



A message from

Customer Network Solutions

01/2024

ASP Seminar – Questions and Videos

5 January 2024

Happy New Year from Customer Network Solutions!

Thank you to everyone who attended our ASP Seminar on 10 November 2023. We really appreciate the time you put in to attend the seminar, and for those who have provided feedback, which has been very complimentary.

As promised, recordings of the seminar are now available should you wish to review them, links below.

[Session 1 | Overview and Process Transformation](#)

[Session 2 | Being Customer Obsessed Safely](#)

[Session 3 | Safety](#)

[Session 4 | Authorisations Update](#)

[Session 5 | Minimum Design Requirements](#)

[Session 6 | Standards Update](#)

[Session 7 | Questions](#)

We have also consolidated all the questions that were submitted before the seminar as well as during the meeting. These have been answered below.

ASP Question

The ARCGIS and GISCAD viewers currently have limitations, and it can be difficult to accurately identify isolation points in final HV and LV circuits. Does EE have any plans to address this issue? Additionally, can the GIS show what the existing HV/LV configuration is?

The new Letter of Intent template has some grammatical errors that need to be fixed.

EE haven't shared Safety Bulletins for a couple of years, when will these be shared?

Endeavour Energy Answer

We are just about to kick off a project to improve the updating and data provided to the ESRI ArcGIS viewer. This will include bringing across the LV isolation points and switching. Longer term, our intent is to decommission the Citrix GISCAD Viewer as everything will be in the ESRI Viewer. We are committed to engaging with the ASP community as we make these changes.

The Letter of Intent template has been updated to fix their errors. Thanks for the feedback.

We appreciate this feedback, and we are reviewing the situation regarding publishing of Safety Notices. Following this review, we will publish any missing historical safety notices and maintain the process going forward. We will communicate these changes once the safety notices are available on the ASP Portal.

ASP Question	Endeavour Energy Answer
<p>DNSP authorisations need to be centralised across NSW. The Department really needs to be doing this instead of the multiple systems. Is there any discussion happening with the Department to do this better?</p>	<p>The Office of Energy and Climate Change has recently undertaken an ASP Scheme review. The final report contains a range of recommendations to address constraints and pain points within the scheme. More information is available at: https://www.energy.nsw.gov.au/nsw-plans-and-progress/regulation-and-policy/public-consultations/asp-scheme-review</p>
<p>Does a L3 ASP have to have 'authorisation' for substation entry if EE no longer hand out loan keys to open up PM Subs?</p>	<p>ASP Level 3 companies and individuals need to maintain accreditation with the Office of Energy and Climate Change in order to undertake design related work on Endeavour Energy's network. Endeavour Energy does not require ASP Level 3's to maintain a separate authorisation, however, acknowledge that some ASP Level 3's have historically attained an authorisation to access substations. As we no longer issue substation keys to ASPs, there is no need for ASP Level 3's to maintain this authorisation going forward. You may contact your project representative if you require any substation information or access to a substation for design purposes.</p>
<p>Will there be a list or something to assist with the minimum design requirements to assist with internal quality assurance?</p>	<p>The minimum design requirements library will be structured to follow minimum design requirements categories which can assist ASP internal quality assurance.</p>
<p>Can the minimum design requirements be added to the SAD standards instead of a standalone new process?</p>	<p>The minimum design requirements process is to assist ASPs and our Customer Network Engineers on quality assurance before commencing design checking. It does not replace SAD standards.</p>
<p>Will there be full sample drawings of minimum design requirements for each of the project types?</p>	<p>The minimum design requirements library will provide design extracts where appropriate to explain the requirements for the design. We do not intend to publish full sample designs at this stage; however, we can review this at a later stage.</p>
<p>The minimum design requirements library seems to be a CNS band aid for poor standards.</p>	<p>The development of a minimum design requirements library is to provide support for the minimum design requirements process in two ways:</p> <ol style="list-style-type: none"> 1. Reduce process friction in design review, e.g., less mark up and comments relating to quality assurance issues 2. Set consistent expectations and provide further support for designers undertaking quality assurance on drawings before submission.
<p>Does the MDR library involve using ASP's previous certified designs and if so, is the ASP3 required to give permission for EE to use in MDR library?</p>	<p>Any design extracts will be appropriately redacted to ensure confidentiality is maintained.</p>
<p>FPJ4101 (design certification checklist for ASP3) needs to be updated to current requirements</p>	<p>This checklist will be reviewed and amended to current requirements.</p>
<p>There are so many important notices and technical bulletins to correct and update the Standard Documents, that it makes it very difficult to train new staff in EE's Standards because the Standard Documents are so out of date. How is EE addressing this issue?</p>	<p>We are working through the priority areas and understand the importance of easy-to-read standards. That said, the fundamental principles have not changed, and as per the information presented on 'new equipment' it highlighted that a lot of the new technologies appearing on the network are not yet triggering a change to how we fundamentally design or construct new sections of the network.</p>

ASP Question

Endeavour Energy Answer

Engineers can read and interpret standards differently which can make it difficult to gain certification. How will EE address this?

We acknowledge there is room for improvement, and we will gladly look at specific examples on a case-by-case basis fed through to the project Customer Network Engineer or Customer Connections Manager.

We haven't got any standard drawings on the JOLT padmount sub designs and how to approach these if we come across them during the design phase.

The Jolt program is still a pilot at this stage, so at present, there are no expectations to build these into ASP designs. The device is essentially behind a meter with a physical presence within the substation. ASPs can liaise with their project Customer Network Engineer if they require more specific site information.

Not all timber cross arms on the AML and particulate sub designs have a direct composite replacement. Is there an acceptable list of 1 for 1 replacements where the physical dimensions don't match?

This information will be published in an upcoming Technical Bulletin.

TB-0323 has the following "SDI 258 – Tyree low voltage switchgear (to be developed)". It comments that Tyree/Pronutec LV switchgear has been on the network since 2019. Why is there no data about it?

This SDI is a lower priority compared to other standards related documents. If you have a particular question with regards to Tyree/Pronutec LV switchgear, please email mainsenquiry@endeavourenergy.com.au

In addition to the comment made earlier, can TBs be incorporated in the Standards?

In conjunction with other digitisation efforts, we will investigate options to enable the live update ('interim amendment') of standards to remove the need for issuing Technical Bulletins

We've been advised that MCI0006 has had an amendment draft awaiting sign off since the end of 2021. Why does it take so long for updates to standards to get through the red tape?

The prior amendments did not have any significant changes proposed other than a potential change to the padmount fire rating diagram and easement, however the potential impact on footprint and easements, driven in part by our desire to move to non SF6 products, conflicts with what was proposed. An update to MCI0006 will be released shortly with the minor amendments to bring it up to currency. Any unresolved issues identified in this release will be addressed in a further revision to MCI0006 in 2024 in conjunction with other non SF6 impacts.

I have concerns in relation to the ADMDs published by Endeavour Energy for Residential Lots. My concern stems from the increase in EV chargers for individual residences and the shift away from gas products. My question is: has Endeavour considered a review of the ADMD to account for this?

ADMD is under review but there is no forthcoming immediate change. There is a lot going on in terms of LV management and power quality areas and is heavily dependent on forecast penetration rates of new technology typically behind the meter. Improving energy efficiency of new appliances potentially counteracts EV charging and gas cooking increases - and market/regulator desire for price signals to ideally minimise the impact of EV chargers on ADMD (by improving network utilisation and charging at other times throughout the day). That said, if a designer has a strong understanding of the proposed development and wishes to propose an alternate ADMD (higher or lower) based on strong knowledge of their customer attributes within that development we are open to designers submitting alternative approaches to ADMD in their connection application with supporting information/logic for our consideration.

I am curious if it's feasible to establish an obligation for L3 to meet with L1 and appoint an on-site inspector for the initial construction meeting. This proactive measure can help prevent construction defects, provide L3 with the opportunity to assess changes within the substation areas and their visual impact on the site, and allow for constructive input to the inspector before the construction of any EE assets.

There is no obligation for this meeting, however we would encourage ASP3s to coordinate with the ASP1 on their projects, where required, for initial site meetings.

ASP Question

Endeavour Energy Answer

There are lots of horizontal HV constructions in the field. If horizontal HV construction with longer crossarm is used, the existing pole does not need to be replaced. If delta HV construction needs to be used, the pole has to be replaced. So, it will be cheaper to use horizontal HV crossarm with longer crossarm than replacing the pole. Can EE Standards allow horizontal HV construction in this case?

Case by case dispensation situations can be considered provided they do not cause any easement/blowout issues. Requests for any such dispensations can be submitted to your project Customer Network Engineer.

Question in relation to privately owned street lighting assets being installed in cable allocation. Some Councils are moving towards owning their own lighting systems. Has EE changed their requirements to allow privately owned submains to be allowed in the cable allocation?

Any council that run 'Special Small Services' need to comply with the NSW Service & Installation rules. As per clause 5.5.7 Underground Sub Mains "The electrical installation wiring should be installed where possible in the electricity distributor's footway allocation."

If the GIS information is inadequate for a substation configuration and access keys are not available, surely this falls under design information and thus should not be an additional charge to the customer?

Endeavour Energy does not guarantee the accuracy of information in the GIS. If substation information can be provided by means of a desktop review (for example, WAE drawings or pre-existing photos) that information will be shared with the ASP3 designer at no additional cost, as it is covered under the design information fees.

Endeavour has photos of a lot of the HV and LV ends of padmount substations. Can these be made available to ASP3s as design information.

Yes, they are being made available when there is a record and is needed for ASP3 design as part of our response (Offer or Design Brief). It should be noted that the directory does not contain photos of all substations.

HAVE ALL THE EXISTING ASSETS BEEN FIELD CHECKED AND ARE ACCURATE AT THE TIME OF DESIGN? YES / NO

In relation to above, is Endeavour Energy's expectation that all underground projects must undergo a pothole/service search before design submission?

The industrial practice is to design based on Before You Dig Australia (BYDA), desktop info, or any survey information that is available for underground project. Potholes are usually undertaken by the ASP1 prior to construction to confirm the location of the assets for the purpose of construction. The notes quoted refer to above ground assets that can be checked via field inspection.

There are recent rumours about SOPS being decommissioned. I really hope this is not true without an equivalent system in place and opened up.

SOPS remains available for ASPs as we continue to explore options to provide the same network schematic information in a more automated and timely manner. We understand the importance of this information and we are committed to ensuring there is an equivalent system in place before decommissioning.

If/When is Endeavor looking to roll out Neara and ASP access to lidar for overhead assets?

In recent months, we've successfully trailed the Neara platform with the support of some Level 3 ASPs. We've been continuously improving the platform based on valuable internal and external feedback. Our aim is to make the Neara platform, along with network Lidar data, accessible to all interested ASPs starting early 2024.

We are being told by some CWE's that the PMS easement has to be clear of the 900mm Easement for access. No overlap. We had been moving sub 200mm so there was still 900mm down the side of sub, but this is now being rejected. Please confirm rule?

All easement and access requirements for PMS are given in Section 7 of MCI0006. Please refer to the Standard on the ASP Portal. If you have any specific issues with a project, please contact the relevant Customer Connections Manager for assistance.

Currently in the Connection Portal each user can only access their own applied projects, making it hard to manage projects when someone left the company or on leave. Since the business information is already provided in the registration, can Endeavour Energy upgrade the system to give people access to all projects within the same organisation?

The Connections Portal is a foundational technology initiative, with the initial deployment focusing on application and payment processes. We are planning to expand the portal features over time to streamline the end-to-end connection process. We are aware that the individual login is an ongoing pain point, so our intent is to rollout an organisational company view for the portal in a future release.

ASP Question

Endeavour Energy Answer

Is there a way where you can have Citrix GIS & SOPS web based and not using a VDA as it is very slow accessing

We intend to expand the use of our web-based ESRI ArcGIS to ultimately replace the citrix GISCAD viewer. We are also exploring options on replacing SOPs, including the ability to share this information onto a web page.

Kind regards,

Customer Network Solutions