

Minutes – Customer Consultative Committee

10am to 2pm, Wednesday 16 August 2017

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



1. Attendees

Committee

John Cutler	NECA, Victorian President
Gavin Dufty	St Vincent De Paul
Paul Kirkpatrick	Bendigo community
Leigh Clemow	Regional Development Victoria
Jon Onley	Ai Group
Don Culvenor	Renewable Newstead
Samantha Magill	City of Ballarat (proxy for Angelique Lush)
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

Craig Savage	General Manager Asset Management (United Energy)
Steven Neave	General Manager Electricity Networks (CitiPower and Powercor)
Andrew Dinning	Head of Network Planning (Acting)
Melissa O'Neill	General Manager Corporate Affairs
Jay Stein	Senior Pricing Analyst
Renate Vogt	General Manager Regulation

Apologies

Oonagh Kilpatrick	United Dairyfarmers of Victoria
Tim Rourke	CEO of CitiPower, Powercor and United Energy

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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 members, Don Culvenor (Newstead 2021) and Samantha Magill (proxy for Angelique Lush from City of Ballarat).</i>	No action required
Brendan Bloore	Minutes from the previous meeting held on 25 May 2017 were confirmed <i>All action items were completed, noting the demonstration of MySupply will be carried over until next meeting (22 November 2017) once the latest system update has been completed in September 2017.</i>	MySupply demonstration scheduled for November committee meeting
Craig Savage	Overview of United Energy Network and CCC <i>Customer Consultative Committees for CitiPower, Powercor and United Energy to be integrated commencing 22 November 2017.</i> <i>Discussion about benefits of the acquisition from an integration, tariff and innovation perspective.</i> <i>Discussion around asset utilisation, peak load management and the capacity of the combined networks.</i>	Craig Savage to follow up with Leigh Clemow about proposed project within United Energy network Provide United Energy load shedding update at next committee meeting
Steven Neave	CitiPower and Powercor Network Performance <i>Discussion about the cost of the REFCL program to the customer and implementation of the technology.</i> <i>Discussion about the public lighting technology, ensuring it is compliant with safety requirements, while also meeting the needs of the community.</i>	Provide CitiPower and Powercor load shedding update at next committee meeting
Andrew Dinning	Demand Response Initiatives <i>Discussion about proposed initiatives and implementation. Feedback on supply capacity control as an option prior to load shedding, as well as community partnerships in response to demand management.</i> <i>Discussion about voltage management, behavioural change research based on penalties and incentives, and the analysis of commercial and residential comparisons.</i>	Ruchika Deora to follow up with Jon Onley and Don Culvenor about commercial and residential demand response
Melissa O'Neill	Reviews into the Electricity and Gas Networks <i>Discussion about the submission to the ACCC as part of the retail review that is focussed on transparency. Feedback on the opportunities and customer impacts as part of the review and future of pricing.</i> <i>Further discussion about the Finkel Review outcomes, specifically the Renewable Energy Target.</i>	Melissa O'Neill to contact Jon Onley to discuss retail pricing review in more detail

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Jay Stein	<p>Update on Tariff Principles and Annual Pricing Proposal</p> <p><i>Feedback on tariff design options, including seasonal tariffs, demand pricing and export tariffs.</i></p> <p><i>Feedback that the demand tariff may provide a disincentive for sustainable initiatives by businesses. Consider the triple bottom line for demand tariffs, including the social impacts.</i></p> <p><i>Consider delayed or phased transition for demand tariffs that will be introduced in 2018 for medium business customers.</i></p> <p><i>Discussed peak demand tariffs and the level of understanding of impacted customers, especially commercial customers that provide an essential service, such as hospitals.</i></p> <p><i>Feedback on tariff principles and their application for residential and commercial customers.</i></p>	No further action required
Renate Vogt	<p>Regulatory Reset Project</p> <p><i>Introduction to the Regulatory Reset project for the next control period from 2021-2025 and the establishment of the Energy Futures Customer Advisory Panel.</i></p> <p><i>Feedback on the language used (energy) and the needs of customers when it comes to the engagement given the complexity of the content.</i></p>	No further action required
Brendan Bloore	<p>Other business</p> <p><i>No further business raised and meeting closed at 2pm.</i></p>	No further action required