

## EDPR Customer Forum – Week 10 Agenda

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**Timing:** November 22-23, 26

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

**AusNet Services representatives:**

Nino Ficca, Managing Director  
 Alistair Parker – Executive General Manager – Regulated Energy Services  
 Adrian Hill, General Manager – Regulated Energy Services  
 Tom Hallam, General Manager – Regulation and Network Strategy  
 Siham Knowles, General Manager – Network Engineering  
 Peter Caccaviello, Head of Technology Office  
 Denis McCrohan, Electricity Distribution Business Owner  
 Tom Langstaff, Networks Planning Manager  
 Andrew Kennan, Head of Metering  
 Charlotte Eddy, Manager – Economic Regulation  
 Leesa Penaluna, Manager – Customer and Community Relations  
 Jeremy Lee, Scheduling Manager  
 Jason O’Driscoll, Manager Customer Operations  
 Deirdre Rose, Principal Regulatory Economist  
 Michael Larkin, Senior Regulatory Economist  
 Rob Ball, Regulatory Customer Liaison  
 Dr Stephanie Judd, Customer Research and Insights Advisor

### Agenda

Timing	Topic	AusNet Services representatives
<b>Thursday 22 November</b>		
9:00-10:00am	Private Customer Forum meeting	
10:30-11:00am	Agenda and objectives for the week	Charlotte Eddy, Rob Ball
10:30-11:30am	<b>Negotiation:</b> Repex	Tom Hallam, Siham Knowles
11:30am-12:30pm	<b>Negotiation:</b> Metering	Tom Hallam, Adrian Hill, Andrew Kennan
12:30-1:30pm	<b>Lunch</b>	
1:30-3:00pm	<b>Negotiation:</b> Opex cloud step change	Tom Hallam, Peter Caccaviello, Charlotte Eddy, Denis McCrohan, Jason O’Driscoll, Michael Larkin

Timing	Topic	AusNet Services representatives
3:00-4:30pm	<b>Discussion:</b> AST feedback on Draft Engagement Report	Tom Hallam, Charlotte Eddy
<b>Friday 23 November</b>		
8:30-10:00am	<ul style="list-style-type: none"> <li>Filming of Draft Proposal video (Tony only)</li> <li>Private Customer Forum meeting (other Forum members)</li> </ul>	
10:00-11:00am	Meeting with Nino and Alistair	Nino Ficca, Alistair Parker
11:00am-12:30pm	<b>Negotiation:</b> Customer experience	Tom Hallam, Charlotte Eddy
12:30-1:30pm	<b>Lunch</b>	
1:30-2:45pm	<b>Teleconference:</b> Private meeting with AER	
3:00-5:00pm <i>Location: Cognizant offices (Lvl 6, 15 William St, Melbourne)</i>	Judging for customer hardship "hackathon"	
<b>Monday 26 November</b>		
9:00-10:00am	Private Customer Forum meeting	
10:00-11:00am	Stakeholder engagement during December 2018	Charlotte Eddy, Rob Ball
11:00am-12:00pm	<b>Discussion:</b> 2019 planning and resourcing <ul style="list-style-type: none"> <li>Forum meeting days</li> <li>Deep dives</li> <li>Other activities</li> </ul>	Charlotte Eddy, Rob Ball
12:00-1:00pm	<b>Lunch</b>	
1:00-2:00pm	<b>Presentation:</b> Updated CSAT results	Steph Judd
2:00-3:00pm	<b>Discussion:</b> Terms of Reference for augex review	Tom Hallam, Charlotte Eddy, Deirdre Rose
3:00-4:00pm	<b>Presentation:</b> Planning and scheduling outages	Denis McCrohan, Leesa Penaluna, Jeremy Lee
4:00-4:30pm	Wrap up and next steps	Tom Hallam, Charlotte Eddy, Rob Ball