

# Objectives and approach

## Customer Forum Week 5

18 July 2018

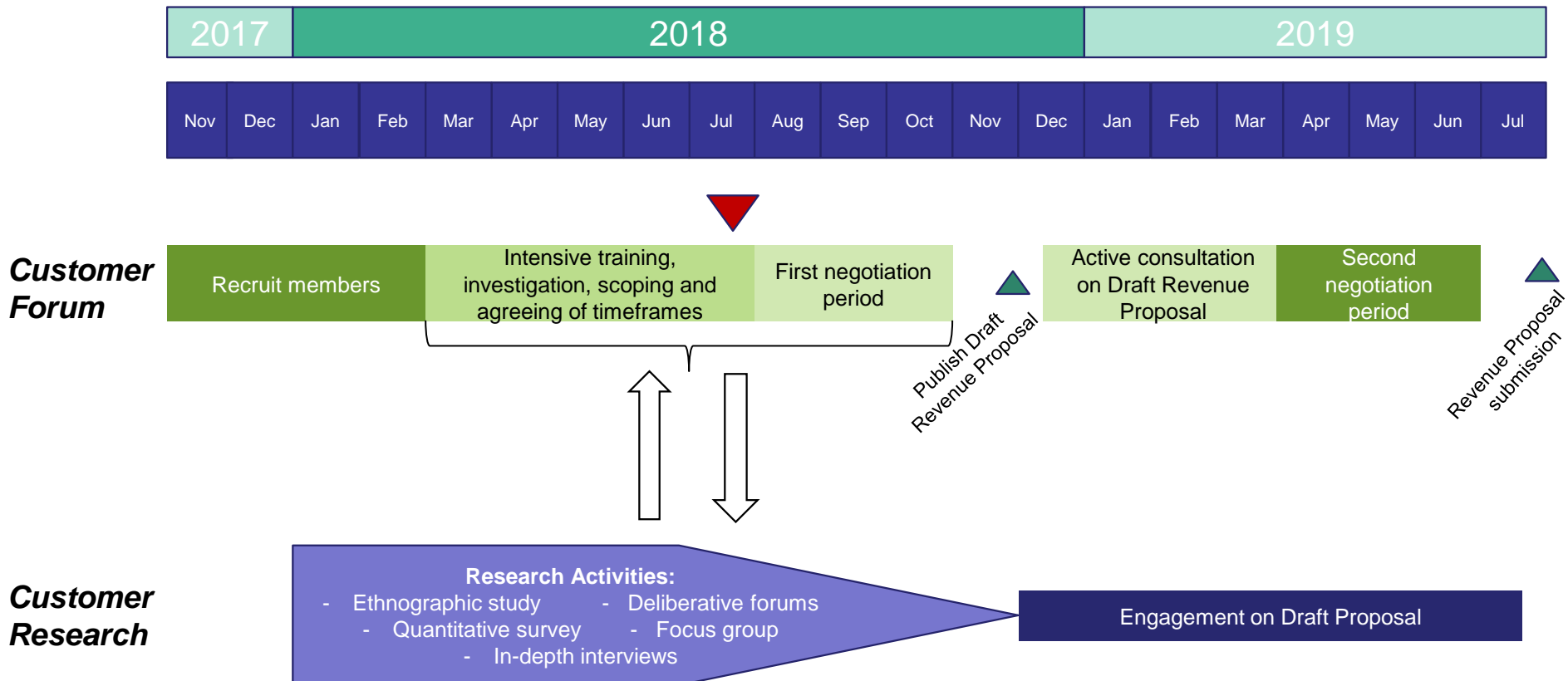


# Agenda

- ▶ Recap of where we are in the process
- ▶ Outcomes sought from Week 5 sessions
- ▶ Approach to Week 5 topics
- ▶ Current meeting schedule for Weeks 5-7

# Recap of where we are in the process

- ▶ Training, investigation, scoping stage has come to an end
- ▶ AusNet Services' negotiation positions to be circulated early August
- ▶ First negotiation period to commence 31 August



# Approach to Week 5 topics



Topic/s	Approach
Augex and repex* major projects	Present costed price/reliability trade-off options, for the Forum to form a view on
DER integration*	Present costed options for enabling customers to utilise the network to export DER, for the Forum to form a view on
Opex	Guide Forum through our preliminary operating expenditure forecast
Customer experience	Co-develop a set of customer service, experience and hardship improvements and initiatives
Innovation*	Test Forum's support for network innovation projects and associated customer benefits, and how these should be funded
Metering*	Test Forum's support for forecast metering charge, having regard to current and future AMI benefits

\* Out of scope for New Reg process

## Outcomes sought from Week 5 sessions

- ▶ **Does the Customer Forum have an initial view on this topic?**
- ▶ **Is any further info needed from us or, in the case of in-scope (NewReg) topics, the AER, to form a view on this topic? If so, what info is needed?**
- ▶ **What questions does the Customer Forum plan to ask during its engagement on the particular topic? Is any additional research warranted?**
- ▶ **Meetings in mid-August will provide an opportunity to close out any outstanding information requirements the Forum has**

