

Minutes



SA Power Networks' Community Reference Group

Meeting Details

Organiser	Rebecca Bedirian
Date	7 February 2018
Time	9.00am to 12.00noon
Location	Adelaide Pavilion, South Terrace

Attendance

Dusko Cuckovich	Australian Refugee Association
Heather Merran	Uniting Care Wesley Bowden
Jo De Silva	SACOSS
Nadia Moffatt	Disability sector
Sarah Warren	Uniting Communities
Sharon Maslen	Salvation Army Australia SA
Silvio Iadarola	Multicultural Communities Council of SA
Susanne Koen	Adelaide Hills Community Representative
Vivienne Smith	Council on the Ageing (COTA) SA
Wendy Shirley	SA Financial Counsellors Association

SA Power Networks (SAPN)

Paul Erwin (Chair)	Manager Customer Services
Sue Charlton	General Manager Customer Relations
Wayne Lissner	General Manager Corporate Strategy
Rita McPhail	Manager Customer Engagement
Jess Vonthethoff	Manager Stakeholder Engagement
Valli Morphett	Reset Engagement Consultant
James Bennett	Manager Regulation
Rebecca Bedirian	Stakeholder Relations and Coordinator
Fiona Hewlett	Minute Secretary

Apologies

Kym Mercer	Anti-poverty Network
Gavin Dufty	St Vincent de Paul Society

Business Arising

1. Welcome, Apologies and Introductions

The Chair welcomed members to the meeting of the Community Reference Group (CRG) and apologies were noted.

S Charlton introduced Rita McPhail, newly appointed Manager Customer Engagement at SA Power Networks.

2. Minutes and Action items

The minutes of the previous meeting held on 16 November 2017 were confirmed and accepted.

Actions from the previous meeting were reviewed and updated:

Meeting – 16 November 2017				
No.	Action Description	Responsibility	Due Date	Status
1.	Future agenda item - Salisbury Battery Trial in depth presentation	R Bedirian	2018	Closed
2.	SAPN to consider interconnection and battery plans with the Liberal Party. <i>Update: SAPN is in ongoing discussion with Liberal and Labor parties</i>	W Lissner	Mid-2018	Ongoing

3. Around the Table

- J De Silva discussed the progress on choice modelling, what customers are willing to pay for different levels of reliability.
ACTION: Jo De Silva to provide some information on Choice Modelling to CRG members. Also invite a representative from ESCOSA to present on this topic prior to June.
- J De Silva provided an update around percentage based concessions, being a key theme they are pursuing with Government. Also, currently energy audits are being carried out by third parties, and SACOSS is pushing for them to be done by those in the community sector, rather than a third party. She encouraged members to voice their support for this arrangement to the Government as it is the community sector who are experts at dealing with people with vulnerabilities. This approach will allow for better interactions and cross-services for the vulnerable community.
- V Smith asked for some representation from retailers at a future CRG meeting.
ACTION: R Bedirian to arrange for a retailer/s to speak with the group at a future meeting.
- N Moffatt requested more information around investing in solar, feed in tariffs and how it works. R Bedirian commented that the new SAPN website would look to make information on matters like solar much more accessible and easy to understand.
ACTION: R Bedirian to liaise with website project team to ensure group needs are considered as part of the redesign.
- S Koen discussed the letter from Origin Energy, offering reduced price electricity for pensioners. H Merran explained that this is a Government initiative and that Origin won the tender for this work.
ACTION: SAPN to put in place a process for briefing CCP and Reference Group members about any key media, government, retailer announcements and possible impacts, what steps SAPN is taking etc.
- W Shirley gave an overview of a presentation from Heather Smith on MicroGrids at the CCP meeting held 6 February. SAFCA brochures on financial counselling were provided to SAPN to distribute to customers as appropriate.



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- There was discussion on the role of the Customer Consultative Panel (CCP), its structure, purpose and how the CRG feeds into the CCP.
ACTION: R Bedirian to arrange for a Future Network Strategy presentation as well as for Heather Smith to present to the group

4. Presentation: Update on Tariff Structure Statement (TSS)

Jess Vonthethoff and James Bennett provided an update on the TSS and the planned engagement process with customer groups. J Bennett provided a short recap on the previous TSS session.

Members discussion followed around:

- Government proposal to subsidise batteries;
- The congestion issue resulting from PV being exported to the grid and looking at clause 6.1.4 of the NER which prohibits a distributor from charging a distribution network user for export of electricity;
- Education for the community, specifically the economic use of electricity;
- Supply issues affecting remote communities such as the Adelaide Hills.

J Vonthethoff discussed the upcoming deep dive session on tariffs. The session will include some modelling around the impact on households of different types of tariffs and how we transition customers to more cost-reflective tariffs.

J Vonthethoff suggested that a separate energy efficiency/literacy session could be organised for those interested.

ACTION: R Bedirian to arrange a separate information session for members on energy literacy and efficiency.

5. Presentation: Energy Made Easy (Susanne Koen)

- S Koen presented on her 'Energy Made Easy' website experience, demonstrating the complexity and apparent inaccuracy of the process. P Erwin informed members that SAPN is looking at developing another comparison tools for customers, to assist customers in their decision making.
- J De Silva queried whether SAPN should be acting as an 'advisor' to customers in choosing a retailer, and whether it was the role of the regulated distribution business to provide such a service.

ACTION: P Erwin to provide an update to group on the view of SAPN as to whether this is considered as a breach of ringfencing rules.

6. Presentation: Objectives for 2018 (R Bedirian)

- R Bedirian gave a presentation outlining the current structure of the CRG, its KPIs and purpose.
- Members requested clarity regarding 'who does what' in the CCP, its reference groups and also SAPN's internal structure for Customer Relations and Corporate Strategy.
- J Vonthethoff asked members to consider whether there are any other representatives that could be invited to participate in the meetings and to let Rebecca know.

ACTION: R Bedirian to provide members with contact lists, organisation charts and roles and responsibilities in the CCP, Reference Groups and SAPN.

Members highlighted topics of interest for future CRG sessions:

- Retailer workshops
- Hardship programs and concessions – easier access for the customer. SAPN could include links to relevant information on website.
- Future Network Strategy presentation from Mark Vincent
- SAPN to invite interested members to be involved in the development of the Vulnerable Customer Strategy.
- Baseload electricity supply (access to electricity as an essential service). Also educating life support/medical conditions customers on having a back-up option for electricity.

ACTION: R Bedirian to follow up questions around electricity as an essential service

Next meeting: 17 May 2018

New Action Items

Meeting – 7 February 2018				
No.	Action Description	Responsibility	Due Date	Status
1	Jo De Silva to provide some information on Choice Modelling to CRG members. Also invite a representative from ESCOSA to present on this topic prior to June.	Jo De Silva	05/18	
2	R Bedirian to arrange for a retailer/s to speak with the group at a future meeting.	R Bedirian	08/18	
3	R Bedirian to liaise with website project team to ensure the group's needs are met as part of the redesign.	R Bedirian	06/18	
4	SAPN to put in place a process for briefing CCP and Reference Group members about any key media, government, retailer announcements and possible impacts, what steps SAPN is taking etc.	R Bedirian	07/18	
5	R Bedirian to arrange for a Future Network Strategy presentation as well as for Heather Smith to present to the group.	R Bedirian	08/18	
6	R Bedirian to arrange a separate information session for members on energy efficiency.	R Bedirian	07/18	
7	P Erwin to provide an update to group on the cost involved in delivering the energy comparison tool.	P Erwin	05/18	
8	R Bedirian to provide members with contact lists, organisation charts and roles and responsibilities in the CCP, Reference Groups and SAPN.	R Bedirian	03/18	
9	R Bedirian to follow up questions around electricity as an essential service.	R Bedirian	04/18	

