

Become a Customer Forum Member

Are you interested in the delivery of electricity to Australian households and businesses?

AusNet Services is an electricity delivery service, bringing the benefits of electricity to millions of Victorians. We are looking for people to become members of our inaugural Customer Forum.

Interested people are invited to send an application to join our Customer Forum, established to formally represent the perspective of AusNet Services' customers in the revenue setting process that leads to the Australian Energy Regulator determining revenues for its electricity distribution network. This is an exciting and innovative approach to ensuring that AusNet Services' plans for the 2021-2025 period reflect the preferences of its customers.

What we are looking for?

Professional applicants with a range of skills are sought from various backgrounds, including (but not limited to) consumer advocacy, financial counselling, economics, academia, engineering, legal services, market research, business and public services. Members will review technical information, assist in identifying the issues that matter most to customers and negotiate with AusNet Services' leadership team to seek agreement on a revenue proposal that reflects those interests.

We are looking for people who can:

- Understand and identify the most important elements of complex issues.
- Draw on their skills and years of experience to take part in constructive but robust debate about the long-term interests of your fellow Australians.

The Customer Forum will meet in Melbourne for around one week a month from **1 February 2018 to 30 June 2019**. Members will be provided with training to prepare to meaningfully engage on aspects of AusNet Services' revenue proposal, which is highly technical in nature. The Customer Forum will also be able to influence customer research to provide insights into customer views.

A series of negotiations will be held between the Customer Forum and AusNet Services mid to late 2018 with the aim of agreeing that the material elements of its revenue proposal reflect consumer preferences and priorities. After this process, AusNet Services intends to publish a draft Revenue Proposal for public consultation in November 2018.

Remuneration will be discussed with suitable candidates.

Please email CVs to Charlotte Eddy, Manager Economic Regulation (charlotte.eddy@ausnetservices.com.au) by 10 January 2018.