

Minutes

Customer Advisory Panel – Meeting 8/2023

Meeting	
Date	Tuesday 21 November 2023
Time	1:00pm-5:00pm
Location	Le Meridien - 20 Bourke St, Melbourne VIC 3000
Members	Philip Cullum (Chair), Hilary Newstead (Deputy Chair), Natalie Collard, Emma Lucia, Lynda Osborne, Gavin Dufty, Tennant Reed, Dean Lombard, Keicha Day
Attendees	CPPALUE: Renate Vogt (Genera Manager Regulation), Jo Pafumi (General Manager Corporate Affairs), Brent Cleeve (Head of Regulatory Policy & Compliance), Jeff Anderson (Head of Regulatory Strategy), Jildau Schotanus (Regulatory Manager), Ellen Lukin (Regulatory Manager) Winona Bonne (Graduate), Kaitlin Pisani (Project Coordinator) Forethought: Tim O’Brien
Apologies	Helen Bartley, Winnie Waudu

Item	Who	Item
1	Renate Vogt	<p>Actions update</p> <ul style="list-style-type: none"> Following a review of the reset stakeholder engagement program, it was advised the functions of CAP subcommittees will be rolled back into the larger CAP. The decision was made on the basis a more holistic approach to engagement is required to support the draft proposals in 2024.
2	Jildau Schotanus	<p>Customer service incentive scheme (CSIS) proposed measures for 2026-2031</p> <ul style="list-style-type: none"> Question raised as to what the business considers a good CSIS measure. Business suggested a good CSIS measures should be relevant, verifiable, measurable, and provide evidence that customers value the service improvement There is opportunity to introduce CSIS measures during the next regulatory reset period that support the new customer energy resource (CER) strategy Question raised as to how penalties and rewards are constructed and whether there should be different structures for each network Given new technologies, and changing customer preferences, it is important to consider communication methods other than contact centre interactions i.e., SMS, website, AI Question raised as to whether the networks collect data on outage restoration times that could be of value to customers Recommendation made to consider including a widespread and long duration outage (WALDO) CSIS measures to reflect the priority

		<p>afforded to network resilience, and to explore whether there are existing measures that might support this</p> <ul style="list-style-type: none"> • Question raised as to whether there is any opportunity for the business to have a dedicated customer service line for First Nation’s customers • Overall, the CAP were supportive of the business’s CSIS measures however, would value further investigation on outage restoration times and consideration as to whether metrics could include all types of communication.
3	Jildau Schotanus	<p>Supporting customers in vulnerable circumstances in 2026-2031</p> <ul style="list-style-type: none"> • Recommendation to provide more narrative to highlight how vulnerability differs between the networks • Recommendation to build out the demographics of the customer base for each network • Recommendation to ‘lift up’ the narrative around value stacking. Each network will have different partnerships and opportunities i.e., working with councils on tree clearance • There is opportunity to educate customers on how they can optimise their customer energy resources to benefit the networks • There is more work that could be done to better understand vulnerable customers. It is difficult to determine how many people are impacted by vulnerability just by looking at ECA statistics • Regional and rural areas are more exposed to vulnerability however, this is not always reflected in the proposed solutions. Recommendation to consider working with local health authorities in regional and rural areas to understand how customers are impacted • Recommendation to include more detail around how developed the networks’ partnerships are, and who and how the networks work with communities and organisations • Understanding the pathways for vulnerable customers to participate in the energy transition would be helpful, especially those affected by affordability • The business’s Reconciliation Action Plan (RAP) is a resource that should be used to engage First Nation’s communities, and to ensure that the business is meeting its customer vulnerability targets in line with the aspirations of First Nation’s communities.
4	Ellen Lukin	<p>Distribution system operator (DSO) business cases</p> <ul style="list-style-type: none"> • Recommendation to consider whether there is scope for co-investment or shared platforms or initiatives with other distributors where customers may have the same needs • More visuals would be beneficial to help ‘lift up’ the narrative. It is important to present the outcomes for customers rather than the technology being deployed • It would be helpful to know what the median reward provided under the Summer Saver program would be, in addition to the total reward • Question raised as to how the Summer Saver program today represents best value for customers, or could it be of greater value if other providers were involved • The CAP agreed that customer experience benefits should be included in the benefits case.

5	Renate Vogt	<p>Update on the Joint Victorian Distributor workshops</p> <ul style="list-style-type: none"> • The second joint mass market tariff workshop was held on 16 November with stakeholders • Time of use (TOU) tariffs for mass market customers was discussed in terms of whether a faster or slower transition from flat rate tariffs to TOU tariffs was preferred • Most participants agreed that a faster transition was preferable. This proposition will be tested with end use customers on 16 April 2024.
6	Gavin Dufty	<p>Update on the CAP Stakeholder Engagement Subcommittee</p> <ul style="list-style-type: none"> • The last stakeholder engagement subcommittee meeting was held on 9 November • The business presented its engagement synthesis report • CAP members noted that it is a great high-level report that effectively highlights the differences between the three networks.
8	All	<p>Actions and additional items for discussion</p> <ul style="list-style-type: none"> • Philip agreed to share feedback from the CAP private session on 30 October with the business • The business agreed to share the pre-read pack from the second joint distributor tariff workshop with the CAP • The business agreed to share the outcomes of its tariff trials with the CAP • The business agreed to share the outcomes of its meeting with the Victorian Government on 27 November with the CAP • The business agreed to share its engagement synthesis report with the CAP • The business agreed to share the proposed CAP agendas for 2024 with the CAP.