

Introduction

Matthew Hindson Connections Manager



Introduction and Teams Session Protocols

- Due to the number of attendees, everyone will be initially muted.
- Please turn your camera off, only used by presenters and Ausgrid staff.
- Please use the **chat box** if you have a question **relevant to todays topics**, we will attempt to answer your questions at the end of each presenter's session. If time permits we may open up to questions via "hand up" function at the end.
- Ausgrid staff in attendance.
- Ausgrid presenters.
- Feedback will be welcome via a link in the chat box towards end of Event.



Agenda

Topic	Presenter
1. Welcome	Matthew Hindson
2. Updates and Reminders	Matthew Hindson
3. ASP Reputational Survey Findings	Matthew Hindson
4. CX Lavender Report Feedback	Matthew Hindson
5. Asset Engineering and Role of Transmission Engineering	Rob Bradley/Brendon Burns
6. CRM Update	Andrew Vandenbergh
7. Network Standards Update and Changes	Matthew Cupples
8. Cable Ratings	Kate Thomlinson



Updates and Reminders



Matthew Hindson Connections Manager

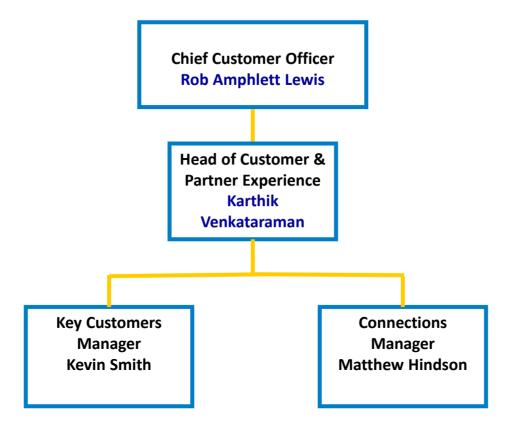


Updates and Reminders - Topics

- What is happening at Ausgrid.
- Contestable Project Statistics.
- Contestable Connections KPI's.
- Customers Detail Form.
- NS112 Direct Distributor and Customer Substation requirements.
- Department of Planning, Industry and Environment accreditation details.
- Authorised ASP/3 designers to submit designs.
- Pole Embedment Calculator (PEC) license requests.



Connections Structure – December 2020





Contestable Project Statistics

Contestable Project Volumes

- Connection application and resulting contestable project activity are showing signs of increasing over the past year, despite COVID-19.
- Up to November 2020 there has been a 17.4% increase in requests for Contestable Connections compared to the same period in 2019.
- FY 20 there were 4384 applications and 1234 becoming contestable projects.
- FY 21 November YTD there were 2145 applications (17.4% increase) and 458 becoming contestable projects (10.9% decrease).



Contestable Connection KPI's

Design Information (Target < 20 Business Days (BD), 90% of the time).

- **FY20** 12.6 BD on average, 85.7% < 20 BD.
- FY21 November YTD 8 BD on average, 92.5% < 20 BD.
 42% improvement on FY20 November YTD at 13.8 BD.

Design Checking (Target < 10 BD, 90% of the time).

- **FY20** 5.8 Business Days (BD) on average, 88.4% < 10 BD.
- FY21 November YTD 5 BD on average, 94.5% < 10 BD.
 24.2 % improvement on FY20 November YTD at 6.6 BD.



Customer Details Form (CDF)

- CDF amended to reflect changes made to the Contract for Design Related Services (CDRS) in July 2020 to improve flexibility, efficiencies and provide a better customer outcome.
- CDF developed as an interim measure until Better Connected/CRM enhancements made.
- Now required earlier in the connection or relocation process.
- The customer in CRM defaults to the payee in Offers (previously was the applicant).
- Allows the customer to be billed for the design contract.
- Customer information captured after design Offer and prior to invoicing.



Updates and Reminders

NS112 Design Standards for Industrial and Commercial Developments

Direct distributor:

- is an exclusive supply to a customer's SB from a distribution substation remote from the customer's premises. Supply availability and the route length permitted for from an U/G direct distributor will be determined by Ausgrid.
- The maximum underground direct distributor rating is nominally 800A.
- The route length for a 600A or 800A underground direct distributor should not exceed 30 metres.

Customer substation:

Ausgrid may determine that the existing network is unable to meet the clients supply requirements.
 In accordance with the Service and Installation Rules of NSW, the client may be required to provide a suitable space and approved enclosure to accommodate Ausgrid transformer(s), switchgear and other associated equipment.

Where supply is taken direct from a customer substation, the customer's MSB shall, wherever practicable, be located immediately adjacent to the substation. If the customer's MSB cannot be located immediately adjacent to the substation, the proposed location must be approved by Ausgrid as early as possible in the design process.



Updates and Reminders

- Please ensure your ASP Scheme accreditation details are current with the Department of Planning, Industry and Environment.
- Only Ausgrid authorised ASP/3 designers are permitted to submit designs to Ausgrid for certification.
- Due to licencing agreements, only Ausgrid authorised ASP/3 designers are able to request and use a Pole Embedment Calculator (PEC) licence.



ASP Reputational Surveys

Question: How likely would you be to speak well of Ausgrid to family, friends or colleagues?

Ausgrid ASP NPS segments	May 20	August 20	Difference
Net Promoter Score – ASP/3	-48	-28	+20
Net Promoter Score -ALL ASP	-46	-37	+9

Satisfaction by area	May 20	August 20	Difference
Proactive Process Management	53%	71%	+18
Ease of finding information	65%	79%	+14
Effective Communications	53%	64%	+11
Timeliness of response	47%	79%	+32
Improving Products & Services	41%	65%	+24
Accessibility – reaching the right person	59%	64%	+5



ASP Reputational Surveys

Focus remains on improvements across service areas which are of high importance:

- Effective communications
- Timeliness of response
- Staff accessibility
- Ease of finding information

Response times in contacting Ausgrid staff and their responsiveness

Proactive communications during process changes

Better customer focus and empathy

Reaching appropriate Ausgrid staff over the phone

Improving products & services: Reapplication charges, portal usage

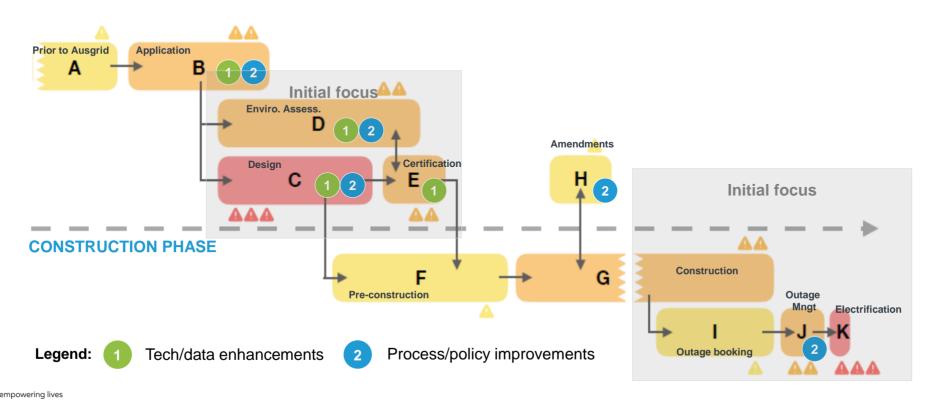
Source: August 2020 survey verbatim responses



CX Lavender Report Feedback

- An end-to-end review of ASPs experience navigating the non-basic connection process from Design to Construction was conducted through multiple interviews and workshops conducted with Ausgrid and ASPs.
- This highlighted pain points and opportunities for improvements in each stage.
- Once prioritised, initiatives will commence Q1 2021 and will be communicated. A key focus is to improve internal processing and approval times (exact scope of work is still being defined).

DESIGN PHASE



Transmission Engineering

Rob Bradley - Manager Transmission Engineering

Brendon Burns - Senior Consultant Asset Engineering



Asset Engineering, Policy and Standards (AEPS)

Session topics:

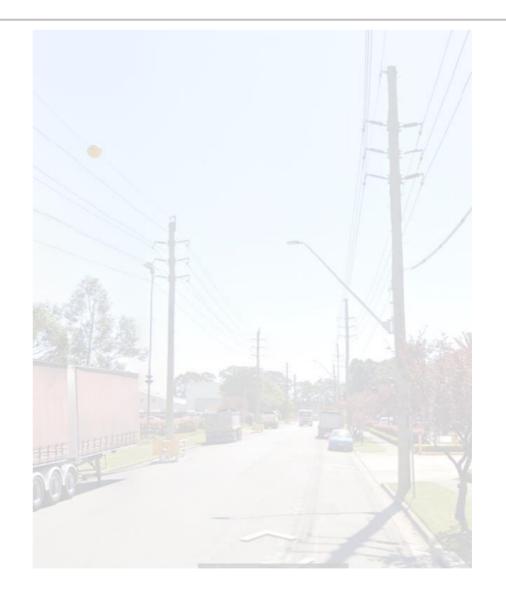
- What does AEP&S do?
- Why adhere to standards?
- AS5577 ENSMS outlined
- Technical approvals
- Are standards perfect?
- Current problems
- How can we help you (Q&A).



Asset Engineering

What do we do?

- Standards
- Equipment specifications
- Technical approvals
- Technical documentation
- Investigations
- Technical audit
- Failures
- Innovation
- Subject Matter Expertise over asset lifecycle
- Industry representation, e.g. CIGRE/ENA
- Environmental





The Importance of Adhering to Standards and Approvals

Assets need to be managed over their lifecycle:

- Design
- Installation
- Operation
- Maintenance
- Repairs and decommissioning all need to be considered.

Electricity Network Safety

Management System requirements.

What can go wrong?

- Failures
- Leaks
- Reliability impact
- Safety impact
- Legal liability
- Increased maintenance
- Reduced lifetime
- Replacement costs



AS5577 Electricity Network Safety Management Systems (ENSMS)

Compliance with AS5577 is mandatory via legislation and Ausgrid's ENSMS:

- Technical standards
- Industry/company codes
- Variations & safety.
- IPART reporting
- Retrospectivity

4.3.4.1 Published national or international technical standards

- A Network Operator shall identify the published national or international technical standards used by it in—
- (a) the design and construction of existing network assets;
- (b) design and construction of new network assets; and
- (c) the commissioning, installation, operation, maintenance and decommissioning of network assets.

4.3.4.2 Industry/company codes

A Network Operator shall identify the industry or company codes used by it in-

- (a) the design and construction of existing network assets;
- (b) the design and construction of new network assets; and
- (c) the commissioning, installation, operation, maintenance and decommissioning of network assets.

If the Network Operator chooses not to comply with particular provisions of an industry or company code, the Network Operator shall document—

- (i) the reason for the non-compliance with the code; and
- (ii) the alternative provisions for the design, construction, commissioning, operating, maintenance and decommissioning of network assets that will ensure a level of safety in relation to those activities that is at least equal to or greater than the level of safety that would ensue from compliance with that code.



What is Checked for Technical Approval?

- Meets spec requirements ("company code"):
 - e.g. dimensions, weight, operability, materials, signage, ESR, MSDS, compatibility with other equipment, training, lifecycle etc.
- Meets AS/IEC/IEEE requirements ("technical standards").
- Tested properly:
 - Type & Routine/Sample factory tests.
- Deviations/variations are properly assessed & documented:
 - NS181 Network Standard variation process
 - NS181 Approved Materials List & assessment process
 - Request via Customer representative.
- BeSafe Pro14.1F Risk assessment for Ausgrid procurement.



Are all Standards and Procurement Equipment Perfect?

- Standards are written and equipment procured at point in time for specific purpose.
- Evolve with changing world.
- Reviewed every 3 years or more frequently if needed, usually via working group.
- Prescriptive vs functional.

Feedback Welcome!



Current Problems with Contestable Transmission Projects

- Non-approved equipment:
 - Certified in design
 - Missing from design
 - Substituted after certified design.
- Inadequate QA checks / ITPs during installation.
- ASP jointing competence at 33kV.
- TSB and grout:
 - Non-approved mixes
 - No sample tests during installation
 - No review of sample test results.



CRM Portal Update

Andrew Vandenbergh
Contestable Connections Team Leader





Navigate To ▼

Account Settings

Sign out

Ausgrid Customer Portal

Connection Projects

Track and manage your connection applications and projects.

Enquiries

Send us your enquiry and our team will be in touch

Complaints

Help us resolve your issue and submit a complaint

Claims

Make a claim for property or other damage caused by Ausgrid

Contact Preferences

Let us know how you would like Ausgrid to contact you



In your project list:

- Search function use wildcard * and sort
- Closed/Warranty projects filter.

In the Design Submission:

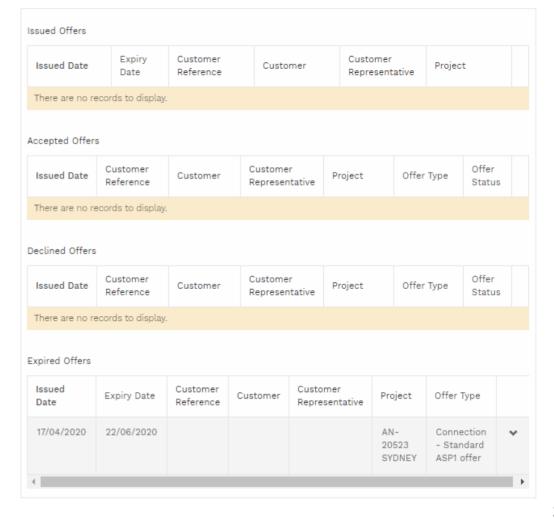
Recommend use of ZIP file for large number of attachments.



ASP/3s acting as applicants/agents won't be invoiced for initial design or construction fees (even if accepting Offers on portal).

Expired Offers – can no longer be accepted.

Offers





Roadmap Highlights:

- PDS submission upload via portal
- Ability for ASP/3 to open portal submission record for design amendment upload
- Customer data structure enhancement to allow more efficient and flexible portal access (e.g. users with multiple companies).

ASP/3s are one of our key user groups – please keep sending suggestions to contestability@ausgrid.com.au



Network Standards Update and Changes

Matthew Cupples - Manager Distribution Engineering





Network Standard Updates

- Process.
- Types of changes.
- Work over the last year.
- Focus on NS220 Overhead line design.



Review Process

- Review in accordance with a schedule, or where a specific need is identified.
- Lead by the Standards team, in consultation with stakeholders.
- Contact via Contestable Project Coordinator.

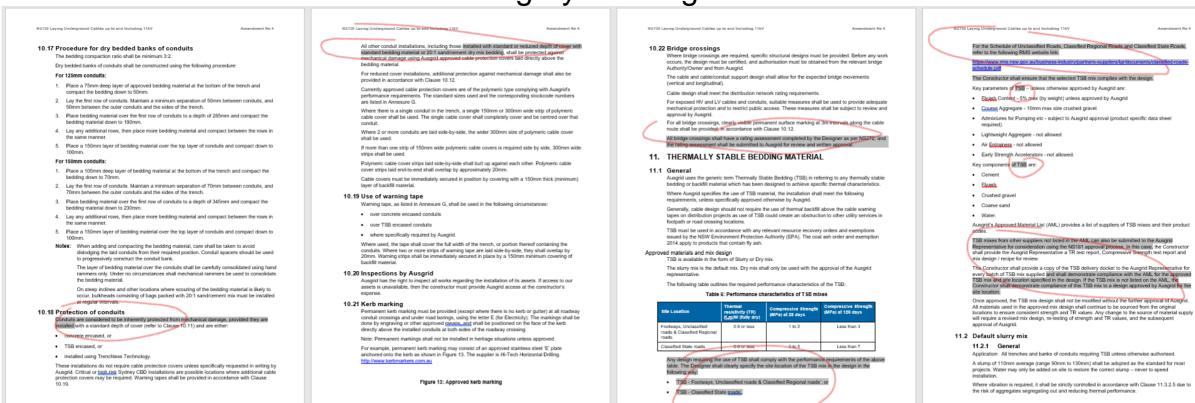


Major and Minor Changes

Minor changes are shown highlighted in grey.

UNCONTROLLED IF PRINTED

Full rewrites do not contain grey shading.



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Page 97 of 119



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Page \$5 of 11\$

NIWMON BOOKS

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NW000-80088

Major and Minor Changes



Network Standard Advice No. 2012 - 06/08/2020

Doc. Ref. Network Standard NS129 - Amdt 4

TO: Customers, Accredited Service Providers and Ausgrid Staff.

Amending Network Standard NS129, 11kV Joints and Terminations - Paper Insulated Lead Covered Cables

Summary:

This Network Standard specifies Ausgrid's construction requirements for high voltage (11,000 volts) paper insulated lead covered (PILC) cable joints, Underground to Overhead (UGOH) connections, terminations for distribution transformers, indoor and outdoor terminations, and taped terminations in compound-filled end boxes.

This document also specifies the construction requirements and joint kit details for the following 11kV joints on paper insulated lead covered (PILC) cables:-

- straight through joints for single core and multicore
- three-to-one joints
- tee joints
- stub tee joints
- pot ends for single core and multicore.

The document has undergone minor amendments of its content and contains the following amendments:

- Section 18.2 Approved joint kits Table 13
- Section 20.2 Approved joint kits Note 3

Refer to grey shading in the document for details of modifications.



Network Standards

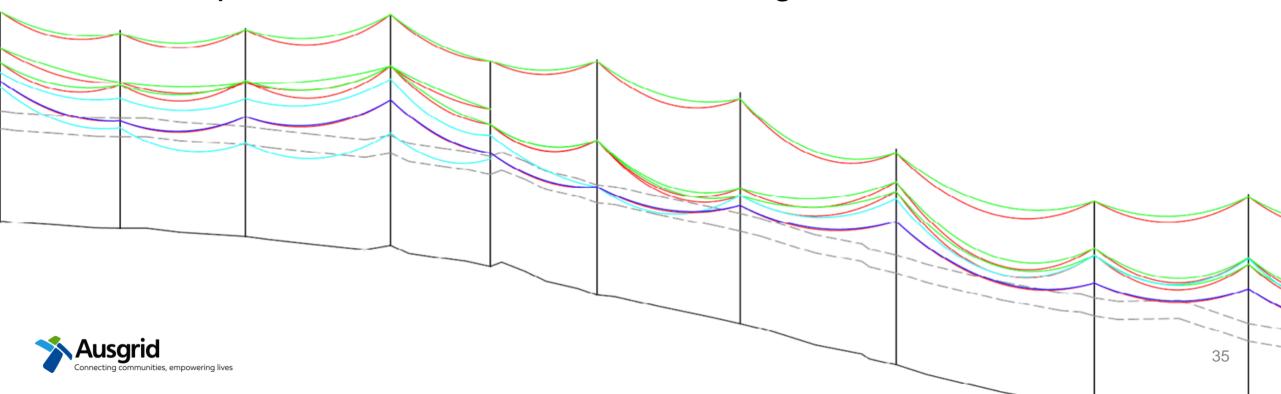
- Major push to review technical documents over the last year.
- Includes new versions of around 30 network standards.





NS220 – Overhead Line Design

- The main design standard for overhead lines.
- Applies to LV and HV distribution, and subtransmission networks.
- Interprets AS/NZS 7000 for use in Ausgrid's area.



NS220 – Summary

- 98 pages, down from 268.
- Entire chapters rewritten.
- Changes to values.
- Improved readability and layout.



NS220 - Key Changes

- Load cases.
- Security levels.
- Component strength reduction factors.
- Foundations.
- Clearances.
- Software.



NS220 3.3 – Limit State

- Ultimate strength maximum wind.
- Serviceability limit sustained load.
- Failure containment.
- Maintenance and construction loading.



NS220 Table 2 – Load Cases

	Conditions		Load Factors					
Load Case	Design Wind Pressure	Temp.	Non-Conductor Dead Load (Gs)	Conductor Dead Load (G _c)	Conductor Tension (F _t)	Live Load (Q) (see note 4)	Broken Conductor Out of Balance Load (F _b)	
Maximum Wind (Ultimate Strength)	Refer Note 1 in NS220	15°C	1.1	1.25	1.25	-	-	
Serviceability (Sustained) Loads	144 Pa	5°C	1.1	1.1	1.0	-	-	
Maintenance/ Construction	100 Pa	15°C	1.1	1.5	1.5	2.0	-	
Failure Containment	0.25 Max Wind	15°C	1.1	1.25	1.25	-	1.25	



NS220 3.4 – Security Levels

- Security levels have been introduced.
- More important lines require a higher security level.
- Simple method.

AS/NZS 7000 Security Level	Line / load type	Design working life	Maximum design wind return period
1	LV pole linesHV pole lines	50 years	50 years
II .	33kV pole lines66kV pole lines	50 years	100 years
	• 132kV pole lines	50 years	200 years
III	 Steel tower transmission and sub-transmission lines 	100 years	400 years



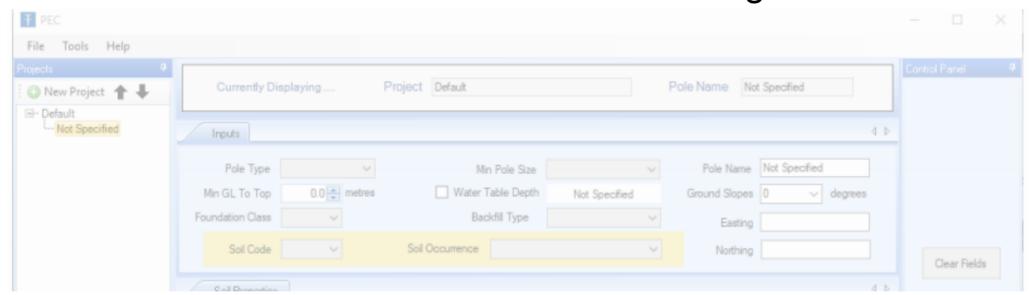
NS220 3.7 – Strength Reduction Factors

- New values for timber crossarms and fibreglass crossarms.
- New entries for fibre-cement poles and for concrete pole serviceability state.
- New value for composite insulators, and new serviceability states.
- Changes to foundations.



NS220 7.5 – Foundations

- Pole Embedment Calculator has been redeveloped.
- More accurate, less onerous in many situations.
- Consistent method and format for designers and certifiers.
- PEC user manual is also available on Ausgrid's website.





NS220 10.0 - Clearances

- Clearance to ground is higher than in AS/NZS 7000.
- LVABC to structures.
- Interspan poles.
- Attached and unattached crossings.
- Midspan separation.
- Telecommunications reference to NS232.
- Streetlights on same or different poles.



NS220 11.0 – Software

- Designs must be prepared in a specialised line design software package, approved by Ausgrid.
- Divided into two categories:
 - Distribution designs with spans up to 250m
 - All subtransmission designs, and any distribution designs with spans over 250m.



NS220 – Other Topics

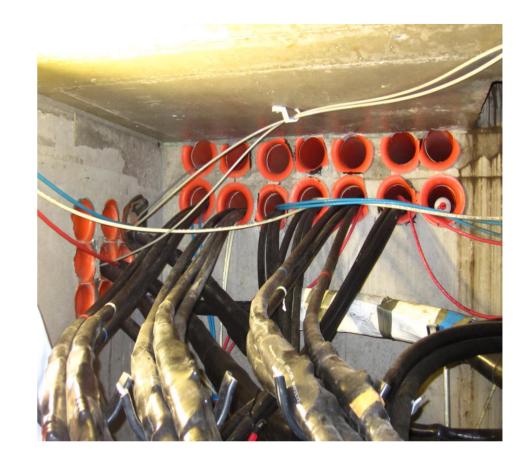
- · Conductors.
- Ratings.
- Pole positioning.
- Pole deflection.
- Stays.
- Aerial warning markers.



Underground Cable Rating

Kate Thomlinson Engineer - Ratings

A thermal rating can be defined as the maximum current carrying capacity of electrical equipment, without exceeding its permissible maximum operating temperature.

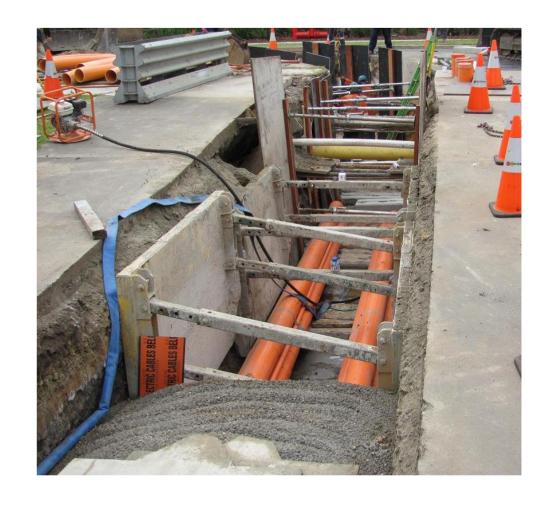




Underground Cable Rating

Overview of areas which will be covered:

- Ausgrid's approach to cable rating
- Overview of Ausgrid Standard NS272
- Standard report structure for submission
- Questions.





Ausgrid's Approach to UG Cable Rating

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

Questions

Two standards which influence Ausgrid's approach to UG cable rating are as follows:

- IEC60287: Electric cables calculation of the current rating.
- Ausgrid Network Standard NS272: Underground cable rating.

NS272 defines where Ausgrid aligns and deviates from IEC60287. Primary differences are as follows:

- Heat sources more than 4m away are considered not material; and
- Cables crossing between 45° and 90° are treated as being a 90° crossing and will not require mutual heating calculation.



NS272 – Underground Cable Rating

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

Questions

- NS272 applies to:
 - 132kV, 66kV and 33kV cables
 - 11kV and LV cables that come within 4m of above
 - 11kV and LV cables that are not installed in accordance with NS130.
- Contents of NS272 include the following:
 - Approach
 - Considerations
 - Maintaining Asset Ratings
 - Software
 - Checklist.



Network Standard			
	Document No	:	NW000-S0148
	Amendment No	:	0
NETWORK	Approved By	:	Head of Asset Investment
	Approval Date	:	04/03/2020
	Review Date		04/03/2023

NW000-S0148 NS272 UNDERGROUND CABLE RATING





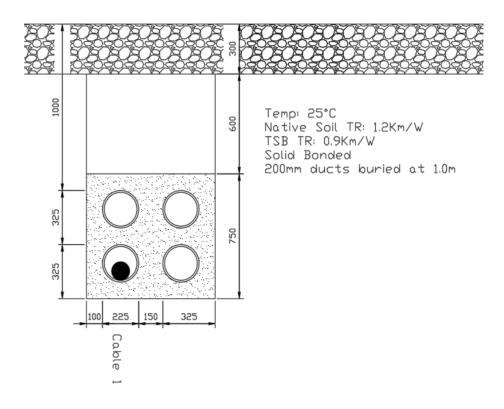
Considerations for UG Cable Rating

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

- Considerations for cable ratings include the following:
 - Conductor properties
 - Environmental conditions
 - Installation conditions
 - Proximity to neighbouring cables
 - Operational conditions.





Rating to be Maintained (RTBM)

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

Questions

Required when an existing or proposed cable or duct comes within 4m of the cable being assessed.



Contact Ausgrid for the 'Rating to be Maintained' (RTBM) relating to the existing or proposed cable or duct.



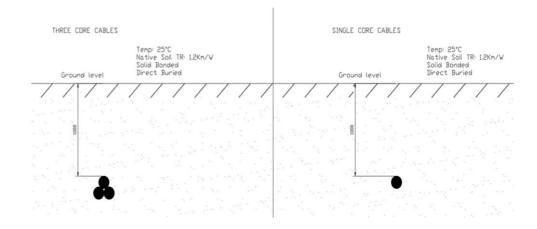
Ratings Assessment Submission Template

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

- Content Structure for submissions is as follows:
 - 1. Cable verification (NS272 s8.0)
 - 2. Standard cross section validation
 - 3. Ratings calculation review (NS272 s9.0)
 - 4. Conclusion.
- Submissions with Cymcap studies attached are preferable (e.g. .mdb files).





Contact your Ausgrid CPC

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

Questions

Whenever your design changes, for any reason (Changes to route, cross section, spacing, depth, conductor etc.), the rating needs to be reassessed and submitted to Ausgrid for approval.



Relevant References

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission

- IEC60287: Electric cables -Calculation of the current rating.
- Ausgrid Network Standard NS130: Specification for Laying Underground Cables up to and including 11KV.
- Ausgrid Network Standard NS168: Specification for the Design and Construction of 33KV, 66KV and 132KV Underground Cables.





Questions

Ausgrid's approach to cable rating

Overview of NS272

Standard report structure for submission



Thank You



