

Agenda

Customer Advisory Panel – Meeting 1: Customer experience

Meeting	
Date	Wednesday 16 September 2020
Time	Meeting from 10.00am – 12.00pm with 5 minute break
Location	Microsoft Teams (link in calendar invite)
Facilitator	Adam Nason
Attendees	Gavin Dufty, Shelley Ashe, Dean Lombard, Tennant Reed, Nathan Crombie, Mark Henley, Robyn Robinson, Renate Vogt, Joanne Pafumi, Brent Cleeve, Adam Nason, Megan Wilcox, Sonja Lekovic, Ellen Lukin
Apologies	N/A
Pre-reading	<ol style="list-style-type: none"> 1. CitiPower, Powercor and United Energy 2020–2026 Customer Strategy 2. CitiPower and Powercor Customer Enablement proposal summary 3. United Energy Customer Enablement proposal summary 4. Customer Service Incentive Scheme proposal summary

Agenda			
Time	Item	Topic	Who
10.00am	1	Welcome and safety moment	Adam Nason/Renate Vogt
10.05am [5 mins] Discussion [25 mins]	2	Our new Customer Strategy <p>In 2019 we undertook a program of work to refresh our Customer Strategy. The focus of the strategy is as an internal driver of change with more than 50 approved improvement initiatives.</p> <p>We have provided our Customer Strategy summary as pre-reading materials.</p> <ul style="list-style-type: none"> • Discussion questions/suggestions: <ul style="list-style-type: none"> ○ How can we further strengthen our customer strategy? Would you like us to track and report progress against the strategy? ○ How should we better shape our customer strategy and customer service offerings? What do you think of the merits of a customer willingness to pay study? ○ How do we better embed customer service into our business policies, cross-functional priorities and investment decisions? 	Adam Nason
10.35am [5 mins] Discussion	3	Customer Enablement proposal <p>In line with our new customer strategy as discussed in Item #2, in January 2020 we submitted our proposed Customer Enablement program as part of our regulatory proposals. The</p>	Sonja Lekovic

[30 mins]		<p>program introduces a number of tools that improve and simplify customer access to our services and data, including automation of connections for United Energy (CitiPower and Powercor already have the self-serve tool).</p> <p>We have provided a summary of our CitiPower/Powercor and United Energy Customer Enablement programs as pre-reading materials.</p> <ul style="list-style-type: none"> • Discussion questions/suggestions: <ul style="list-style-type: none"> ○ Does our customer enablement proposal reflect average customers' expectations of degree of automation of services? How should we address the affordability trade-off—should we scale back our initiatives to reduce impact on prices? ○ How do we go beyond providing customer initiatives with clear costs and unclear results for the customer? How do we quantify the economic outcomes of differences in customer experiences and link it to a clear value? ○ What is the role of a distributor should we just stick to poles and wires or is there a case to offer services such customer enablement if we can provide it at a cheaper cost and/or better service? ○ What information would customers like to have access to? How will this help customers improve their experience? ○ The types of service we offer are highly regulated—with regard to planned outage communications, should we be phasing out paper communication and be open to explicit versus implicit consent for digital (only) outage communications? Should we be keeping both albeit at a higher cost? 	
11.10am		Break	
11.15am [5 mins] Discussion [25 mins]	4	<p>Customer Service Incentive Scheme (CSIS)</p> <p>In July 2020, the AER published a new customer service incentive scheme (CSIS) guideline. The CSIS guideline is designed to encourage electricity distributors to engage with their customers and design alternative measures of customer service to replace the fault call telephone incentive.</p> <p>Since March 2020 we have been engaging with our customers to understand their preferences, which have informed our proposed alternative to the current telephone answering scheme. In late August 2020, we tested a new scheme with our customers and received strong support.</p> <p>Our proposed CSIS and summary of our customer engagement are provided in the pre-reading pack.</p> <ul style="list-style-type: none"> • Discussion questions: <ul style="list-style-type: none"> ○ Feedback on our proposed alternative scheme, including 	Megan Willcox/Sonja Lekovic

		<p>sense-checking the metrics behind the proposed incentive, e.g. the baseline targets, revenue shares and incentive rates</p> <ul style="list-style-type: none"> ○ Do you support our proposed alternative scheme? ○ What do you think of survey-based customer satisfaction type schemes? ○ Are there other services we should be offering to improve or seeking customer input on, as complimentary measures? 	
11.45pm	5	Actions and additional items for discussion	All
12.00pm	6	Meeting close	Adam Nason