

## AusNet Services EDPR Customer Forum

### 8 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	Adrian Hill Tom Hallam Siham Knowles Andrew Kennan Jason O'Driscoll Charlotte Eddy John Theunissen Tom Langstaff Kerry Lintern Rob Ball

#### Metering

AST presented a list of current and potential future smart meter customer-focussed initiatives for discussion with the Forum. The Forum considered that the list required further work, including clearer explanations of the customer benefit in "customer terms", how these are linked to the research has shown customers value, and performance metrics where possible. The list should also open with the strongest initiative first. The Forum also suggested the initiatives could be categorised into themes, e.g. safety, reliability, customer service, affordability, productivity etc.

#### Demand forecasting

In response to the Forum's request for further information on demand forecasting, an overview of AST's bottom-up demand forecasting methodology was provided, including the key assumptions, data sources and adjustments.

#### Price path

A price path was agreed with the Forum that would maximise the real reduction in average network bills able to be offered in 2021, followed by flat revenue per customer in real terms