

Deep Dive 1: Monday 11 Feb Agenda

9.30 – 9.45am: Welcome: Tom Hallam, General Manager, Regulation

9.45 – 10.00am: Brief overview of the Deep Dive and the Draft Proposal

10.00 – 10.30am: Opportunity for initial/general feedback from participants

10.30 – 10.45am: Morning tea

10.45am – 12.45pm: Customer experience deep dive

10.45 – 10.55: Overview of overall customer experience proposal

10.55 – 11.15: Feedback on overall customer experience proposal

11.15 – 11.25: Presentation to support discussion of deep dive customer experience initiatives

11.25 – 12.05: Roundtable discussion of deep dive customer experience initiatives

12.05 – 12.15: Presentation to support discussion of customer satisfaction incentive scheme

12.15 – 12.45: Roundtable discussion of customer satisfaction incentive scheme

12.45 – 1.15pm: Lunch break (lunch provided)

1.15 – 3.15pm: Opex deep dive

1.15 – 1.25: Overview of opex proposal

1.25 – 1.55: Feedback on overall opex proposal

1.55 – 2.05: Presentation to support discussion of base year

2.05 – 2.35: Roundtable discussion of base year

2.35 – 2.45: Presentation to support discussion of IT Cloud opex

2.45 – 3.15: Roundtable discussion of IT Cloud opex

3.15 – 3.25pm: Short break

3.25 – 4.35pm: Innovation deep dive

3.25 – 3.35: Overview of innovation proposal

3.35 – 4.35: Roundtable discussion of innovation proposal

4.35 – 4.45: Close and final discussion