

AusNet Services EDPR Customer Forum

9 November 2018 meeting minutes

Attendees

Customer Forum (CF)	AusNet Services (AST)
Tony Robinson Helen Bartley John Mumford Greg Camm Dianne Rule	Peter Caccaviello Charlotte Eddy Rob Ball Will Temple-Smith

Opex

AST presented its proposed cloud opex step change, which comprises a Customer Relationship Management system and several systems aimed at reducing costs in the 2021-25 period. The Forum accepted that moving systems to the cloud is commonly accepted practice, but before it could form a view, required further information from AST on the specific customer experience benefits and/or cost savings expected from each system.

Customer hardship hackathon

AST presented a shortlist of eight proposed ideas for the joint AGL/AST hackathon being run by Cognizant on 23 November. The Forum provided detailed feedback on each idea, including:

- Vulnerable customers typically do not engage so may not benefit from new initiatives that require proactivity
- Focus should be on initiatives that involve low number of steps by customer and high customer savings, not high steps/low savings
- One size fits all solutions are unlikely to exist due to high degree of diversity amongst vulnerable customers, e.g. CALD vs. pensioners
- Technology solutions are far less likely to be helpful for vulnerable customers than other demographics
- Advocates and vulnerable customer reps should be involved in the ideation process and the hackathon itself
- Large community housing organisations (e.g. Haven, Launch, Yarra Community Housing and Port Phillip Housing Association) may be good candidates to involve in initiatives relating to bulk energy purchasing

Customer research and engagement

AST presented its preliminary plans for the 'deep dives' it plans to undertake during 2019. The Forum suggested several additional attendees, e.g. VECCI, CALC, Economic Development officers. The Forum also suggested that there may be value in consulting with other utilities shown to be leading on consumer engagement, e.g. Yarra alley Water. The Forum considered that customer experience will be a hot topic and would warrant inclusion at one of the deep dives.