Conversation snapshot

Ancillary network services

ASP2 Forum		
Date	2 March 2022	
Event type	Forum	
Attendees	• 57 attendees (705 invited)	•
Ausgrid attendees	• Liam Baker, Head of Operating, Installations & Emergency Response • Sam Sofi, EGM Field Operations • Kevin Smith, Senior Manager Customer Operations • Deepti Mishra, Customer Data & Analytics Manager • Craig Booth, Senior Compliance Project Officer	• Brendon Goff, Service & Installation Compliance Manager – North • Mark Henson, Service & Installation Compliance Manager – South • Drew Hamilton, Regulatory Reset Analyst • Fiona McAnally, Regulatory Analytics Manager
What we did	• This was a regular forum to provide information on policy/compliance updates. The regulation team presented two slides to inform the ASP2s that the regulatory reset was happening, with a brief reminder of how fees are set and that feedback would be sought to inform the process. Some questions were included in the post-forum survey, however there were only 2 responses to the survey.	•

Reset topic	Insights from customers and stakeholders		What can Ausgrid do?	
Value for Money	• More consistency in pricing	• Survey response, no further details provided	•	•
	• Ausgrid does not provide sufficient information on services and pricing	• Survey response, no further details provided	•	•