

EDPR Customer Forum – Week 3 Agenda




May 15, 21, 22


AusNet Services and AER Melbourne offices

Timing	Topic	Presenter	Link to scope	Link to customer outcomes
Tuesday 15 May (AusNet Services offices)				
9:00-10:00am	<ul style="list-style-type: none"> Private Customer Forum meeting 		n/a	n/a
10:00am-12:00pm	<ul style="list-style-type: none"> Customer research update <ul style="list-style-type: none"> Ethnographic study final report – key insights Focus Group planning 	Dr Steph Judd Dr Larissa Nicholls (RMIT University)	In scope: The Customer Forum should have ongoing opportunities to influence our customer research activities to inform its negotiation positions.	Comprehensive customer research will ensure customers are paying an efficient price for the services they value.
12:00-1:00pm	Lunch		n/a	n/a
1:00-2:30pm	<ul style="list-style-type: none"> Asset Management System <ul style="list-style-type: none"> What is an AMS? Evolution of our AMS Objectives? Asset performance EDPR implications 	John Dyer Andy Dickinson Steven Owens	Context: Our asset management system underpins the prudence and efficiency of capital expenditures.	Price and reliability outcomes are impacted by asset management approach and the associated capital expenditure
2:30-4:00pm	<ul style="list-style-type: none"> Safety obligations <ul style="list-style-type: none"> Overview of our key obligations Expenditure and bill impacts 	Phil Bryant Ian Burgwin (Energy Safe Victoria)	Context: Meeting our safety obligations accounts for material current and future capital and operating expenditure.	Price, reliability and safety outcomes are impacted by our safety programs
4:00-4:30pm	<ul style="list-style-type: none"> Private Customer Forum meeting 		n/a	n/a



Monday 21 May (AER offices)				
9:00-10:00am	<ul style="list-style-type: none"> Private Customer Forum meeting 		n/a	 n/a
10:00am-12:00pm	<ul style="list-style-type: none"> Operating expenditure <ul style="list-style-type: none"> Breakdown of base year spend into customer outcomes Drivers in 2021-25 period 	AST	In scope: Operating expenditure is forecast in a 'top down' manner using relatively non-technical inputs, which are amenable to negotiation	Changes to customer service levels and customer experience may have implications for operating expenditure. Operating expenditure is also a material (i.e. approximately 40% of total revenue) driver of prices and bills
12:00-1:15pm	Lunch		n/a	n/a
1:15-2:00pm	<ul style="list-style-type: none"> New Reg Model <ul style="list-style-type: none"> Monitoring and evaluation of the AusNet Services trial 	Farrier Swier	n/a	n/a
2:00-4:00pm	<ul style="list-style-type: none"> Revenue modelling <ul style="list-style-type: none"> Exploring revenue/bill impacts in 2021-25 of changes in key inputs (e.g. expenditures, interest rates) based on simplified PTRM model using dummy numbers. 	AST	Context: Exploring the revenue impacts of varying key inputs will allow Customer Forum to understand what levers exist to impact prices and bills in the 2021-25 period	Customer prices and bills are expected to be a key aspect of the Customer Forum's negotiation position
4:00-4:30pm	<ul style="list-style-type: none"> Private Customer Forum meeting 		n/a	n/a



Tuesday 22 May (AER offices)				
9:00-10:00am	<ul style="list-style-type: none"> Private Customer Forum meeting / overflow session 		n/a	 n/a
10:00am-12:00pm	<ul style="list-style-type: none"> Connections framework – conceptual discussion of connection charging for load and solar connections. <ul style="list-style-type: none"> Network costs and benefits of solar The current framework treatment of load and generator connections of all sizes Emerging customer preferences on this topic (from focus groups) 	AST Harding Katz	In scope: Customer preferences should inform the amount of this expenditure and how it is recovered from some/all customers	Customer outcomes including prices for all customers, connection charges and future scope and cost of solar connection and export are impacted by our connections policy
12:00-1:00pm	Lunch		n/a	n/a
1:00-3:00pm	<ul style="list-style-type: none"> Forward plan and scope AusNet Services to: <ul style="list-style-type: none"> Present the proposed forward plan Explain what issues are already agreed to be in scope and why Note those additional issues proposed to be in scope, and initial thinking why When these issues are likely to be discussed, and whether the discussion will just be introductory Which sessions are likely to include indicative questions for the Forum to think about. 	AST	n/a	n/a
3:00:3:45pm	Afternoon tea with CCP members			
3:45-4:30pm	<ul style="list-style-type: none"> Private Customer Forum meeting / overflow session 		n/a	n/a