



31 January 2023

Attachment 3.3: Customer engagement matrix

Ausgrid's 2024-29 Regulatory Proposal

Empowering communities for a resilient, affordable and net-zero future.



Customer cohort	Meeting / material details	Page count
Materials listed are available in Attachment 3.3a Customer engagement materials. Additional materials are available on request.		
a. ASP	1. ASP conversation snapshot-9 December 2021 2. ASP conversation snapshot-2 March 2022 3. ASP conversation snapshot-11 May 2022 4. ASP meeting minutes ANS service fees -29 June 2022	1 1 1 3
b. Retailers	1. Retailer meeting presentation - 17 September 2021 2. Retailer forum material 20 June 2022 3. Retailer forum presentation - 20 September 2022 4. Retailer newsletter - March 2022 5. Retailer newsletter - April 2022 6. Retailer newsletter - May 2022 7. Retailer newsletter - June 2022 8. Retailer newsletter - July 2022 9. Retailer newsletter - September 2022 10. Retailer newsletter October 2022 11. Retailer newsletter - November 2022	7 43 38 2 2 2 2 2 2 2 2
c. Commercial and industrial customers	1. CandI Phase 1 interviews overview-7 May 2022 2. CandI Phase 2 forum presentation - 27 May 2022 3. CandI Phase 2 forum presentation - 31 May 2022 4. CandI Phase 3 interview presentation - September 2022 5. CandI Phase 3 interview summary - September 2022	26 28 28 13 1
d. Joint DNSP	1. Joint DNSP Service classification consultation paper-30 September 2021 2. Joint DNSP tariff meeting presentation-10 December 2021 3. Joint DNSP tariff meeting presentation-31 January 2022 4. Joint DNSP Resilience consultation paper-8 February 2022 5. Joint DNSP Resilience forum summary-25 March 2022 6. Joint DNSP ENA engagement validation meeting outcomes-23 May 2022	21 6 10 24 117 2
e. Culturally and linguistically divers (CALD)	1. Engagement materials Arabic-25 October 2021 2. Engagement materials Vietnamese-25 October 2021 3. Engagement materials Mandarin-25 October 2021 4. Phase 1 focus group summary report Arabic-2 November 2021 5. Phase 1 focus group summary report Mandarin-10 November 2021 6. Phase 1 focus group summary report Vietnamese-6 November 2021 7. CALD small business interview summary-21 November 2021 8. Phase 2 focus group summary report Arabic-5 May 2022 9. Phase 2 focus group summary report Mandarin-5 May 2022 10. Phase 2 focus group summary report Vietnamese-4 May 2022 11. Phase 3 focus group summary report Vietnamese-7 September 2022 12. Phase 3 focus group summary report Arabic-6 September 2022 13. Phase 3 focus group summary report Mandarin-5 September 2022 14. Arabic Ausgrid Draft Plan Info Sheet Affordability-1 September 2022 15. Arabic Ausgrid Draft Plan Info Sheet Customer Service-1 September 2022 16. Arabic Ausgrid Draft Plan Info Sheet Export Pricing-1 September 2022 17. Arabic Ausgrid Draft Plan Info Sheet Net Zero-1 September 2022 18. Arabic Ausgrid Draft Plan Info Sheet Residential Tariffs-1 September 2022	10 11 12 7 9 7 19 3 6 8 7 10 13 4 4 4 4 4

	19. Arabic Ausgrid Draft Plan Info Sheet Resilience-1 September 2022	4
	20. Chinese Ausgrid Draft Plan Info Sheet Affordability-1 September 2022	4
	21. Chinese Ausgrid Draft Plan Info Sheet Customer Service-1 September 2022	4
	22. Chinese Ausgrid Draft Plan Info Sheet Export Pricing-1 September 2022	4
	23. Chinese Ausgrid Draft Plan Info Sheet Net Zero-1 September 2022	4
	24. Chinese Ausgrid Draft Plan Info Sheet Residential Tariffs-1 September 2022	4
	25. Chinese Ausgrid Draft Plan Info Sheet Resilience-1 September 2022	4
	26. Vietnamese Ausgrid Draft Plan Info Sheet Affordability-1 September 2022	4
	27. Vietnamese Ausgrid Draft Plan Info Sheet Customer Service-1 September 2022	4
	28. Vietnamese Ausgrid Draft Plan Info Sheet Export Pricing-1 September 2022	4
	29. Vietnamese Ausgrid Draft Plan Info Sheet Net Zero-1 September 2022	4
	30. Vietnamese Ausgrid Draft Plan Info Sheet Residential Tariff-1 September 2022	4
	31. Vietnamese Ausgrid Draft Plan Info Sheet Resilience-1 September 2022	4
f. Indigenous	1. Ausgrid Indigenous Engagement Report- 9 June 2022	20
	2. Indigenous yarn presentation Bahtabah- 29 September 2022	13
	3. Indigenous yarns presentation Metro-6 July 2022	14
g. Councils	1. Council Vegetation management working group report- 14 October 2021	6
	2. Council Innovation and sustainability working group report - 28 October 2021	4
	3. Council Public lighting working group report- 7 December 2021	5
	4. Council resilience consultation summary report - 16 March 2022	15
	5. Council Public lighting working group report-18 May 2022	21
	6. Council resilience consultation summary report – 16 March 2022	15
	7. Council Innovation and sustainability working group report- 30 June 2022	5
	8. Council Vegetation Management working group report - 18 July 2022	3
	9. Council Draft Plan forum presentation - 27 September 2022	38
	10. Public lighting forum presentation - 29 September 2022	18
h. VoC Panel	1. Letter to recruit customers to VoC Panel-20 December 2021	2
	2. VoC Panel handbook- February 2022	24
	3. VoC Panel background report- February 2022	48
	4. VoC Panel meet and greet presentation- 22 February 2022	19
	5. VoC Panel factsheet introduction to energy-February 2022	2
	6. VoC Panel factsheet reading your bill-February 2022	2
	7. VoC Panel factsheet energy savings tips-February 2022	2
	8. VoC Panel factsheet energy safety-February 2022	2
	9. VoC Panel factsheet the energy industry is changing-February 2022	2
	10. VoC Panel Day 1 presentation - 27 February 2022	22
	11. VoC Panel Day 2 speakers- March 2022	4
	12. VoC Panel questions and answers - 30 April 2022	37
	13. VoC Panel Day 5 presentation - 14 May 2022	19
	14. Letter to VoC Panel from other engagement streams-4 June 2022	7
	15. VoC Panel Day 7 presentation - 4 June 2022	38

	16. VoC Panel Ausgrid response - 4 June 2022	23
	17. VoC Panel report-4 June 2022	18
	18. VoC Panel customer pre read materials-17 September 2022	73
	19. TownHall customer pre read materials-15 October 2022	69
	20. TownHall handouts-15 October 2022	4
	21. TownHall report-15 October 2022	19
i. Lived Experience	1. Lived experience Phase 1 roundtable presentation - 29 November 2021	17
	2. Lived experience Hunter Valley roundtable presentation - 7 December 2021	18
	3. Lived experience Phase 2 roundtable presentation - 4 May 2022	24
	4. Life support customer survey report-25 May 2022	8
	5. Lived experience Phase 3 Draft Plan roundtable presentation - 14 September 2022	29
	6. Lived experience Phase 3 Climate response roundtable presentation - 21 September 2022	28
j. English Draft Plan information sheets	1. Draft plan information sheet affordability-1 September 2022	4
	2. Draft plan information sheet customer service-1 September 2022	4
	3. Draft plan information sheet embedded network service-1 September 2022	2
	4. Draft plan information sheet residential tariffs-1 September 2022	4
	5. Draft plan information sheet resilience-1 September 2022	4
	6. Draft plan information sheet small business tariffs-1 September 2022	2
	7. Draft plan information sheet export pricing- 1 September 2022	4
	8. Draft plan information sheet large business tariffs-1 September 2022	4
	9. Draft plan information sheet net zero-1 September 2022	4
k. Small business	1. Phase 3 small business interview guide-September 2022	4
l. Yoursay website	1. Yoursay website Draft Plan feedback form-1 September 2022	3
	2. Yoursay website activity report-30 November 2022	1