


**2019-20 Timeline – Submission of EDPR Revenue Proposal no later than 31 Jan 2020**

Dates	Session	Topics	Objectives
14, 18, 19 Feb	Customer Forum meetings with AusNet Services	2019 ground rules, required customer research, innovation expenditure update, Customer Satisfaction Incentive Scheme, customer experience improvement initiatives, engagement on the draft proposal, opex update, augex major projects update	Progress work to underpin the final round of negotiations
21, 25, 26 Mar	Customer Forum meetings with AusNet Services	Customer experience update, call centre empathy training, meet the customer relationship managers, engagement on draft proposal, deep dive feedback, repex major project update, innovation expenditure update, opex update, augex major projects update	Progress work to underpin the final round of negotiations
12, 15, 16 Apr	Customer Forum meetings with AusNet Services	Engagement on draft proposal, life support customer management, planned outage management, smart metering update, customer experience update, repex and augex major projects	Progress work to underpin the final round of negotiations
13, 14, 16 May	Customer Forum meetings with AusNet Services	Engagement on draft proposal, Victorian Government proposal to change regulatory periods, smart metering update, revenue update, augex major projects update, priorities and actions	Progress work to underpin the final round of negotiations
8, 9, 11 July	Customer Forum <b>private sessions</b>	Customer experience, DER, Innovation and Opex	Customer Forum to refresh their positions (accounting for Deep Dives, stakeholder feedback, Customer Forum research, etc)
29, 30, 31 July	Customer Forum meetings with AusNet Services	Informal pre-negotiation sessions on DER, Innovation, Customer Experience (including improvements supported by smart metering) and Opex	These are in-scope topics for which the proposals are still undergoing significant development, and have been informed by the Deep Dives.  This is an opportunity for AusNet Services and the Customer Forum to test thinking prior to finalisation of negotiating positions.
2 September	Final negotiating position notes to the Customer Forum, AER and publication on AusNet Services website		



See note below table

Dates	Session	Topics	Objectives
23, 24, 25 Sept	Customer Forum negotiation sessions	Final negotiations on: <ul style="list-style-type: none"> <li>- Customer experience and hardship</li> <li>- Augex major projects</li> <li>- Repex major projects</li> </ul>	Final negotiation sessions
11, 14, 15 Oct	Customer Forum sessions	Final negotiations on: <ul style="list-style-type: none"> <li>- Smart metering</li> <li>- Opex</li> </ul> <p>Conclude prior negotiation topics if required.</p>	Final negotiation sessions
18 October	Draft of AusNet Services' full Revenue Proposal to Customer Forum		
25, 28, 29 Oct	Customer Forum sessions	Final negotiations on: <ul style="list-style-type: none"> <li>- Innovation</li> <li>- DER (Solar integration)</li> </ul> <p>Conclude prior negotiation topics if required.</p>	Final negotiation sessions
1 November	Draft of Customer Forum Engagement Report to AusNet Services		
7, 8 Nov	Customer Forum sessions	Final negotiations on: <ul style="list-style-type: none"> <li>- Price path</li> <li>- Overall 'reasonableness' of proposal.</li> </ul> <p>Conclude prior negotiation topics if required.</p> <p>Review documents: Regulatory Proposal; Engagement Report.</p>	Final negotiation sessions  Exchange feedback on the Regulatory Proposal and Customer Forum's Engagement Report
13 November	Updated full Revenue Proposal to Customer Forum (Final Draft)		

Dates	Session	Topics	Objectives
21, 22 Nov	Customer Forum sessions	Conclude prior negotiation topics if required.  Review documents: Regulatory Proposal; Engagement Report.	Final negotiation sessions  Finalisation and alignment of the Regulatory Proposal and Customer Forum's Engagement Report
27 November	Final Draft Customer Forum Engagement Report to AusNet Services		
5, 6, 9, 10 Dec	Customer Forum sessions	Conclude prior negotiation topics if required.  Review documents: Regulatory Proposal; Engagement Report.	Final negotiation sessions  Finalisation and alignment of the Regulatory Proposal and Customer Forum's Engagement Report
16 December	Final Regulatory Proposal and Customer Forum Engagement Report ready for submission 		



**Note:** The Victorian Government has decided to change the regulatory periods for the distribution businesses from a calendar year to financial year basis. This means that the in-scope proposal will cover the period to 30 June 2026.

Meeting the 2 September deadline for the overall revenue case and price path will be subject to advice on proposed regulatory settings from the Victorian Government and the AER. AusNet Services and the Customer Forum are planning to be in a position to submit to the AER prior to Christmas 2019. However, submission to the AER may occur any time up to 31 January 2020.