

AusNet Services EDPR Customer Forum

23 November 2018 meeting minutes

Attendees

Customer Forum (CF)	AusNet Services (AST)
Tony Robinson	Nino Ficca
Helen Bartley	Alistair Parker
John Mumford	Tom Hallam
Greg Camm	Charlotte Eddy
Dianne Rule	Rob Ball

Meeting with Nino and Alistair

The Forum reflected with Nino and Alistair on the negotiating process so far. The Forum, Nino and Alistair's planned trip to Gippsland to meet with customers, and potential changes to the Customer Consultative Committee to increase retailer and rural representation, were also discussed.

Customer experience

The Forum sought:

- Minor wording changes to AST's customer experience proposal to improve clarity, e.g. reword 'turning the organisation to face the customer' to be more meaningful
- A commitment from AST to report on progress for each initiative in a new Customer Interactions Report, and for this to be added as a new initiative

AST agreed to these requests, and advised it would also provide progress updates at the final regulatory proposal (July 2019) and AER draft decision (March 2020) stages of the regulatory process. The Forum subsequently confirmed its support for AST's customer experience proposal.

The Forum reiterated its desire for additional field staff to provide proactive customer service, but recognised that AST's new C&I customer liaison goes some way to addressing this.