

Minutes – Customer Consultative Committee

10am to 2pm, Thursday 25 May 2017

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



1. Attendees

Committee

John Cutler	NECA, Victorian President
Jon Onley	Australian Industry Group
Gavin Dufty	St Vincent De Paul
Paul Kirkpatrick	Bendigo community
Leigh Clemow	Regional Development Victoria
Tim Rourke	CEO – CitiPower and Powercor Australia
Brendan Bloore	General Manager, Customer Services – Committee Chair
Mel O'Neill	General Manager Corporate Affairs
Renate Vogt	General Manager, Regulation
Steven Neave	General Manager, Electricity Networks
Jana Dore	Secretariat

Guest presenters

JP Camilleri	Fast Track connections
Phil Gardiner	Metering Contestability
Renate Vogt	Adapting to Technology Change
Mark de Villiers	Tariff Principles
Steve Neave	Network Performance
Melissa O'Neill	Stakeholder Engagement Framework

Apologies

Jon Onley	Ai Group
Don Culvenor	Renewable Newstead
Oonagh Kilpatrick	United Dairyfarmers of Victoria
Justine Linley	City of Ballarat
Peter Wilkins	General Manager, People and Culture

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2. Agenda items and actions

Who	Item	Action required
Brendan Bloore	Meeting opened <i>Apologies read and the introduction of new member, Paul Kirkpatrick.</i>	No action required
Tim Rourke	Opening remarks and welcome to members <i>Discussion about the acquisition of United Energy, the future makeup of the Customer Consultative Committee, and the changing energy sector in regards to renewables and technology.</i>	No action required
JP Camilleri	Fast Track Connections <i>Discussion about the concept of fast track connections and its scope across customer groups. Assured that standard offering will be maintained as per the National Electricity Rules. Some discussion about the allocation of the costs and fixed cost connection fees.</i>	Demonstration of MySupply for committee Contact Jon Cutler regarding eConnect (completed 29/05/17)
Phil Gardiner	Metering Contestability <i>Discussion about the outcome of the recent government decision to defer contestability until 2020, and the implications of changes to the Victorian energy market.</i>	No action required
Renate Vogt	Adapting to Technology Change <i>Discussed the need to prepare for the adoption of new technologies; however consider supporting services from behind the meter. This includes education, simplification and the digitisation of services.</i> <i>It was also considered important to understand the drivers behind market disruption. The rapid pace of change means it could be redundant as soon as it is adopted. Examples included environmental targets and foreign investment (in relation to supply chains).</i>	No action required
Mark de Villiers	Tariff Principles <i>Discussion about the considerations most important to customers when it comes to customers. These considerations would support the co-creation of tariff principles to underpin the Tariff Structure Statement (2021-2025). Members discussed the following principles:</i> Agency – complementary services that enable people to respond to tariffs, and measures to support the way people live. Choice – flexibility designed into the tariff structure, tariffs that are segmented by customer base and their needs (ultimately the network of the future). Certainty – stable tariffs that don't change quickly so	No action required

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	<p><i>investments can be realised.</i></p> <p><i>Other insights included the consideration of temporary tariffs that support changes in demand, seasonal overlays, prioritisation by customer types.</i></p>	
Steven Neave	<p>Network Performance</p> <p><i>Discussion about current performance and the reliability trade-off with bushfire reduction measures.</i></p>	No action required
Melissa O'Neill	<p>Stakeholder Engagement Framework</p> <p><i>Advisory Panel for the Regulatory Reset being established and the Framework released to external stakeholders, including the committee members.</i></p>	Committee members to receive more information about the Advisory Panel
Brendan Bloore	<p>Minutes from the previous meeting held on 15 November 2016 were confirmed.</p> <p><i>All action items were completed.</i></p>	No action required
Brendan Bloore	<p>Other business</p> <ul style="list-style-type: none">• Committee members requested meetings to start earlier in 2018, ensuring they are evenly spaced throughout the year<ul style="list-style-type: none">○ Next meeting is scheduled 16 August 2017• Suggested agenda items for future meetings:<ul style="list-style-type: none">○ Finkel review outcomes○ Pricing review update○ More information about United Energy	

3. Business Performance Report

Business performance report taken as read; no items for discussion.	No action required
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