

# 2019 planning and resourcing

## Customer Forum

17 December 2018



# Contents

- ▶ **Purpose of 2019 meetings**
- ▶ **Proposed “deep dives” program**
- ▶ **High level meeting plan**
- ▶ **Other engagement and research**
- ▶ **The Forum’s role for each topic**

## Purpose of 2019 meetings

- ▶ **We propose no more than 2-3 days of meetings per month**
  - › Less time needed than first phase of negotiations
  - › No further “education” necessary
  - › Flexibility to increase if required
  
- ▶ **Meetings will be used to**
  - › Dissect customer and advocate feedback (incl. from deep dives)
  - › Work through outstanding issues (e.g. DER integration)
  - › Reach final negotiation outcomes for each topic
  
- ▶ **We have developed a high level meeting plan for discussion (see slide 5)**

## Proposed “deep dives” program

▶ **The program set out below is currently being finalised**

- › Would the Forum like to attend the **green** highlighted sessions below?
- › Would the Forum like to have a dedicated timeslot at one of the deep dives (e.g. capex #1)?
- › Any other comments/questions?

Deep dive	Timing	Topic/s
#1	31 Jan 2019	<ul style="list-style-type: none"> <li>• General feedback from stakeholders</li> <li>• Operating expenditure</li> </ul>
#2	27 Feb 2019	Public lighting
#3	~mid March 2019	Capex #1
#4	20 March 2019	Pricing (Joint Vic. DNSP session)
#5	10 April 2019	Capex #2
#6	1 May 2019	Overflow session

## High level meeting plan

**Specific meeting time commitment and agendas will be agreed in advance of meeting dates**

Meeting dates	Draft agenda items
8-11 Feb 2018	<ul style="list-style-type: none"> <li>• Discuss feedback from Deep Dive #1 (opex, general feedback)</li> <li>• Discuss insights from any initial engagement on draft proposal / draft report</li> <li>• Plan content for Deep Dive #3 (capex #1)</li> <li>• Update on AST restructure</li> <li>• Agree further research needed (if any)</li> </ul>
21-25 March 2019	<ul style="list-style-type: none"> <li>• Discuss feedback from Deep Dive #3 (capex #1)</li> <li>• Discuss findings of augex review of deferral options</li> <li>• Update on DER integration forecasts</li> <li>• Plan content for Deep Dive #5 (capex #2)</li> <li>• Agree scope and content for Customer Interactions Report</li> </ul>
12-16 April 2019	<ul style="list-style-type: none"> <li>• Discuss feedback from Deep Dive #5 (capex)</li> <li>• Update on specific innovation projects being proposed</li> <li>• Update on CSAT results</li> <li>• Update on customer experience initiatives</li> <li>• Plan content for Deep Dive #6 (overflow), if needed</li> </ul>
9-13 May	<ul style="list-style-type: none"> <li>• Discuss feedback from Deep Dive #6, if applicable</li> <li>• Negotiating sessions</li> <li>• Final Engagement report drafting</li> </ul>
30 May – 3 June	<ul style="list-style-type: none"> <li>• Negotiating sessions</li> <li>• Final Engagement report drafting.</li> </ul>

## Other engagement and research

- ▶ **What other engagement and/or research does the Forum consider will be necessary for 2019? e.g.**
  - › Direct customer engagement?
  - › Further customer research?
    - Research into low reliability customers: next steps?
  - › Engagement with advocates?

## Proposed Forum role for each topic

Topic	Proposed role for Forum
Customer experience	<ul style="list-style-type: none"> <li>Negotiate any refinements/ additions to customer experience proposal for final regulatory proposal</li> </ul>
Customer service incentive scheme	<ul style="list-style-type: none"> <li>Inform our submissions into the AER's consultation process</li> <li>Help shape scope and data reported in Customer Interactions Report</li> </ul>
Opex	<ul style="list-style-type: none"> <li>Negotiate any refinements to opex forecast for final regulatory proposal</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>Advise whether the specific projects being proposed align with customer preferences and needs, based on customer feedback</li> <li>Help shape narrative around customer benefits for final regulatory proposal</li> </ul>
Metering	<ul style="list-style-type: none"> <li>Help shape narrative around customer benefits for final regulatory proposal</li> </ul>

## Proposed Forum role for each topic

Topic	Forum's role
Augex major projects	<ul style="list-style-type: none"> <li data-bbox="469 411 1624 448">• Negotiate proposed projects and timing for final regulatory proposal</li> </ul>
Repex major projects	<ul style="list-style-type: none"> <li data-bbox="469 545 1624 582">• Negotiate proposed projects and timing for final regulatory proposal</li> </ul>
DER integration	<ul style="list-style-type: none"> <li data-bbox="469 679 1466 716">• Negotiate proposed approach for final regulatory proposal</li> </ul>
Price path	<ul style="list-style-type: none"> <li data-bbox="469 813 1307 851">• Negotiate price path for final regulatory proposal</li> </ul>