

EDPR Customer Forum – Week 4 Agenda



June 7, 8, 12-14
AusNet Services offices

Summary of topics discussed

In scope	Proposed by AST to be in scope	Context – out of scope
<ul style="list-style-type: none"> Augmentation expenditure – major projects (i.e. station rebuilds) Customer experience Operating expenditure 	<ul style="list-style-type: none"> Replacement expenditure - major projects (i.e. station rebuilds) DER integration expenditure and DER connections policy Innovation expenditure Regulatory protections Customer hardship arrangements Metering Price path 	<ul style="list-style-type: none"> Replacement expenditure - other programs and projects Safety expenditure Connections expenditure and customer contributions (pending outcomes of ESC review) IT expenditure Pricing

Detailed agenda

Timing	Topic	Presenter	Link to customer outcomes <i>For items that are in scope or proposed to be in scope only</i>
Thursday 7 June			
9:00-9:30am	Private Customer Forum meeting		
9:30-10:30am	[in- scope] <ul style="list-style-type: none"> Augmentation expenditure <ul style="list-style-type: none"> Forecasting methodology Drivers in the 2021-25 period Preliminary expenditure forecasts for 2021-25 period Customer outcomes Questions and options for the Forum to consider, and 	Deirdre Rose Steven Owens John Dyer Andy Dickinson	Price and reliability outcomes are impacted by the timing of these projects and the choice of solution (network vs non-network).



Timing	Topic	Presenter	Link to customer outcomes <i>For items that are in scope or proposed to be in scope only</i>
	how these are linked to the customer research program		
10:30-11:30am	<p>[proposed by AST to be in scope]</p> <ul style="list-style-type: none"> • Replacement expenditure - major projects (i.e. station rebuilds) <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes ○ Questions and options for the Forum to consider, and how these are linked to the customer research program 	Deirdre Rose Steven Owens John Dyer Andy Dickinson	Price and reliability outcomes are impacted by the timing of these projects and the choice of solution (network vs non-network).
11:30am-12:00pm	<p>[context – out of scope]</p> <ul style="list-style-type: none"> • Replacement expenditure - other programs and projects <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes 	Deirdre Rose Steven Owens John Dyer Andy Dickinson	n/a
12:00-12:30pm	<p>[context – out of scope]</p> <ul style="list-style-type: none"> • Safety expenditure <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes 	Deirdre Rose Steven Owens John Dyer Andy Dickinson	n/a
12:30-1:30pm	Lunch		
1:30-2:00pm	<p>[context – out of scope, pending outcomes of ESC review]</p> <ul style="list-style-type: none"> • Connections expenditure and customer contributions <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes 	Deirdre Rose	



Timing	Topic	Presenter	Link to customer outcomes <i>For items that are in scope or proposed to be in scope only</i>
2:00-2:30pm	[context – out of scope] <ul style="list-style-type: none"> • IT expenditure <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes 	Deirdre Rose	
2:30-4:30pm	Private Customer Forum meeting / overflow session		
Friday 8 June			
9:00-10:30am	Private Customer Forum meeting		
10:30am-12:00pm	[proposed by AST to be in scope] <ul style="list-style-type: none"> • Regulatory protections <ul style="list-style-type: none"> ○ Rationale ○ Possible scope for application in 2021-25 period 	Charlotte Eddy	These arrangements impact the allocation of cost and risk between AusNet Services and its customers, which ultimately impacts price.
12:00-1:00pm	Lunch		
1:00-2:00pm	<ul style="list-style-type: none"> • Stakeholder engagement planning 	Rob Ball	n/a
2:00-4:00pm	[context – out of scope] <ul style="list-style-type: none"> • Pricing <ul style="list-style-type: none"> ○ Current arrangements ○ Tariff reform process and objectives ○ Joint research/consultation ○ Options and trade-offs 	Charlotte Eddy Kate Jdanova Jay Stein (Powercor)	n/a
4:00-4:30pm	Private Customer Forum meeting		
Tuesday 12 June			
9:00-10:00am	Private Customer Forum meeting		



Timing	Topic	Presenter	Link to customer outcomes <i>For items that are in scope or proposed to be in scope only</i>
10:00am-12:00pm	<p>[proposed by AST to be in scope]</p> <ul style="list-style-type: none"> • Metering <ul style="list-style-type: none"> ○ Drivers in 2021-25 period ○ Contestability implications ○ Customer outcomes ○ Questions and options for the Forum to consider, and how these are linked to the customer research program 	Deirdre Rose Emma Youill Andrew Kennan	Investment in metering, and its potential contestability in the future, have implications for price, service, safety, information and control outcomes for customers.
12:00-1:00pm	Lunch		
1:00-2:00pm	<p>[proposed by AST to be in scope]</p> <ul style="list-style-type: none"> • DER integration expenditure and DER connections policy <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes ○ Questions and options for the Forum to consider, and how these are linked to the customer research program 	Deirdre Rose Tom Langstaff	Customer outcomes including prices for all customers, connection charges and future scope and cost of solar connection and export are impacted by DER expenditure and DER connections policy.
2:00-3:00pm	<p>[proposed by AST to be in scope]</p> <ul style="list-style-type: none"> • Innovation expenditure <ul style="list-style-type: none"> ○ Forecasting methodology ○ Drivers in the 2021-25 period ○ Preliminary expenditure forecasts for 2021-25 period ○ Customer outcomes ○ Questions and options for the Forum to consider, and how these are linked to the customer research program 	Deirdre Rose John Theunissen	Price outcomes, and the network's ability to facilitate customer-driven investments in new technology, are impacted by innovation spend.
3:00-4:30pm	Private Customer Forum meeting		



Wednesday 13 June			
9:00-10:00am	Private Customer Forum meeting		services
10:00am-12:00pm	<p>[proposed by AST to be in scope]</p> <ul style="list-style-type: none"> • Customer hardship arrangements <ul style="list-style-type: none"> ○ Our role vs retailer's role ○ Scope for change ○ Questions and options for the Forum to consider, and how these are linked to the customer research program 	Justin Betlehem Kelvin Gebert	Our customers' ability to access hardship arrangements may be impacted by positions on these issues.
12:00-1:00pm	Lunch		
1:00-2:00pm	<ul style="list-style-type: none"> • Customer research update <ul style="list-style-type: none"> ○ Attitudes and Perceptions Survey results ○ End of the line research activity 	Steph Judd	n/a
2:00-4:00pm	<p>[in- scope]</p> <ul style="list-style-type: none"> • Customer experience <ul style="list-style-type: none"> ○ Customer satisfaction (CSAT) - Q1 results ○ Customer service improvement projects ○ Customer Centricity project ○ Scope for improvements, including feedback from Forum ○ Need for further research ○ Questions for the Forum to consider, and how these are linked to the customer research program 	Steph Judd Shelley Cussen Penny Gray Ellie MacDonald Denis McCrohan	Customer experience outcomes will be impacted by positions on these issues.
4:00-4:30pm	Private Customer Forum meeting		



Thursday 14 June			
9:00-9:30am	Private Customer Forum meeting		services
9:30-10:00am	[proposed by AST to be in scope] <ul style="list-style-type: none">• Price path<ul style="list-style-type: none">○ Regulatory framework and constraints○ Options and questions for the Forum to consider, and how these are linked to the customer research program	Charlotte Eddy	The timing of customer bill impacts is influenced by the price path chosen.
10:00am-12:00pm	[in- scope] <ul style="list-style-type: none">• Operating expenditure<ul style="list-style-type: none">○ Customer outcomes○ Questions and options for the Forum to consider, and how these are linked to the customer research program	Michael Larkin	Price and service level outcomes are impacted by the quantum, and composition, of operating expenditure.
12:00-1:00pm	Lunch		
1:00-2:00pm	<ul style="list-style-type: none">• Discuss AER suggestions regarding the CCP's role (per email from AER to Customer Forum on 31 May)	AER	n/a
2:00-4:30pm	Private Customer Forum meeting / overflow session		