



Customer Consultative Committee

CitiPower, Powercor and United Energy

Terms of Reference

April 2019



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1.0 Purpose

The Customer Consultative Committee (CCC) provides a collaborative forum for customer representatives to work with CitiPower, Powercor and United Energy on the issues and opportunities that are important for electricity customers.

As a critical source for customer insights, the CCC will:

- Ensure a diverse range of customer and stakeholder views are fully considered as part of our decision making
- Provide a forum where customers and stakeholders challenge and question the strategies, plans and decisions of the business to ensure customer expectations are considered
- Improve our responsiveness to the changing needs of customers, and concerns of local communities and stakeholders
- Enable a two-way flow of information and advice on issues and initiatives to drive the right customer and business outcomes.

2.0 Scope

The scope of the CCC is to consider concepts, proposals, issues and challenges related to the CitiPower, Powercor and United Energy networks. This includes customer perceptions and views on focus areas such as:

- Safety – community safety, network safety and bushfire mitigation
- Reliability – network planning and investments, demand management, customer services
- Affordability – Regulatory Reset 2021-2025, Tariff Structure Statements, annual pricing proposals and vulnerable customer initiatives
- Flexibility – solar, distributed energy, renewable energy sources and connections
- Sustainability – community grants, corporate social responsibility and environmental management.

CitiPower, Powercor and United Energy will undertake to respond to all issues raised by CCC members, either in the following meeting or out of session.

CitiPower, Powercor and United Energy will invite subject matter experts to present on the topics outlined above, and in turn, will seek informed contributions by CCC members.

Where possible, CitiPower, Powercor and United Energy will provide an outline of proposed discussion topics at the start of the calendar year to identify those topics that are of most interest to CCC members.

Members bring to the committee voices and opinions which are based on customer perceptions and experiences, rather than bias towards particular projects, works and progress in their community.

The CCC will ensure the scope of discussion includes all end users, being residents, small business, commercial and industrial customers.

3.0 Membership

The CCC requires six to 12 members to achieve a diverse representation of customers and stakeholders across the CitiPower, Powercor and United Energy networks.

Representatives are selected based on their role, interest and position as a representative of a customer or stakeholder group. This includes customers or stakeholders representing interests in:

- Energy market, policy, regulation or planning
- Consumer advocacy
- Residential, small business, commercial, industrial or vulnerable customers
- Sustainability, renewables or distributed energy.

Each member may nominate an alternative representative to act for them if they are absent from a meeting. The alternate must be approved by the Chair and shall be deemed a representative of the CCC with the full responsibilities of a member.

If a member resigns from the organisation they represent during the membership term, they must advise the Chair and Stakeholder Engagement Manager. A suitable alternate representative from the organisation the member represented will be engaged for future meetings.

4.0 Roles and responsibilities

CCC members

The CCC is empowered to provide CitiPower, Powercor and United Energy with oral and written information gathered from the membership of the organisations represented or from individuals or other sources such as correspondence or published materials.

To fulfil the requirements of the CCC's purpose, scope and objectives, members must:

- Represent a body of stakeholders with an interest in the efficient operation of the CitiPower, Powercor and United Energy networks
- Have an understanding of the energy market and industry trends that could impact CitiPower, Powercor and United Energy customers or stakeholders
- Provide sound counsel, insights and ideas from their representative stakeholder groups
- Proactively share information on research or policy directly relevant to the CCC
- Commit to providing honest and constructive feedback
- Focus on constructive comment to facilitate discussion and resolution within the allocated time
- Accept action items delegated to any member as a result of CCC debate and resolution, and provide follow up reports to subsequent meetings until the matter is closed.

CitiPower, Powercor and United Energy

CitiPower, Powercor and United Energy will facilitate the sharing of information between the business and Panel members by:

- Circulating any relevant information that will be discussed with members prior to meetings
- Reviewing feedback from the customers and members to inform discussions
- Supporting the CCC by filling the Chair and administrative support function
- Responding within agreed timeframes to requests for further information
- Promoting the CCC's purpose, objectives and meeting outcomes to the business and external stakeholders.

The function of the Chair held by the CitiPower, Powercor and United Energy General Manager of Customer Services is to facilitate discussion and ensure all members voices' are heard within the allotted time for each topic. The Chair may also actively contribute to discussion and provide response where requested.

The role of Chair will be reviewed regularly and in line with CCC membership.

5.0 Meetings

The CCC will meet three times per year, or as requested by CitiPower, Powercor and United Energy or CCC members (in the case of emergent issues).

Meeting dates will be set by CitiPower, Powercor and United Energy Corporate Affairs and communicated to CCC members via email. Advance notice of changes to meeting scheduling will be provided to members will be managed by the CitiPower, Powercor and United Energy Corporate Affairs team.



Meetings will be scheduled from 10am – 2pm (lunch included). In the interests of all members, the maximum time allocated is 4 hours. If the agenda is not complete by the end of that time, the Chair and members will agree how remaining items will be considered.

Agenda items

An agenda will be prepared and circulated a week in advance of each meeting.

Members are encouraged to contribute to the agenda for each CCC meeting. Agenda items should be sent to the Chair and Stakeholder Engagement Manager for consideration at least one month prior to the meeting.

Reimbursement

Members may invoice CitiPower, Powercor and United for expenses related to attendance up to \$300. Members must submit a single tax invoice following each meeting to the Stakeholder Engagement Manager.

6.0 CCC terms and conditions

CPPCUE acknowledges the commitment of its members and the terms of participation.

Members are signed to commit to two (2) year terms and may be extended as many as three (3) times, totalling a six (6) year duration. This allows members to participate in the majority, or an entire regulatory period.

Members or their delegates must attend at least two meetings per year to retain membership for the following year.

A quorum comprises 70% of external members in attendance and three CitiPower, Powercor and United Energy General Managers including the Chair (or a nominee).

7.0 Review

The role, membership and operation of the CCC will be reviewed annually to evaluate the progress and effectiveness of engagement activities informed by members. Evaluation measures and reports on engagement activities will be provided to members.

8.0 Endorsement

By signing here members agree to the CitiPower, Powercor and United Energy Customer Consultative Committee Terms of Reference.

Name: _____ Sign: _____ Date: __ / __ / __