

EDPR Customer Forum – Week 13 Agenda (April 2019)

Dates: Friday 12 April; Monday 15 April; Tuesday 16 April

Location: AusNet Services Offices, L32

Agenda

Timing	Topic	AusNet Services representatives
Friday 12 April		
9:30-10:00am	Private customer forum session	
10:00-10:30am	Agenda and objectives for the week	Deirdre Rose
10:30-12:30am	Engagement activities and feedback on Draft Proposal (any submissions, responses to social media, etc)	Deirdre Rose, Sarah Ward
12:30-1:15pm	Lunch	
1:15-3.00pm	Life support customer management	Tom Hallam
3.00-3.15pm	Break	
3.:15-4.30pm	Planned outage management	Tom Hallam, Jeremy Lee, Denis McCrohan, Clinton Rodda
Monday 15 April		
10:30-12.30pm	Smart metering update <ul style="list-style-type: none"> - Comparison to other VIC DBs - Confirming 3G to 4G timing - Flagging any changes to costs/forecast charges 	Andrew Kennan
12:30-1:15pm	Lunch	
2.00-3.30pm	Customer experience update and next steps	Tom Hallam, Penny Gray
3.30-4.30pm	Break and private Customer Forum session	
Tuesday 16 April		
9:30am -12:30pm	FINAL NEGOTIATION – Repex major projects	Tom Hallam, Rob Ball, Jason Pollock
12:30-1:15pm	Lunch	

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

Timing	Topic	AusNet Services representatives
1:15-3.00pm	Augex review update	Rob Ball, Jason Pollock
3.00-3.15pm	Break	
3.15-3.45pm	Wrap up: Agreed outcomes and actions	Deirdre Rose
3.45-4.30pm	Private customer forum session	