

Minutes



SA Power Networks' Customer Consultative Panel

Meeting Details

Organiser	Rebecca Bedirian
Date	3 April 2018
Time	1.30pm – 4.30pm
Location	Adelaide Pavilion, South Terrace

Attendance

Sue Filby	Chair
Iain Maitland	Ethnic Communities Council of NSW
James Lescohier	Community representative
Jenny Marwood	Community representative
Kelvin Trimper	(Arborist Reference Group)
Mark Henley	Uniting Communities
Oliver Derum	Energy Consumers Australia
Pat Gerace	UDIA (Business Reference Group)
Wendy Shirley	SAFCA (Community Reference Group Rep)
Louise Benjamin	AER Consumer Challenge Panel Member

SA Power Networks	(SAPN)
Richard Sibly	Acting Head of Regulation
Rita McPhail	Manager Customer Engagement
Jess Vonthethoff	Manager Stakeholder Engagement
Mark Vincent	Acting General Manager Network Management / Manager Network Investment Strategy and Planning (<i>Item 4</i>)
Rebecca Bedirian	Stakeholder Engagement and Coordinator
Tonya Stevens	Reset Engagement Lead
Fiona Hewlett	Minute Secretary

Apologies	Heather Smith	Changing Weather (Renewables Reference Group Rep)
	Sue-Ann Charlton	General Manager Customer Relations, SAPN

Business Arising

1. Welcome

- The Chair welcomed members to the meeting and apologies were noted. The Chair introduced Louise Benjamin, AER Consumer Challenge Panel member and Richard Sibly, Acting Head of Regulation (SAPN).
- The Minutes of Meeting of 6 February 2018 were accepted as a true and correct record of the meeting.
- Previous actions were reviewed and the status updated as follows:

No.	Action Description	Responsibility	Due Date	Status
18-03	Provide key contact lists and organisation charts to members.	R Bedirian	07/18	Ongoing
18-04	Discuss SAPN Energy Advisory Service at future CCP meeting.	R Bedirian	07/18	Ongoing
18-05	SAPN to undertake a clarification review of CCP role.	J Vonthethoff		Closed
18-06	SAPN to collate and consider the feedback from the CCP, the themes of the Deep Dive sessions and other reset engagement, (considering the level of support for discussion topics across all the groups, the understanding of the issue and the SAPN response), and propose an on-going program for the CCP.	J Vonthethoff	07/18	Ongoing
18-07	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.	J Vonthethoff	07/18	Ongoing

2. Around the table

- Richard Sibly, Acting Head of Regulation, discussed the framework and approach for our reset process and the alignment with the AER's paper which outlines the broad parameters.
- J Vonthethoff identified that L Benjamin and M Henley sit on the NSW Consumer Challenge Panel.
- L Benjamin discussed the timing of the AER deep dive sessions, which were carried out at an earlier stage of the reset process and incorporated input from consumers pre-lodgement in NSW.
- Wendy Shirley provided a summary of the Community Reference Group meeting held 7 February.
- Oliver Derum spoke about the Energy Consumer Australia's Energy Customer Charter, stating that this has had buy-in from the networks, retailers and generators, including SAPN.
- Kelvin Trimper provided a summary of the Arborist Reference Group meeting held 8 March.
- Pat Gerace provided a summary of the Business Reference Group held 21 February, which included feedback around the tariff structure cost allocation and the potential extra cost to businesses.
- J Vonthethoff informed members that there would be another deep dive tariff workshop in late August/September.
- There was discussion about the small/medium enterprise representation at reference group meetings and workshops, that consideration should be given by selecting times that would enable them to attend, i.e. outside core office hours.
- Mark Henley talked about the Consumer Challenge Panel work at a national level on consumer engagement. Energy Networks Australia (ENA) is producing an updated version of the customer engagement handbook. Also, M Henley is developing a business case for consumer engagement. Part of the challenge is to get networks and retailers talking.

3. Presentation: Regulatory Proposal 2020-25 (J Vonthethoff)

J Vonthethoff presented the progress on the Regulatory Proposal 2020-25 to the Group. The draft plan will be a simplified version of the regulatory proposal. The AER's preliminary submission on SA Power Networks' Framework and Approach was released a week ago, with high level changes outlined, for engagement with customers.

Action: J Vonthethoff to distribute the Regulatory Proposal 2020-25 presentation to members.

Discussion followed:

- L Benjamin – what will stakeholders expect from the AER's 17 April framework approach workshop? J Vonthethoff responded that SAPN will be in attendance at the AER workshop. Also, that SAPN is holding a public lighting workshop in the morning of 17 April. R Sibly confirmed that SAPN was not proposing to vary any standard approach of the AER.

Action: J Vonthethoff to send details about the AER Framework & Approach workshop to the Group.



- O Derum - during NSW's recent deep dive work it was clear that more workshops would be required. Has SAPN left enough time to accommodate more deep dives after the release of the draft plan? J Vonthethoff responded that the Draft Plan would be around 60 pages and she outlined the key points to be covered in the draft plan, and said SA Power Networks expects consultation to continue after release of Draft Plan.
- S Filby questioned if the Future Network Strategy would be reflected in the plan. J Vonthethoff responded that this will be reflected in the Draft Plan, Section 4, Beyond 2025.
- L Benjamin said that the AER expect to see leadership on the implementation of non-network solutions, demonstrating that non-network solutions have been explored and other options exhausted prior to submissions for network upgrade solution proposals. Also, that the involvement of AEMO is essential.
- Members discussed the draft plan, asking where is the background context with customer expectations, prices and impacts. What is the outcome for the customer? Members stated that this was not clear in the draft plan outline, also they were not sure of the intent of the draft plan. J. Vonthethoff explained that they were looking at some preliminary numbers to discuss at deep dives to assist with explaining the impacts more directly on customers.
- J Vonthethoff notified members of a change of date of the upcoming deep dive sessions for Opex, Capex and Future Networks. Representation would include the AER and local government.
Action: J Vonthethoff to email members to confirm the new dates and send calendar invites.
- Members discussed the term 'gold-plating', being used frequently and perhaps not in the correct context. To help with the deep dive sessions, it was suggested that a suitable definition of 'gold plating' be drafted by SAPN.
Action: J Vonthethoff to provide a definition of gold-plating to members.
- M Henley asked about the purpose of deep dive workshops. What does SAPN want to achieve from these sessions? Are these really just detailed briefings, or are they about problem solving around particular issues?
J Vonthethoff responded that the goal is to share information and encourage discussion around issues, also to be transparent in order to gauge the level of customer comfort around proposals. Early engagement allows time to consult and reflect, weigh up the pros and cons, before refinement and implementation.
- L Benjamin spoke about the timing of deep dive workshops, South Australia is undertaking consumer engagement sessions much earlier than in NSW. This allows customers to have more influence.
- J Vonthethoff advised members of the reliability standards review. ESCoSA is sending out letters to SAPN customers, on SAPN letterhead, with a survey around reliability standards. This is targeting regional and remote customers and will assist in informing the framework.

4. Presentation: Future Network Strategy (Mark Vincent)

Mark Vincent presented the SAPN Future Network Strategy to the Group:

- Changing challenges for the network due to solar + battery storage + orchestration. There would be a huge impact on the network if distribution is not managed well.
- Opportunities – efficiency through leveraging distribution resources for network support. New markets that could release additional value for customers and reduce network costs.
- To manage these risks and capture the opportunities we need a distribution network and service offerings that are fit for purpose in the new energy future.
- State level opportunities and challenges for solar – the state estimate that by 2026-27 there will be enough rooftop PV to supply all of SA's electricity demands when the demand is low.
- M Henley commented that Victoria and New South Wales are a long way behind SA in PV.
- SAPN has engaged a UK consultancy to assist with investigating how much hosting capacity there is on our current network.
- Current feature projects trials include:



- Salisbury Battery Trial - provides a window into the future. What would it look like if we had customers with solar and battery in a condensed area? Also tested how much batteries are currently worth to our customers.
- Off grid power system trial – sale and installation of stand-alone power systems.
- Distribution System Operator Trial – design and build how we think a distribution systems operator might work in the future. This involves the deployment of 1200 batteries and integration using the deX platform. Partnered with Simply Energy, AEMO and Greensync.

5. Presentation: CCP Purpose 2018

- Rita McPhail presented on the purpose of the Customer Consultative Panel 2018 following recent discussions with Sue Filby and some CCP members. A group met to review the structure of the CCP and its reference groups and clarify the purpose of each. Also, to consider how SAPN engages with customers, how it could be done better and by what method or channel. What are the different techniques and approaches that we could use? Consideration is being given to a channel shift strategy, moving towards customer driven communication solutions. Interest was expressed in the group in annual reporting on customer engagement similar to the UK model.
- Members discussed how the reference groups representatives should report at the CCP meeting with a brief summary of previous meetings. It was agreed that it would be beneficial to have a summary of the CCP meeting at each of the Reference Groups. *Action: R. Bedirian will provide a summary of each CCP meeting for the Reference Group members to relay back to their respective groups. Action: Reference Group members are to gather a short summary of their group's actions and feed this back to the CCP at each meeting. R Bedirian to ensure time on each meeting agenda to prepare key points to present at CCP.*
- Following clarification of the CCP and Reference Group purpose, including communication between the groups, the Terms of Reference would be reviewed and updated. *Action: R Bedirian to review Terms of Reference.*

Meeting closed at 4.30pm. Next meeting: 3 July 2018

New Action Items

No.	Action Description	Responsibility	Due Date	Status
18-23	<i>J Vonthethoff to distribute the Regulatory Proposal 2020-25 presentation to members.</i>	J Vonthethoff	April	Closed
18-24	<i>J Vonthethoff will email members tomorrow to confirm the new deep dive dates and send out calendar invitations.</i>	J Vonthethoff	4/4/18	Closed
18-25	<i>J Vonthethoff to provide a definition of gold-plating to members.</i>	J Vonthethoff	April	Closed
18-26	<i>R Bedirian will provide a summary of each CCP meeting moving forward for the Reference Group members to relay back to their respective groups.</i>	R Bedirian	Ongoing	Closed
18-27	<i>Reference Group members are to gather a short summary of their group's actions and feed this back to the CCP at each meeting. R Bedirian to ensure time on each meeting agenda to prepare key points to present at CCP.</i>	All	Ongoing	Closed
18-28	<i>R Bedirian to review Terms of Reference for the CCP.</i>	R Bedirian	May	

