

CONTRACTOR CONNECT

ISSUE 01 JULY 2026

Welcome!

We know there's been a lot of change - new connection rules, updated pricing approaches, new online forms, and more to come.

This update marks the start of more regular, practical communication with you.

Our aim is simple: help you get jobs connected faster, with fewer surprises.

What's changed (and why this matters)

New industry-wide regulatory changes came into effect from April 2026, affecting how network connections are designed, priced, and approved.

These changes are focused on:

- ✓ Fairer and more consistent connection pricing
- ✓ Greater transparency
- ✓ Clearer responsibilities across the industry

They apply across all electricity networks including ours.

What this means for you

Getting the right information in early, and following a defined process, now matters more than ever for keeping timelines, and on-site work, safe and on track.

Key changes you'll see from us

01

Standard connection pricing and structure has been simplified

- ✓ Updated pricing information is being published on our website.

02

Standard quotations - clearer and easier to read

We recently updated our quotation format to:

- ✓ Improve transparency around what's included (and what isn't)
- ✓ Clearly outline scope, assumptions, and responsibilities
- ✓ Use simpler language

Nothing changes technically - this is about clarity.

We encourage you when the change comes through to familiarise yourself with the updated format to avoid misunderstandings later.

03

Industry changes: a forward look

Over the next 12 months you can expect:

- ✓ Ongoing refinement of connection pricing rules
- ✓ Greater transparency around network impact and costs
- ✓ Simplified processes for standard solar connections
- ✓ Clearer pathways for larger or more complex loads

We'll use future issues of CONTRACTOR CONNECT to break these down as they land.

Online applications - Now Live (Important)

All customer connection applications are now submitted online. PDF and paper forms are no longer accepted.

- ✓ **Ready to apply?** - Network Connection or Alteration Request (NCAR)
- ✓ **Need an early feasibility check?** - Network Enquiry
- ✓ **Have a solar or generation request?** - Distributed Generation Application

Early, accurate use of the right form helps ensure safe planning and smoother processing.

If we ask for more information, it's simply to ensure we have everything we need.

Need a form? Head to the *Customer* tab on our website and select *Getting Connected* to start.

Who's who - Your Key Account Managers

Your Key Account Managers are your first point of contact for support. They look after customer connections, alterations and enquiries for South Canterbury.



Marius Van Rooyen
Key Account Manager

Big on relationships, energy, and a good laugh.

I look after:

Timaru and Washdyke.



Tony Peake
Key Account Manager

Known for quick responses and a bit of banter.

I look after:

Temuka, Pleasant Point, Waimate, St Andrews, and south to Glenavy.



Imogen Cassin
Key Account Manager

Organised, proactive, and new to Timaru.

Currently shadowing Key Account Managers across the region.



Peter Bennett
Network Connections & DG Officer

Your go-to for anything complex.

I look after:

Connection compliance, registry connections, alterations management and DG.



Olivia McKeown
Customer Coordinator

Always ready to help and make sure nothing falls through the cracks.

I look after:

Processing of network applications, enquiries, and end to end administration of customer jobs.



Keith Scoles
Customer Commercial Manager

Calm, commercial, and always keeping customers front of mind.

I look after:

Team support, large scale DG, customer regulatory impacts & customer commercial contracts.

Mike Plows - Key Account Manager

Straightforward, practical, gets things sorted.

What I look after:

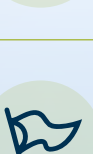
Fairlie, Albury, Geraldine, Rangitata, Mackenzie Basin and through to Twizel.

What helps your jobs move faster



01

Submit complete and accurate applications



02

Engage us early on complex or borderline jobs



03

Flag scope or design changes as soon as they arise



04

Highlight site constraints or safety risks early



05

Review quotations carefully and respond promptly



06

Contact the right person at the right stage

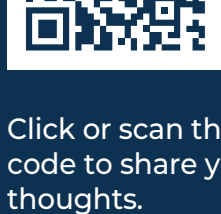
EARLY CONVERSATIONS SAVE REWORK - FOR EVERYONE.

Have your say (we mean it)

This communication will only work if it's useful.

⇒ **Tell us one thing**

What's the biggest frustration you face when connecting jobs to our network?



Click or scan the QR code to share your thoughts.

We'll use your input to shape future updates and to escalate what needs fixing.



SAFETY FIRST, ALWAYS

Accurate site info upfront doesn't just speed things up – it helps our teams plan safer work!

What's next

This update is the start of more regular contractor communication from us.

Future issues will include practical process tips, common issues we're seeing, seasonal reminders, and a clear heads-up on what's changing next.



Thanks for the work you do for our customers!

We're committed to making it easier to work with us.