

# UDIA WA Member Update

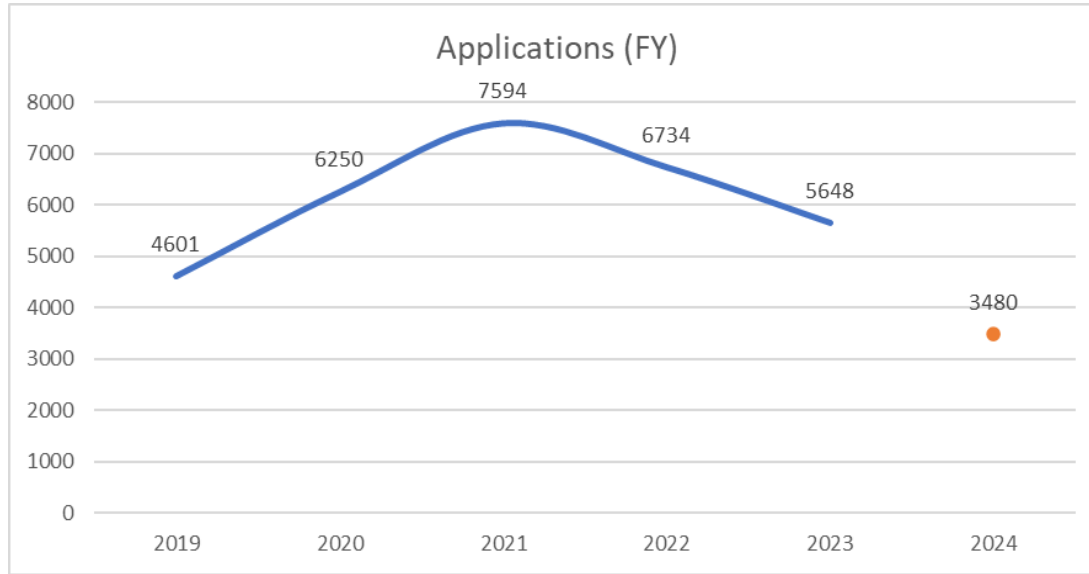
19 February 2024





**Western Power acknowledges the Traditional Owners of the land on which we meet,  
and we recognise their continuing connection to lands, waters, and communities.  
We also pay our respects to Elders past, present and emerging.**

# Application Volumes (FY)



- ✓ As of January 2024, 3,480 applications have been processed. Forecasting on current trend data we expect to hit similar application numbers as last financial year .
- ✓ Total applications are comprised of general projects ranging from simple residential, medium commercial through to high complexity projects. Land Development makes up just over 10% of the total customer connections service applications received is currently at 373.



# Initiatives Overview Update



# Benefit Summary: DIP & DCR

## DIP Self-Serve:

Model to support Electrical Consultants in providing up-front information to complete compliant designs.

Engineering required DIP will run in parallel for **complex cases or large load requests with substantial network impact**

### On Track:

108/138 aged DIP completed

Forecast for aged DIP backlog cleared by 29/2/24

Oldest unactioned DIP timeframe now at 3 months, down from 12 months

The current Land Development WIP is 339 (DIP: 135, DCR:204)

## DCR Trial:

Market capacity, capabilities and responsiveness to support elimination of DCR backlog and test Pre-DCR Clearance

### On Track:

15 projects in trial

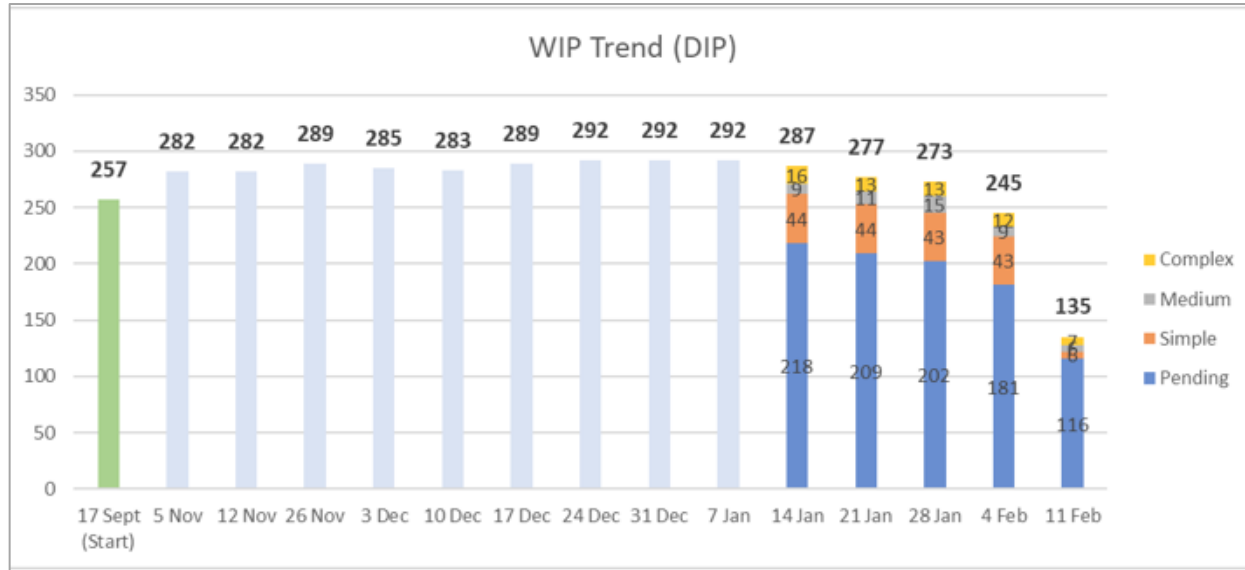
Early clearance process initiated

- 13 project design audits received (2 pending)
- 5 projects awaiting Electrical Consultants responses
- 7 projects approved
- 4 early clearances processed
- 1 standard clearance processed



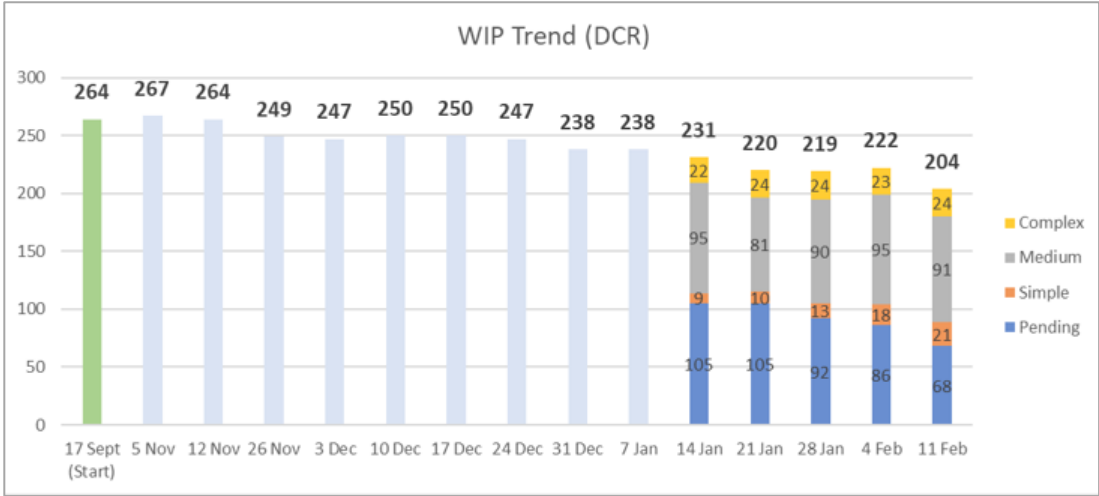
Transition DCR  
trial to  
Pre DCR  
Clearance  
initiative

# Benefit Summary: DIP Self-Serve



- ✓ DIP Self-Serve fully operational
- ✓ Aged DIP consistently decreasing, cleared backlog 29/02/24

# Benefit Summary: DCR



### Third Party Auditing:

The number of organisations offering third party auditing continue to grow with existing Land Development  
 Electrical Consultants expanding their services (UPD and Cossill –Webley)

The inclusion of the third-party audit in DCR Trial has seen a significant decrease in DCR completion time frame, ranging from 4 hours to 3 days depending on quality of design

This is a critical activity to decreasing timeframes we look forward to more organisations expanding their services to include audit

- ✓ Aged backlog progress with ONLY 5 unactioned DCR’s exceeding 3 months
- ✓ Framework developed for consistency around DCR and non-conformance activity
- ✓ Reducing email traffic via live updating with consultants including look ahead reporting
- ✓ Technical forums established for collaboration and continuous improvement
- ✓ January focus has been on DIP Self-Serve, as we shift priority to DCR’s we expect to see decreased WIP in March 2024

# Benefit Summary: Pre-DCR Clearance & Reporting

## Pre-DCR Clearances:

Provide clearance to projects with Practical Completion dates prior to 1 March 2024

Provide clearance options to projects with Practical Completion dates from 1 March 2024

## On Track:

- Process, eligibility, and terms & conditions finalized for projects wishing to proceed with Pre-DCR Clearance
- Initial triage of the DCR queue identified ~55 projects with PC dates prior to 1 March 2024.
- Personnel and procedures in place to manage projects with PC dates from 1 March 2024.
- 13 have progressed to receiving an offer of pre-DCR clearance
- 13 so far are not eligible as either the Quote has been issued, is imminently being issued or project cancelled
- The balance are pending responses around civil progress from Developers
- DCR framework and interface design development have been implemented to improve time to energisation.





# Benefit Summary: Pre-DCR Clearance & Reporting

## Look Ahead Reporting:

Provide Electrical Consultants notice of their respective designs that are imminently positioned for DCR processing

## Complete:

Look ahead reporting is now provided on an ongoing basis



Enables Land Title Release



Improves Design Quality



Relationship building

# Benefit Summary: Customer Support

## Customer Support:

Implement dashboards to proactively manage stakeholder expectations

Provide increased customer support upon enquiry and increased enquiry reporting

## On Track:

✓ Resources commence onboarding 29 Jan

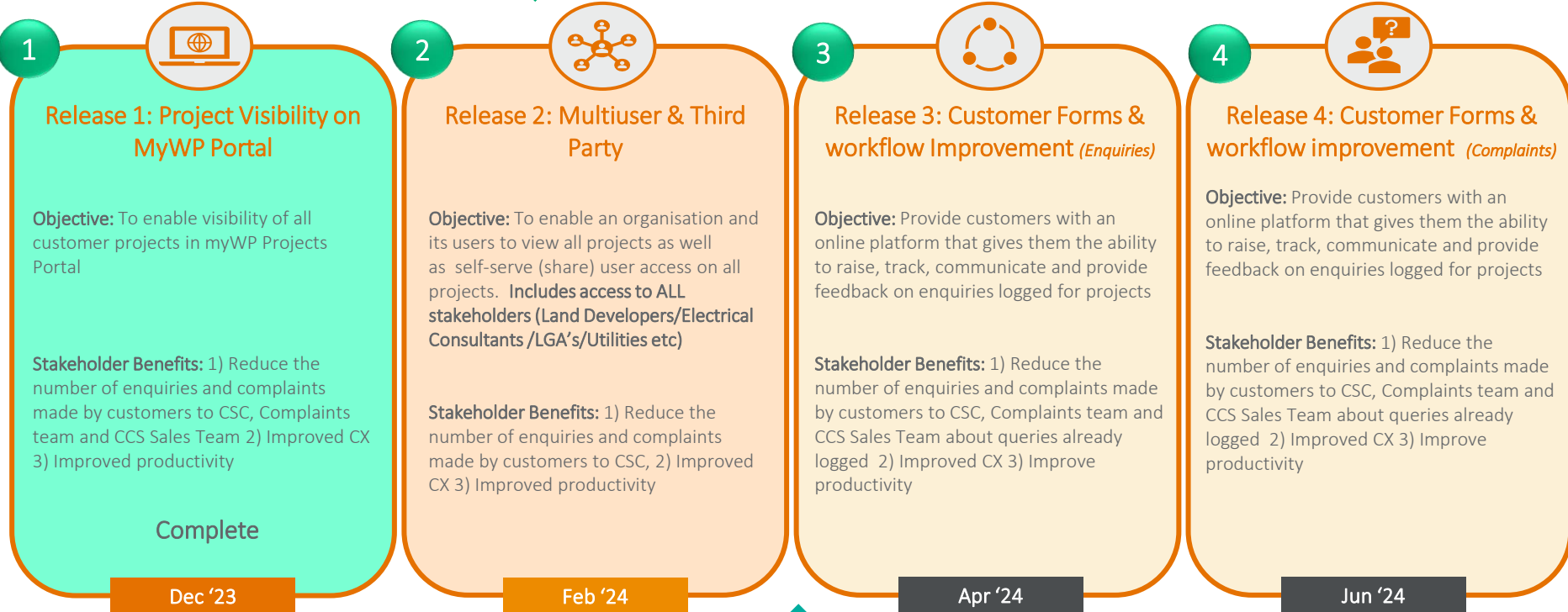
✓ Customer Management System (CMS) Dashboard to manage customer enquiries in progress



- Designer Technical Quarterly Forums scheduled for 11 March 2024
- Speak to an Engineering service
- Direct Project Coordination for high complex projects



# In the pipeline: MyWP Portal



The releases are structured in a way that allows us to unlock value quickly!

# In the Pipeline...

Western Power is progressing several initiatives to reduce the time to connect. Though there is a focus on land development portfolio, we are also implementing improvements in our general projects space. The holistic view is a key enabler to ensuring the changes made are on point and embedded in our future business as usual

## Design Outsourcing

Increase and optimize capacity and capability of Western Powers external design panel

- ✓ 1145 Projects allocated to vendors
- ✓ Design timeframes decreased to 20 weeks
- ✓ New vendors being onboarded in 2024

## Quality Assurance Framework

Interim QA approach for Simple/Medium projects - net impact 60% of project volumes

- ✓ 225 simple/medium projects reviewed
- ✓ 41 did not meet criteria (HV)
- ✓ 170 approved, customer quote issued
- ✓ 14 require rework due safety compliance issues



# In the Pipeline...

## Design Vendor Management

Relationship management model established with external design houses, coupled with full implementation of Risk-based Quality Assurance Framework

## Customer Connections Portfolio Restructure

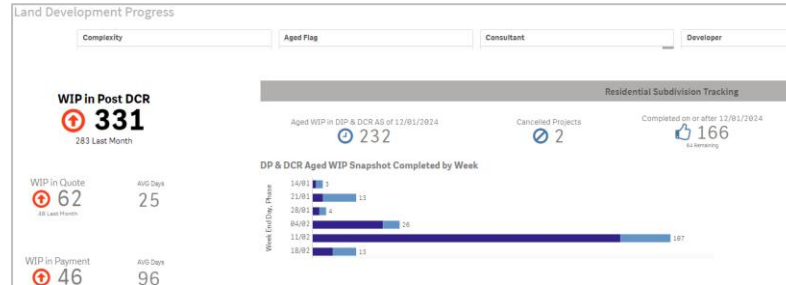
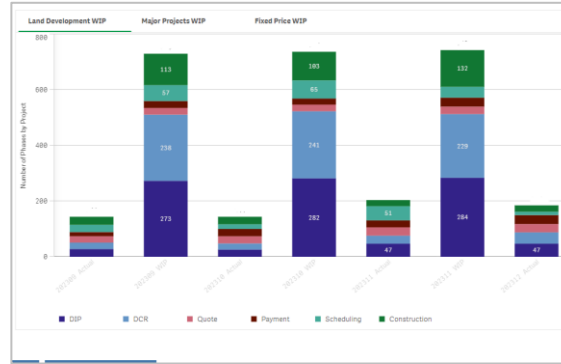
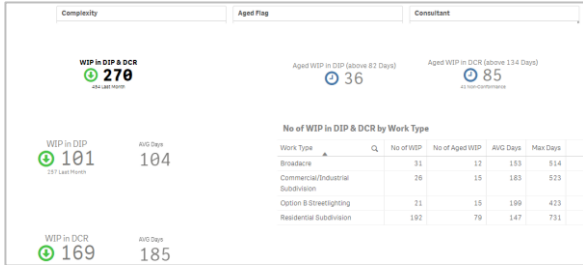
Based on the important and significant capacity of the portfolio, we have commenced a restructure of a dedicated function for Customer Connection Services . The Major Works portfolio will move across to become its own function, this will support the focus on distribution connections, rebuilding employee satisfaction, refining capabilities, focus on proactive customer relationship management and improved customer response times.



# In the Pipeline...

## Portfolio Performance Reporting

We are building suite of performance reports to monitor progress of our initiatives. The reports provide current performance, and also insights to proactively shift focus depending on priorities and industry needs





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