

EDPR Customer Forum – Week 11 Agenda

Timing: February 14, 18-19

Location: AusNet Services offices

Agenda

Timing	Topic	AusNet Services representatives
Thursday 14 February		
9:30-10:00am	Private Customer Forum meeting	Charlotte Eddy, Deirdre Rose
10:00-10:30am	Agenda and objectives for the week	Charlotte Eddy, Deirdre Rose
10:30am-12:30pm	Follow up on 2019 Ground Rules and possible changes to the Regulatory Proposal <ul style="list-style-type: none"> Confirmation of 2019 timetable Confirmation of AST Board involvement in process Possible changes to Proposal 	Tom Hallam, Charlotte Eddy, Michael Larkin
12:30-1:00pm	Lunch	
1:00-2:30pm	Deep Dives and Future customer research <ul style="list-style-type: none"> Overview of feedback from Deep Dive #1 and potential actions arising Future customer research (other than engagement on the Draft Proposal) 	Deirdre Rose, Stephanie Judd,
2.30-3.00pm	Agree minutes and actions	Charlotte Eddy, Deirdre Rose
Monday 18 February		
9.30-11.00am	Innovation expenditure <ul style="list-style-type: none"> Deep dive feedback Further information/consultation 	Justin Harding
11:00am-12:30pm	Customer satisfaction incentive scheme: inclusion of new connections <ul style="list-style-type: none"> Finalising for submission to the AER 	Michael Larkin
12:30-1:00pm	Lunch	
1:00-2:30pm	Customer experience (excluding incentive scheme) <ul style="list-style-type: none"> Update on initiatives Next steps 	Deirdre Rose, Penny Gray

We work safely | We do what's right | We're one team | We deliver

Timing	Topic	AusNet Services representatives
2:30-3:00pm	Model Standing Offer (MSO) amendments for solar	Justin Betlehem
Tuesday 19 February		
9.30-10.30am	AusNet Services' engagement on the Draft Proposal	John Preston Stephanie Judd
10:30am-12:30pm	Opex update: <ul style="list-style-type: none"> • Deep dive feedback • Process and timing for finalisation of opex forecast • Potential changes between now and July 	Michael Larkin
12:30-1:00pm	Lunch	
1:00-2:00pm	Independent review of augex deferral options: update	Tom Langstaff, Jason Pollock
2.00-3.30pm	Agree minutes and actions (18 & 19 Feb) Wrap up and next steps	Charlotte Eddy, Deirdre Rose
3.30-4.30pm	Private Customer Forum meeting (optional)	