CAPABILITY TO DELIVER

SECTION 9

unison

S9

CONTENTS

9. CAPABILITY TO DELIVER OVERVIEW

9.1 Introduction to this Section

Unison's Asset Management Plan (AMP) is developed to ensure that Unison can build, maintain, renew, and operate its network in the most efficient and effective manner possible, while delivering sustainable, reliable services to customers and managing risks in alignment with Unison's risk appetite.

The following section outlines how Unison ensures its AMP is realistic, and the objectives are achievable. The organisational structure and processes for authorisation and business capability also support the delivery of the AMP.

9.2 Ensuring the Plan is Realistic

In this context, Unison defines realistic as having a high level of accuracy as well as being achievable. The processes, systems and associated inputs used to develop the AMP are tested to confirm the outputs are robust and repeatable and the optimal balance between cost, risk and performance is maintained.

Unison's Asset Management System (AMS) governs the development and execution of the AMP. The main processes that contribute to the AMP and the subsequent achievement of Unison's Asset Management Objectives (AMOs) are:

- Network Development Planning
- Asset Renewal Planning
- Works Planning and Consolidation
- Annual Works Plan Development, and
- Resource availability via Unison's contracting arrangement and Service Level Agreement.

9.2.1 Network Development Planning (NDP)

Section Four of this Regulatory Asset Management Plan details Unison's Network Development Planning processes and the subsequent outputs. The accuracy of this planning depends on the quality of inputs, such as demand and capacity components which are imported into the in-house developed network models. They also reference external sources including long term development plans from local councils to ensure assumptions used within NDP processes are consistent with independent sources. These models are subjected to rigorous review, testing, refinement, and continual improvement on an annual basis to ensure the accuracy of both short- and long-term plans.

9.2.2 Asset Renewal Planning (ARP)

Unison's approach and processes associated with Asset Renewal Planning (ARP) is detailed in Section Five. The adoption of a risk-based approach to ARP and continual improvement is integral and fundamental within Unison's AMS. Decision support tools such as Condition-Based Risk Management (CBRM) are used to inform maintenance and renewal programmes and ensure the appropriate work is carried out on the right assets in a timely manner.

This approach in conjunction with the holistic risk-based approach to all programmes of work ensures the plan is realistic, achievable and will result in Unison meeting its AMOs.

9.2.3 Work Planning and Consolidation (WPC)

The purpose of the Work Planning and Consolidation (WPC) process within Unison's AMS is to establish and maintain a prudent and efficient AMP, from the proposals for work submitted from NDP and ARP.

The key requirements of WPC are:

- that quality proposals entering the AMP will support the achievement of Unison's AMOs
- the AMP supports effective prioritisation of competing proposals of work
- high integrity of the critical information maintained within the AMP
- stakeholders being aware of their requirements in relation to the WPC process and can access the information they require, and
- that work completed on the asset portfolio is verified and closed out of the AMP in a timely manner.

WPC draws together proposals of work from various sources which is risk-prioritised and organised into a plan that can be delivered by the organisation, at the lowest overall cost, subject to external constraints. The AMP is updated on a six-monthly basis to provide an accurate up-to-date view to the business. The aim of this is to bring about efficiency gains through:

- identification of project synergies to minimise customer interruptions and increase contractor efficiency
- improved visibility for the contractor on where recruitment or attrition may need to be applied
- improved visibility of contractor capacity to enable forward planning for subcontracting requirements which may enable refinement of rates and costs
- alignment of business units to this plan — Asset Management, Network Development, Commercial, Unison Contracting Services Limited (UCSL), Procurement and Logistics, Network Operations Centre, and other support functions
- improved financial benefits including:
    - better debt and cost forecasting
    - the ability to organise exchange hedging for large material procurement
    - revenue and cost implications, and
    - analysis of regulatory variations, and
- the ability to respond fast and be agile.

9.2.4 Annual Works Plan Development

The Annual Works Plan (AWP) Development process produces a one-year network investment plan. This plan addresses the issues identified on network assets through ARP and NDP, as well as required maintenance activities.

To obtain the AWP, the proposed projects identified in the AMP are strategically prioritised as per Unison's risk schema, and financial and resource constraints are applied. Included within the project proposals are provisional allowances for minor capital work that are identified during the financial year. This is typically work that arises following annual asset inspections such as pole replacements or reinforcements associated with Unison's pole testing programme.

All defined projects that are confirmed as part of the AWP have a scope of work developed. This scope includes an estimated cost of completion which is subsequently provided to the contracting service provider for execution.

9.2.5 Delivery of the AWP

The delivery of Unison's AMP is provisioned under a sole source contracting arrangement with an in-house contractor, Unison Contracting Services Limited (UCSL). In conjunction with this, UCSL has developed subcontracting arrangements for short-term engagements to supplement existing resources. Unison also engages specialist external expertise directly as and when required. This is particularly relevant in the project engineering space where there is a growing portfolio of pending zone substation upgrades.

As widely reported, in February 2023, Cyclone Gabrielle caused widespread damage across much of Unison's Hawke's Bay network. While repairs to most of the damaged rural network were completed early in the 23/24 financial year, the financial implications and impact on the longer term works programme have been significant as provision is made to rebuild the three impacted substations. Subsequently, Unison's works programme was reviewed and reset following the cyclone. This was required to ensure an optimal balance between cost, risk and performance was maintained. The programme now incorporates the phased spend to rebuild these zone substations over the coming years as well as meeting Unison's existing commitments encompassing, sustainability, resilience, and climate adaptation.

Despite the need for increased investment into the future, Unison understands that affordability remains a key concern for its community. The ongoing development of accurate models and supporting asset management processes are critical to ensure the development of detailed and prudent asset management plans. These plans are also critical to ensure Unison and its contractors have the appropriate capabilities and resources to successfully develop and deliver the plan, both today and into the future.

Following a number of targeted actions to improve staff retention in 2023/24, UCSL's staff turnover reduced during the last financial year year. This included initiatives to address experienced line mechanics leaving for Australia, whilst recognising UCSL cannot match the pay rates being offered there.

In addition, UCSL will continue with its workforce planning initiative including, the recruitment of both skilled international and domestic resources as well as continuing to grow capability through Unison's Centre of Excellence training facility. Leadership development is also a key focus for UCSL to aid in the delivery of the AWP and models to support future capabilities are being refined to reflect the expected growth in the works programme in coming years.

The Unison Group includes PBA who specialise in high voltage engineering. PBA has extensive knowledge and existing relationships in the New Zealand industry. Unison is leveraging off this capability to assist in the delivery of zone substation upgrade and rebuild projects, resulting from both industrial growth and ongoing damage repairs caused by Cyclone Gabrielle. The volume of this work far exceeds Unison's current internal engineering design and delivery capability and consequently, the support of PBA and other industry partners is crucial.

Supplementing this capability are other Unison Group subsidiaries including RPS and ETEL who facilitate the cost-effective manufacture, supply, and delivery of critical equipment to enable large network projects. As well as their standard offerings, ETEL and RPS are working closely with Unison on the development of new and innovative solutions to aid in the transition into the energy future. Examples of this are custom designed power transformers, fixed pattern 33kV switch boards and modular temporary substation solutions.

9.3 Organisation Structure, Processes for Authorisation and Business Capabilities

9.3.1 Organisation Structure

Unison's organisational structure (refer Section Two) is specifically designed to ensure the optimal development of the investment portfolio through to completion of the AMP. A specific function of the Network Investment and Delivery Team supports the achievement of this. Their role is to:

- oversee, coordinate, and optimise at a programme level, the outputs of NDP and ARP, and
- manage and ensure the delivery of the AWP and AMP, especially in the context of the relationship with UCSL.

In addition, UCSL is specifically focused on the completion of Unison's AWP each financial year while balancing the requirements of all stakeholders. This balance will remain a focus in the upcoming financial year as Unison and UCSL work collectively to apportion appropriate levels of resources to the respective programmes of work to meet asset management and corporate objectives.

9.3.2 *Process for Authorisation*

Each year the Board of Directors approves the Unison Business Plan. This plan includes the capital and operating expenditure forecasts.

A Delegations Policy is in place which outlines the level of Delegated Financial Authority (DFA) from the Board to named roles within Unison. Unison's financial system, coupled with controls and audits, ensures that the process for authorisation is adhered to, or should the case arise, detect where non-compliance occurs.

Where individual approval is required over the highest level of delegation ($2M), the Board requires a business case and board paper to be prepared and submitted for approval. When there are variations to agreed works contracts, a variation process is followed to authorise changes due to unforeseen circumstances.

9.3.3 *Business Capabilities*

Figure 9-1 illustrates the Lifecycle Delivery processes that Unison uses to deliver its asset management activities. Each of these activities can be mapped to a required business capability. Unison and UCSL aim to meet all recurring capabilities in-house while only outsourcing those capabilities where there are insufficient levels of work to ensure full utilisation.

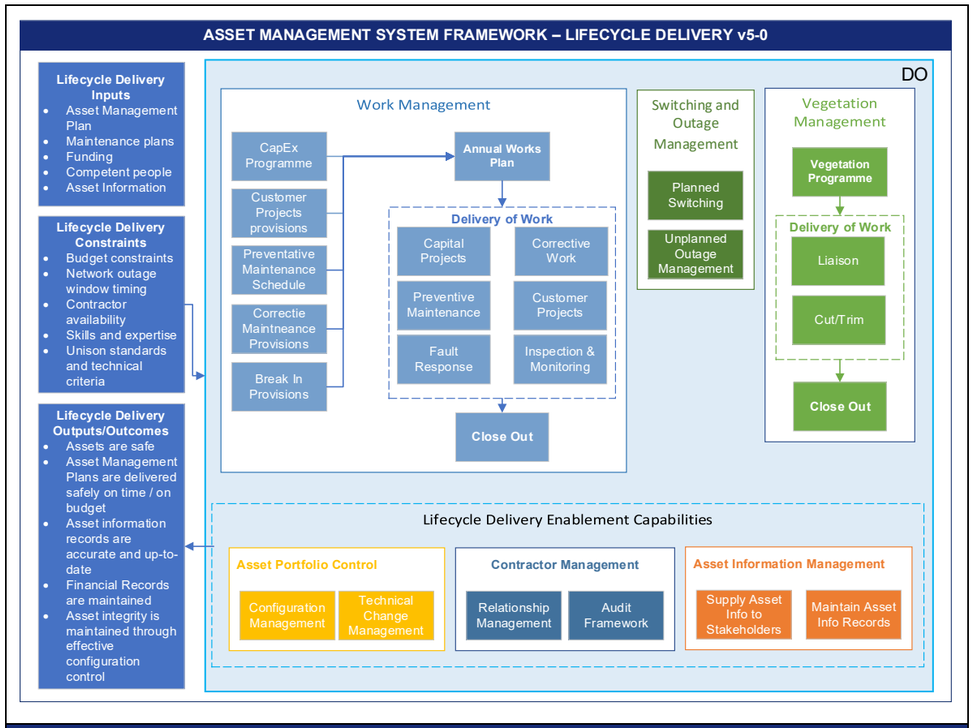

Figure 9-1: Lifecycle Delivery Processes

Table 9-1 specifies each of the lifecycle processes in the diagram above.

Process	Description
Work Management	• The process by which project and maintenance is undertaken across the network. It assists contracting services teams to be productive and effective in maximising equipment, safety, and reliability.
Vegetation Management	• Identify vegetation issues and securing of landowner consent for cutting work through the liaison process. • Vegetation is cut and trimmed to ensure line corridors are clear.
Contractor Management	• Engage appropriately competent and cost-effective outsourced contracting service providers to undertake work on assets. • Issue work to contracting service providers. • Manage the relationship between Unison and contracting businesses to ensure effective collaboration. • Measure performance of contracting service providers under contractual frameworks.
Switching and Outage Management	• Develop switching plans to enable work on the network to proceed. • Identify the occurrence of unplanned outages and coordinate the response, including the dispatch of the first responder.
Asset Portfolio Control	• Maintenance of the configuration of the Asset Portfolio to ensure integrity. • Technical Change Management processes to ensure that risk of change in the Asset Portfolio is effectively managed.
Asset Information Management	• Record asset information generated from Lifecycle Delivery activities within asset information systems including OneEnergy and GIS. • Respond to requests for asset information from Unison teams, contracting service providers, and third parties such as other utilities.

Table 9-1: Lifecycle Delivery Processes

9.4 Customer Service Overview

Unison's customer service ethos is based on Unison's core values which includes Customer Service. It encompasses creating great customer experiences by understanding and meeting Unison's customers' needs as well as the following associated core principles:

- we take the time to understand our customers' needs, always looking for the best solutions to meet their expectations
- we are willing to "go the extra mile" to deliver better outcomes for our customers, both external and internal to Unison
- we take ownership and pride in delivering on our promises, and in creating a great customer experience, and
- we set realistic expectations, and keep our customers informed along the way.

Unison is committed to keeping costs down for its customers, through the careful use of resources and continuous improvement.

Unison's Customer Experience Programme is core to fulfilling its purpose and achieving its vision for a sustainable energy future, supporting its people to deliver great customer outcomes and positioning Unison and its customers for future growth and opportunities. The objectives of the programme are outlined in the Figure 9-2 below.

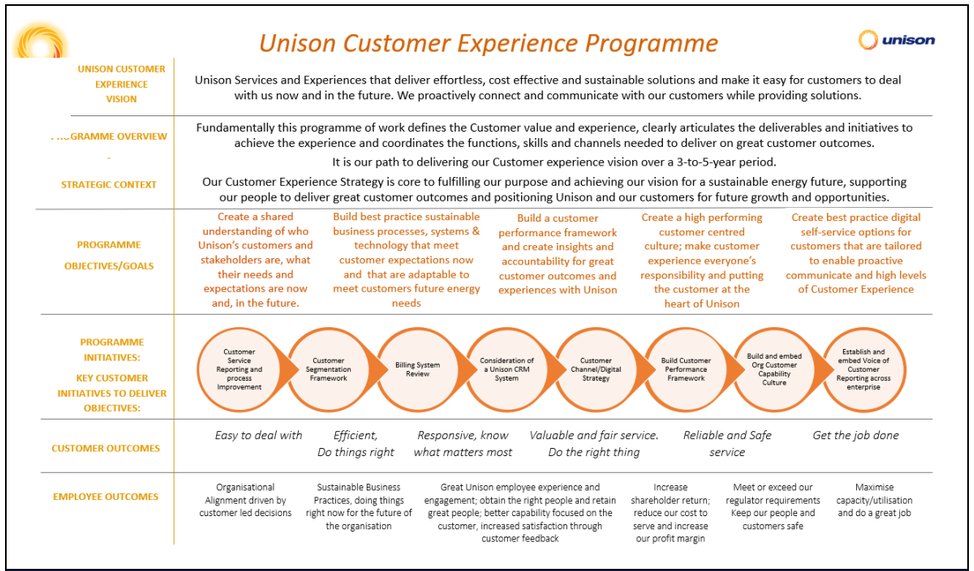

Figure 9-2: Unison's Customer Experience Programme

9.4.1 Outage Communication

9.4.1.1 Planned Outages:

Network repair, maintenance or upgrade projects are scoped by Unison engineers. Unison's Network Operations Centre (NOC) is involved at the scoping stage to provide relevant input into any required outages. Potential constraints or timing requirements are identified as well as any key or critical customers. These customers are engaged if necessary to schedule shutdowns during maintenance periods or to discuss potential generation options. Any requirements are included in the project scope.

Scopes are forwarded to UCSL who design and plan most projects. As project methodologies are developed, further collaboration with NOC occurs which culminates in the submission to NOC of a network release request. These are processed and switching plans produced in Unison's Advanced Distribution Management System (ADMS). Switching plan outputs include an outage report which details the customers that will be affected.

For most planned outages, notifications are sent to retailers via the existing information exchange protocol for retailers to forward onto their customers. Once advertised, Unison's system automatically includes the upcoming outage onto Unison's outage website page, enabling these to be accessed and viewed by the public. The website includes a map indicating the area impacted and a table outlining the outage periods. For a smaller subset of planned outages, generally urgent work affecting a smaller group of customers, outage notification letters are produced by Unison and hand delivered to customers by UCSL.

If an outage is part of a large project affecting many customers over a prolonged period, in advance of the project commencing, Unison will carry out a letter drop to affected customers. The correspondence includes project details, likely outage requirements and potential road closures and traffic management arrangements. Signs will also be erected at project boundaries to reinforce key messages which are often supplemented with advertising and posts via social media channels.

Unison will also facilitate in-person community engagement including community meetings to discuss the project and liaise with locals to ensure there is an awareness in the community of the project scope, timeframes, likely disruptions, and long-term benefits.

9.4.1.2 Unplanned Outages:

In the event of an unplanned outage, Unison's ADMS automatically creates an incident referencing outputs from SCADA and or the statuses of manual devices. Unplanned outage incidents are automatically added to Unison's outage website page displaying details of the outage including:

- number of affected customers
- location, and
- estimated restoration time which can be refreshed as the outage progresses and information from the field is updated.

Large outages are also included in Unison's 0800 fault number. Known outages are included, so when a customer calls to report an outage, the system's interactive voice response (IVR) advises customers if they are part of any known outage. If their location is different, they are then sent through to a customer representative to log a fault. Faults can also be logged on Unison's website or via the customers energy retailer.

During significant unplanned outage events such as those experienced following Cyclone Gabrielle, the Public Information Management (PIM) function of the Coordinated Incident Management System (CIMS) is activated. Information and updates will be provided via a range of mediums including:

- Unison's website
- local and national radio
- television
- local print media
- a range of social media channels, and
- local in person community meetings.

The amount, frequency, and detail of the information provided is scalable and can be tailored based on the size, type, complexity, and duration of the event.

9.4.2 Voltage Quality Processes

The following section outlines Unison's practices and processes for monitoring network voltages and undertaking any required voltage non-compliance mitigations including customer and stakeholder communication.

9.4.2.1 *Voltage Quality Monitoring and Mitigation.*

The network is modelled with assumed voltage regulation schemes and distribution transformer tap settings. Growth projections allow Unison to model and predict future voltage issues. These models are checked and verified against known voltage measurements. Where a voltage excursion is identified, a constraint is raised and included in the Unison's Network Development planning process as outlined in Section Four. In future and when available, it is planned to integrate smart meter data into this process.

9.4.2.2 *Responding and Reporting on Low Voltage Non-Compliances*

When Unison receives an external voltage quality query or complaint from a customer or stakeholder, acknowledgement will generally occur within 24 hours but always before 48 hours. The customer will be provided with an explanation of the process Unison will follow to manage and resolve the query. The acknowledgement advises Unison will investigate and respond to the query within seven working days and provides details of the Utility Disputes resolution service, advising that it is a free independent service, should Unison not be able to resolve the query to their satisfaction.

Unison's Customer Care Team will generate and forward a work request to Unison's contractor who then undertakes an initial assessment of the potential voltage quality issue. This assessment involves testing on site, including connection testing and voltage measurements at the transformer and the customer's point of supply. If the issue can be rectified easily, work will be scheduled or undertaken while the technician is on site.

If there is no immediate issue identified, a data logger will be installed for a seven-day period, the results of which are forwarded onto Unison's Future Networks Team for assessment. This triggers an extension letter being sent to the customer advising that due to the nature of the voltage complaint, monitoring of the network for a seven-day period is required and consequently Unison requires an extension to manage and resolve the complaint.

Once the Future Networks Team has reviewed the logger data, an accurate view of any non-compliant voltages will be available. Generally, the results will provide clarity on whether the issue is on Unison's network or related to the customers connection, in which case Unison will provide a report to the customer to forward onto their electrician. At this point, there can be some further discussion between the customer and Unison relating to the findings of the report.

If the results show that Unison's network needs remedial work, a work order is created and issued to UCSL to mitigate the non-compliant voltage.

If Unison identifies a voltage related issue on the network, the same process described above is repeated but without any "how we will handle your query" correspondence. The query is sent to the Future Networks Team to investigate and remedy the voltage quality issue.

9.4.3 *Continuous Improvement*

In 2022 Unison developed a Customer Experience Programme to acknowledge and support evolving customer expectations and provide an improved customer experience across all Unison services. Embedded in this programme is an underlying focus on process and continuous improvement.

One of the key objectives of the programme is to build, best practice, and sustainable business processes and practices that are adaptable to improvements, growth, and customer change. Considering this, improvements have already been made to streamline the application process and thereby reduce communication timeframes with customers.

9.4.4 *Customer Engagement*

Unison engages its customers in numerous direct and indirect ways including the following:

- inviting people to notify Unison of problems or damage to its network that might be affecting them through, website communication, radio advertising, and proactive marketing campaigns
- encouraging customers to share compliments or complaints in all interactions including via social media, marketing campaigns or direct correspondence
- direct engagement through Unison's field teams when they are out in the field or on-site doing maintenance, repairs or constructing new network assets
- communicating planned and unplanned outages through multiple channels, including via customers' energy retailers
- engagement with hundreds of consumers and their families through Unison's many sponsorship programmes
- information sharing and interaction with consumers and communities via Unison's social media accounts, i.e., Facebook
- directly through customer requests for specific services like new connections, upgrades in site capacity, or safety services including cable locations and close approach permits, and
- feedback from a representative sample of Unison's customer base including residential, commercial, and industrial customers via an annual performance survey.

All these interactions provide Unison with the opportunity to engage with its customers and understand their needs, concerns, and to identify any operational issues. Additionally, Unison actively encourages staff to pass on any information, requests or feedback to Unison's Customer Experience Team or other relevant business unit that is best placed to respond. These may be opportunities to improve operational outcomes or to inform Unison's long-term strategy.

Unison has some specific notification and communication processes for customer interactions including outage notifications, complaints, and service requests. These protocols also cover sharing findings with affected customers and stakeholders of incidents or analysis and reviews of issues such as voltage complaints. This provides the necessary transparency to enable customers to understand any relevant recommendations or outcomes that may impact them.

Beyond those specific protocols, Unison's company values, induction, training, and internal communication material all emphasise Unison's commitment to customer service. Unison continues to highlight and recognise examples of staff demonstrating and providing excellent customer service with a view to encouraging all staff to replicate their example.

In Unison's annual customers' performance survey, respondents are asked to share how well they think Unison is performing in delivering network electricity services to them. They are asked to rate Unison's performance in relation to six core industry service dimensions including:

- continuity of power
- power quality
- power restoration timeframes following an outage
- effectiveness of customer communication
- accessibility to contact and interact with Unison, and
- affordability of Unison services.

Customers are also asked to rate Unison's overall service performance and their satisfaction with Unison. Results for 2023 were consistent with the previous 10-12 years. Unison's customer satisfaction was 83%, and overall performance score was 8.2 out of 10. Unison scored well above the industry average on the six service dimensions listed above.

Unison's Customer Experience Team actively manages the survey methodology to ensure responses are representative of the makeup and demographics of Unison's customer base and provide confidence that the survey provides an accurate picture of customer sentiment. Survey results are shared with all staff and are used to monitor operational performance and identify core areas for improvement.

9.4.5 Customer Complaint Resolution

Unison has a dedicated team of customer experience representatives who manage the customer complaint resolution process. Unison's approach to planning and managing customer complaint resolution is in accordance with the general and scheme rules for the Energy Complaints Scheme operated by Utilities Disputes Ltd (UDL).

When a customer complaint is received, the team loads the details into Unison's CRM system (Gentrack) before an acknowledgement letter or email is sent to the customer. This letter is sent within two days of receiving the complaint and states the process which will be followed for the management and resolution of the complaint. Unison also provides information on their ability to contact UDL if the complaint is not resolved to their satisfaction.

On receipt of a complaint, the Customer Team evaluates and categorises it into a low, medium, or high-risk classification, based on a variety of factors. This classification assists in determining the urgency required and who needs to be advised and or involved in resolving the complaint.

Regardless of risk level, the complaint is assessed against the Consumer Guarantees Act (CGA) rules and regulations. The CGA only permits the complainant to claim for "reasonably foreseeable" losses and the team review this against any permitted exclusions that may apply and if the complainant's expectations are reasonable.

Unison provides an initial response to the complaint as soon as possible and appropriate to the urgency of the complaint, but within seven working days of receipt of the complaint.

If Unison is unable to resolve the complaint within seven working days, a 20-day extension letter or email is sent to the customer advising an extension is required. Should the matter fail to be resolved within 20 days, a further extension to 40 days may be necessary.

If Unison is still unable to resolve the complaint within this 40-day period, and it is unlikely a resolution can be found, information on how to contact UDL is provided should they wish to pursue external guidance or complaint resolution options.

9.4.6 New Connection and Alteration / Upgrade Practices

Unison has a dedicated section on its website providing specific information on getting a new connection or alteration. Information is provided to customers on the processes to follow for both new connections including distributed generation and alterations to existing connections.

9.4.6.1 Planning and Management of New Connections

Unison's Network Connection Standard CM2001 sets out the technical and operational requirements for connecting to Unison's network.

For all new connection requests to Unison's network, an application form is completed by the customer and submitted to Unison and a nominated retailer. Application forms and further information is available:

- on Unison's website, or
- by contacting Unison directly or the nominated retailer.

On receipt of the connection request form, Unison will advise the proposed retailer of the request for connection and request the retailer's approval for Unison to create a new point of supply (ICP).

As part of the connection process the consumer is requested to specify their required maximum demand. Unison will assess the availability of network capacity to accommodate the customer's proposed load. Should the existing network capacity be insufficient, Unison will assess the options available to facilitate the connection. This includes identifying network investment options to provide additional capacity. Unison may require the customer to fund, in part or full these investments, as a capital contribution. The capital contribution is determined by Unison's Capital Contributions Policy (FC0021). Depending on the complexity of the job, the request may need to go through a detailed design process. Unison will complete an assessment of the application, determining any costs to establish the supply and any easement requirements, and provide a quote to the customer.

Once the quote is accepted and the work is subsequently completed, an ICP number is issued and an "Approval to Liven" notification is sent to the customer's chosen retailer.

Unison also has specific information and application forms on its website on the processes required to connect distributed generation to Unison's network.

9.4.6.2 Commonly Encountered Issues

Delays can occur on both the network and customer side of the new connection process. Network-related delays are typically related to contractor resourcing caused by the variability of work volumes, as well as long lead time materials such as transformers.

Delays can also be caused by incomplete information being provided regarding the connection as well as the installation not being ready to be connected on the agreed date, and essential documents such as the installation's certificate of compliance not being completed or provided.

Unison works collaboratively with its contractors and suppliers to identify roadblocks early to mitigate delays. This is done by continuously monitoring the works pipeline, identifying process improvements, and communicating regularly with customers through their connection journey.

9.4.6.3 Planning and Management of Alterations to Existing Connections

The process for alterations to existing connections is managed in a similar way to that of new connections. Similarly, Unison's website sets out the requirements and principles of upgrading, downgrading or disconnecting from the network.

It is a Unison requirement that customers consult with their electrician and Unison when adding additional load as this can overload network assets such as transformers and cables resulting in power quality issues, asset failures and risks damage to both property and persons.

9.4.6.4 Optimising Customer Costs for New or Altered Connections

Capital contributions required from customers for new or altered connections is calculated in a couple of different ways depending on the type of connection (either standard or complex). Customer capital contributions are as per Unison's Capital Contributions Policy. Standard connections which meet predetermined criteria are charged a fixed contribution amount based on the connection type, i.e., residential, general, commercial and factors in the location, i.e., urban, or rural. These fixed prices are calculated based on a net present value (NPV) approach for the pool of projects of each type projected to be completed across the coming year. Expected costs and future revenue streams are also factored in. This helps smooth out costs of individual projects and creates a simpler more consistent pricing regime for customers.

For more complex projects, Unison applies a similar NPV approach to each individual project, so individual customers are paying based on the scale and cost of the connection or upgrade and expected current and future needs. This ensures a more equitable approach which does not unduly burden Unison's customer base. A contribution floor is applied to most projects to help lower the risks associated with assets becoming stranded.

One perceived limitation of Unison's current approach is that the NPV calculation only considers assets directly involved in the project and does not factor in the increased burden on upstream assets. The cumulative impact over time of connecting additional smaller loads is that there is the potential this will trigger an upstream capacity constraint requiring a network upgrade. Currently Unison is considering how this could impact on the current capital contribution policy and is investigating alternative approaches. This may result in changes in future to how Unison charges for larger, complex, customer connections and upgrades.

9.4.6.5 Communicating with Customers About New or Altered Connections

Information about new connections and alterations to existing connections is published and easily accessible on Unison's website. Enquiries from customers, electricians and developers are managed by Unison's Customer Planning Team.

On receipt of a new connection or alteration request the customer will receive an email confirming the details of the application and a copy of the completed connection / alteration request form.

A key element of communication with customers is setting clear expectations early in the connection process of timeframes, and the customer's responsibilities. These expectations are managed by Unison's Customer Planning Team. The current lead time for new connections requiring a new point of supply is displayed on the new connections request portal on Unison's website.

9.4.6.6 Timeframes and Delays for Different Connections

Unison acknowledges and communicates that there are two types of connections which determine the potential timeframes for connection, these being standard and complex connections. Unison provides estimated timeframes for customers on its website for both connections and upon receipt of a connection application will update and confirm these if known. Unison will always endeavour to provide timely and detailed information throughout the process.

Common delays could include long lead times for items required for the connection, e.g., distribution transformers. Other delays may be due to the complexity of the connection request and the requirement to consider upstream network capacity constraints.

In the event of a significant external event such as the recent Cyclone Gabrielle, Unison provides updates to its customers through their website and directly to the customer to provide updates on any potential delays or impact.

9.5 Determination Reference Mapping Table

Section 9 Reference		Determination Reference
9.1	Introduction to this Section	16.1
9.2	Ensuring the Plan is Realistic	
9.3	Organisation Structure, Processes for Authorisation and Business Capabilities	16.2
9.4	Customer Service Overview	17.1, 17.2, 17.3,17.4

Table 9-2: Determination Reference Mapping Table