

# EDPR Customer Forum

## Our commitment and objectives



Nino Ficca, Managing Director

21 March 2018

# Our objectives

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**1** Create a more customer centric organisation

**2** Identify the perspectives and preferences of our customers

**3** A more transparent regulatory process

**4** Negotiate and agree elements of regulatory proposal

## Our commitment

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- ▶ **Dedicating considerable resources to the process**
- ▶ **Step up in engagement expenditure**
- ▶ **Scope for Forum to commission its own research**
- ▶ **Relinquishing some control over submission development**

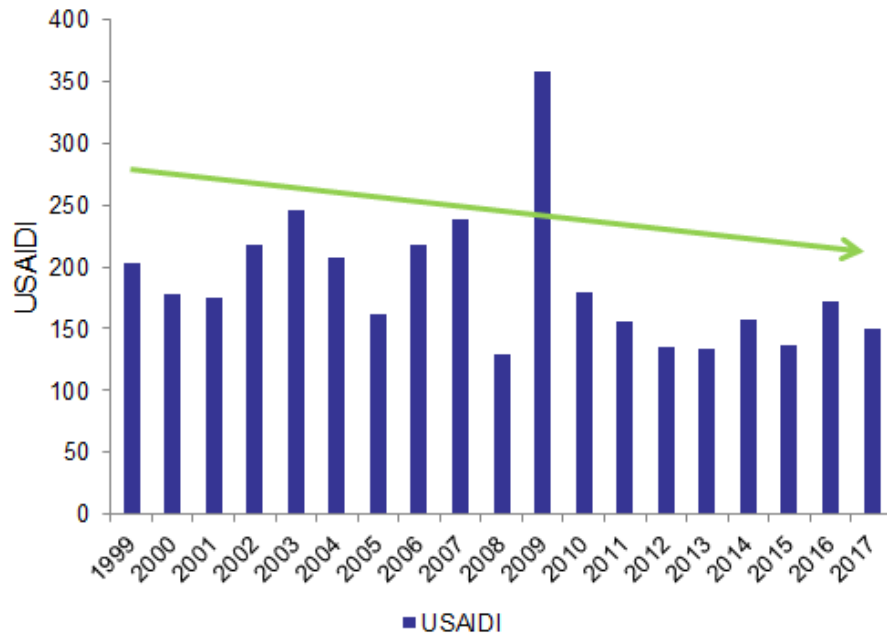
*This new process is a statement of the Board's intent*

# We are proud of what we have achieved

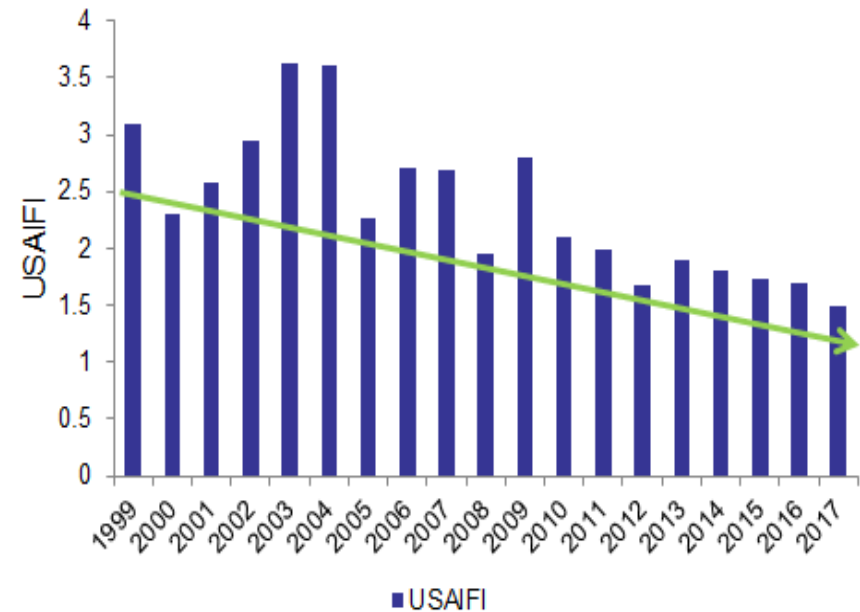


## Significant long term improvements in reliability...

### Duration of outages



### Frequency of outages

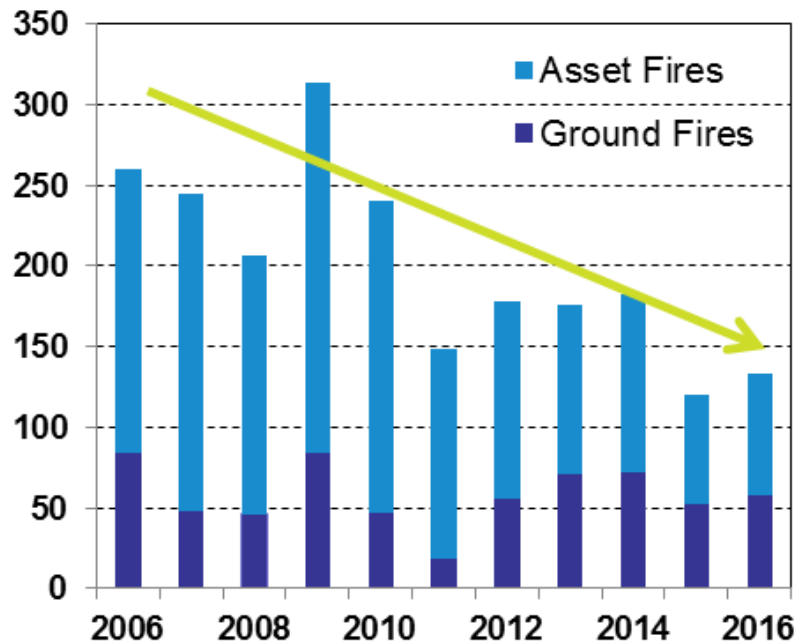


# We are proud of what we have achieved

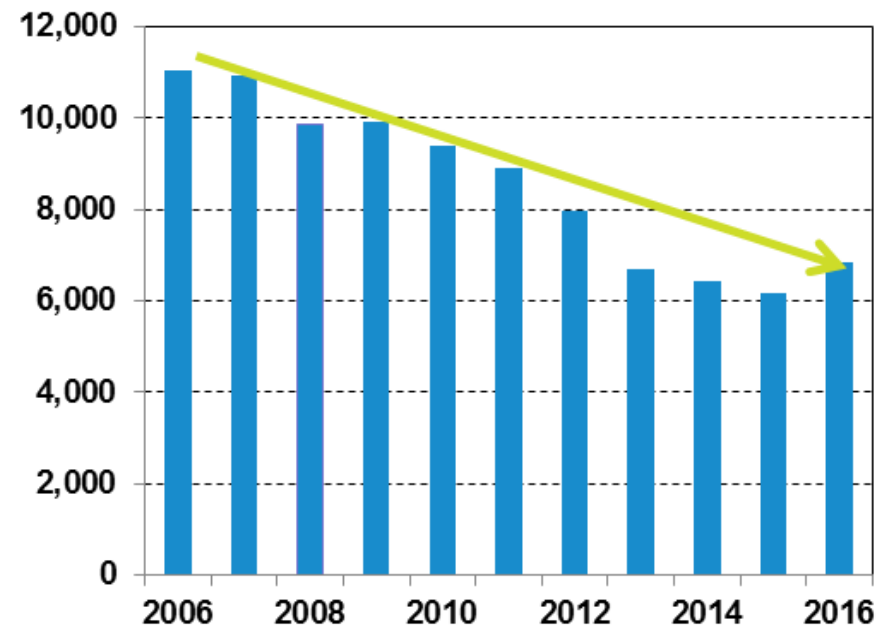


*...and large reductions in bushfire risk*

### Fire incidents

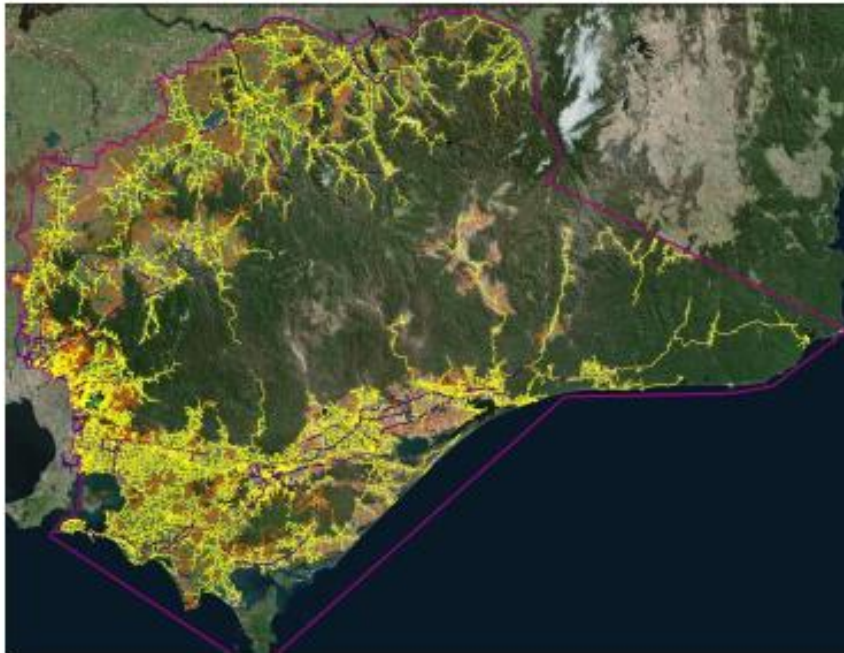


### Network incidents – potential for fire

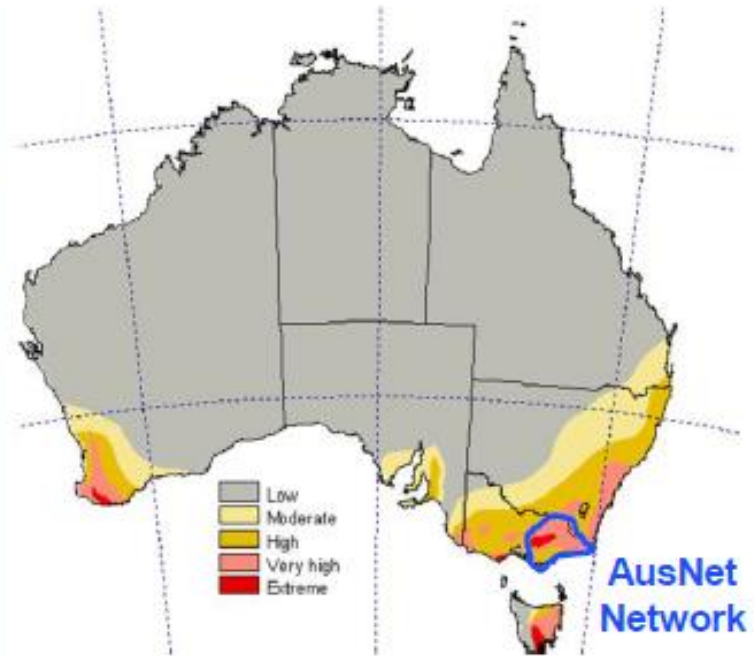


# Despite a challenging operating environment

The network covers difficult terrain



...with very high bushfire risk



## Our approach to the process

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- ▶ **We are aware of our customers' affordability concerns**
- ▶ **We want to align our proposal with our customers' preferences**
- ▶ **We want to identify and address our customers' 'pain points'**
- ▶ **Therefore:**
  - › We are not aiming to secure increases in expenditures
  - › We are not looking for changes to regime fundamentals.

***We want to use this as an opportunity to build greater customer centricity, focus and trust***

## My role

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- ▶ Approval of the bounds of the negotiations
- ▶ A point of escalation on the *process*
- ▶ A point of escalation during the *negotiations*

*I will be available to help ensure this process is a success*



**Thank you for your time**

**Questions / comments?**

