

NEM Connections Hub



Webinar

5 August 2026

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We acknowledge the Traditional Custodians of the land, seas and waters across Australia. We honour the wisdom of Aboriginal and Torres Strait Islander Elders past and present and embrace future generations.

We acknowledge that, wherever we work, we do so on Aboriginal and Torres Strait Islander lands. We pay respect to the world's oldest continuing culture and First Nations peoples' deep and continuing connection to Country; and hope that our work can benefit both people and Country.

'Journey of unity: AEMO's Reconciliation Path' by Lani Balzan

AEMO Group is proud to have delivered its first Reconciliation Action Plan in May 2024. 'Journey of unity: AEMO's Reconciliation Path' was created by Wiradjuri artist Lani Balzan to visually narrate our ongoing journey towards reconciliation - a collaborative endeavour that honours First Nations cultures, fosters mutual understanding, and paves the way for a brighter, more inclusive future.

Read our
RAP



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Slido code #1634371

Agenda

1. Welcome & objectives
2. Overview of the NEM Connections Hub
3. Stage 1 – Solution Register
4. Stage 2 – Project lifecycle management and file exchange
5. Questions

Purpose of today's webinar



- Share progress since the November 2025 webinar
- Explain how stakeholder feedback has shaped the Hub
- Confirm what stage 1 will deliver and how stage 2 is evolving
- Outline key activities and timeframes leading up to launch
- Answer questions

Why change is needed

Existing manual, email-driven workflows **simply won't scale** - underscoring the urgent need for a **secure collaboration tool** for use by all – Network Service Providers, Proponents and AEMO, and nominated OEMs and Consultants.

The development of the NEM Connections Hub (The Hub) is intended to:



Reduce manual handling



Provide a single source of truth for project and query management



Strengthen traceability, activity history and decision records



Support secure exchange of documents, models and files

The Hub will be delivered in two stages

Planned for February 2027

Planned for late 2027

1 Solution Register

Core features:

- Central management and resolution of technical and project queries.
- Replaces the Excel tracker and improves governance, traceability and data security.

2 Project lifecycle and file exchange

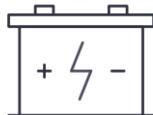
Core features:

- Central management of the project lifecycle and progress tracking.
- Secure exchange of data and files with greater traceability.

Project types to be integrated into the Hub



New connections



Alterations



Early Assessment Framework

What stakeholders should notice over time

The NEM Connections Hub will provide **a single source of truth** to manage connection information **securely** across the **connections process**.



Less reliance on spreadsheets, emails and multiple versions of trackers.



Shared visibility of project progress, and query progress, ownership, and outcomes.



More consistency across projects and organisations.



Stronger traceability of decisions, activity history and deferral / closure controls



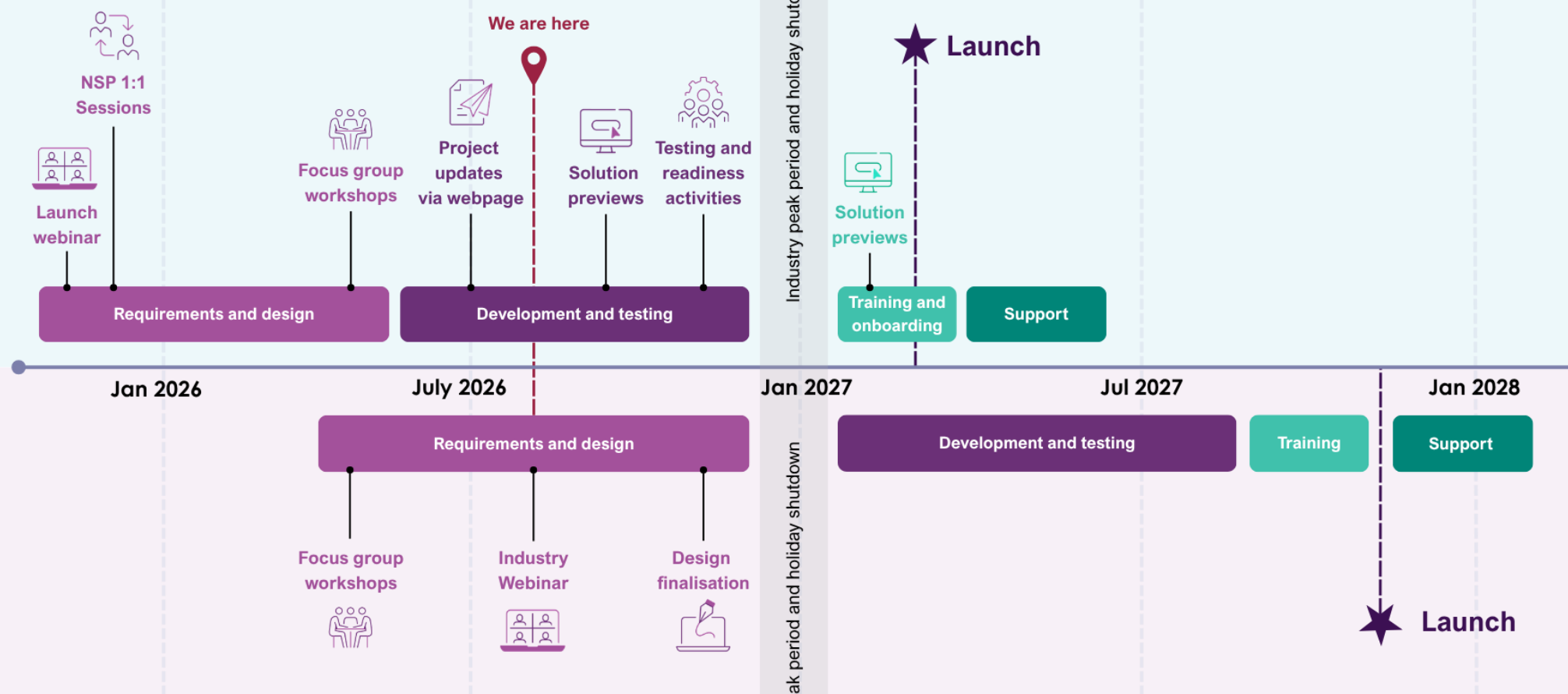
Streamlined project lifecycle management and file exchange so F2F time can focus on solving complex problems



Better governance and oversight through consistent workflows, defined responsibilities and auditable records.

Timeline/progress

Stage 1: Solution Register



Stage 2: Project lifecycle and file exchange

Note: These timeframes are indicative and may be adjusted as project delivery progresses. Future engagement opportunities will be communicated through the project webpage and industry stakeholder communications channels.

Stage 1 Solution Register

Simplifying query management and strengthening
traceability

Replacing individual trackers with a shared online hub

Current State



Excel-based issues tracker, multiple versions of files



Manual email trails, traceability challenges



Limited visibility of status and ownership



Decisions sometimes revisited



Difficult to understand progress



Future State

Online Solution Register as single source of truth for queries, responses and resolution

Time-stamped activity history and consistent workflow through to resolution and closure

Clear assignment, priority, and status of each query

Key decision outcomes captured to lock-in decision

Search, filtering and dashboard views by project, stage, priority and status to support effective management

How industry input shaped Solution Register

We heard consistent feedback from proponents, NSPs and OEMs on the need for better visibility, coordination and user management.

This feedback has shaped the functionality included in the Solution Register and informed design priorities.

Improved Access to Information

- Ongoing access to project information after commissioning
- Portfolio visibility and management-level access
- Export of project queries and responses for defined use cases
- File and image uploads linked to specific queries
Images must be opened, not rendered within text

Better Project Coordination

- AEMO and NSP alignment before queries are posted
- Draft query functionality
- Support for complex organisation structures

Stronger User Management & Security

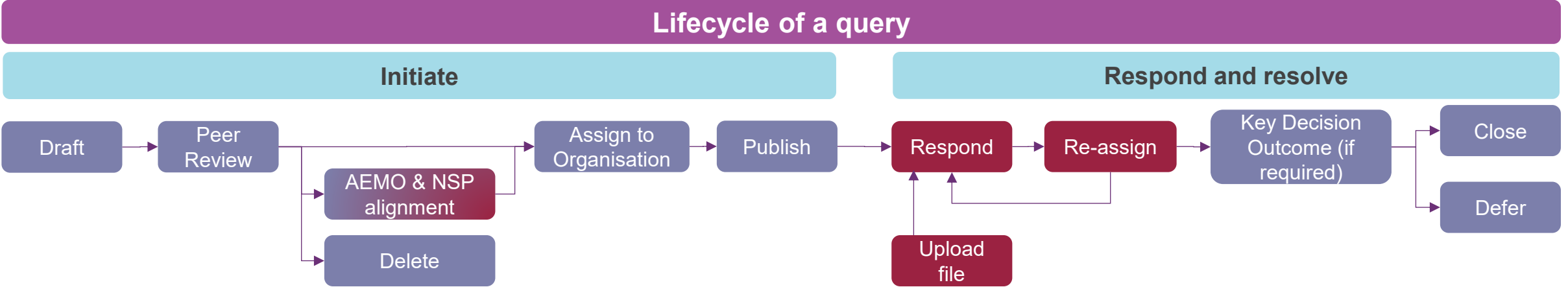
- Overseas user access with robust cyber protections
- Automatically manage inactive user accounts
- Support multiple users being assigned admin roles

How the Solution Register will help manage queries from initiation to resolution

Legend

Initiating organisation

Other organisation

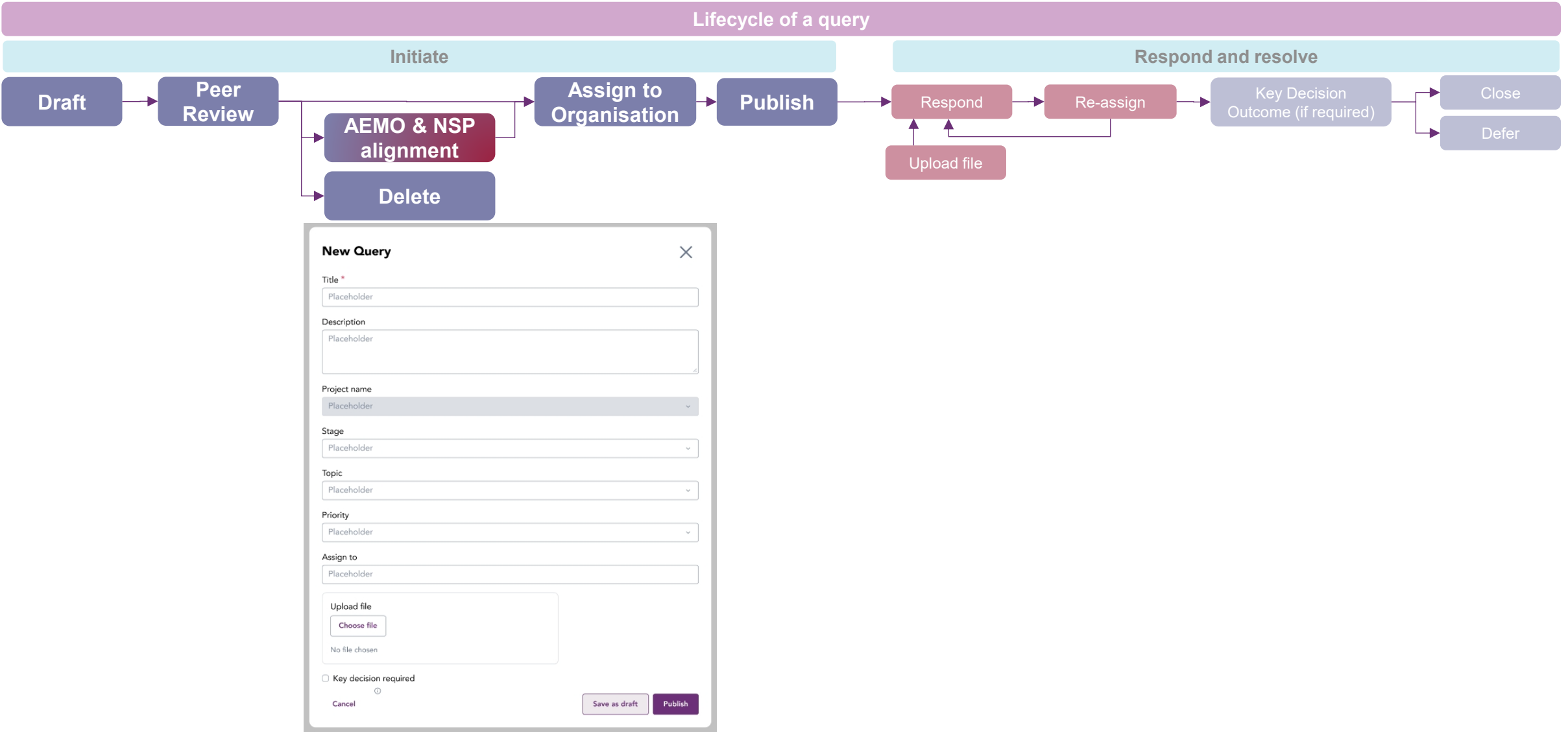


How the Solution Register will help manage queries from initiation to resolution

Legend

Initiating organisation

Other organisation



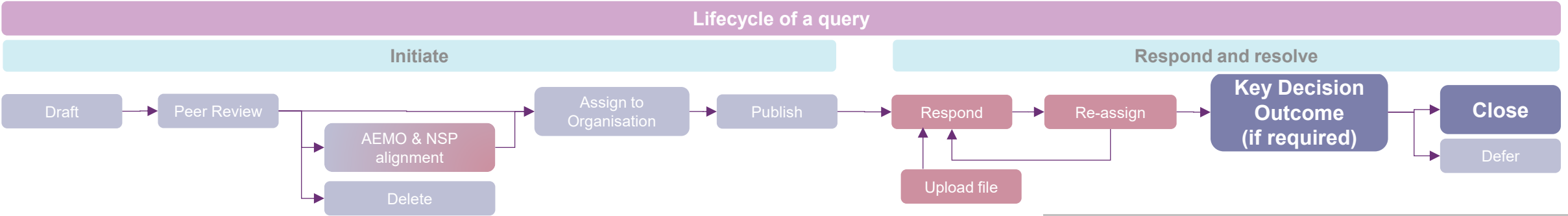
Please note: These are indicative screen mock-ups, shown for illustration purposes and may change as design and development progresses.

How the Solution Register will help manage queries from initiation to resolution

Legend

Initiating organisation

Other organisation



Close Query?

×

Add comment to close the query.

Key decision outcome *

Placeholder

Cancel

Save and continue

Defer Query?

×

Please select the stage to be deferred to.

Deferral stage *

Placeholder

To be resolved by

Placeholder

Fulfilment date

Placeholder

Cancel

Save

Please note: These are indicative screen mock-ups, shown for illustration purposes and may change as design and development progresses.

Organisation user management

User Management

Search user

Create new contact

First name	↑↓	Last name	↑↓	Email	↑↓	Role	↑↓	Organisation	↑↓	Subsidiary	↑↓	Modified by	↑↓	Modified on	↑↓	
Sophie		Mitchell		sophie.mitchell@aemoservices.com.au		Org admin		A-CAES NSW Pty Ltd		Child-org name		data		data		 
Data		Data		Data		User		Data		Data		Data		Data		 
Data		Data		Data		User		Data		Data		Data		Data		 
Data		Data		Data		Read-only		Data		Data		Data		Data		 
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User Access

- Managed by each organisation

Start identifying the people in your organisation who can manage user access

User access to NEM Connections Hub

- Users can see the projects for their org, but no detail within
- Managed by each **Organisation Admin**

Project access

← Wind Farm ABC

🏠 > Wind Farm ABC

Project details

Asset	Project ID	Project name	Project status
Data	Data	Data	Data
Project stage	Region	NSP	Max capacity
Data	Data	Data	xx MW
Applicant	Parent	OEM 1	OEM 2
Data	Data	Data	Data

User access to each project

Project Administrator

- Can add project contributors
- Can interact fully

Project Contributors

- Can interact fully

Managed by the **Portfolio Lead**

Roles on the project

- Managed by each organisation

Role assignments

Username
Project admin

Username
Project contributor

Username
Project contributor



How security, access and user obligations will be managed

Stored securely

- Data will be stored securely in Australia
- Security controls will be aligned with relevant NER requirements

Access managed carefully

- User access will be managed by each organisation
- Project level access will be controlled so users only access relevant project information
- Multi-factor authentication will be required, with support available for access resets

Shared user obligations

- Secure use of the NEM Connections Hub is a shared responsibility between AEMO, organisations and individual users
- Clear expectations will be set for data protection, responsible use and user access management
- Users will be asked to accept the relevant terms and conditions before accessing the NEM Connections Hub

What organisations can start preparing now

Start identifying the people in your organisation who manage cyber security, legal review and user access. Prior to going live in Feb 2027, AEMO will commence organisation set up activities to ensure a streamlined access process.

Stage 2

Project lifecycle management and file exchange



Modernising the NEM Connections Experience

Current State



Project updates require emails and meetings



Ad-hoc project information shared between each party



Unclear submission requirements



Sensitive data shared with inconsistent controls



Files scattered across emails and file-share platforms



Unclear artefact review status



Uncertainty about current and historical artefact versions

Future State

Central view of stages and milestones

Shared, consistent project information

Guided, stage-based submissions

Controlled, role-based access

Secure, central file exchange capability

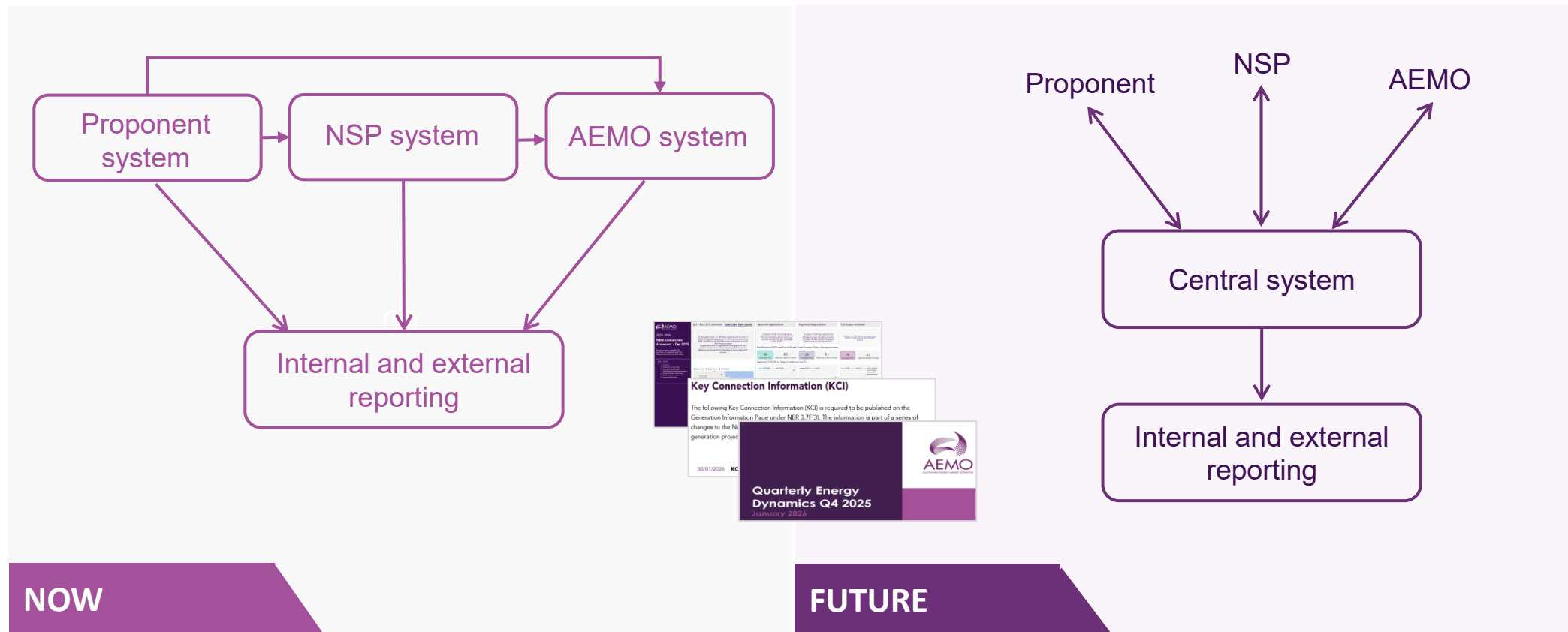
Visibility of review progress and outcomes

Clear version history and latest accepted files

Note: Stage 2 is subject to ongoing design, technical and feasibility assessments.

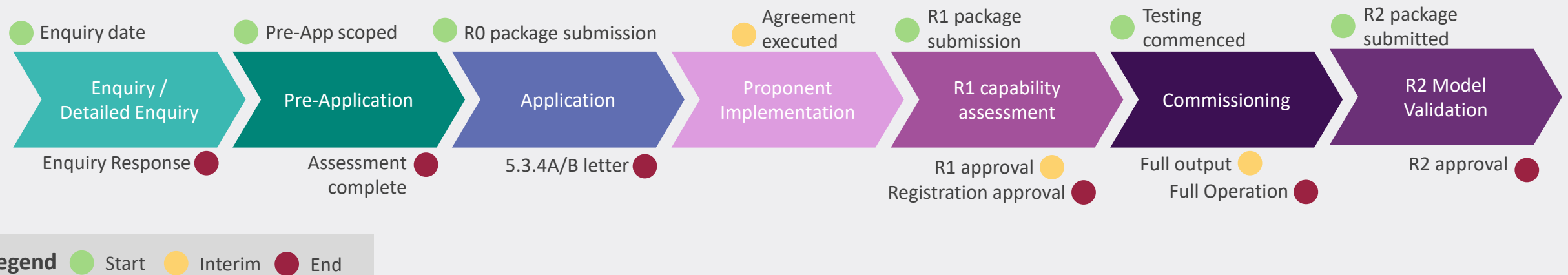
Stage 2 aims to reduce fragmented project information

Today, project information is maintained across separate proponent, NSP and AEMO systems. Stage 2 will provide a shared platform for project information, improving visibility and reducing the need for repeated manual reporting.

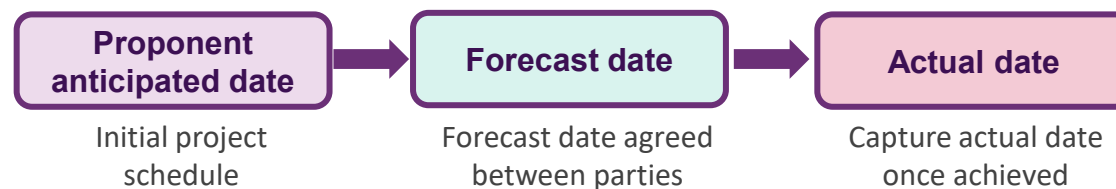


Connection Project lifecycle

Enable real-time updates and visibility of project status for all stages of the connection process. Automated stage progression is based on key milestones. Enhances Key Connection Information (KCI) and System Strength Project Repository (SSPR) data collection processes.

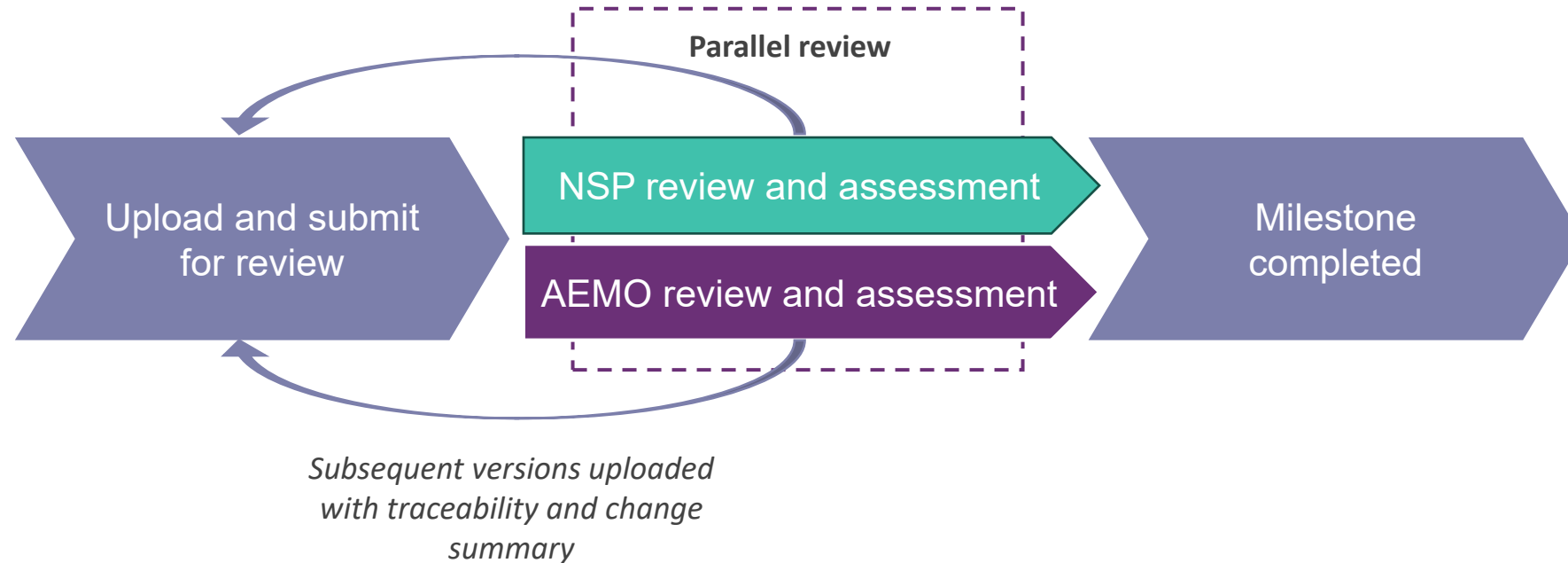


The Hub will provide a clearer view of milestone dates, making it easier for stakeholders to stay aligned through project changes.



Artefact lifecycle

Visibility of artefact assessment status, including parallel AEMO and NSP review progress and resubmissions where required



Note: Stage 2 is subject to ongoing design, technical and feasibility assessments.

Controlled access to sensitive data

Configurable access levels for standard, restricted and highly restricted artefacts, including sensitive model data.

	Standard	• Standard low-sensitivity artefacts • Accessible by assigned Project users	All project users
	Restricted	• Sensitive artefacts e.g. PSCAD model • Specific additional user permission	AEMO NSP
	Highly Restricted	• Highly sensitive artefacts e.g. Block Diagrams • Specific additional user permission	AEMO NSP
	Source Code	• Critically sensitive artefacts • Authorised AEMO employees	AEMO only

Note: Stage 2 is subject to ongoing design, technical and feasibility assessments.

What's next?



How we will continue working with stakeholders

Ongoing engagement with industry will remain a key part of implementation, with further updates, onboarding information and support provided as key milestones are reached



1 Ongoing updates

We will continue to share updates as design, testing and onboarding details are confirmed.



2 Access and onboarding

Organisations will receive more information about access, onboarding and any required agreements ahead of implementation.



3 Training and support

Training, support materials and further engagement opportunities will be provided before launch.

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This presentation has been a high-level overview of the NEM Connections Hub

Key takeaways

The NEM Connections Hub is progressing through **staged delivery**.

Stakeholder feedback has actively **shaped the design**.

The NEM Connections Hub is expected to **improve visibility, efficiency, traceability and secure collaboration**.

Further opportunities to **engage** and **prepare** are coming.



An email will be sent following this webinar with links to:

- the presentation slides from today
- our website where you can find out more about the NEM Connections Hub.



If you have any further questions that we were unable to address today, please contact us on contact.connections@aemo.com.au.



For more information visit

aemo.com.au