

## **AusNet Services EDPR Customer Forum**

### **26 November 2018 meeting minutes**

#### **Attendees**

<b>Customer Forum (CF)</b>	<b>AusNet Services (AST)</b>
Tony Robinson	Tom Hallam
Helen Bartley	Charlotte Eddy
John Mumford	Rob Ball
Greg Camm	Steph Judd
Dianne Rule	Denis McCrohan
	Leesa Penaluna
	Jeremy Lee

#### **Stakeholder engagement during December 2018**

AST and the Forum discussed the need for stakeholder engagement immediately after the draft proposal's release in December 2018. It was agreed that the Forum would arrange informal meetings with key stakeholders (e.g. consumer advocates), where it considered necessary.

#### **2019 planning and resourcing**

AST consulted with the Forum on:

- The purpose and schedule for Forum meetings during 2019.
- A meeting schedule that was agreed for 2019
- AST's engagement and research plans for 2019, including approximately five 'deep dives' with stakeholders and advocates from January to April 2019, and how the Forum might be involved in these
- The Forum's role for each of the negotiating topics.

The Forum confirmed it did not wish to proceed at this stage with a new research activity among low reliability customers.

#### **Updated CSAT results**

AST presented the most recent customer satisfaction (CSAT) results, which include data collected for Q3 (Aug.-Oct. 2018). Possible drivers of movement in each metric were discussed. The Forum expressed concern that complainants could be underrepresented. Consequently, it sought clarification as to the types of customer interactions that constitute a complaint. In the absence of a CRM or recording of calls, the Forum suggested call centre staff could ask this question of customers at the end of each call, so that a complaint is defined from a customer perspective.

AST advised it expects to provide updated Quarter 4 and Quarter 5 data in February and April 2019, respectively.

#### **Terms of reference for augex major project analysis**

AST sought feedback on its proposed scope and timelines for the review of augex deferral options requested by the Forum. The Forum requested that the CCP be consulted on the choice of external engineering consultant, and that AST present the draft findings during meetings scheduled for February 2019. The Forum supported the proposed scope and timelines for the review of deferral options.

### **Planning and scheduling outages**

AST presented on:

- How critical compliance and safety programs have historically driven an increasing need for planned outages
- How it engages with customers and communities when scheduling outages, but that a greater customer focus is needed in this respect
- A case study of how work is scheduled on the Seymour (SM8R) feeder, including the approach taken to manage customer impacts across schools, wineries, healthcare providers, emergency services etc.

The Forum queried whether more work could be done to collaborate with communities and/or their representatives (e.g. local councils) to minimise disruption caused by planned outages. AST acknowledged this and noted that, in its experience, this approach may place an unwelcome or onerous burden on a third party.