

EDPR Customer Forum - Week 1 program

Tuesday 20 March		Presenters
9-10am	<ul style="list-style-type: none"> • Induction, governance and protocols <ul style="list-style-type: none"> ○ Building access and tour ○ Meeting room location ○ Stationary/facilities/other resources ○ Technology requirements ○ Invoicing and approvals process ○ Confidentiality arrangements ○ Forum Governance structure ○ Reference Committee ○ Communication protocols with: <ul style="list-style-type: none"> ▪ AusNet Services ▪ AER/CCP ▪ CCC ○ Clarification of role and remit ○ High level timeline 	Rob Ball Charlotte Eddy Tom Hallam AER staff David Havyatt (ECA)
10-10:30am	The AER's and ECA's roles in the process	
10:30-11am	Morning tea: Introduction to key staff	
11am-1pm	<ul style="list-style-type: none"> • Presentation: AusNet Services <ul style="list-style-type: none"> ○ Company overview and history ○ Structure ○ Ownership ○ Assets/ businesses • Presentation: The Distribution business <ul style="list-style-type: none"> ○ Role of a distribution network ○ Objectives and strategy ○ Key themes ○ Context and narrative for the EDPR 	Adrian Hill Tom Hallam Emma Youill
1-2pm	Lunch	
2-3pm	Presentation from the Managing Director	Nino Ficca
3-4pm	Presentation: Electricity 101	Tom Langstaff
4-4:30pm	<i>Standing Customer Forum private meeting</i>	
Wednesday 21 March		
9-9:30am	<i>Standing Customer Forum private meeting</i>	
9:30am-12pm (15 minute break at 10:45am)	<ul style="list-style-type: none"> • Presentation: Network characteristics, customer characteristics and operating environment <ul style="list-style-type: none"> ○ Network characteristics <ul style="list-style-type: none"> ▪ Service area 	Tom Hallam Nick Cimdins

	<ul style="list-style-type: none"> ▪ Terrain ▪ Bushfire risk ○ Operating environment <ul style="list-style-type: none"> ▪ Regulatory obligations ▪ Safety obligations ○ Customer characteristics <ul style="list-style-type: none"> ▪ Income/welfare statistics ▪ Residential/non-residential split ▪ Rural/urban split ○ Demand and usage trends ○ Spatial information <ul style="list-style-type: none"> ▪ Solar PV growth ▪ Customer growth ▪ Demand growth 	
12-1pm	Lunch	
1-4pm (15 minute break at 2:30pm)	<ul style="list-style-type: none"> • Presentation: Existing Customer Engagement activities <ul style="list-style-type: none"> ○ Previous/ongoing research ○ Meetings w/ large customers ○ Our Customer Consultative Committee ○ Tariff reform engagement (separate process) • Presentation: EDPR Customer Engagement Strategy <ul style="list-style-type: none"> ○ Development of strategy ○ Objectives ○ Research methodology • Workshop: EDPR Customer Engagement Program <ul style="list-style-type: none"> ○ Overview of program ○ Timeline of activities ○ Insights so far (e.g. exploratory and one on one interviews) ○ Feedback from Forum members ○ Scope to refine/influence program ○ Next steps • Discussion: Public consultation forum in early April 	Catherine Gip Steph Judd
4-4:30pm	<i>Standing Customer Forum private meeting</i>	
Thursday 22 March		
9-9:30am	<i>Standing Customer Forum private meeting</i>	
9:30-10am	<ul style="list-style-type: none"> • Presentation: Overview of regulatory framework <ul style="list-style-type: none"> ○ Why/how are we regulated ○ Key industry players - AER, ESC, ESV, AEMC, AEMO, ESB 	Rob Ball

	<ul style="list-style-type: none"> ○ Regulatory instruments - NEL, NER ○ Building blocks ○ Expenditure forecasts ○ Benchmarking ○ Incentive schemes ○ Service classification ○ Customer engagement ○ Price review process 	
10am-12pm	<ul style="list-style-type: none"> ● Presentation (AER): <ul style="list-style-type: none"> ○ Expenditure assessment - capex ○ Expenditure assessment - opex ○ Incentive schemes ○ Benchmarking 	AER staff
12-1pm	Lunch	
1-2:30pm	<ul style="list-style-type: none"> ● Presentation: The Electricity Distribution Price Reset <ul style="list-style-type: none"> ○ Overview of a regulatory proposal ○ Project governance ○ Project plan and key milestones ○ Key work streams ○ Customer Forum ○ Current status ○ Key issues 	Deirdre Rose
2:30-4pm	<ul style="list-style-type: none"> ● Presentation: Review of historical performance <ul style="list-style-type: none"> ○ Prices ○ Expenditures ○ Asset base ○ Reliability ○ Customer outcomes 	Tom Hallam Michael Larkin
4-4:30pm	<i>Standing Customer Forum private meeting</i>	
Monday 26 March		
Mon 26 Mar	<ul style="list-style-type: none"> ● Site visits <ul style="list-style-type: none"> ○ Woori Yallock zone substation ○ Mount Dandenong 	Phil Bryant Tom Langstaff
Tuesday 27 March		
9-10am	<i>Standing Customer Forum private meeting</i>	
10-11:30am	<ul style="list-style-type: none"> ● Discussion: Scope of negotiation <ul style="list-style-type: none"> ○ Preliminary thoughts from all ○ Use of criteria to set scope ○ Key inputs ○ Customer outcomes 	Rob Ball Charlotte Eddy Tom Hallam AER staff
11:30am-1pm	<ul style="list-style-type: none"> ● Customer Consultative Committee <ul style="list-style-type: none"> ○ Workshop on how Forum can best 	Rob Ball

	<ul style="list-style-type: none"> ○ leverage CCC ○ Lunch 	Charlotte Eddy Tom Hallam
1:00-2:30pm	<ul style="list-style-type: none"> ● Presentation: Deliberative Forums <ul style="list-style-type: none"> ○ Approach ○ Topics 	Steph Judd Deirdre Rose
2:30-3:30pm	<ul style="list-style-type: none"> ● Discussion: Week 1 Recap and next steps <ul style="list-style-type: none"> ○ Clarification of remit and expectations of Forum ○ Q&A on material covered so far ○ Next month's program ○ Longer term program ○ Information requests/outstanding questions ○ Next steps / 'homework' for Forum 	Rob Ball Charlotte Eddy Tom Hallam
3:30-4:30pm	<i>Standing Customer Forum private meeting</i>	