

AusNet Services EDPR Customer Forum

8 October 2018 meeting minutes

Attendees

Customer Forum (CF)	AusNet Services (AST)	Other
Tony Robinson John Mumford Greg Camm Dianne Rule	Adrian Hill Tom Hallam Andrew Kennan Rob Ball	Roz Doyle

Apologies

Helen Bartley

Metering

Revenues

AST provided its latest metering revenue forecasts, which were in line with the figures presented in the Metering Negotiating Position Note.

3G/4G capex

AST advised the Forum of its engagement with Telstra on the timing of the 3G shutdown, and that no further information was forthcoming to suggest it would not be prudent to prepare for a 3G shut down by 2022. All agreed other DNSP positions will be a useful comparator, which will be known in December 2018. The Forum advised it would check AST's proposed timing with the AER. AST noted that the AER's Final Decision is not due until October 2020, and that it will update its position to reflect any new information from Telstra prior to this.

Customer initiatives

The Forum indicated it is seeking an undertaking from AST for a set of initiatives it will deliver for customers with timings for each, starting from 2019, e.g. pinging of smart meters. It is most interested in services that can be deployed universally, e.g. bill shock alerts.

Opex

The Forum:

- Indicated its continued support for the:
 - 2018 base year, subject to seeing the findings of the 2018 AER Distribution Benchmarking report
 - REFCL and 5 minute metering step changes, subject to AER assessment of costs
- Would like a response from AST on the marginal impact on opex of an increasing proportion of underground network from 2021-25
- Would like more information from AST on a possible hybrid productivity approach that brings forward savings from 2026-30 to 2021-25.

- Requested a clearer reconciliation of costs between metering and ACS (i.e. how the numbers have been updated, what the cost impact of the reallocation is, and which customers are impacted (e.g. residential customers vs. large business customers with contestable metering arrangements))
- Requested information on the capex cost and O&M savings expected from undergrounding a km of network

GSL payments

The Forum:

- Requested estimate of GESS impact on Murrumbidgee GSLs
- Indicated it is interested in research into the views of customers experiencing poor reliability and therefore receiving high numbers of GSLs.

2019 customer engagement plan

AST discussed its intention to conduct 'deep dives' in 2019, with the Forum commenting that:

- AST should contact stakeholders now to ensure availability for deep dives
- It is keen to understand what its role will be during the deep dives and how to ensure any separate engagement is complementary, e.g. testing specific propositions with customers
- While further customer research can be facilitated concurrently with deep dives, it recognises that AST needs lead time and simplicity if further research is to be undertaken
- It would like time be set aside at the deep dives for it to consult with attendees.

Next steps

AST to provide the information requested by the Forum, for discussion at the November meetings.