

## EDPR Customer Forum – Week 7 Agenda

**Timing:** September 3-4, 7

**Location:** AusNet Services offices (Level 29, Botanical room)

**AusNet Services representatives:**

Nino Ficca, Managing Director

Alistair Parker, Executive General Manager – Regulated Energy Services

Adrian Hill, General Manager – Regulated Energy Services

Tom Hallam, General Manager – Regulation and Network Strategy

Siham Knowles, General Manager – Network Engineering

Shelley Cussen, General Manager – Customer Services

### Agenda

Timing	Topic	AusNet Services representatives
<b>Monday 3 September</b>		
9:00-10:00am	Private Customer Forum meeting	
10:00am-4:00pm <i>Incl. lunch at 12:30pm</i>	<b>Negotiation: Customer experience</b> <i>Note: Indicative timing to set negotiating order only; the time taken to negotiate this topic may vary</i>	Alistair Parker, Tom Hallam, Shelley Cussen, Adrian Hill
4:00-4:30pm	Private Customer Forum meeting	
<b>Tuesday 4 September</b>		
9:00-10:00am	Private Customer Forum meeting	
10:00am-4:00pm <i>Incl. lunch at 12:30pm</i>	<b>Negotiation: Operating expenditure / innovation</b> <i>Note: Indicative timing to set negotiating order only; the time taken to negotiate this topic may vary</i>	Alistair Parker, Tom Hallam
4:00-4:30pm	Private Customer Forum meeting	
<b>Friday 7 September</b>		
9:00-10:00am	Private Customer Forum meeting	
10:00-11:00am	Feedback on Energy Charter	Catherine Gip
11:00am-3:00pm <i>Incl. lunch at 12:30pm</i>	<b>Negotiation: Metering</b> <i>Note: Indicative timing to set negotiating order only; the time taken to negotiate this topic may vary</i>	Tom Hallam, Adrian Hill
3:00-4:00pm	Conclusion of first negotiation week: Meeting with Nino	Nino Ficca
4:00-4:30pm	Private Customer Forum meeting	

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