

# Agenda

## Customer Advisory Panel – Meeting 3: Future network and management of poles

Meeting	
<b>Date</b>	Tuesday 20 October 2020
<b>Time</b>	Meeting from 2.00pm – 5.00pm, including 10 minute break
<b>Location</b>	Microsoft Teams (link in calendar invite)
<b>Facilitator</b>	Adam Nason
<b>Attendees</b>	<p><b>CAP members:</b></p> <ul style="list-style-type: none"> <li>• Gavin Dufty</li> <li>• Shelley Ashe</li> <li>• Dean Lombard</li> <li>• Tennant Reed</li> <li>• Nathan Crombie</li> </ul> <p><b>CCP17 members:</b></p> <ul style="list-style-type: none"> <li>• Mark Henley</li> <li>• David Prins</li> <li>• Mike Swanston</li> </ul> <p><b>CPPALUE:</b></p> <ul style="list-style-type: none"> <li>• Renate Vogt, General Manager Regulation</li> <li>• Joanne Pafumi, General Manager Corporate Affairs</li> <li>• Adam Nason, Head of Customer Experience</li> <li>• Frans Jungerth, Regulatory Project Manager</li> <li>• Jeff Anderson, Regulatory Project Manager</li> <li>• Ruchika Deora, Marketing &amp; Community Partnerships Manager</li> <li>• Brent Cleeve, Head of Regulation</li> <li>• Megan Wilcox, Regulatory Projects Manager</li> <li>• Chris Roberts, Senior Engineer Network Planning</li> <li>• Sonja Lekovic, Senior Regulatory Economist</li> <li>• Ellen Lukin, Regulatory Analyst</li> </ul>
<b>Apologies</b>	N/A
<b>Pre-reading</b>	<ol style="list-style-type: none"> <li>1. Poles management revised proposal (due Friday 16 October 2020)</li> <li>2. Future Network and customer solar journey</li> <li>3. CitiPower, Powercor and United Energy – Energy Market Transition Stakeholder Engagement Report</li> </ol>

Agenda			
Time	Item	Topic	Who
2.00pm	1	<b>Welcome and safety moment</b>	Adam Nason
2.05pm [10 mins]	2	<p><b>Management of poles</b></p> <p>Our 2021–2026 regulatory proposal submitted to the Australian Energy Regulatory (AER) included an uplift in our pole</p>	Jeff Anderson

<p>Discussion [55 mins]</p>		<p>management expenditure, arising from community concerns and Energy Safe Victoria (ESV) recommendations.</p> <p>The Australian Energy Regulatory (AER) has substituted our proposal with a lower value in their draft decision.</p> <p>On 7 October 2020 we held a forum with stakeholders on elements for consideration for our revised proposal, and as pre-reading we have provided our revised forecasts for pole management for CitiPower, Powercor and United Energy.</p> <ul style="list-style-type: none"> <li>• Discussion questions: <ul style="list-style-type: none"> <li>○ Do you support the revised forecasts?</li> <li>○ Do the revised forecasts reflect the community and stakeholder feedback?</li> <li>○ If not, what other factors should we be taking into account in determining the revised forecasts?</li> </ul> </li> </ul>	
<p>3:10pm</p>		<p><b>Break</b></p>	
<p>3:20pm [10 mins] Discussion [55 mins]</p>	<p>3</p>	<p><b>Future Network and customer solar journey</b></p> <p>Our customers and stakeholder have told us they expect us to play our part in enabling the energy market transition.</p> <p>In our 2021–2026 regulatory proposals we submitted two programs, Solar Enablement and Digital Network, which comprised a combination of innovative and network expenditure to enable the transition.</p> <p>The AER accepted these programs, albeit with a substituted value for Solar Enablement. We are strongly considering accepting the draft decision and have designed a Future Network program that outlines how we plan to implement the changes on the network and with our customers.</p> <p>We have also provided information on recent developments in how we are interacting with our customers to make their solar connection and export journey as seamless as possible.</p> <ul style="list-style-type: none"> <li>• Discussion questions: <ul style="list-style-type: none"> <li>○ We are seeking to develop an output-based measure to hold ourselves accountable to delivering improved solar outcomes. What form should this measure take?</li> <li>○ Does the Future Network program reflect what customers and stakeholders want us to prioritise in enabling the energy market transition?</li> <li>○ Do you think the program allows sufficient flexibility for customers to enable their choices?</li> <li>○ Does the customer solar journey assist customers and is there more we could be doing?</li> </ul> </li> </ul>	<p>Frans Jungerth / Ruchika Deora</p>
<p>4:25pm [5 mins] Discussion [20 mins]</p>	<p>4</p>	<p><b>Customer Enablement</b></p> <p>In response to CAP’s feedback, we have provided a revised Customer Enablement proposal. The revised proposal includes streamlined and synergised initiatives that most reflect</p>	<p>Sonja Lekovic</p>



		customer and stakeholder feedback to date and have the highest net benefit. <ul style="list-style-type: none"><li>• Discussion questions:<ul style="list-style-type: none"><li>○ Do you support the revised proposal?</li></ul></li></ul>	
4:50pm	5	<b>Actions and additional items for discussion</b>	All
5:00pm	6	<b>Meeting close</b>	Adam Nason