

Draft Minutes

Customer Advisory Panel – Meeting 6

Meeting	
Date	Thursday 24 August 2023
Time	9:00am-1:00pm
Location	VIBE Hotel – 1 Queen St, Melbourne + online
Members	Philip Cullum (Chair), Hilary Newstead (Deputy Chair), Helen Bartley, Winnie Waudu, Emma Lucia, Lynda Osborne, Gavin Dufty, Tennant Reed, Dean Lombard, Keicha Day (online)
Attendees	CPPALUE: Renate Vogt (General Manager Regulation), Brent Cleeve (Head of Regulatory Policy & Compliance), Jeff Anderson (Head of Regulatory Strategy), Chris Gilbert (Regulatory Lead), Jildau Schotanus (Regulatory Manager), Belyan Matthews (Senior Regulatory Analyst), Kaitlin Pisani (Project Coordinator) Monash University: Kari Dahlgren, Fareed Kaviani
Apologies	Emma Lucia

Item	Who	Item
1	Renate Vogt	<p>Actions update</p> <ul style="list-style-type: none"> The business agreed to present its regulatory reset 2026-2031 strategic roadmap to the stakeholder engagement subcommittee on 12 October The business has partnered with Forethought under a strategic partnership model to leverage its stakeholder engagement activities.
2	Jeff Anderson	<p>Governance</p> <ul style="list-style-type: none"> Recommendation more use should be made of future focused language rather than specific technologies i.e., distribution system operator (DSO) or dynamic operating envelopes (DOE) Table 2.2 appears to focus more on the previous reset. Recommendation to reframe this so it is more of a visionary statement that talks to customers There is opportunity to highlight risks and limitations i.e., National Electricity Objective (NEO).
3	Jildau Schotanus	<p>Customer Service Incentive Scheme (CSIS) development</p> <ul style="list-style-type: none"> It was recommended the research is framed around the service improvements customers want to see in 2031 It was recommended further engagement be undertaken on the 2026-2031 CSIS during the 2026-2031 regulatory period to be able to include metrics data is not presently available for It was recommended consideration be given to having separate measures for C&I and residential customers e.g., power quality, which is valued more by C&I customers compared to residential customers

		<ul style="list-style-type: none"> • It is important to consider what extent issues such as power quality and outages can be considered a customer service i.e., they may not be a customer service in and of themselves however, the communication surrounding them is • The accuracy of information will become more important with electrification • It was recommended the following criteria be considered when developing CSIS measures: <ul style="list-style-type: none"> ○ Measures should not be covered by other incentive schemes ○ Target areas where service can be improved, rather than areas that are already performing well ○ Include a broader customer base, rather than just the average customer as this will help close the gap between best and worst served ○ The baseline performance of customer service should be clear, and customers should be willing to pay for service levels above the baseline performance.
4	Kari Dahlgren Fareed Kaviani	<p>Future Home Demand Report</p> <ul style="list-style-type: none"> • Kari and Fareed presented a detailed presentation on their study of Future Home Demand • The study was the culmination of an 18-month study of CitiPower, Powercor and United Energy customers and how their energy management behaviours will change over the next regulatory period • The presentation was an inform session however CAP members looked forward to seeing how the research was applied by the businesses in the preparation their regulatory proposals
5	Chris Gilbert	<p>Update on the Joint Distributor Framework and Approach workshops</p> <ul style="list-style-type: none"> • Participants supported the businesses' intent but had open questions about cost allocation and value for customers when it comes to new services e.g. essential system services • CAP members that attended the joint distributor sessions agreed to share their views with the business in a separate meeting.
6	Brent Cleeve	<p>Update on the Joint Distributor Tariff workshop</p> <ul style="list-style-type: none"> • Brent advised the CAP on the recently completed joint distributor sessions on mass market tariffs and framework and approach • He also advised the CAP on the upcoming second joint distributor customer vulnerability and resilience forums.
7	Gavin Dufty	<p>Update on the CAP stakeholder engagement sub-committee</p> <ul style="list-style-type: none"> • The last stakeholder engagement sub-committee meeting was held on 7 August. The meeting focused on the business's updated implementation plans and the Rural and Regional Summit report. • Budget constraints within the business were also discussed in terms of how a reduced budget might impact stakeholder research and the broader engagement program • The next stakeholder engagement sub-committee meeting will focus on the business's engagement program and how engagement will be integrated into the draft proposal.
8	Lynda Osborne	<p>Update on the CAP tariff sub-committee</p>

		<ul style="list-style-type: none">The last tariff sub committee meeting was held on 11 August. The meeting focused on the business's tariff trials i.e., daytime saver tariff, high voltage battery trials with C&I customers and EV trial.
9	All	<p>Actions and additional items for discussion</p> <ul style="list-style-type: none">The business agreed to send CAP members the Rural and Regional Summit reportThe business agreed to schedule a 2-hour session for CAP members only to discuss the CAP's focus and outputs in the lead up to the draft proposalThe business agreed to schedule a 1.5-hour optional session with the CAP to discuss connections.