

EDPR Customer Forum – Week 2 Agenda

April 16-18, 26, 27
AusNet Services offices

Timing	Topic	Presenter
Monday 16 April		
9:00-10:00am	<ul style="list-style-type: none"> Private Customer Forum meeting <ul style="list-style-type: none"> Review of feedback from 13 April Public Consultation Session 	
10am-12:00pm	<ul style="list-style-type: none"> Best practice customer engagement in the utilities sector <ul style="list-style-type: none"> What is best practice? Implications for customer experience IAP2 spectrum Learnings from other sectors Limitations 	Steph Judd Helen Bartley David Havyatt (ECA) Mark McLeish (AER)
12:00-1:00pm	Lunch	
1:00-2:00pm	<ul style="list-style-type: none"> Customer research update <ul style="list-style-type: none"> Deliberative Forums Latest research findings 	Steph Judd Deirdre Rose
2:00-4:00pm	<ul style="list-style-type: none"> Smart meter benefits <ul style="list-style-type: none"> Smart meter capabilities Value to the distribution network <ul style="list-style-type: none"> Compared to old meters How this changes under contestability Value to customers Future benefits (with and without exclusivity) 	Emma Youill Denis McCrohan
4:00-4:30pm	<ul style="list-style-type: none"> Private Customer Forum meeting 	
Tuesday 17 April		
9:00-10:30am	<ul style="list-style-type: none"> Private Customer Forum meeting 	
10:30am-12:00pm	<ul style="list-style-type: none"> Discussion with Cynthia Gebert, Energy and Water Ombudsman of Victoria 	
12:00-1:00pm	Lunch	
1:00-2:30pm	<ul style="list-style-type: none"> Value of Customer Reliability <ul style="list-style-type: none"> What is the purpose of the VCR? How is the VCR defined and measured? What survey methods and data underpin the calculation? How is the VCR used by networks/planners? 	Joe Spurio (AEMO) Niluksha Herath (AEMO) Tom Langstaff

Timing	Topic	Presenter
	<ul style="list-style-type: none"> ○ Transition from AEMO to AER 	
2:30-4:00pm	Deliberative Forum topics	Steph Judd
4:00-4:30pm	<ul style="list-style-type: none"> ● Private Customer Forum meeting 	
Wednesday 18 April		
9:30am-10:30am	<ul style="list-style-type: none"> ● Control room tour <ul style="list-style-type: none"> ○ To meet in the lobby of 452 Flinders Street 	Tim Lloyd
10:30am-11:30am	<ul style="list-style-type: none"> ● Customer operations centre tour <ul style="list-style-type: none"> ○ Customer complaints and 'pain points', e.g. <ul style="list-style-type: none"> ▪ Connections ▪ Outages ▪ Solar PV connectivity ○ Customer satisfaction measures <ul style="list-style-type: none"> ▪ Existing measures ▪ New measures 	Jason O'Driscoll Steph Judd
12:00-1:00pm	Lunch	
1:00-2:30pm	<ul style="list-style-type: none"> ● Non network solutions <ul style="list-style-type: none"> ○ Network vs non network solutions ○ Solutions implemented to date ○ Demand growth and scope for network vs non-network solutions in next period ○ Future solutions 	Tom Langstaff Justin Harding Anthony Seipolt (AER) Mark McLeish (AER) Edward Orum (AER)
2:30-4:00pm	<ul style="list-style-type: none"> ● Innovation <ul style="list-style-type: none"> ○ Regulatory barriers ○ Operating context and need ○ How do we manage/govern innovation? ○ Current projects ○ Themes for 2021-25 (e.g. LV modelling, batteries, EVs, network management, data etc.) 	John Theunissen Megan Fisher Deirdre Rose Anthony Seipolt (AER) Mark McLeish (AER) Edward Orum (AER)
4:00-4:30pm	<ul style="list-style-type: none"> ● Private Customer Forum meeting 	
Thursday 26 April		
9:00-9:30am	<ul style="list-style-type: none"> ● Private Customer Forum meeting 	

Timing	Topic	Presenter
9:30-11:00am	<ul style="list-style-type: none"> • Customer journey mapping <ul style="list-style-type: none"> ○ What and why? ○ Case study: Distributed Energy Resources connections ○ Future work: outages and other connections 	Penny Gray Rachael Quigley
11:00am:12:30pm	<ul style="list-style-type: none"> • Productivity <ul style="list-style-type: none"> ○ What is productivity? ○ Treatment in the regulatory framework <ul style="list-style-type: none"> ▪ Incentives ▪ Expenditure forecasting ○ How networks make productivity gains ○ Implications for the Price Review 	Charlotte Eddy Rob Ball Toby Holder (AER) Denis Lawrence (Economic Insights)
12:30-1:30pm	Lunch	
1:30-3:00pm	<ul style="list-style-type: none"> • Incentive schemes <ul style="list-style-type: none"> ○ Reliability – STPIS, GSLs ○ Expenditure efficiency schemes ○ Network benefits ○ Customer benefits 	Charlotte Eddy Rob Ball Toby Holder (AER)
3:00-4:30pm	<ul style="list-style-type: none"> • Customer access to data <ul style="list-style-type: none"> ○ Status quo ○ Customer preferences ○ Potential changes <ul style="list-style-type: none"> ▪ Customer benefits ▪ Policy considerations ▪ Privacy considerations ▪ Other barriers ▪ Our role 	Emma Youill David Havyatt (ECA)
4:30-5:00pm	<ul style="list-style-type: none"> • Private Customer Forum meeting 	
Friday 27 April		
9:00-11:00am	<ul style="list-style-type: none"> • The 2016-20 Price Review <ul style="list-style-type: none"> ○ Our proposal <ul style="list-style-type: none"> ▪ Development of forecasts ▪ Key issues ○ AER assessment ○ Points of contention ○ Outcomes 	Tom Hallam Charlotte Eddy Rob Ball Mark McLeish (AER)
11:00am-12:00pm	<ul style="list-style-type: none"> • Scoping discussion and forward planning <ul style="list-style-type: none"> ○ To agree first 'tranche' of issues in scope ○ To agree timeframes and information requirements for each issue 	Tom Hallam Charlotte Eddy Rob Ball Chris Pattas (AER) Sebastian Roberts (AER) Mark McLeish

Timing	Topic	Presenter
		(AER)
12:00-12:30pm	Lunch	
12:30-1:30pm	<ul style="list-style-type: none"> Scoping discussion cont. 	
1:30-3:30pm	<ul style="list-style-type: none"> Stakeholder engagement plan <ul style="list-style-type: none"> Purpose of engagement Stakeholder mapping <ul style="list-style-type: none"> Customers Policymakers Advocates Communities Retailers MPs/Mayors AusNet Services employees (e.g. customer contact and field staff) Planning and resourcing 	Charlotte Eddy Sarah Ward Rob Ball
3:30-4:30pm	Private Customer Forum meeting	
To be provided as pre-reading		
	<ul style="list-style-type: none"> Customer segmentation <ul style="list-style-type: none"> How do we segment our customers? Characteristics of each segment (e.g. customer numbers, location, proportion of our revenue) Experiences of each segment (e.g. reliability, average bill) 	
	<ul style="list-style-type: none"> Deliberative Forums <ul style="list-style-type: none"> Memo Attachments 	