

# Agenda

## Customer Advisory Panel – Meeting 4: Steps after the revised proposal

Meeting	
<b>Date</b>	Thursday 5 November 2020
<b>Time</b>	Meeting from 11:00am – 1.00pm, including 5-minute break
<b>Location</b>	Microsoft Teams (link in calendar invite)
<b>Facilitator</b>	Adam Nason
<b>Attendees</b>	<p>CAP members: Gavin Dufty, Shelley Ashe, Dean Lombard, Tennant Reed, Nathan Crombie</p> <p>CCP17 members: Robyn Robinson, David Prins, Mike Henley</p> <p>CPPALUE: Renate Vogt (General Manager Regulation), Joanne Pafumi (General Manager Corporate Affairs), Scott Russell (General Manager Strategy and Customer Group), Brent Cleeve (Head of Regulation), Adam Nason (Head of Customer Experience), Megan Willcox (Manager Regulatory Projects), Sonja Lekovic (Senior Regulatory Economist), Ellen Lukin (Regulatory Analyst)</p>
<b>Apologies</b>	N/A
<b>Pre-reading</b>	<ol style="list-style-type: none"> <li>1. Addressing CAP feedback on COVID-19 (other than forecasting and usage patterns)</li> <li>2. COVID-19 impacts – revised proposal for review</li> <li>3. Clean energy position statement</li> <li>4. CAP meeting 4 – BAU engagement</li> <li>5. Appendix – customer engagement</li> <li>6. Customer commitments</li> <li>7. Future Network infographic (to be provided week beginning 2/11)</li> </ol>

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Time	Item	Topic	Who
11.00am	1	<b>Welcome and safety moment</b>	Adam Nason
11.05am [5 mins] Discussion [30 mins]	2	<p><b>Final feedback on our revised proposal:</b></p> <ul style="list-style-type: none"> <li>• <b>forecasting for impacts of COVID-19</b></li> <li>• <b>Future Network</b></li> </ul> <p>In response to the CAP’s feedback, we have provided an update on our plans for the revised proposal for:</p> <ul style="list-style-type: none"> <li>• capturing the impacts of COVID-19 in our forecasts</li> <li>• Future Network program initiatives and timing.</li> </ul> <p>• <b>Discussion questions:</b></p> <ul style="list-style-type: none"> <li>○ Do you support our revised forecasting considering the remaining uncertainty around COVID-19? What further consideration should we be accounting for?</li> <li>○ Does the updated Future Network infographic clarify what the program entails? What more can we do to clarify the program and its benefit to customers?</li> </ul>	Brent Cleeve

<p>11.40am [5 mins] Discussion [30 mins]</p>	<p>3</p>	<p><b>Our customer commitments</b></p> <p>We are working to become an increasingly customer-centric business and at the centre of this change, is a focus to involve customers in driving the future of the network.</p> <p>We have identified a range of customer commitment topics and ideas that we would like the CAP to test and build upon.</p> <ul style="list-style-type: none"> <li>• Discussion questions: <ul style="list-style-type: none"> <li>○ What do you see as the role of customer commitments?</li> <li>○ What should our key areas of focus be for our customer commitments?</li> <li>○ What are the top priorities for what we should be tracked against? How should we monitor and report?</li> <li>○ What are the major projects to be tracked?</li> </ul> </li> </ul>	<p>Adam Nason</p>
<p>12.15pm</p>		<p><b>Break</b></p>	
<p>12.20pm [5 mins] Discussion [30 mins]</p>	<p>4</p>	<p><b>The CAP as part of our business as usual stakeholder and customer engagement</b></p> <p>An addendum to our revised Regulatory Proposal commits to a customer and stakeholder engagement program as part of our business-as-usual operations. This continues the journey to customer centricity within the business with customer research, escalated governance, industry collaboration and stakeholder engagement and communication outlined in the strategy. It also proposes an extension of the role of the CAP.</p> <ul style="list-style-type: none"> <li>• Discussion questions: <ul style="list-style-type: none"> <li>○ Is this revised customer engagement strategy sufficient to ensure business actions and decisions reflect community needs?</li> <li>○ Does the governance structure and commitment to transparently report research findings provide confidence in our customer centric approach?</li> <li>○ Are there any other initiatives we could implement as part of BAU that will provide a stronger foundation for customer and stakeholder input into the next EDPR process?</li> <li>○ Do you support the extension of the CAP as part of our BAU processes?</li> <li>○ If so, how should the CAP operate moving forward, what do you see as its ongoing role, and how it will best provide valuable input into key decision making?</li> </ul> </li> </ul>	<p>Adam Nason/Renate Vogt/ Jo Pafumi</p>
<p>12.55pm</p>	<p>5</p>	<p><b>Actions and additional items for discussion</b></p>	<p>All</p>
<p>1.00pm</p>	<p>6</p>	<p><b>Meeting close</b></p>	<p>Adam Nason</p>