



TransGrid

Generator Connection Forum

Survey of Generators
outcomes and response

Survey Background

- TransGrid engaged a Consultant to survey NSW connection applicants experiences in connecting to the NEM
- Intent was to:
 - inform TransGrid as to its performance
 - provide a base to enable enhanced service provision

Survey Design

- Web based and some face to face interviews
- To understand:
 - Important attributes of connection service process
 - Outcomes and service standards experienced
- Two areas surveyed:
 - Connection Outcomes
 - Speed, cost, accuracy of costs
 - Customer Experience
 - Dependability, complexity of process, communication, commercial flexibility, technical flexibility, solutions focus

Connection Outcomes – Results and Response

- Outcome:
 - Less than adequate at meeting market needs of speed, cost and accuracy of cost estimates
- Response:
 - Introduction of Provision of Service (POS) model
 - Increased Customer Options
 - faster response time with wider price band;
 - or tighter price band with increased time frame
 - Panel of contractors being formed

Customer Experience – Results and Response

- Outcome:
 - Less than adequate at technical and commercial flexibility and lacking solutions focus
- Response:
 - Earlier analysis of options
 - Acceptable to sharing / moving of risk (with appropriate price adjustments)
 - Working with Grid Australia to create 'standard' solutions / layouts

Moving Forward

- Adopting a continuous improvement methodology / culture
- Customer survey to be:
 - ongoing; and
 - extended to other customers.