

## EDPR Customer Forum – Week 5 Agenda

July 18-20, 23-24

AER and AusNet Services offices

### Summary of topics discussed

In scope [NewReg]	In scope [AST]	Context – out of scope
<ul style="list-style-type: none"> <li>Augmentation expenditure – major projects (i.e. station rebuilds)</li> <li>Customer service, experience and hardship</li> <li>Operating expenditure</li> </ul>	<ul style="list-style-type: none"> <li>Replacement expenditure – major projects (i.e. station rebuilds)</li> <li>DER integration expenditure and connections framework</li> <li>Innovation expenditure</li> <li>Metering</li> </ul>	<ul style="list-style-type: none"> <li>Rate of return</li> <li>Other capex</li> <li>Tax allowance</li> <li>Depreciation</li> <li>Incentive payments</li> </ul>

### Detailed agenda

Timing	Topic	Presenter
<b>Wednesday 18 July</b> <i>AusNet Services offices</i>		
9:00-10:00am	<b>Private Customer Forum meeting</b>	
10:00-10:30am	<b>Objective for July meetings</b>	Rob Ball
10:30am-2:00pm <b>[incl. 45 minutes for lunch]</b>	<ul style="list-style-type: none"> <li>Customer research update                             <ul style="list-style-type: none"> <li>Newgate Research presentation: Focus Groups</li> <li>Quantum Market Research presentation: Attitudes and Perceptions Survey</li> <li>Clyde North / Doreen findings</li> <li>'End of the line' customer findings</li> </ul> </li> </ul>	Steph Judd Newgate Research Quantum Market Research
2:00-4:00pm	<b>[in scope – AST]</b> <ul style="list-style-type: none"> <li>Metering                             <ul style="list-style-type: none"> <li>Forecast metering charges</li> <li>Customer benefits</li> <li>Questions for the Forum</li> <li>Next steps</li> </ul> </li> </ul>	Deirdre Rose Andrew Kennan Neil Webb
4:00-4:30pm	<b>Private Customer Forum meeting</b>	
<b>Thursday 19 July</b> <i>AER offices</i>		
9:00-10:00am	<b>Private Customer Forum meeting</b>	

Timing	Topic	Presenter
10:00-12:00pm	<ul style="list-style-type: none"> <li>• Augex <b>[in-scope - NewReg]</b> and repex <b>[in scope - AST]</b> major projects <ul style="list-style-type: none"> <li>○ Options</li> <li>○ Customer impacts</li> <li>○ Relevant research findings</li> <li>○ Questions for the Forum</li> <li>○ Next steps</li> </ul> </li> </ul>	Deirdre Rose John Dyer Tom Langstaff
12:00-1:00pm	<b>Lunch</b>	
1:00-2:30pm	<b>[in scope - AST]</b> <ul style="list-style-type: none"> <li>• DER integration and connections framework <ul style="list-style-type: none"> <li>○ Options</li> <li>○ Customer impacts</li> <li>○ Relevant research findings</li> <li>○ Responses to Forum questions regarding inverters</li> <li>○ Questions for the Forum</li> <li>○ Next steps</li> </ul> </li> </ul>	Deirdre Rose Tom Langstaff
2:30-4:00pm	<b>[in scope - AST]</b> <ul style="list-style-type: none"> <li>• Innovation expenditure <ul style="list-style-type: none"> <li>○ Forecast expenditures</li> <li>○ Links to new capabilities / customer needs</li> <li>○ Funding options</li> </ul> </li> </ul>	Deirdre Rose Justin Harding
4:00-4:30pm	<b>Private Customer Forum meeting</b>	
<b>Friday 20 July</b> <b>AER offices</b>		
9:00-10:00am	<b>Private Customer Forum meeting</b>	
10:00am-11:00am	<ul style="list-style-type: none"> <li>• Out of scope revenues <ul style="list-style-type: none"> <li>○ Rate of return</li> <li>○ Tax allowance</li> <li>○ Depreciation</li> <li>○ Incentive payments</li> <li>○ Other capex</li> </ul> </li> </ul>	Rob Ball
11:00am-2:00pm <b>[incl. 45 minutes for lunch]</b>	<ul style="list-style-type: none"> <li>• Stakeholder engagement <ul style="list-style-type: none"> <li>○ Discuss content and approach for Public Forums in Chiltern, Clyde North, Doreen</li> <li>○ Update from Forum members on engagement activities</li> <li>○ Agree priority advocate meetings to arrange</li> <li>○ Finalise logistics and questions/interview guide for regional meetings</li> <li>○ Planning for Advocates Workshop (October)</li> </ul> </li> </ul>	Rob Ball Sarah Ward Catherine Gip Steph Judd
2:00-4:30pm	<b>Private Customer Forum meeting / overflow session</b>	

Timing	Topic	Presenter
<b>Monday 23 July</b> <b>AER offices</b>		
9:00-10:00am	<b>Private Customer Forum meeting</b>	
10:00am-12:00pm	<b>[in- scope - NewReg]</b> <ul style="list-style-type: none"> <li>Operating expenditure</li> </ul>	Michael Larkin
12:00-1:00pm	<b>Lunch</b>	
1:00-2:30pm	<ul style="list-style-type: none"> <li>Customer Forum meeting with Nino Ficca, Managing Director and Adrian Hill, General Manager, Regulated Energy Services</li> </ul>	
2:30-3:30pm	<b>[context]</b> <b>Optional</b> - Overview of Rate of Return Review <i>Note: Peter Dobney, Orora's GM Resources and Energy and member of AusNet Services' CCC, will also be attending</i>	Charlotte Eddy
3:30-4:30pm	<ul style="list-style-type: none"> <li>Discuss negotiation approach <ul style="list-style-type: none"> <li>Protocols</li> <li>Timing</li> <li>Location</li> <li>Attendees</li> </ul> </li> <li>Discuss next steps <ul style="list-style-type: none"> <li>Outstanding information requests / questions from the Forum</li> <li>The AER's information needs</li> <li>Transitioning to the negotiation stage</li> <li>August meeting schedule.</li> </ul> </li> </ul>	Charlotte Eddy Mark McLeish
<b>Tuesday 24 July</b> <b>AER offices</b> <b>Thoughtworks offices</b>		
9:00-10:30am	Customer Forum meeting with CCP17	
11:00am-4:30pm <b>[incl. 30 minutes for lunch]</b>	** <i>This session will take place at Thoughtworks offices (303 Collins St)</i> ** <b>[in- scope - NewReg]</b> <ul style="list-style-type: none"> <li><b>Customer service workshop</b> <ul style="list-style-type: none"> <li>Co-develop a set of potential customer service, experience and hardship improvements <ul style="list-style-type: none"> <li>Suggestions so far from the Forum</li> <li>New initiatives</li> <li>Relevant research findings</li> <li>Funding option</li> </ul> </li> </ul> </li> </ul>	Thoughtworks