

## AusNet Services EDPR Customer Forum

### 22 November 2018 meeting minutes

#### Attendees

<b>Customer Forum (CF)</b>	<b>AusNet Services (AST)</b>
Tony Robinson Helen Bartley John Mumford Greg Camm Dianne Rule	Tom Hallam Siham Knowles Tom Langstaff Adrian Hill Andrew Kennan Peter Caccaviello Denis McCrohan Jason O'Driscoll Charlotte Eddy Rob Ball

#### Repex

The Forum considered that AST should consider:

- Better articulate the benefits of these projects for all customers, particularly major customers
- Making it clearer to customers how projects are ranked and prioritised
- Accounting for specific customer needs and impacts when prioritising projects.

The Forum expected it would be satisfied by AST's proposed deferrals once these matters were addressed.

#### Metering benefits

The Forum provided feedback on AST's revised list of customer-focussed metering initiatives, including that AST should:

- Turn the language around so it is from the customers' perspectives, i.e. "customers will" instead of "we will"
- Add "myHomeEnergyPortal" back into the description
- Classify benefits as either operational today, operational by 2021 or operational during the 2021-25 period
- Reorganise order to put safety and outages first, then affordability
- Acknowledge that customers have paid a lot for meters, so emphasise AusNet Services' ongoing work program to progressively deliver smart meter benefits for customers

## **IT cloud opex**

### *Customer Relationship Management (CRM) and Outage Management System (OMS)*

The Forum supported in principle the need for a CRM and OMS, but was not able to confirm the efficiency of the cost estimates and would rely on the AER for this.

The Forum queried whether timeframes could be attached to the customer experience improvements associated with these systems, as customers would value this. AST confirmed it could provide more information on this.

### *Other systems*

The Forum was unable to support these systems at this stage, due to needing further evidence on cost savings. It was agreed that AST would provide quantification of the cost savings to the Forum when these figures are available in 2019.

## **AST feedback on draft Engagement Report**

AST and the Forum stepped through the detailed feedback AST had provided on the Forum's draft Engagement Report.