

Agenda

Customer Advisory Panel – Meeting 3: Future network and management of poles

Meeting	
Date	Tuesday 20 October 2020
Time	Meeting from 2.00pm – 5.00pm, including 10 minute break
Location	Microsoft Teams (link in calendar invite)
Facilitator	Adam Nason
Attendees	<p>CAP members:</p> <ul style="list-style-type: none"> • Gavin Dufty • Shelley Ashe • Dean Lombard • Tennant Reed • Nathan Crombie <p>CCP17 members:</p> <ul style="list-style-type: none"> • Mark Henley • David Prins • Mike Swanston <p>CPPALUE:</p> <ul style="list-style-type: none"> • Renate Vogt, General Manager Regulation • Joanne Pafumi, General Manager Corporate Affairs • Adam Nason, Head of Customer Experience • Frans Jungerth, Regulatory Project Manager • Jeff Anderson, Regulatory Project Manager • Ruchika Deora, Marketing & Community Partnerships Manager • Brent Cleeve, Head of Regulation • Megan Wilcox, Regulatory Projects Manager • Chris Roberts, Senior Engineer Network Planning • Sonja Lekovic, Senior Regulatory Economist • Ellen Lukin, Regulatory Analyst
Apologies	N/A
Pre-reading	<ol style="list-style-type: none"> 1. Poles management revised proposal (due Friday 16 October 2020) 2. Future Network and customer solar journey 3. CitiPower, Powercor and United Energy – Energy Market Transition Stakeholder Engagement Report

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Time	Item	Topic	Who
2.00pm	1	Welcome and safety moment	Adam Nason
2.05pm [10 mins]	2	<p>Management of poles</p> <p>Our 2021–2026 regulatory proposal submitted to the Australian Energy Regulatory (AER) included an uplift in our pole</p>	Jeff Anderson

Discussion [55 mins]		<p>management expenditure, arising from community concerns and Energy Safe Victoria (ESV) recommendations.</p> <p>The Australian Energy Regulatory (AER) has substituted our proposal with a lower value in their draft decision.</p> <p>On 7 October 2020 we held a forum with stakeholders on elements for consideration for our revised proposal, and as pre-reading we have provided our revised forecasts for pole management for CitiPower, Powercor and United Energy.</p> <ul style="list-style-type: none"> • Discussion questions: <ul style="list-style-type: none"> ○ Do you support the revised forecasts? ○ Do the revised forecasts reflect the community and stakeholder feedback? ○ If not, what other factors should we be taking into account in determining the revised forecasts? 	
3:10pm		Break	
3:20pm [10 mins] Discussion [55 mins]	3	<p>Future Network and customer solar journey</p> <p>Our customers and stakeholder have told us they expect us to play our part in enabling the energy market transition.</p> <p>In our 2021–2026 regulatory proposals we submitted two programs, Solar Enablement and Digital Network, which comprised a combination of innovative and network expenditure to enable the transition.</p> <p>The AER accepted these programs, albeit with a substituted value for Solar Enablement. We are strongly considering accepting the draft decision and have designed a Future Network program that outlines how we plan to implement the changes on the network and with our customers.</p> <p>We have also provided information on recent developments in how we are interacting with our customers to make their solar connection and export journey as seamless as possible.</p> <ul style="list-style-type: none"> • Discussion questions: <ul style="list-style-type: none"> ○ We are seeking to develop an output-based measure to hold ourselves accountable to delivering improved solar outcomes. What form should this measure take? ○ Does the Future Network program reflect what customers and stakeholders want us to prioritise in enabling the energy market transition? ○ Do you think the program allows sufficient flexibility for customers to enable their choices? ○ Does the customer solar journey assist customers and is there more we could be doing? 	Frans Jungerth / Ruchika Deora
4:25pm [5 mins] Discussion [20 mins]	4	<p>Customer Enablement</p> <p>In response to CAP's feedback, we have provided a revised Customer Enablement proposal. The revised proposal includes streamlined and synergised initiatives that most reflect</p>	Sonja Lekovic

		customer and stakeholder feedback to date and have the highest net benefit. <ul style="list-style-type: none"> • Discussion questions: <ul style="list-style-type: none"> ○ Do you support the revised proposal? 	
4:50pm	5	Actions and additional items for discussion	All
5:00pm	6	Meeting close	Adam Nason