

Minutes – Customer Consultative Committee

10.00am to 2:00pm, Tuesday 15 November 2016

CitiPower & Powercor – Boardroom, Level 9, 40 Market St



1. Attendees

Committee

John Pye	Victorian Farmers Federation
John Cutler	NECA, Victorian President
Jon Onley	Australian Industry Group
Gavin Dufty	St Vincent De Paul
Leigh Clemow	Regional Development Victoria
Justine Linley	CEO – City of Ballarat
Mel O'Neill	General Manager Corporate Affairs – Acting Committee Chair
Brent Cleeve	General Manager, Regulation
Steven Neave	General Manager, Electricity Networks
Nina Ivanovic	Minutes Secretary

Guest presenters

Matt Thorpe	Summer Readiness
Mark De Villiers	2017 Network Tariffs
Andrew McKay	Customer Satisfaction Results
Megan Wilcox	AER 2015 Benchmarking Report
Luke Skinner	Networks for the Future Update

Apologies

Tim Rourke	CEO - CitiPower and Powercor Australia
Peter Wilkins	General Manager, People & Culture
Brendan Bloore	General Manager, Customer Services – Committee Chair

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2. Agenda items and actions

Who	Item	Action required
Mel O'Neill	Meeting opened. Previous minutes from the meeting held on 17 August 2016 were confirmed.	
Mel O'Neill	All action items were completed. Advised CCC members of the resignation of John Pye from the Customer Consultative Committee.	
Matt Thorpe	Overview on Summer Readiness <i>Discussion focused on season outlook and heightened conditions expected in Q1 – 2017, bushfire mitigation framework and our multi-faceted approach to bushfire risk reduction, assets & vegetation readiness, and stakeholder engagement.</i>	No action required
Mark De Villiers	Update on 2017 Network Tariffs <i>Robust discussion, particularly around demand management, which will progress to a dedicated meeting to discuss in further detail.</i>	Follow up meeting with CCC members – Tariff Strategy Engagement Meeting (rescheduled to January 2017 due to member unavailability)
Andrew McKay	Introducing myEnergy <i>Good discussion to raise further awareness of myEnergy application. Included practical demonstration illustrating how individuals can take control of their electricity bill with myEnergy.</i>	No action required.
Andrew McKay	Overview of Customer Satisfaction results conducted on September 2016.	No action required
Megan Wilcox	AER 2016 Benchmarking Report <i>Highlights of the 2016 AER Benchmarking Report discussed. Includes future of benchmarking as the AER defends its benchmarking methodology in the Federal Court.</i>	No action required
Luke Skinner	Networks for the Future Update <i>Discussion focused on break-throughs and insights following strong technology themes: network awareness, spatial visualisation, and data analytics.</i>	No action required

3. Business Performance Report

Mel O'Neill	Business performance report taken as read; no items for discussion	No action required
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4. Other Business –

- No action required