

# Streamlining Connections Programme FNF Connections Journey Mapping

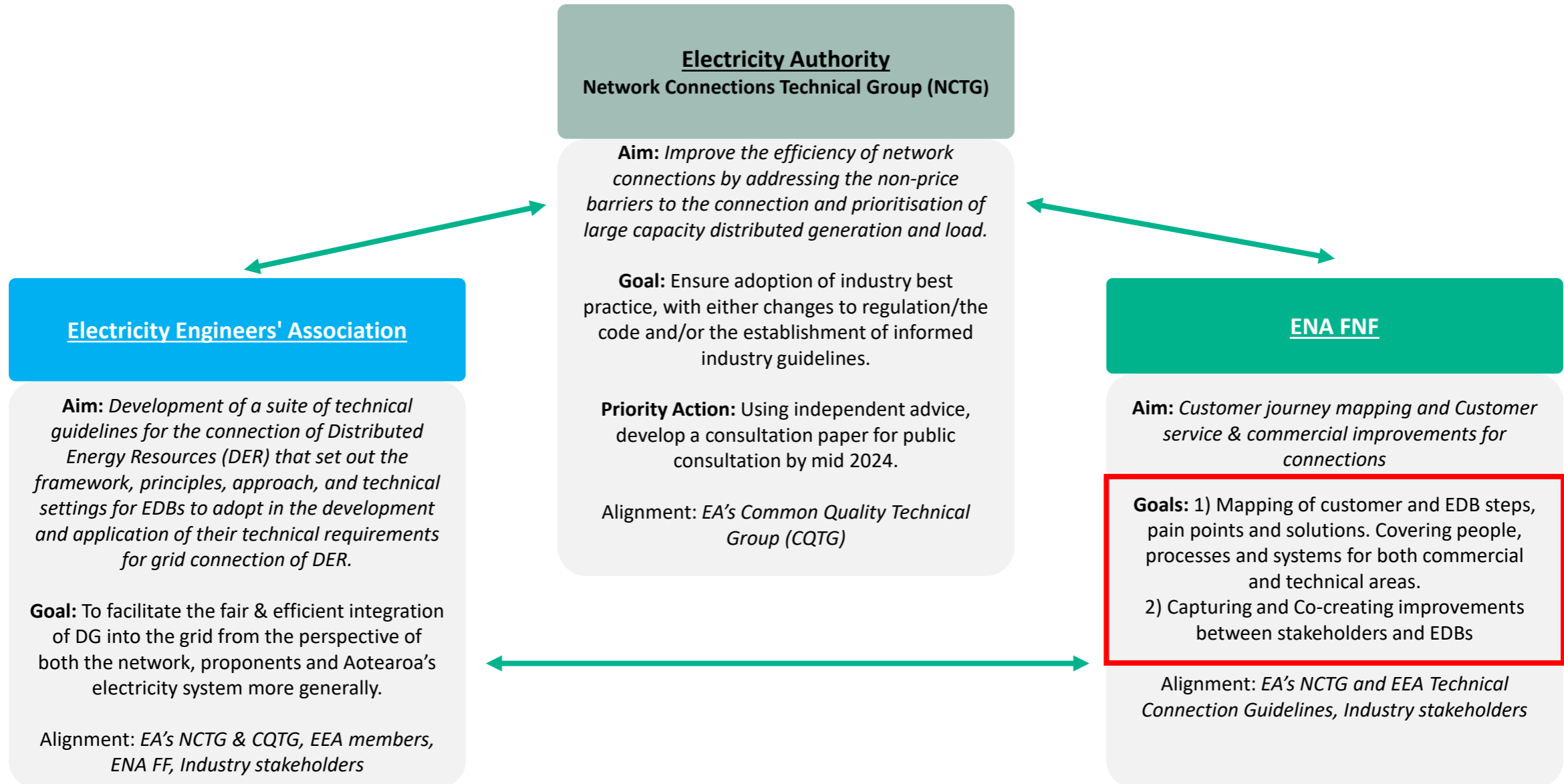
**Sian Hughes - Orion**

āhuarangi.  
kiritaki.  
mahi ngātahi.

climate.  
customers.  
collaboration.

# Streamlining Connections Programme

Bringing together New Zealand experts in the connections sector to swiftly improve the new connections journey for all stakeholders involved.



# Connections Customer Journey

Pre-application



Website self-serve information

Pre-application meetings

Budget Estimates

Application



Formal application submitted

Conceptual Design



Conceptual non-detailed design completed

Acceptance



Customer accepts and makes payment to progress

Detailed Design



Detailed design of the project is completed

Delivery



Connection is delivered and livened

# Customer feedback on Connections pain points: EV CPOs

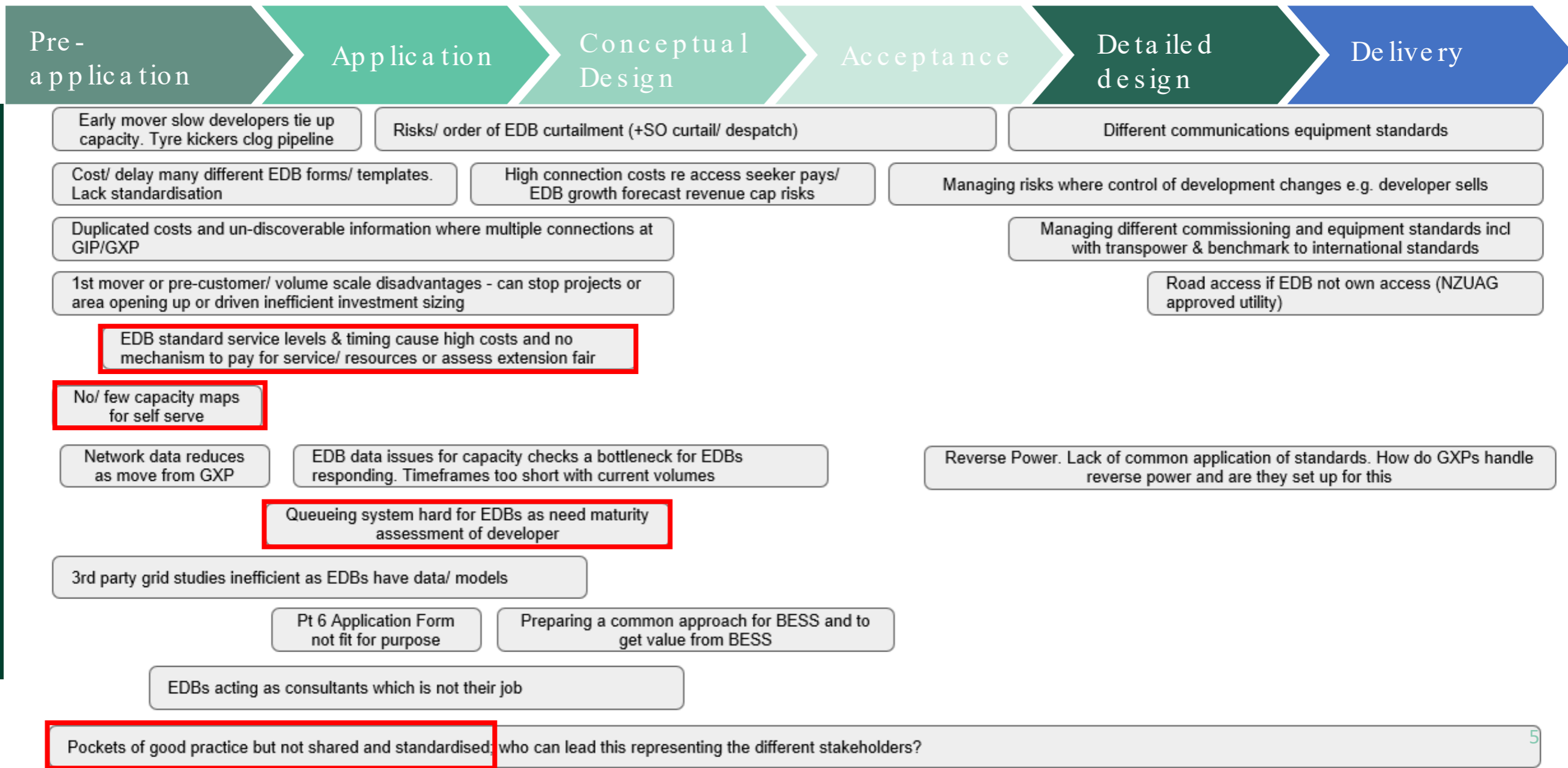


EV CPO	No multiyear view for EDB AMP plans (& CAPEX allowances)	No network data. Can't tell good from bad sites on day 1, waste time & \$\$	If move to new site, repeats cost/ time pre-application (& at back of queue?)	29 EDBs processes, pricing approaches, technical standards, easements	Shallow CAPEX contribution v upstream and DUOS	People issues - turnover, shared mailboxes, no account manager	Lack of choice & visibility on performance/ benchmarks incl contractors	Lack of choice - service provider
	Poor spatial planning e.g. local area energy plan	High cost - if not know size to get "sensible" cost, guess, repeat	What flexibility options, dynamic ratings, phase build, other flex/ DERs or	Inconsistent timings, service levels compounded by uncertain, long time	Actual and perceived DUO recovery risks/ social transfers	1st mover disadvantage (later free rides on capacity)	Long lead times (+ risk of resizing)	Final bill uncertain



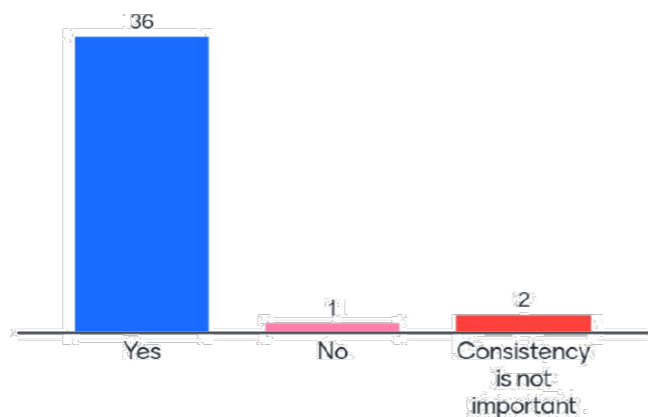
# Customer feedback on Connections pain points: Large DG

Large DG

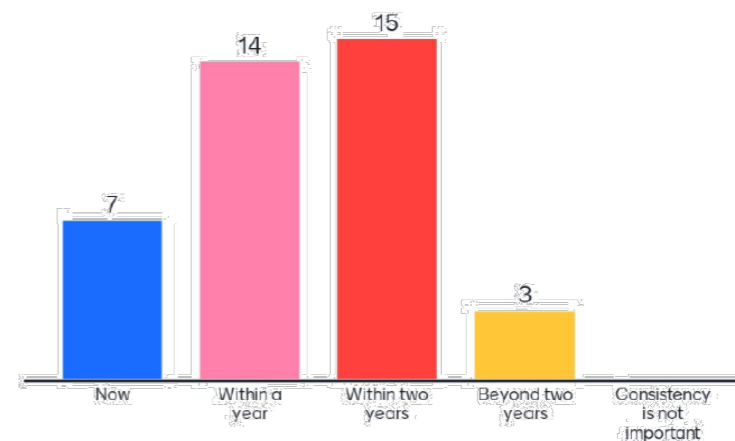


Access to network capacity data & other self-serve information	Early discussions regarding sites, capacity, flexibility	Too many forms for different EDBs	Inconsistent timings & service levels
Account/relationship manager	Queue Management and milestones	Contestability and performance of contractors	Common technical standards & equipment
Long lead times	Costs unknown	Common approach for BESS	Standardisation towards industry best practice

Do you think we could do better to deliver a consistent experience for customers working with multiple EDBs?



When do you think EDBs should deliver a more aligned experience?



# Customer feedback on Solutions



EV CPO

CPOs share rollout plans Q  
 Application process transparency e.g. portal Q  
 Standard application form L

Condensed AMPs  
 GIS access  
 Dedicated resource (no GIS) Q  
 Capacity maps HV/LV L

Overview 29 EDB contribution policies Q

Published metrics contractor performance Q  
 Standardised equipment and stock holder - EDB or CPO L  
 More contractor competition L  
 Consider the approved contractors list L

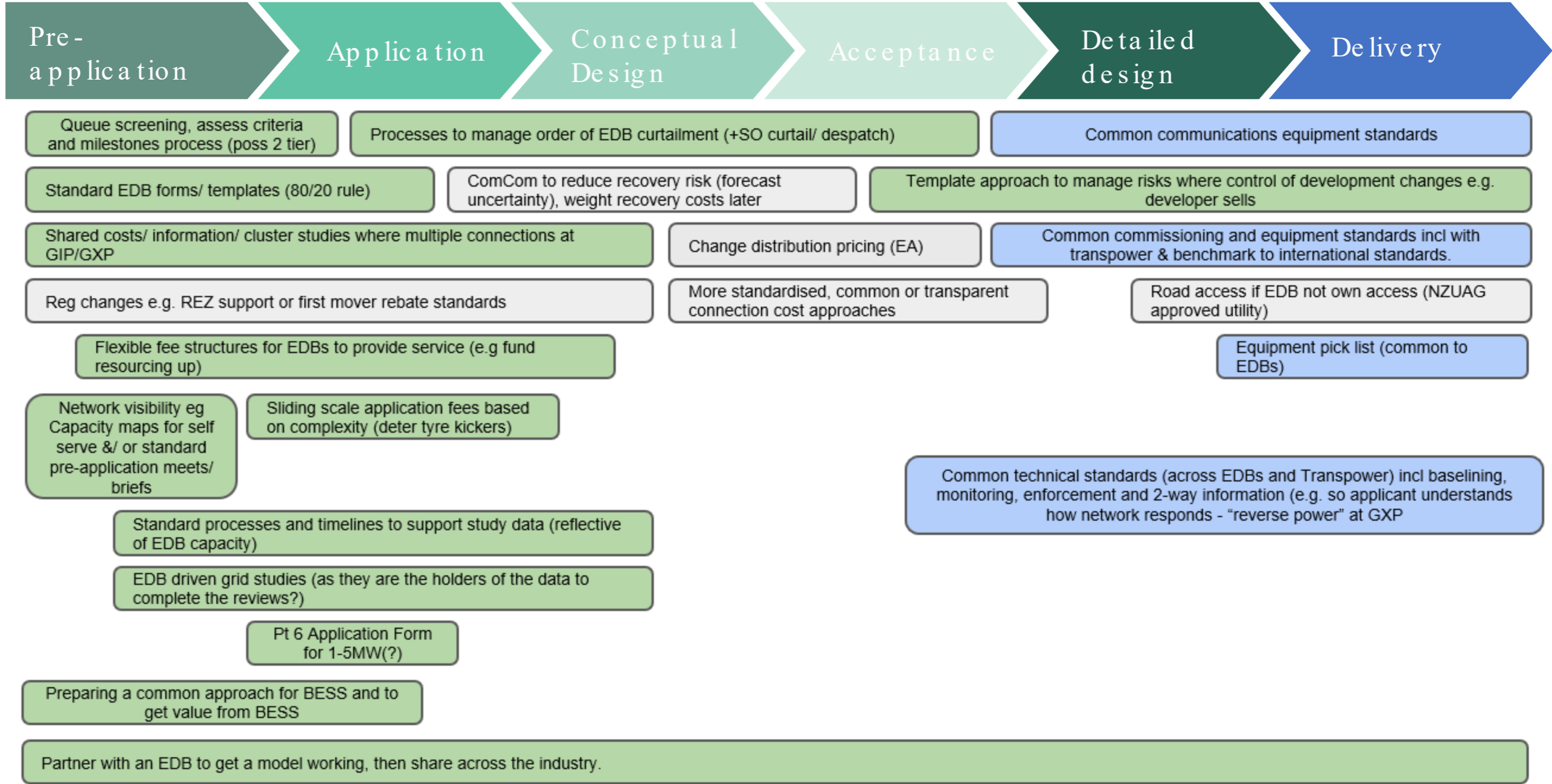
Named key contacts (done for list) Q  
 Measure and publish performance (timescales from apply to commission bounded by voltage ranges) Q  
 Both sides staff education/ visits/ workshops Q  
 SLAs L  
 Better and more dedicated resourcing and self serve L  
 Standardised processes incl procure L

Nationally consistent:  
 Minimum response times  
 Processes, forms, prices,  
 Technical standards,  
 Performance monitoring on timelines/cost benchmarked against national standards  
 National reporting in plain English

Q - Quick

L - Long term





FNF

EA

EEA

*We need data from EDBs to understand if time to quote, time to connect timeframes & performance are as varied as feedback suggests*

- 1. Standard jargon buster / glossary
- 2. Standard contact guide / info
- 3. Align connections journey steps / labels across EDBs
- 4. Customer self-service capability: capacity maps, website info, FAQs, videos
- 5. Standardise pre-application meeting offering (+ charge for this service)
- 6. Offer approximate budget estimate
- 7. Standardise key questions at application (require more information upfront)
- 8. Introduce cost recovery for all costs at conceptual/detailed design/contractual stage (to help EDB resourcing)
- 9. Standardise quote cover letter with key information
- 10. Recommendations where possible on technical and commissioning standards (EEA-led)
- 11. Have baseline commercial contracts published with standard Ts & Cs
- 12. Create EDB queue management & milestone policy in line with Transpower
- 13. National stakeholder engagement via ENA FNF with published report

# What could we usefully align on? Early draft assessment of the long-list:

