

# Minutes



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## SA Power Networks' Business Reference Group Meeting No. 8

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## Meeting Details

Organiser	Alex Lewis
Date	21 February 2018
Time	9.00am – 11.00am
Location	Network Innovation Centre   Richmond Road

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## Attendance

Gavin McMahon	Central Irrigation Trust
Debbie Wielgosz	Department of State Development
Mark Gishen	South Australian Wine Industry Association Inc. (SAWIA)
James Moulds	Adelaide Airport
Pat Gerace	UDIA
Andrew Curtis	South Australian Dairy Association

Doug Schmidt (Chair)	GM Network Management, SAPN
Sue Charlton	GM Customer Relations, SAPN
Wayne Lissner	Head of Regulation, SAPN
Joe Caruso	Major Customer Manager
Rita McPhail	Manager Customer Engagement
Alex Lewis	Stakeholder Engagement Lead, SAPN
James Bennett	Manager Regulation, SAPN
Jessica Vonthethoff	Manager Stakeholder Engagement, SAPN
Valli Morphett	Reset Consultant, SAPN
Teresa Giordano	Minute Secretary, SAPN

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## Apologies

Heather I'Anson	Primary Producers SA
Brian Attwood	Consumers SA
Andrew McKenna	Business SA
Rebecca Knol/ Peter Schwarz	Pharmacy Guild of SA
John Chapman	Office of the Small Business Commissioner

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## Business Arising

### 1. Welcome, Apologies and Introductions

D Schmidt welcomed members to the Business Reference Group meeting. Doug noted the apologies received.

### 2. Business arising from last meeting

The indicative meeting for 2018 was tabled and following feedback, the meeting dates for 2018 were scheduled. The need for retailer discussions as part of the process was noted and will be pursued for a future meeting.

### 3. Presentation: Update on Regulatory Proposal 2020 – 2025 engagement

Jessica Vonthethoff provided an update on the customer engagement for the regulatory proposal 2020 – 2025 and the upcoming program of deep dive engagement sessions.

The key points of discussion were:

- Next deep dive workshop for tariff structure statement will be held on 19 March
- The Capex workshop will be held on 6 April 2018 and the Opex workshop on 12 April 2018
- A series of public lighting workshops will take place in March/April 2018
- Feedback from our engagement to date has identified three key areas of interest – reliability, price affordability and how we manage and invest for our future network
- Andrew Curtis attended the Future Networks session on 20 February 2018 – there are a number of opportunities for engagement with the dairy industry
- Materials from all workshop sessions are available online through the Talking Power website.

### 4. Presentation: Tariff Strategy

James Bennett presented on Tariff strategy and a combination of notes and meeting notes were taken by the reset team.

Key points raised were:

- GSL = Guaranteed Service Level payment issued from SAPN to small customer (if customer has 12 or more outages per year or an outage exceeding 12 hours duration). GSL payments are made to residential customers
- Housing Trust Project (State Government) being developed ahead of the State Election.
- Number of options being explored:
  - Large customer tariffs (annual reset – previous years actual) demand for month
  - Customers only pay the additional surcharge used and the actual is paid each month
  - Ausnet trial – measure demand only on critical days e.g. SA .38 degrees or higher
  - How do we balance simplicity and affordability with cost reflectivity?
- Winter peak is not an issue with consumption being steady during winter
- Many large businesses have re – profiled a few times however business profiles have not changed over the last 10 years – why are large business customers paying for the changing demand and usage of residential customers e.g. PV, air conditioning?
- The current tariffs discriminate against the small % of customers (>160MW) that aren't causing network issues e.g. solar trough
- Retailers need to match what SAPN is offering in terms of tariffs



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- The objective needs to be to reflect the costs or change customer behaviour, however changing demand and usage can be difficult for some large business customers

Questions for BRG member consideration are:

- Do you want us to consider new options and model outcomes?
  - Ausnet SA variation?
  - Agreed with actual combo?
- Small business stays as opt-in < 40 MWh?
- Medium business 40-160 MWh might be monthly actual opt-out, but to what?
  - Type 6 meter customers stay on legacy tariffs?

**Action:**

The deep dive session on the TSS is scheduled for 19 March 2018. The BRG to provide any additional topics for discussion at this workshop.

## **5. Presentation: Customer Information & Projects**

Sue Charlton provided an update on Information and Projects that Customer Relations Department are currently working on, noting the importance of communication to a customer's experience.

Key initiatives underway include:

SAPN customer website recently updated and additional updates are still occurring:

- Multi engagement customer strategy
- 360-degree views of customer CRM (Customer Relations Management)
- Smart forms
- Energy advisory service
- Dedicated SME service
- Increased self – service options for customers with 24x7 accessibility (including regular updates for large customers)

The group noted that SAPN social media, new website and SMS service were well received during outages or events.

## **6. Discussion & other Business**

Gavin McMahon gave an update on the Energy Symposium forum he attended on and the key points of his discussion are as follows:

- Discussions on competition and regulation
- Batteries / electric vehicles in the market space
- Flo Power (Victorian Retailer) presented on what other businesses within Victoria are doing e.g. partnership between an orchard and a wind farm
- While it is easy to feel disillusioned with current policy, some good solutions being progressed by business and industry

Pat Gerace requested an update to all BRG members on Election or policy issues, where appropriate relating to energy ahead of the Election.

Any other suggested topics to be sent to A Lewis, [alexandra.lewis@sapowernetworks.com.au](mailto:alexandra.lewis@sapowernetworks.com.au)

The meeting closed at 11.00am

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**Next meeting:** Wednesday 16 May 2018, 9.00am to 12pm, Network Innovation Centre, 229 Richmond Rd, Richmond.

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## Action Items

Meeting –				
No.	Action Description	Responsibility	Due Date	Status
1	Terms of Reference to be updated and distributed.	A Lewis	May 2017	Complete
2	Seek representation from other organisations to sit on the Business Reference Group.	A Lewis	May 2017	Complete
3	Approach Pat Gerace, UDIA or Ian Horne, AHA to sit on the CCP.	D Schmidt	May 2017	Complete
4	KPIs to be updated to reflect discussion and distributed for comment.	J Vonthethoff	May 2017	Complete
5	Next meeting to be held at the Network Innovation Centre and organise a tour for interested members.	A Lewis	June 2017	Complete
6	Email tariff questions for consideration as part of tariff strategy.	A Lewis	Feb 2018	
7	Retailer discussions	A Lewis	Sept 2018	
8	JB to discuss with GMc on how the Ausnet variation for tariffs would work – TSS	J Bennett	Feb 2018	

