

# AUSNET EDPR 2026-2031 COORDINATION GROUP MEETING #15 MINUTES

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Location: Microsoft Teams

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Date: 25 June, 2024

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Time: 9:00 AM – 10:30 AM

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**Coordination Group (CG):**

- Peter Eben (Chair of CG, meeting Chair)
- Helen Bartley (Research and Engagement Panel Lead) (meeting secretary)
- Kieran Donoghue (Availability Panel Lead)
- Gavin Duffy (Tariffs and Pricing Panel Lead)
- Mark Grenning (Benchmarking and Opex Lead)
- Dean Lombard (Future Networks Panel Lead)
- Emily Peel (Customer Experience Panel Lead)

Attendees:

**AusNet:**

- Rob Ball
  - Charlotte Eddy
  - Lucy Holder
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Apologies: Gus Mandigora  
David Prins

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## I. WELCOME AND CONFLICTS OF INTEREST

- Acknowledgement of Country (HB)
- Minutes from the last meeting were accepted.
- No conflicts of interest declared.
- All action items from last meeting have been finalised

## II. PANEL LEAD UPDATES

- A. Customer experience 11 June costed options workshop (Emily)

- i. Tony took the panel through insights that the R&E panel had gleaned from their customer interviews.
  - 1. A number of themes came through in their discussions with customers including perceived issues with safety, asset management, communication and connection timing and value.
- ii. AusNet took the panel through the feedback received from customers on the February storm response and the outcomes from AusNet's PIR.
  - 1. None of the feedback received was surprising and key feedback was around the need for accurate and timely information via reliable channels, financial loss and compensation, frustration with online tools and contact centre wait times, simple and accurate messaging.
  - 2. Post PIR AusNet has entered into an enforceable undertaking with the Essential Services Commission.
- iii. The Panel then deep dived into AusNet's proposed customer commitments and improvements and CSIS for 2026-2031 period.
  - 1. Panel members agreed that clear metrics were needed to be established to monitor progress on both the customer commitments and operational improvements.
  - 2. The Panel members reiterated to AusNet that whatever we agree upon, we need to be sure that the customer doesn't pay twice.
  - 3. The panel advised that they needed further details from AusNet before they could make a decision and AusNet agreed to prepare detailed metrics relating to customer commitments and CSIS, to present at the August offsite for further discussion and decision.

B. Research and Engagement (R&E) meeting 17 June 2024 (Helen)

- i. Helen talked to minutes prepared by Michaela and previously circulated with the agenda
- ii. AusNet noted they have some knowledge gaps around small to medium business customers; Helen indicated that we noted AusNet's identified gaps and that independent of AusNet's view we intend to continue the engagement focus on business customers and business representative organisations
- iii. Helen and Mark provided an overview of the AER's Value of Network Resilience (VNR) work in their capacity as members of the AER's VNR Reference Group

C. Meeting with AER, CCP and AusNet re CG Report 18 June 2024 (Peter)

- i. Peter's meeting notes previously circulated to the CG were taken as read
- ii. Peter emphasised the importance of ensuring and open lines of communication with the AER and CCP and more meetings are likely as the CG develops its report

### **III. AUSNET ITEMS (SLIDES PROVIDED FOR A, B, C)**

A. Offsite planning (Charlotte)

- i. Early planning in progress, Charlotte talked to the draft agenda (circulated with this meeting's agenda)
  - ii. Some board members have shown interest in attending and EGMs are also expected to attend
  - iii. AusNet sought CG's interest in the draft agenda – key points, important for AusNet to also consider
    - 1. What elements of the draft proposal won't be finalised
    - 2. Reopeners, triggers for reopeners, e.g. resilience, tariffs
    - 3. Bill impact data - Charlotte confirmed bill impact data will be provided with options reflecting different proposals
    - 4. The potential bill impacts for reopeners and affordability - Charlotte indicated can provide indicators of dollars
  - iv. AusNet also sought CG views on approaches in relation to assessing stakeholder preferences its draft proposals, and how will AusNet evaluate the results of votes if that approach is used, whether everyone should vote or just panel leads and how to determine consensus? The CG provided a range of views but agreed it is important to capture the breadth of views and reasoning. AusNet will consider CG views in developing its approach
  - v. Expenditure category options (Rob)
    - 1. Rob provided an early mock-up of expenditure category options based on BAU upgrades for worst served feeders (copy provided post meeting to CG)
    - 2. Broad support for layout and content – noting that there is significant detail that will benefit from providing the material to stakeholders prior to the offsite.
  - vi. Feedback to questions
    - 1. Agreed re pre-meetings for individual panels
    - 2. All participants should be encouraged to comment on AusNet's narrative
- B. Expenditure forecasting methodology (Rob)
- i. Rob talked to the slide circulated with the agenda
  - ii. Methodology is due with the AER end June 2024, relatively high level and may change due to ongoing research and engagement
  - iii. A copy will be published on the Engagement Hub
  - iv. Gavin indicated it would be helpful to see bill impact by customer type/size, e.g. small, medium or large (cost allocation issue), noting it will not reflect retailer tariffs. Rob indicated AusNet will give some thought to this, e.g. cost per kWh
- C. Draft Proposal Revised Table of Contents (Lucy)
- i. Lucy talked to draft slide circulated with the agenda, noted changes to the contents are not huge or controversial
  - ii. Delivering value for money moved to the front as good framing when reading the proposal, what has been heard from engagement will be woven through the proposal

1. Gavin indicated importance of context such as government policy, operating environment etc. Lucy indicated these will be woven through the proposal
  2. Mark questioned the level of detail. Lucy indicated the target audience is customers rather than people with technical expertise and will be framed around customer outcomes with technical aspects at the back of the report (e.g. charts with capex, opex breakdowns, rate or return) – overall Charlotte indicated the draft plan will be 'mid-level' detail and enough to provide real understanding of outcomes
  3. Focus questions will be embedded throughout, with suggestion that a consolidate list appears at the back.
- iii. Overall CG supported the amended table of contents

#### **IV. OTHER BUSINESS**

A. AER update (Gus) – nothing to report, AER not present

B. CCP update – nothing to report, CCP not present

C. Open discussion

- i. Emily asked about outcomes of Euroa, Strathbogie and Violet Town engagement following outages earlier in 2024. Charlotte indicated they have been well-received, attendance good but not big. Emily commented on the short notice provided to customers and they were held during the day
- ii. Tariff reassignment – meeting with Minister and advisers on Tuesday 2 July 2024, will circulate further information post the CG meeting.

#### **V. ACTIONS AND NEXT STEPS**

**No Action items**

**Next meeting – 10 July 2024 8:30 am AET**