



Deliberative Forum topics

1 PURPOSE

To seek feedback from the Customer Forum on the topics AusNet Services intends to deliberate on during three Deliberative Forums to be held in late-May 2018. The Deliberative Forums will involve residential and small/medium business customers of AusNet Services.

The locations have been identified as:

- Ringwood/Lilydale
- Benalla
- Sale

A second rural location was added in response to feedback from the Customer Forum.

2 ISSUES

The following topics have been preliminarily identified by AusNet Services as those on which customers' views will inform our plans for 2021-25:

1. Managing the increasing uptake of solar PV and battery
2. Reducing customer bills through demand management
3. The value and affordability of network services
4. The reliability of network services.

To identify these topics, AusNet Services has had regard to:

- Topics of concern or interest raised in previous customer research outputs including:
 - an ethnographic study of residential households, conducted by RMIT in early 2018 (**Attachment 1**)
 - Interviews with a range of customer groups and stakeholders, conducted by AusNet Services' staff in early 2018 (**Attachment 2**)

The topic of bushfire safety was raised by the Customer Forum for potential inclusion in the Deliberative Forums. In particular, the degree to which AusNet Services has flexibility in the way it meets its bushfire mitigation obligations, and the associated costs, benefits and customer impacts, could be explored. Results of the customer consultation review on bushfire mitigation are provided in **Attachment 3**.

We are seeking a decision from the Customer Forum on which four topics should be explored through the Deliberative Forums.

A decision is required by 20th April on the four topics to be explored.

To assist with the decision, further information is provided in the attachment. A session has been scheduled for further discussion on Monday 16 April.



ATTACHMENT(S)

- Attachment 1** - **Ethnographic study: research update**
- Attachment 2** - **Draft stakeholder insights report**
- Attachment 3** - **2016-20 Price Review – Colmar Brunton Report**
- Attachment 4** - **Deliberative Forum presentation**