

## EDPR Customer Forum – Week 12 Agenda (March 2019)

**Dates:** Thursday 21 March; Monday 25 March; Tuesday 26 March

**Location:** AusNet Services Offices, Whitsundays, L32

### Agenda

Timing	Topic	AusNet Services representatives
<b>Thursday 21 March</b>		
9:30-10:00am	Private customer forum session	
10:00-10:30am	Agenda and objectives for the week	Deirdre Rose
10:30-11:30am	Confidential Briefing: Comparison of recently published Regulatory Proposals (VIC, SA, QLD)	Deirdre Rose, Michael Larkin
11.30am-12.30pm	CSIS	Michael Larkin
12:30-1:15pm	<b>Lunch</b>	
1:15-2.15pm	Customer experience update <ul style="list-style-type: none"> <li>Solar and battery pre-approval tool</li> <li>Bundoora high voltage injection event update</li> <li>Planned outage management</li> </ul>	Deirdre Rose, Rachael Quigley
2.:15-3.15pm	Briefing: Call centre staff empathy training	Jason O’Driscoll, Adrian Ham
3.15-4.30pm	Private Customer Forum session (Will include a 45 min phone conference with the CCP from 3.30pm)	
<b>Monday 25 March</b>		
9:30-10:30am	Meet our customer relationship managers: <ul style="list-style-type: none"> <li>Darren Walker: Commercial &amp; Industrial Customers</li> <li>Chris Cantanese: Community Liaison</li> <li>Jose Mampalli: Embedded Generators</li> </ul>	Darren Walker Chris Cantanese Jose Mampalli
10:30-11:30am	Engagement on the Draft Proposal <ul style="list-style-type: none"> <li>Focus Groups</li> <li>Social media</li> <li>Website interaction</li> </ul>	Catherine Gip
11:30am-12:30pm	Feedback from Deep Dive #3 (Repex) on repex major projects and potential actions arising	Deirdre Rose, Stephanie Judd, Rob Ball

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

Timing	Topic	AusNet Services representatives
12:30-1:15pm	<b>Lunch</b>	
1:15-2:30pm	Repex major projects customer research - update	Helen Bartley
2.:30-4.00pm	Repex major projects: update and next steps	Rob Ball, Jason Pollock, Tom Hallam
4.00-4.30pm	Private Customer Forum session	
<b>Tuesday 26 March</b>		
9.30am-11:00am	Innovation: <ul style="list-style-type: none"> <li>• Customer based narratives</li> <li>• Proposed funding and governance</li> <li>• Next steps</li> </ul>	Tom Hallam, Deirdre Rose, Justin Harding
11:00-12.30pm	Opex <ul style="list-style-type: none"> <li>• AER productivity decision</li> <li>• Briefing on the transmission network support opex proposal</li> <li>• Update and next steps</li> </ul>	Michael Larkin
12:30-1:15pm	<b>Lunch</b>	
1:15-2:30pm	Consultant review of augex major project options	Jason Pollock, WSP
2:30-3:30pm	Augex major projects <ul style="list-style-type: none"> <li>• Update and next steps</li> </ul>	Rob Ball, Jason Pollock, Tom Hallam,
3.30-4.00pm	Wrap up: Agreed outcomes and actions	Deirdre Rose
4.00-4.30pm	Private Customer Forum session	