

EDPR Customer Forum – Week 9 Agenda

Timing: November 8-9, 12-13

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

AusNet Services representatives:

Adrian Hill, General Manager – Regulated Energy Services
 Tom Hallam, General Manager – Regulation and Network Strategy
 Siham Knowles, General Manager – Network Engineering
 Tom Langstaff, Networks Planning Manager
 Andrew Kennan, Head of Metering
 Denis McCrohan, Electricity Distribution Business Owner
 Chris Catanese, Community Liaison (Distributed Energy)
 Charlotte Eddy, Manager – Economic Regulation
 Michael Larkin, Senior Regulatory Economist
 Rob Ball, Regulatory Customer Liaison
 Catherine Gip, Customer Engagement Manager
 Dr Stephanie Judd, Customer Research and Insights Advisor
 John Theunissen, Manager – Network Modernisation
 Kerry Lintern, Energy and Technology Strategist
 John Dyer, Manager – Network Strategy
 Leesa Penaluna, Manager – Customer and Community Relations
 Jeremy Lee, Scheduling Manager
 Will Temple-Smith, Strategy Manager

Agenda

Timing	Topic	AusNet Services representatives
Thursday 8 November		
9:00-11:00am	Private Customer Forum meeting	
11:00-11:30am	Agenda and objectives for the week	Rob Ball
11:30am-1:00pm	Negotiation: Metering	Tom Hallam, Adrian Hill, Andrew Kennan,
1:00-2:00pm	Lunch	
2:00-3:00pm	Presentation: Demand forecasting approach	John Theunissen, Kerry Lintern
3:00-4:00pm	Negotiation: Price path	Tom Hallam, Charlotte Eddy
4:00-4:30pm	Private Customer Forum meeting	

Friday 9 November		
9:00-10:00am	Private Customer Forum meeting	
10:00-11:30am	Negotiation: Opex	Tom Hallam, Charlotte Eddy
11:30am-1:00pm	Discussion: Validation of ideas to be explored at AusNet Services/AGL Customer Hardship 'Hackathon'	Will Temple-Smith
1:00-2:00pm	Lunch	
2:00-3:30pm	Discussion: Customer research and engagement <ul style="list-style-type: none"> • Research activity into customers experiencing low reliability • Planning for 2019 deep dives 	Catherine Gip, Steph Judd, Charlotte Eddy
3:30-4:00pm	Discussion: Building stronger relationships with the community	Denis McCrohan, Chris Catanese
4:00-4:30pm	Discussion: AusNet Services' risk appetite in respect of augex/replex projects	Tom Hallam
Monday 12 November		
9:00-10:00am	Private Customer Forum meeting	
10:00am-4:00pm <i>Incl. lunch at 12:30pm</i>	Negotiation: Augex / Repex major projects	Tom Hallam, Siham Knowles, Tom Langstaff
4:00-4:30pm	Private Customer Forum meeting	
Tuesday 13 November		
9:00-10:00am	Private Customer Forum meeting	
10:00-11:30am	Negotiation: Customer service incentive scheme	Tom Hallam, Charlotte Eddy, Michael Larkin
11:30am-1:30pm <i>Incl. lunch at 12:30pm</i>	Discussion: Customer Forum feedback on AusNet Services draft proposal	
1:30-4:00pm	Private Customer Forum meeting	
4:00-4:30pm	Wrap up and next steps	Tom Hallam, Charlotte Eddy