	9	15	1.66				
Company H													93%	6	12	2	90%	4	7	1.75
Company I					14	0	14	100%					93%	117	23	0.2	100%	1	2	2
Company J	63	26	89	71%	24	1	25	96%												
Company K	35	7	42	83%	7	1	8	88%	31	16	47	66%								
Company L	172	36	208	83%	37	14	51	73%	76	17	93	82%								
Company M	17	2	19	89%	5	4	9	56%	69	15	74	93%								
Company N	84	37	121	69%	32	7	39	82%	29	19	48	60%								
Company O					21	3	24	88%					86%	29	10	0.34	93%	11		
Company P													67%	3						
Company Q	27	18	45	60%	11	5	16	69%	20	5	25	80%	58%	19	10	0.52	67%	3	1	0.33
Company R	43	6	49	88%	7	0	7	100%												
Company S	2	1	3	67%	0	1	1	0%	1	0	1	100%								
Company T					1	0	1	100%					10%	11	40	3.63	33%	3		
Company U					2	1	3	67%					30%	2						
Company V					6	6	12	50%	8	2	10	80%	50%	12	10	0.83	80%	5	1	0.16
Company W					2	0	2	100%					67%	6	1	0.16	100%	1		
Company X																				
Company Y													100%	2			100%	12		
Company Z																				
Company A1									22	14	36	81%								

Highlights for this quarter:

- ✓ Data available on request (relevant to privacy guidelines)

Reach out to us for more details.

03

Construction Compliance | Field audit & build quality trends

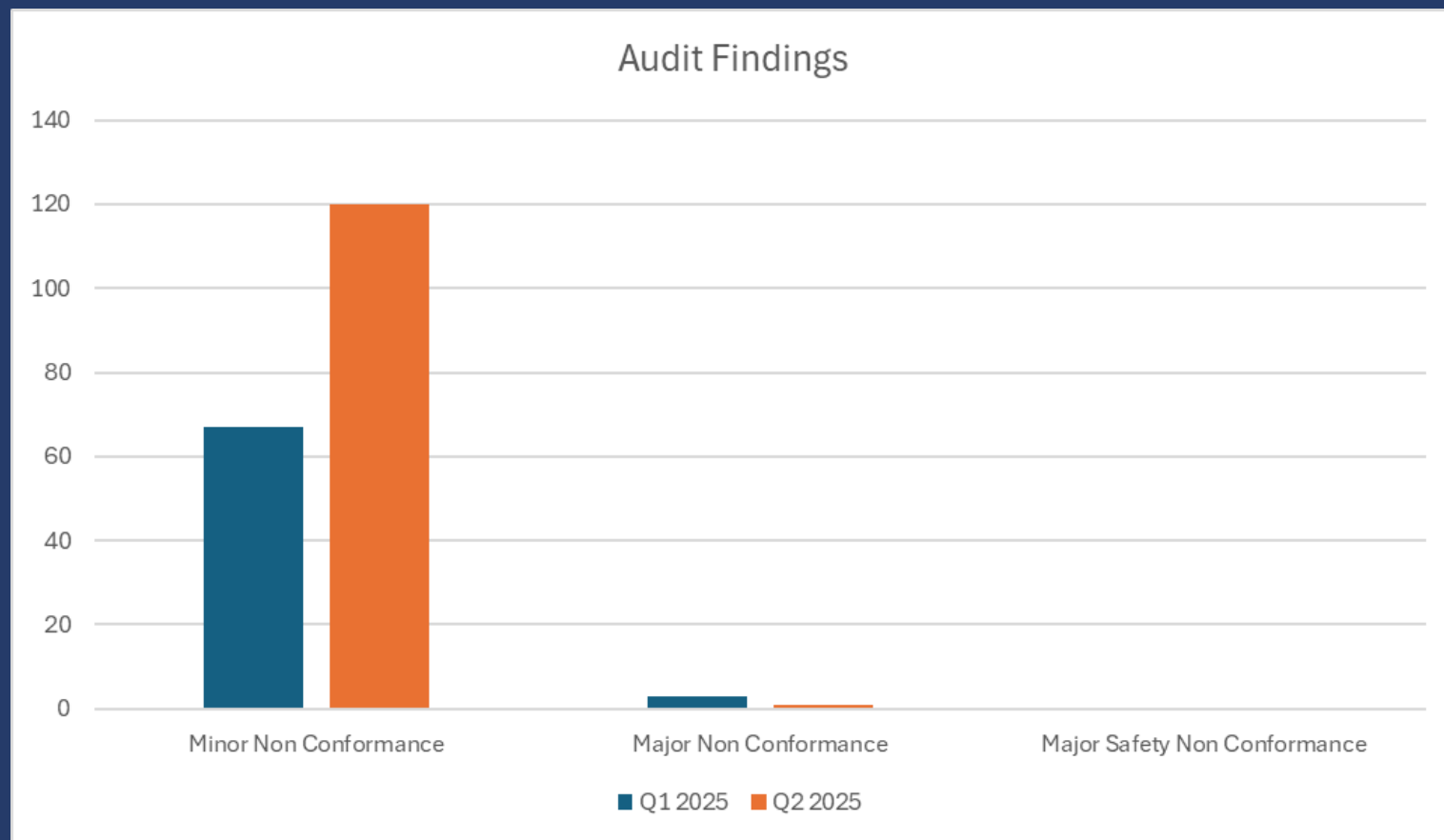
Audit field trends

Update on key audit trends for the period Apr-Jul 2025

URD Network audits completed on Accredited service providers in the 2nd quarter of 2025.

Total non-conformances trending up from Q1 2025-Q2 2025 (Double the amount of audits completed)

No major Safety Non-Conformances for last 2 Quarters



Identified Areas of Findings

Public Lighting has dropped considerably this quarter, despite more audits, constructors are adjusting well to new auditing requirements in this area.

Developer classified non-conformances have risen sharply. This is driven by tight timeframes and civil/road alterations not being communicated.

	Electrical- 39
	Civil- 35
	Public Lighting- 8
	Detailing- 14
	Kiosks- 4
	Design- 14
	Overhead- 16
	Developer- 22

Audit field trends

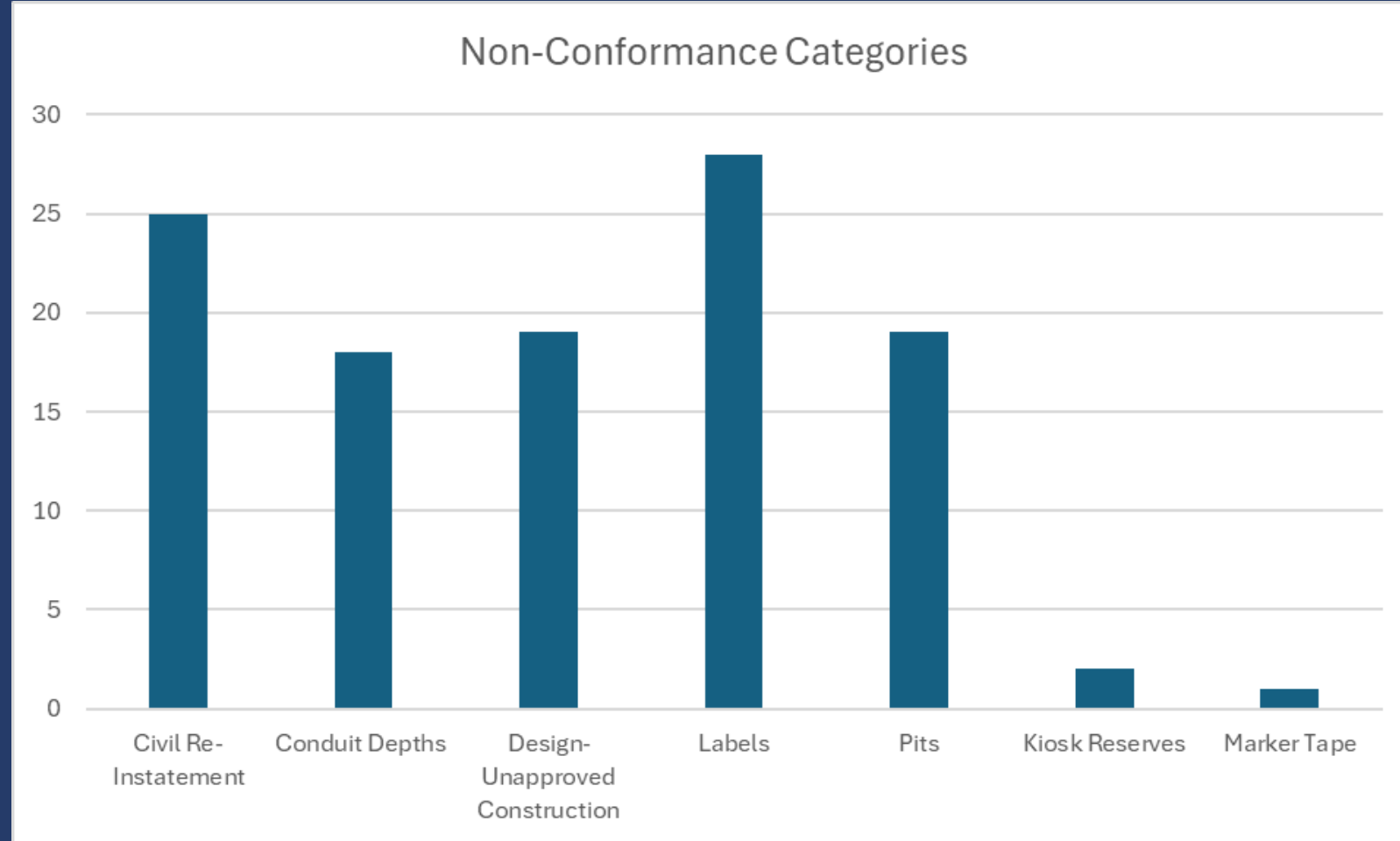
Overview of Non-Conformance Types

We have seen a rise in non-conformances relating to:

- Labelling
- Civil Reinstatement

We have seen a drop in non-conformances relating to:

- Kiosk Reserves
- Marker Tape/Slabs



Key Take-Aways



Labels are updated and installed prior to energization



Site Civil Plans are completed correctly



Road Base and Landscape plans are accurate



FSL's need to be >80% completed

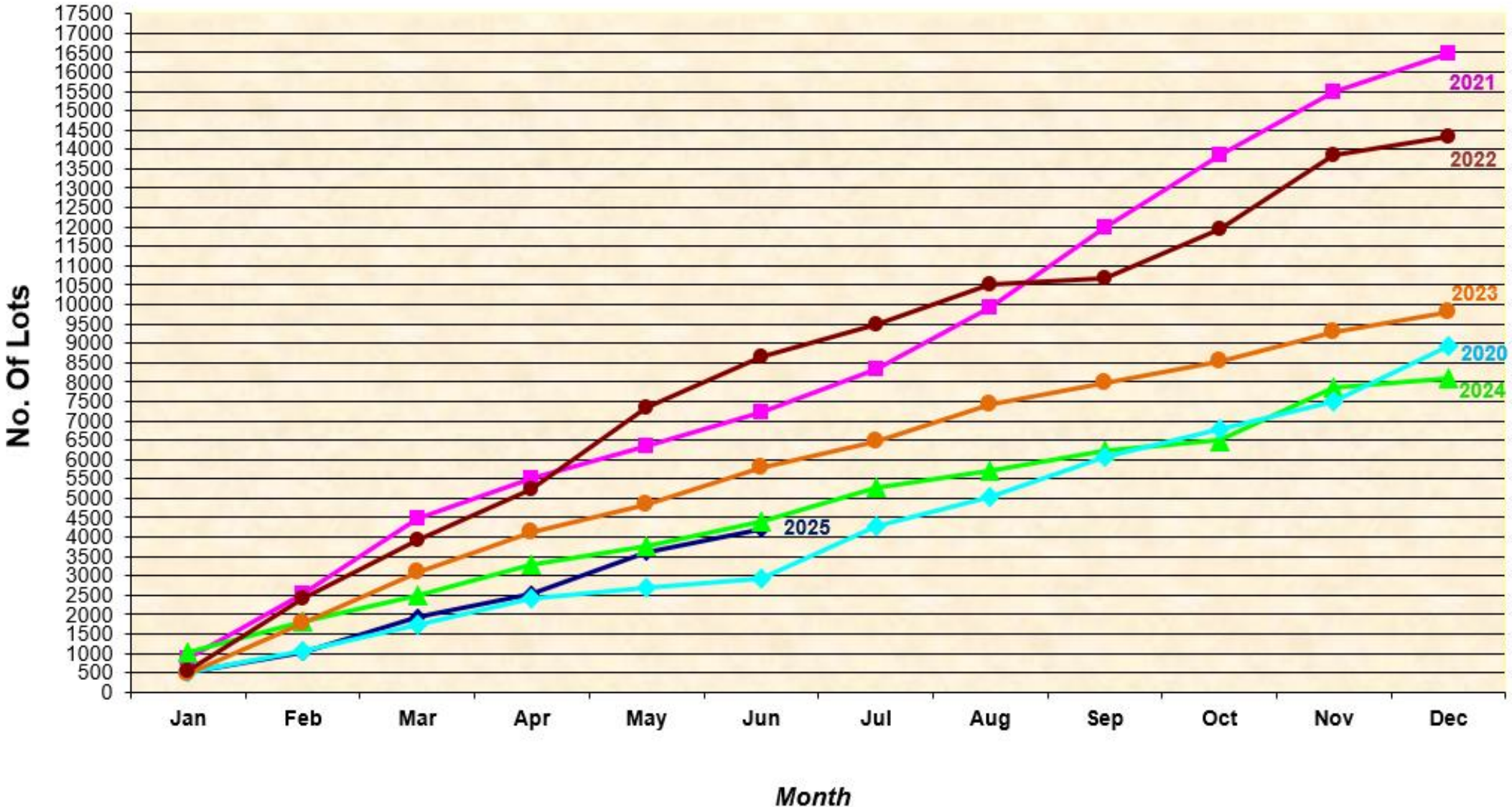
04

Design application trends

Housing Estate application rates - 2025

- 2025 Lots application rates are **equivalent to 2024**.
- Compared to previous three years, the trend is continuing to **ease**.
- This year ranks **11th** for total URD applications over the last 27 years.
- The number of lots up to June 2025 was **4,420** is on par with last years **4,384** lots for the same 6 month period.
- Average annual lot application rates over the last 10 years is **10,065** lots
- The long term lot application rates in AusNet over the last 25 years is close to **8,000** lots
- 2025 has potential to trend to up to around **8,500** lots at current projections

HOUSING LOTS APPLIED FOR ON A PER MONTH BASIS

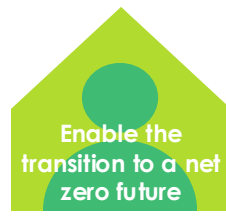
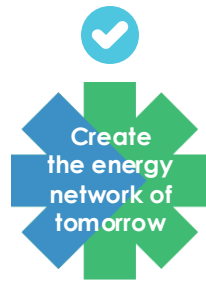


05

EnergyConnect
update

AusNet are continuing to deliver value to our community, customers and people

Our team are working hard to improve the portal experience whilst enhancing our internal processes to step-change the overall experience for our industry partners.



Responsive Customer Service

- Our customers will be able to **self-serve** and receive updates on their electricity connection request. The process is **simpler**, quicker and more transparent
- Address **high priority** issues within the current processes to improve our **responsiveness** and employee experience



Enhanced Operational compliance

- Decrease in GSL payments
- Fewer complaints, EWOV cases and investigations
- Reduction in unnecessary truck dispatches and associated fees



Advocacy Opportunities

- **Demonstrating competence** at core service (connections) for enabling new energy will strengthen our relationships
- **Improved customer outcomes** such as increased tracking and visibility, intuitive user interface and enhance communications will help to drive confidence with our industry partners



Evolve our Operational Efficiencies

- Greater ability to **manage growth in connection activity** due to more efficient processes
- Reduced hand-offs between teams through **improved visibility of customer's requests**, auto-validation of 'paperwork' improving input data quality, and automation of some tasks will all work towards greatly improving the experience for our industry partners



What's changing

We're merging the existing EnergyConnect website with our new customer portal to provide an improved industry partner experience.

From 25 August 2025, industry partners will access EnergyConnect using the below:

1. Visit the new EnergyConnect portal via [this link](#).

Additionally, for ASPs they will:

2. Click **Switch to ASP portal login** on the front registration page.
3. Login with their existing AusNet credentials (they won't need to create a new account).



- All other users will need to register on the EnergyConnect portal
- Our [website](#) will also be updated with the latest information from 25 August and include the new login link



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Available support

Webinar:

Partners can join a [webinar](#) being held on Thursday 14 August 3pm-4pm to learn about what these changes mean for them and see a demonstration of the new portal.

This session will be recorded and a link shared with the group.

Communication:

Our industry partners will all receive targeted communications starting this week advising them of the changes and webinar.

FAQs:

There will be accessible FAQs on the AusNet website and within the portal to help answer any questions that arise.

Top FAQs



ASP specific

Question

Will all their current details automatically transfer over

Answer

Yes, when they log in for the first time, they will see all existing details in the new portal

Will there be much difference in how the new portal looks

They will notice new screens in the portal that are intuitive and provide enhance visibility of information for them.

Is the new portal secure

Yes, We're introducing Multifactor Identification (MFA), so from 25 August 2025, MFA request emails will be generated when logging in every 60 days. These requests are an added layer of protection to confirm users identities before accessing account information



Top FAQs



The new EnergyConnect portal

Question

Can I register a company under a single email address?

Answer

Each registrant must use their own email address and accreditation number to register to the portal. Group or company-wide registrations are not supported at this time.

Will I be able to edit an application after it has been submitted?

Your application can't be edited after it's submitted, but you can use the enquiry form in EnergyConnect to contact us if you need to make any changes, or cancel your application and start a new one.

Will I be able to access all application forms, and the details of applications that have been submitted?

The applications you can raise depends on the role you registered with, e.g. administrators and RECs will have access to all forms, due to their complexity. The level of your visibility over submitted applications depends on whether you submitted the application yourself, or if you were added as an application contact. If another party raised the application on your behalf, you may not be able to view it.



Website content changes

What's changing?

- From 5 current connections-related webpages, to **11 explainer pages**.
- Improved user experience**, helping both customers and industry providers find the information they need based on application type.
- Extensive **content review and uplift** to improve accuracy and allowing for balance between readability and complex language.
- Introduction of **new load content** and increased **clarity of generation connection processes** above 1.5MW.

Electricity Connections

You don't pay your bills to us, but we can help you get connected.

Start an electricity application

Whether you are requesting new electricity supply, an upgrade, or final connection, we can help with your home or business needs.

Create an account or login to our improved EnergyConnect platform

Meter connections

Meter-related applications can now be raised in the AusNet customer portal.

Install an electricity meter

New connections

Whether you are requesting new electricity supply, an upgrade, or final connection, we can help with your home or business needs.

Get started with a new or upgraded connection

Existing connections

Manage an existing connection at your property. Request a relocation, asset alteration or removal of your supply.

Learn more about managing an existing connection

High voltage load

Information about high voltage load connections into our high voltage distribution network (66kV).

Read more about our requirements and start an application

How to get connected

Find answers to our most frequently asked questions about supply and EnergyConnect applications.

Read our supply FAQs

Partners and Agencies

Accredited Service Providers (ASP)

Looking for the ASP portal? We've merged our existing electricity portals into one place.

Login to our refreshed EnergyConnect

Public lighting

Government agencies and local councils can submit public lighting applications in EnergyConnect.

More information about streetlights

New electricity connections for your home or business



We manage the electricity infrastructure (powerlines, cables and poles) needed to move power from where it's made to your home or business.

Before you can switch the lights on at your new property or development, we may need to extend or upgrade this infrastructure to get you connected to the electricity network.

New residential supply applications

How to request new or upgraded supply at a residential property or development project.

Learn the different connection types, costs and how to apply

New commercial and industrial projects

Apply to create single or multiple supply points for your proposed commercial, industrial or business location.

Start an application in EnergyConnect

How to get connected

New connections or changes to an existing connection can be simple, or may involve an extension or upgrade to the electricity network.

Read the steps to get connected

Commercial and industrial electricity supply projects

Apply to establish single or multiple supply points for your proposed commercial, industrial or business location. This includes greenfield developments and staged development of an existing development.

Apply to establish single or multiple supply points for your proposed commercial, industrial or business location. This includes greenfield developments and staged development of an existing development.

EnergyConnect allows you to submit applications to upgrade, extend or change our network for your project needs, including:

- new or increased supply
- pit installations
- private mains on public land applications
- private line removal
- public lighting
- relocating or removing assets or equipment
- high voltage load and major connection and generation projects
- solar applications less than 1.5MW
- meter-related connection, alteration and abolishments.

Contestability

For any complex residential, commercial supply, new estate or public lighting works on our distribution network, you can arrange and fund your own design and/or construction activities as part of the process. Only AusNet-approved qualified persons may do this work so our network remains reliable and safe.

When submitting your application, select from our list of Accredited Service Providers (ASP). If you aren't ready to choose your ASP, you can download the list and tell us after submitting your application.

For more information on our supplier guidelines, see [Suppliers](#).

Generation connections greater than 1.5MW

Applications for renewable generation connections greater than 1.5MW can also be submitted in EnergyConnect. For more information, see [large renewable connections](#).



Looking for information about community projects?

- Community energy projects
- Connecting a community battery

What an
ASP will
see...

Login page

AusNet

About News Careers Sustainability Contact

Sign in

Email

Password

Are you an accredited service provider? Switch to ASP portal login

Forgot password

Register for an account

Sign in

Your new application dashboard

AusNet

Applications & requests Help centre My actions

Welcome, Brian

Last login: 27 Jan 2024 14:39PM

EnergyConnect

Application Quickstart

Not sure where to start or which application type to raise?
Use our guided Application Quickstart to find the right one for you.

Get started

Current application summary

Reference number	Application location	Status
CARZX2IBBGWXX1	15 Edward Road	New
CARZX2IBBGWXX2	78 Jordan Place	Installation pending
CARZX2IBBGWXX3	222 George Street	Installation pending

View all applications

Pending action summary

Reference number	Action type	Due date
AN50-00000075	Upload document	29 Jan 2024
4558-00000000000000000000	Payment	3 Feb 2024
AN50-00000075	Upload document	17 Feb 2024
75123456	Review offer	23 Mar 2024
75123457	Review offer	10 Apr 2024

View all actions

Supply

Metering

Solar & Generation

AusNet

We bring the energy

Get in touch
Can't find what you're looking for?
Or want to talk to us?
Contact us

Privacy
Terms of use

in

View current applications

AusNet

AusNet

Applications & requests Help centre My actions

Application & requests

Application quickstart

MyApplications

Draft applications Current applications Closed applications

Search via ref number, NMI, suburb

Application type

Created date

25 results

Showing 1-25 of 196 results

Reference number	NMI	Application location	Application type	Application status	Created date	Created by	Action
CARZX2IBBGWXX1	630500000001	15 Collins Street, Traralgon	Solar < 30kW	Installation pending	10 Mar 2024	Ravi Singh	...
AN50-123456	Pending	Unit 1, 22 George Street, Moe	Metered abolishment	Validation	20 Feb 2024	Ravi Singh	...
MC-007234	Not available	Unit 2, 34 Main Street, Moe	Major connection - Feasibility enquiry	Awaiting offer acceptance	20 Feb 2024	Ravi Singh	...
7213456	630500000007	9 Main Street, Baimsdale	Supply commercial	Awaiting processing	17 Feb 2024	Ravi Singh	...
7213456	630500000009	33 Wellington Street, Sale	Supply new estate	Validation	11 Feb 2024	Ravi Singh	...
CARZX2IBBGWXX8	630500000008	87 Princes Highway, Morwell	Solar > 30kW - 1.5MW	Installation pending	5 Mar 2024	Customer	...
AN50-123456	Pending	58 Church Street, Warragul	Metered connection	Offer accepted	2 Feb 2024	Ravi Singh	...
7213456	630500000011	104 Albert Street, Leongatha	Supply residential	Awaiting retailer action	30 Jan 2024	Customer	...
7213456	630500000012	46 Hatham Street, Traralgon	Supply residential	Awaiting completion (with field crew)	29 Jan 2024	Customer	...
CARZX2IBBGWXX8	630500000008	87 Princes Highway, Morwell	Solar > 30kW - 1.5MW	Installation validation	5 Mar 2024	Customer	...
MC-007235	Not available	15 Collins Street, Traralgon	Major connection - Connection application	Allocated for initial assessment	10 Mar 2024	Ravi Singh	...
AN50-123456	Pending	Unit 1, 22 George Street, Moe	Metered connection	Validation	20 Feb 2024	Ravi Singh	...
7213456	Pending	Unit 2, 22 George Street, Moe	Supply residential	Validation	20 Feb 2024	Ravi Singh	...
AN50-123456	630500000007	9 Main Street, Baimsdale	Metered connection	Awaiting processing	17 Feb 2024	Ravi Singh	...
MC-007235	Not available	33 Wellington Street, Sale	Major connection - Detailed enquiry	Awaiting customer response	11 Feb 2024	Ravi Singh	...
CARZX2IBBGWXX8	630500000008	87 Princes Highway, Morwell	Solar > 30kW - 1.5MW	Installation pending	5 Mar 2024	Customer	...
7213456	Pending	58 Church Street, Warragul	Supply commercial	Offer accepted	2 Feb 2024	Ravi Singh	...
7213456	630500000011	104 Albert Street, Leongatha	Supply public mains public land	Awaiting retailer action	30 Jan 2024	Customer	...
AN50-123456	630500000012	46 Hatham Street, Traralgon	Unmetered connection	Awaiting completion (with field crew)	29 Jan 2024	Customer	...
CARZX2IBBGWXX8	630500000008	87 Princes Highway, Morwell	Solar > 30kW - 1.5MW	Installation validation	5 Mar 2024	Customer	...
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CARZX2IBBGWXX8	630500000008	87 Princes Highway, Morwell	Solar > 30kW - 1.5MW	Installation validation	5 Mar 2024	Customer	...

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06

Cable theft trial
update/discussions

Update on theft mitigation Trials



DISCUSSION POINTS

- Getting more brazen as prices continues to rise
- Last week saw theft of live SWER HV and LV earths
- Discuss progress of trials and any feedback from DCC

Creative Solutions

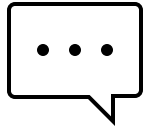
Contractors have started to use "Coffins" to cover kiosks, this has been a great deterrent due to the weight of the cover and the noise required to remove/cut through it.

Bags are also being used, however they have started to cut bags to drain the sand, concrete traffic barriers are also being used.



07

Open floor | Discussion



Open floor discussion

AusNet



AusNet

Thank you.

AusNet

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