

AusNet Services EDPR Customer Forum

7 September 2018 meeting minutes

Attendees

Customer Forum (CF)	AusNet Services (AST)	Other
Tony Robinson John Mumford Greg Camm Dianne Rule	Adrian Hill Tom Hallam Andrew Kennan Catherine Gip Rob Ball	Roz Doyle

Apologies

Helen Bartley

Matters arising from the Forum's engagement with COSBOA, VECCI and BCA

CF is seeking clarification on:

- What is the energy consumption threshold at which business customers can cut out the retailers and deal directly with generators, and what is the potential saving from this?
- Is AST indifferent to whether its customers do this?

The Forum also noted that:

- Large business customers are largely indifferent to price path as long as cost is NPV neutral, whereas small-medium business customers would prefer a price path that delivers immediate reductions due to long term viability concerns
- The draft proposal is an opportunity to provide cost certainty out to 2025, which has value to customers and should be highlighted

Energy Charter

AST sought feedback from the Forum on draft principles for an Energy Charter being developed by the industry. CF feedback included:

- Energy Charter is good to foster competition by comparison
- A panel model is preferable to a consultant
- It may be desirable to have a minimum notice period for members wishing to leave (e.g. 12 months required for Ombudsman Schemes)
- Principle Two (i.e. offering best deal to customers) may be difficult for retailers to meet due to their profit drivers

Metering

The Forum made the following points in relation to AST's [Metering Negotiation Position Note](#):

- Public advice from Telstra around the timing of the 4G rollout indicated AST's proposed 3G/4G transition capex could be pushed back
- A contingent project or pass could be used to manage this expenditure
- It is unclear that metering opex has been reduced by ~\$16M as a result of the reallocation of costs from metering to distribution
- AST may be taking an overly conservative approach to freezing MyHomeEnergy data when customer details are updated (i.e. does adding a new mobile phone number warrant freezing?)
- AST needs to build a compelling narrative in its draft proposal around current and future customer benefits (i.e. a roadmap for benefits realisation)
- Could AST commit to engaging annually with advocates, and committing resources, to identify AMI benefits that would be of value to customers?

Actions arising

AST to confirm:

- With Telstra, the 4G rollout timing in Victoria and how its proposed 3G/4G transition capex aligns with this
- If a contingent project or pass through could be used to manage the 3G/4G transition capex
- That metering opex has been reduced by ~\$16M as a result of the reallocation
- If AST has flexibility to take a less conservative approach to freezing MyHomeEnergy data when customer details are changes.

Advocates workshop

It was agreed that separate meetings with the following stakeholder groups would be the most effective way to engage:

- Victorian Council of Social Services, Vinnies
- Energy Users Association of Australia
- Alternative Technologies Association.

The Forum noted it would also like to engage more with the CCC and intended to raise this at its 25 September meeting with the CCC.

Actions arising

AST to organise advocate meetings for mid-October.