



ATTACHMENT 2.02

Customer and stakeholder engagement

Prepared by Endeavour Energy

January 2015

Customer and stakeholder engagement

This attachment lists our engagement with customers and stakeholders since the submission of our substantive proposal in May 2014.

Engagement with Accredited Service Providers (ASPs) is shown from November 2013 when we began to inform them about the upcoming AER determination process.

Stakeholder	Purpose	Key Outcomes	Forum/ Medium	Date(s)
Electricity consumers (Sample size = 958 residential customers selected at random. See Attachment 2.03 for outcomes of choice modelling research)	<ul style="list-style-type: none"> Involve consumers by attaining consumer preferences for electricity prices and services including; reliability; power restoration; emergency response; asset maintenance; and vegetation management. Ask consumers to select their preferred option from these different choices. Inform the business at all levels about consumer priorities so these can drive our plans for the future. 	<ul style="list-style-type: none"> The results of this research validate findings from Endeavour Energy's previous engagement initiatives, which showed that while customers are concerned about affordability, the majority are not necessarily willing to trade reliability, safety and service for lower charges. 	<ul style="list-style-type: none"> Web-based choice modelling conducted by Ipsos Australia 	<ul style="list-style-type: none"> December 2014
Electricity consumers (Sample size = 300 residential and small to medium business customers selected at random)	<ul style="list-style-type: none"> Inform consumers about: who we are; what we do; their role in providing feedback to set business priorities for the future. Involve customers in the planning process by attaining feedback on key areas such as unplanned outages planned outages, streetlights, vegetation management, infrastructure maintenance, meters, construction and customer interaction are detailed Inform the business at all levels about consumer priorities so these can drive our plans for the future. 	<ul style="list-style-type: none"> In September 2014 our overall customers' satisfaction index was 81 per cent which exceeds our target of 80 percent. From the quarter ending June 2014 to quarter ending September 2014: customer satisfaction is generally stable for vegetation management, meter reading, planned outages, street lighting and interaction; customer satisfaction is improving for maintenance, construction and meter replacement; and customer satisfaction has fallen for unplanned outage and meter errors. 	<ul style="list-style-type: none"> Customer satisfaction research via telephone conducted by Ipsos Australia 	<ul style="list-style-type: none"> Quarterly – June 2014 and September 2014
Electricity consumers (All customer call centre phone calls received each month)	<ul style="list-style-type: none"> Inform the business at all levels about key areas of customer complaints, claims and feedback. Inform the business at all levels about areas which require improvement and the strategies to be used to improve in these areas. 	<ul style="list-style-type: none"> Changes to planned outage notification Investigation of alternative methods to contact customers about planned outages such as SMS. Implementation of network wide customer cards to improve two-way communication. Increased focus on site clean-up following maintenance and proactive management of property damage issues. 	<ul style="list-style-type: none"> Customer Focus Report provided to the Executive Leadership Team 	<ul style="list-style-type: none"> Monthly

Stakeholder	Purpose	Key Outcomes	Forum/ Medium	Date(s)
Residential and small business consumers – (Forum attended by 45 consumers who were sourced by market research company and received a paid fee for attendance. See Attachment 2.06 for outcomes of forum.)	<ul style="list-style-type: none"> Inform consumers about: who we are; what we do; how the electricity network operates; what makes up their bill; the AER determination process; the role of consumer engagement in setting business priorities; customer engagement plan progress and learnings; their role in providing feedback to set business priorities for the future; our priorities for the future; our public safety responsibilities; what contributes to opex and capex; and current levels of reliability and price compared other DNSPs. Involve consumers in the planning process by attaining consumer preferences for electricity prices and services including; reliability; power restoration; emergency response; asset maintenance; and vegetation management. Involve consumers in the planning process by: seeking suggestions on what we could do better; and attaining their preferences as to how they wish to be engaged in the future. Inform the business at all levels about consumer priorities so these can drive our plans for the future. 	<ul style="list-style-type: none"> Consumer preferences attained through discussions, feedback and survey. Two-thirds of forum attendees said they were not willing to trade a decreased price for decreased reliability. Three-quarters of forum attendees said they would prefer a steady increase in prices rather than a “boom-bust” cycle. Attendees were generally happy with the level of reliability, tree trimming to ensure safety, and response to blackouts and emergencies. Attendees requested more information requested on structure of the network, role of Endeavour Energy, demand management, implementing SMART metres, solar panels and green energy. Attendees requested greater use of social media and mobile apps to inform customers. 	<ul style="list-style-type: none"> Consumer engagement forum – Western Sydney 	<ul style="list-style-type: none"> Tuesday 25 November 2014
Peak consumer and advocacy groups Environmental groups Welfare groups Indigenous groups Ethnic/ NESP groups Regional business chambers Regional community groups and State MPs	<ul style="list-style-type: none"> Inform these groups about: who we are; what we do; how the electricity network operates; what makes up their bill; the AER determination process; the role of consumer engagement in setting business priorities; customer engagement plan progress and learnings; our priorities for the future; our public safety responsibilities; what contributes to opex and capex; benefits and risks associated with EE draft proposal and AER draft determination Involve these groups by encouraging them to read both our proposal and the AER’s draft determination and provide comments and suggestions on both. Involve these groups by attaining their feedback via face-to-face surveys with survey questions aimed at attaining feedback on: price/reliability trade-offs; our priorities for the future; preferences 	<ul style="list-style-type: none"> Further development of Endeavour Energy diversity strategy to incorporate findings of CALD communities Endeavour Energy to facilitate introductions between ECC and other energy associations such as ESAA and ENA AER submissions 	<ul style="list-style-type: none"> Series of letters from Networks NSW CEO Vince Graham or Endeavour Energy COO Rod Howard Presentation by Networks NSW CEO Vince Graham and two AER public forums Online and face-to-face surveys Networks NSW presentation at Energy & Water Ombudsman NSW (EWON) affordability forum Meeting with Ethnic Communities Council of NSW 	<ul style="list-style-type: none"> June and July 2014 July and December 2014 October 2014 October 2014 November 2014

Stakeholder	Purpose	Key Outcomes	Forum/ Medium	Date(s)
	<p>for future engagement; people's level of understanding of the role of Endeavour Energy.</p> <ul style="list-style-type: none"> Involve these groups by ensuring representatives sit on our Customer Consultative Committee and provide feedback and suggestions on our customer engagement approach. Inform the business at all levels about concerns and issues raised by these groups so that so they can be addressed and incorporated into our plans for the future. 			
<p>Customer Consultative Committee (CCC) comprising representatives from:</p> <ul style="list-style-type: none"> Public Interest Advocacy Centre (PIAC) Urban Development Institute of Australia NSW Business Chamber Council of Social Service of NSW (NCOSS) Break Thru People Solutions Greystanes Disability Services Mountains Youth Services Team Syd-West Multicultural Services Inc. Country Women's Association Illawarra Aboriginal Land Council Illawarra Business Chamber Parramatta Chamber of Commerce Southern Councils Group Macarthur Regional Organisation of Councils Community Relations Commission 	<p>for future engagement; people's level of understanding of the role of Endeavour Energy.</p> <ul style="list-style-type: none"> Inform CCC about: who we are; what we do; how the electricity network operates; what makes up their bill; the AER determination process; the role of consumer engagement in setting business priorities; customer engagement plan progress and learnings; our priorities for the future; our public safety responsibilities what contributes to opex and capex. Involve the CCC by attaining feedback from members about willingness to pay methodology Involve CCC by seeking feedback on draft customer commitment statement Involve members by encouraging them to read both our proposal and the AER's draft determination and provide comments and suggestions on both. Inform the business at all levels about concerns and issues raised by these groups so that so they can be addressed and incorporated into our plans for the future. 	<ul style="list-style-type: none"> Further choice modelling has been conducted to attain more data about customer preferences for price/service trade-offs. Changes to draft customer commitment statement to incorporate CCC feedback AER submissions 	<ul style="list-style-type: none"> Meeting Online surveys Routine correspondence Series of letters from Networks NSW CEO Vince Graham or Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> Tuesday 11 November 2014 November 2014 June and July 2014

Note: The following section details consultation with Councils and Council Organisations from June 2014 to January 2015

Council or Council Organisation	Purpose	Key Outcomes	Forum/ Medium	Date(s)
Shoalhaven	<ul style="list-style-type: none"> Inform councils about: who we are; what we do; how the electricity network operates; the AER determination process; the role of council engagement in setting business priorities; our priorities for the future; public safety responsibilities; what contributes to opex and capex; benefits and risks associated with EE draft proposal and AER draft determination. Inform councils about: component based billing and how it could benefit councils; costs and benefits of the introduction of new products such as LED lights/ Astronomical Clock / Solid 4.5 m slim line columns; tariff structures; metering and lighting charges; roles & responsibilities in relation to street lighting; and updates on maintenance performance. Involve councils in the planning process by attaining feedback about: street lighting billing, the regulatory structure ; the use of LED streetlights and new technologies; safety and the management and maintenance of electrical assets; urban design and landscaping design of assets; forward throw luminaires; our night watch initiative. Involve councils by encouraging them to read both our proposal and the AER's draft determination and provide comments and suggestions on both EE draft proposal and AER draft determination. Inform the business at all levels about concerns and issues raised by councils so that so they can be addressed and incorporated into our plans for the future. 	<ul style="list-style-type: none"> Send information about forward throw luminaires. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 31st Oct 2014 June and July 2014
Shellharbour		<ul style="list-style-type: none"> Follow up two street light complaints. Both now working 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 7 November 2014 June and July 2014
Kiama		<ul style="list-style-type: none"> New Council representatives introduced. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 31st Oct 2014 June and July 2014
Wollongong		<ul style="list-style-type: none"> Agenda changed slightly on the council's request. Hinged columns details requested by the council. LED rollout plans in Wollongong requested. Marine Drive installation to be advanced. AER submission 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 7th Nov 2014 June and July 2014
Wingecarribee		<ul style="list-style-type: none"> Request for Tariff Class 5 information to be linked to Tariff Class 3. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 22nd Oct 2014 June and July 2014
Wollondilly		<ul style="list-style-type: none"> Avon Dam Rd round about project to be expedited. York Street and George Street lighting project status update requested 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 22nd Oct 2014 June and July 2014
Camden		<ul style="list-style-type: none"> Dick Webb enquired about LED street lights for V category roads. Projects at Rose Drive and Remembrance Drive to be split and possibility of making a portion as non-contestable AER submission Further information to be provided by regarding public lighting after concerns raised about confidentiality claims in network proposal. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 27th Oct 2014 June and July 2014
Lithgow		<ul style="list-style-type: none"> No other issues discussed. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour 	<ul style="list-style-type: none"> 3rd Dec 2014 June and July 2014

Council or Council Organisation	Purpose	Key Outcomes	Forum/ Medium	Date(s)
			Energy COO Rod Howard	
Blue Mountains		<ul style="list-style-type: none"> Copy of MDI 0024 requested. For non-contestable projects a request was made to send an email whenever any project was complete. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 5th Nov 2014 June and July 2014
Hawkesbury		<ul style="list-style-type: none"> No other issues discussed. AER submission 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 28th Oct 2014 June and July 2014
Penrith		<ul style="list-style-type: none"> Likely that for all new sub divisions they would likely to go for LED for P4 category roads. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 21st Oct 2014 June and July 2014
Liverpool		<ul style="list-style-type: none"> Liverpool officials requested for introduction of LED for V category roads. WSROC proposal and inspection of street lights every 15th of the month discussed. Smart poles under Tariff Class 6 as an option discussed. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 16th Oct 2014 June and July 2014
Fairfield		<ul style="list-style-type: none"> A copy of asset register requested 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 14th Nov 2014 June and July 2014
Campbelltown		<ul style="list-style-type: none"> Request for tender specs and information on the process of installing video cameras on the street lights at Queen Street. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 27th Oct 2014 June and July 2014
Holroyd		<ul style="list-style-type: none"> Request for assets stock list. AER submission Further information to be provided by regarding public lighting after concerns raised about confidentiality claims in network proposal. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 16th Oct 2014 June and July 2014

Council or Council Organisation	Purpose	Key Outcomes	Forum/ Medium	Date(s)
The Hill Shire		<ul style="list-style-type: none"> Discussion and clarification of the process of handling glare complaints Clarification of roles and responsibilities for all new sub divisions with LED street lights. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 21st Oct 2014 June and July 2014
Blacktown		<ul style="list-style-type: none"> Council positive feedback re draft EE submission with a 12% drop in SLUoS for the year 2015-16. 8 local projects discussed. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 24th Oct 2014 June and July 2014
Parramatta		<ul style="list-style-type: none"> Pedestrian refuge and forward throw luminaires discussed in detail. 	<ul style="list-style-type: none"> Meeting Series of letters from Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> 15th Oct 2014 June and July 2014
Regional Organisations of Councils (ROCs) within network Western Sydney Regional Organisation of Councils (WSROC) - which represent 90 per cent of the councils in our network Macarthur Regional Organisation of Councils (MACROC) Southern Sydney Regional Organisation of Councils (SSROC)	<ul style="list-style-type: none"> Inform ROCs about: who we are; what we do; how the electricity network operates; the AER determination process; the role of stakeholder engagement in setting business priorities; what contributes to opex and capex. Involve ROCs in the planning process by attaining feedback about: street lighting billing, tariff structures; the regulatory structure; the use of LED streetlights and new technologies; management and maintenance of electrical assets Involve councils by encouraging them to read both our proposal and the AER's draft determination and provide comments and suggestions on both EE draft proposal and AER draft determination Involve councils in the planning process by providing an opportunity to ROCs to comment of draft specification for streetlights before engaging market. Inform the business at all levels about concerns and issues raised by councils so that so they can be addressed and incorporated into our plans for the future. 	<ul style="list-style-type: none"> Ongoing work with Western Sydney Regional Organisation of Councils to assist with their proposed implementation of new LED technology from July 2015. AER submission 	<ul style="list-style-type: none"> Meeting with WSROC Series of letters from Networks NSW CEO Vince Graham or Endeavour Energy COO Rod Howard 	<ul style="list-style-type: none"> October 2014 June and July 2014

Note: The following section details consultation with ASPs from November 2013 to January 2015

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
Level 1 (L1) ASPs	<ul style="list-style-type: none"> Inform L1 ASPs about: the AER determination process; EE's preparation of an application for submission to AER; keys dates in the process; AER and community engagement in the planning and determination process; proposal key areas including forecasted capital & operating expenditure. Inform L1 ASPs that: prices for the services provided by EE will change to fully recover the cost of delivery of the services; price changes will apply from 1 July 2014. Inform L1 ASPs about the impact to Level 1 ASP businesses when inspection, switching and hourly rates change. Inform L1 ASPs that there will be possible cost recovery for services provided to retailers under NECF Inform Endeavour Energy business at all levels about key Level 1 ASP matters and seek feedback on targeted areas which require improvement Involve ASPs by encouraging feedback on the seminar topics. 	<ul style="list-style-type: none"> L1 ASP Project Safety Design handover requirements. Good compliments on the presentation for application to work on the EE Transmission network. No feedback on AER fee determination provided on seminar feedback forms. 	<ul style="list-style-type: none"> Seminar attended by 24 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 5 December 2013
Level 1 ASPs	<ul style="list-style-type: none"> Inform L1 ASPs that: new monopoly service charges will increase by 2% -3% and take effect from 1 July 2014 onwards; further price changes 2015 - 2019 determination period will be provided in late 2014; price structure is likely to change for the remainder of the 2015 -2019 determination period. Inform Endeavour Energy business at all levels about key Level 1 ASP matters and seek feedback on targeted areas which require improvement. 	<ul style="list-style-type: none"> Suggested new topics on environment issues faced onsite. No feedback on AER fee determination provided on seminar feedback forms. 	<ul style="list-style-type: none"> Seminar attended by 33 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback form used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 3 June 2014
Level 1 ASPs	<ul style="list-style-type: none"> Inform L1 ASPs about: AER alternative control services classification decision; proposed 	<ul style="list-style-type: none"> Request for further justification for the changes and a timeline for implementation for new PPE 	<ul style="list-style-type: none"> Seminar attended by 21 ASP representatives. 	<ul style="list-style-type: none"> 4 December 2014

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
	<p>separate pricing of ancillary services; AER changing the regulatory regime; review price changes for last 10 years and EE proposal to establish a cost reflective price for ancillary services in the new regulatory period.</p> <ul style="list-style-type: none"> Involve L1 ASPs by encouraging feedback to us on proposed changes to fees and charges the AER's draft determination, and seminar topics. Inform L1 ASPs: that final determination will be made by April 2015 by AER, and the details will be published on the ASP website as soon as possible. Inform L1 ASPs of new Networks NSW PPE clothing requirements to be implemented in coming years. Inform the Endeavour Energy business at all levels about key Level 1 ASP matters and seek feedback on targeted areas which require improvement 	<p>clothing requirements to be implemented in coming years.</p> <ul style="list-style-type: none"> Feedback from the ASPs that the monopoly services charges were too high and unreasonable. 	<ul style="list-style-type: none"> Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback form used to capture comments and suggestions for future seminar topics. 	
<p>Level 2 (L2) ASPs</p>	<ul style="list-style-type: none"> Inform L2 ASPs about: the AER determination process; EE's preparation of an application for submission to AER; key dates in the process; AER and community engagement in the planning and determination process; proposal key areas including forecasted capital and operating expenditure. Inform L2 ASPs that: prices for the services provided by EE will change to fully recover the cost of delivery of the services; price changes will apply from 1 July 2014. Inform L2 ASPs of the impact to Level 2 ASP businesses if audit, defect and site establishment fee change. Inform L2 ASPs that there will be possible cost recovery for services provided to retailers under NECF. 	<ul style="list-style-type: none"> Suggested topics on emergency repair & metering for existing customers meeting the NECF requirements. Security Access keys for Padmount Substation to be provided to L2 ASPs. Suggested improvements to NOSW Application and training needs. No feedback on AER fee determination provided on seminar feedback forms. 	<ul style="list-style-type: none"> Seminar attended by 78 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 21 November 2013 and 28 November 2013

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
Level 2 ASPs	<ul style="list-style-type: none"> Inform L2 ASPs that: new monopoly service fees would apply on 1/7/14; an audit fee will apply to a NOSW within multiple occupancy; new audit fees will apply to a range of Level 2 works. Inform the Endeavour Energy business at all levels about key L2 ASP matters and seek feedback on targeted areas which require improvement. 	<ul style="list-style-type: none"> Replacement of Metering issues Suggestion that EE provide metering installation manuals for new meters. No feedback on AER fee determination provided on seminar feedback forms. No substantive feedback provided at Networks Working Group presentation 	<ul style="list-style-type: none"> Seminar attended by 104 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 20 May 2014 and 27 May 2014
Level 2 ASPs	<ul style="list-style-type: none"> Inform L2 ASPs about: AER alternative control services classification decision; separate pricing of metering charges and ancillary services; AER changing the regulatory regime; pricing and fee changes; review price changes for last 10 years and EE proposal to establish a cost reflective price for ancillary services in the new regulatory period. Inform L2 ASPs about: AER final charges expected to be approved in April 2015 and the details will be published on the ASP website as soon as possible; charges appear to increase 5% year on year. Inform L2 ASPs about new Networks NSW PPE clothing requirements to be implemented in coming years. Particular focus on progress with the NOSW automation project and roll out plan for second quarter 2015. Inform the Endeavour Energy business at all levels about key L2 ASP matters and seek feedback on targeted areas which require improvement. 	<ul style="list-style-type: none"> Request to receive adequate notice once fees are determined, so L2 ASPs can provide accurate quotes to customers for future tenders and pricing. Request for access keys to EE substations to be provided to L2 ASPs. Comments regarding new NOSW application – the majority of L2 ASPs believe the application will benefit their businesses however some are not convinced of the benefit of the new system. Suggestion for further technical improvements to the NOSW automation application Out of approximately 160 feedback forms, two forms were received which said that proposed increased inspection and metering fees were too high and would affect small businesses; other ASPs also expressed similar concerns regarding higher charges. 	<ul style="list-style-type: none"> Two seminars attended by a total of 190 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 21 November 2014 and 28 November 2014
Level 3 (L3) ASPs	<ul style="list-style-type: none"> Inform L3 ASPs about: the AER determination process; EE's preparation of an application for submission to AER; key dates in the process; AER and community engagement in the planning and determination process; proposal key areas including forecasted 	<ul style="list-style-type: none"> Suggested further presentation on the correct approach to designing the transmission network. Solving GISCAD software issues. Suggested the Company connection application forms to be 	<ul style="list-style-type: none"> Seminar attended by 53 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. 	<ul style="list-style-type: none"> 10 December 2013

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
	<p>capital and operating expenditure</p> <ul style="list-style-type: none"> Inform L3 ASPs about the impact to L3 ASP businesses if administration, information, certification, Notification of Arrangement, switching and hourly rates change. Inform L3 ASPs that there will be possible full cost recovery for services provided to retailers under NECF. Inform the Endeavour Energy business at all levels about key Level 3 ASP matters and seek feedback on targeted areas which require improvement. 	<p>standardised across DNSP's</p> <ul style="list-style-type: none"> Suggested inclusion of onsite attendance when assessing environmental requirements. Suggested the update of Standards to be aligned with GIS software updates. Commented on good accessibility to the forms on the EE website. No feedback on AER fee determination provided on seminar feedback forms. 	<ul style="list-style-type: none"> Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	
Level 3 ASPs	<ul style="list-style-type: none"> Informed L3 ASPs that: new monopoly service fees will increase by 2% -3% and take effect from 1 July 2014 onwards; the Nov/Dec 2014 seminar will provide further price changes relevant to the 2015 -2019 determination period; the price structure is likely to change for the 2015 -2019 determination period. Inform the Endeavour Energy business at all levels about key L3 ASP matters and seek feedback on targeted areas which require improvement 	<ul style="list-style-type: none"> Questions on EE's response time to certify designs. Suggestion on providing information on ASP market performance. Requested the availability of information on privatisation of the poles and wires. No feedback on AER fee determination provided on seminar feedback forms. 	<ul style="list-style-type: none"> Seminar attended by 47 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 12 June 2014
Level 3 ASPs	<ul style="list-style-type: none"> Inform L3 ASPs about: AER alternative control services classification decision; separate pricing of metering charges and ancillary service; AER changing the regulatory regime; pricing and fee changes; review price changes for last 10 years and the EE proposal to establish a cost reflective price for ancillary services in the new regulatory period. Inform L3 ASPs that: AER final charges expected to be approved in April 2015, and these details will be published on the ASP website as soon as possible; charges appear to increase 5% year on year. 	<ul style="list-style-type: none"> Requests that adequate notice be provided once fees are determined so they can provide accurate quotes to customers. Requests for general technical information to be presented at next forum. Suggestion for greater detail in GISCAD design drawings. 	<ul style="list-style-type: none"> Seminar attended by 55 ASP representatives. Interactive presentation to representatives at the seminar. Presentation published on the Endeavour Energy ASP website. Seminar feedback forms used to capture comments and suggestions for future seminar topics. 	<ul style="list-style-type: none"> 9 December 2014

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
	<ul style="list-style-type: none"> • Inform the Endeavour Energy business at all levels about key L3 ASP matters and seek feedback on targeted areas which require improvement. • Inform L3 ASPs about: new Networks NSW PPE clothing requirements to be implemented in coming years. 			

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
National Electrical and Communications Association (NECA)	<ul style="list-style-type: none"> Involve NECA representatives by facilitating a regular forum to discuss and table key issues, improvement initiatives, and updates on changes or developments with regard to NSW distribution networks. Inform the Endeavour Energy business at all levels about key NECA issues and feedback and target areas which require improvement 	<ul style="list-style-type: none"> NECA representatives work with Networks NSW on: appeals process for suspension of ASPs authorisation; comparable network access availability for ASPs, contractors and distributor's staff; simplified and streamlined NMI discovery process and accessibility for NOSW and CCEW lodgement; classification of metering as ancillary services; and the introduction of cost reflective pricing. Working Group established under agreed charter to coordinate discussions, propose solutions and seek information to address key issues impacting Accredited Service Providers in their relationship with the NSW distribution networks. NECA newsletter released confirming changed pricing for ancillary services. No substantive feedback provided at Networks Working Group presentation. 	<ul style="list-style-type: none"> NECA meeting Networks NSW presentation to NECA working group attended by representatives from ASP1, 2 and 3 and NECA. NECA newsletter NECA meeting 	<ul style="list-style-type: none"> June 2014 September 2014 November 2014 December 2014
Electricity retailers	<ul style="list-style-type: none"> Inform retailers about: key dates associated with the EE proposal process and AER determination process; the role of retailer participation in that process; our priorities for the future; trends in energy demand; network tariff strategy; issues driving metering prices and potential impacts to household bills in the future. Involve retailers by encouraging them to read both our proposal and the AER's draft determination and provide comments and suggestions on both. Involve these groups by attaining their feedback via face-to-face surveys with survey questions aimed at attaining feedback on aspects of relationship that retailers believe are working well and those which require greater focus. Inform the Endeavour Energy business at all levels about: key 	<ul style="list-style-type: none"> Key positives highlighted by survey: processing billing & dispute management; Endeavour Energy's ability to effectively resolve complaints; and the overall management of the relationship between EE and retailers. Key opportunities highlighted by survey: NMI standing data quality & processing; and increasing level of proactive communication i.e. being kept up to date Low survey response rate of 22%. Overall much of the data indicates that retailers feel that Endeavour Energy meets expectations with regard to many key indicators Development of Retailer Partnership Plan Retailer submissions received on revised proposal suggesting WACC appears excessive; there is room for greater efficiency in capex and 	<ul style="list-style-type: none"> Retailer Engagement Survey sent to all NSW Retailers (34 in total). Letters to retailers from Networks NSW CEO Vince Graham and Endeavour COO Rod Howard. Presentation by Networks NSW CEO Vince Graham and two AER public forums. 	<ul style="list-style-type: none"> September 2014 June and July 2014 July and December 2014

Stakeholder	Purpose	Stakeholder Feedback/ Outcomes	Forum/ Medium	Date(s)
	retailer issues and feedback; areas which require improvement; and the strategies to be used to improve in these areas.	opex; and there is scope for further reductions in network charges		