

AusNet Services EDPR Customer Forum

12 November 2018 meeting minutes

Attendees

Customer Forum (CF)	AusNet Services (AST)
Tony Robinson	Tom Hallam
Helen Bartley	Siham Knowles
John Mumford	Tom Langstaff
Greg Camm	Charlotte Eddy
Dianne Rule	Rob Ball

Augex/repex

In response to AST's revised [augex](#) and [repex](#) negotiation position notes, the Forum questioned AST on various aspects of its planning approach, including:

- Differences in planning assumptions between distributors (e.g. failure rates, mean time to repair etc.) - AST noted these assumptions depend on several factors such as asset condition, spare strategies etc.
- Asset management audits – AST noted positive findings from 2018 ESV audit report
- Customer experience during a transformer failure – AST advised that this depends on several factors including switching arrangements, weather and time of day, if customer is residential or industrial etc
- The use of location specific VCR to account for different impacts on different types of customers - AST flagged this is allowed under the Rules, but has generally not been accepted by the AER. AST also noted that the VCR surveys captures different customer views, but statistical power is limited as results are aggregated and averaged

In relation to repex, the Forum considered AST should:

- Defer, to the 2026-30 period, the three projects proposed towards the end of the 2021-25 period;
- Defer all other projects by one year; and
- Provide narrative around customer impacts, including number of life support customers, for the projects remaining in-period.

AST responded that it could only defer selected projects that would not give rise to unacceptable safety or supply risks. AST agreed to set out this position for the Forum in writing.

In relation to augex, the Forum advised that it supported the proposed two projects, subject to AST conducting a detailed analysis of the cost effectiveness of three forecast load moderation options – increased commercial and industrial demand management, network reconfiguration and household battery uptake. The Forum would like to be involved in scoping out this work and for the work to be externally reviewed and completed by March. AST agreed to carry out this work.