

Minutes



SA Power Networks' Customer Consultative Panel

Meeting Details

Organiser	Rebecca Bedirian
Date	3 July 2018
Time	1:30pm – 4:30pm
Location	Adelaide Pavilion, South Terrace

Attendance

Sue Filby	Chair
Heather Smith	Renewables Reference Group representative
Jenny Marwood	Consumer Representative
Henry Haavisto	Arborist Reference Group representative
Wendy Shirley	Community Reference Group representative
Pat Gerace	Business Reference Group representative

SA Power Networks (SAPN)

Sue-Ann Charlton	General Manager Customer Relations
Richard Sibly	Head of Regulation
Jess Vonthehoff	Manager Stakeholder Engagement
Sara Camarinha	Minutes
Sophie Meynell	Work experience

Apologies

Mark Henley
Iain Maitland
Kelvin Trimper
Oliver Derum
Rebecca Bedirian

Business Arising

1. Welcome, Apologies and Introductions

The Chair welcomed members to the meeting of the Customer Consultative Panel and apologies were noted.

2. Minutes and Action items

The minutes of the previous meeting held on 3 April 2018 were confirmed and accepted.

Actions from the previous meeting were reviewed and updated:

- It was suggested that only current 'action items' are shown on list
- Closed items to be acknowledged for one week in Minutes

- Item 18-03: S. Filby suggested this item to be kept open and an alternative solution found to achieve the same objective

Item Ref.	Action	Update/Comments	Responsible Person	Status
18-03	Provide key contact lists and organisation charts to members.	Solution still to be found	R. Bedirian	Open
18-04	Discuss SAPN Energy Advisory Service at future CCP meeting.	Scheduled for CCP 3.07.18	R. Bedirian	Closed
18-06	<i>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.</i>	Ongoing until January 2019	J. Vonthethoff	Open
18-07	<i>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</i>	P. Roberts to provide media updates where relevant to Corporate Communications, for distribution to members.	J. Vonthethoff	Closed
18-23	<i>J Vonthethoff to distribute the Regulatory Proposal 2020-25 presentation to members.</i>	Presentation emailed	J. Vonthethoff	Closed
18-24	<i>J Vonthethoff will email members tomorrow to confirm the new deep dive dates and send out calendar invitations.</i>	Emailed	J. Vonthethoff	Closed
18-25	<i>J Vonthethoff to provide a definition of gold-plating to members.</i>	Emailed	J Vonthethoff	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>	Emailed	R. Bedirian	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>	Time has been allocated to each meeting	R Bedirian Reference Group Member representatives	Closed
18-28	<i>R Bedirian to review Terms of Reference for the CCP.</i>	Reviewed and scheduled to be discussed at CCP meeting 16.10.18	R Bedirian	Open

3. Around the Table

P. Gerace - Business Reference Group summary

- bushfire risk;
- pricing proposal and load shedding presentation. S. Charlton suggested that load shedding should be presented at other meetings as it provided good value and was useful
- H. Smith suggested webinars could be a way to share content of presentations between groups

Action: R. Bedirian to look into ways that the group can share content with others.

H. Haavisto – Arborist Reference Group summary

- working on a list of suitable trees in the form of a top 10 list of acceptable species for planting under powerlines. Working groups involve Councils and nurseries to overcome some issues. Regulatory amendments are also being considered as ways to improve vegetation management.



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- H. Smith queried process where the customer had not been involved, and should be taken on the journey. H. Haavisto suggested that a balance needs to be found. There are limitations with regards to the options available. H. Smith suggested including discussion on vegetation management on all Reference Group agendas for discussion on viable solutions.

Action: R. Bedirian - Include veg management on the Reference Group agendas for further discussion of vegetation management solutions.

H. Smith – Renewables Reference group summary

- Future Networks and the relationship between renewables and SAPN dominated discussion in the last meeting. For example, seeing more solar systems requiring network analysis.
- The group want to know more about finance changes because the subsidies are getting smaller and smaller. The relationship is strengthening through meeting regularly, although still in early stages. The group is aware that they are not speaking to the whole sector. As information flows want to make it more visible to other groups.
- S. Charlton confirmed there are a number of actions coming out from the Renewables Reference Group which are being unpacked to ensure the process is less disjointed.
- H. Smith stated that the Renewables Reference Group aren't actually setting the agenda, maybe it's time to look at a program of work to get the relationship to an improved state. Question was raised around why things that are put on the agenda keep falling off the agenda
- J. Vonthethoff stated that the process is being reviewed for example membership of 2 years. Agreed there are things to be looked at in terms of the agenda process.

Action: R. Bedirian - Review membership and agenda-setting process

W. Shirley – Community Reference group summary

- groups major concern is price and they are keen to see the Draft Plan to see how SAPN is responding to these concerns.
- Concessions is one area of focus that the group are interested in exploring further
- SAFCA want Government to look at percentage base concessions, with SACOSS pushing a similar line.
- S. Filby recognised that there was need for further discussion around concessions/hardship tariffs.

Action: J. Vonthethoff to arrange further discussion to be had around hardship/concessions.

4. Regulatory Proposal 2020-25 update

J. Vonthethoff presented an overview and the feedback from deep dive sessions

- S. Filby stated that the Mitigating Bushfire profile was quite different to others.
- J. Marwood highlighted that the deep dive presentation was very good and well presented.
- Public Lighting workshops had large attendance in Adelaide, and minimal in regional locations.
- S. Filby queried reasonableness of council attendance decision/influences. J. Vonthethoff responded, there has been reasonable attendance with the Directions workshops but the deep dives invitations were not extended to councils.
- H. Smith suggested there may be a lack of capacity across local Government with regards to champions existing in climate change areas.
- S. Filby queried 4% GSL payments in the Opex forecast. J. Vonthethoff clarified the value and the fact that this was an area of focus during the deep dive.



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- H. Smith questioned will SAPN be allowed to extend its reach around distribution of resources? R. Sibly explained SA is leading change, AEMO has expressed concerns and a sense of urgency. Work needs to be done to understand our network, know the constraints and through monitoring and modelling get better information to ensure we have the capability to send messages to the market. We want to control our network so that there are no problems, we are not trying to control the market.
 - S. Filby - Industry workshop slide 33 was quite challenging. R. Sibly explained that gaining support for where the industry goes will be a challenge for SAPN. We are not trying to be the monopoly provider on this, trying to manage the network, at least in terms of cost.
 - S. Filby queried if Customer Engagement technologies had been dropped from the proposal? J. Vonthethoff explained that it is not considered a step change and should be done as business as usual.
 - R. Sibly provided dates around Rate of Return guideline – draft guideline is to be received by end of week.
 - S. Filby questioned how SAPN were taking feedback on the draft plan, suggesting that CCP and Reference groups may want to collectively provide feedback rather than it being lost in general comments. J. Vonthethoff stated that SAPN would like feedback and invite interested members to provide formal feedback submissions to the draft plan.
 - W. Shirley stated SAFCA would do an independent submission as well
 - 8th Aug Draft Plan launch and then feedback to be obtained by Friday 21 September 2018. SAPN will take onboard feedback and continue to refine plans prior to lodging their proposal in Jan 2019.

Action: J. Vonthethoff to consider approach to providing feedback on the Draft Plan including timing for the group.

5. Energy Advisory presentation

H. Pavlou explained the research undertaken by NTF into options for SAPN to provide an Energy Advisory service, focussing on improving residential customers understanding of energy efficiency.

- SAPN to commence a staged implementation of the program from August 2018.
- H. Smith stated they had been involved in energy advisory and have seen limitations in Government advice. Suggested advice shouldn't be framed around energy efficiency but rather it should be around network of the future. There needs to be stronger objectives and rationale about what you're trying to achieve. S. Charlton agreed that there are limitations and we are not throwing a great deal of money at the initiative but trying to provide customers with usage data to provide some value and opportunity to work with other organisations as appropriate.
- J. Marwood expressed it was a positive step that SAPN was taking to help customers.
- S. Charlton explained that the SAPN website will be able to direct customers to services that are offered by other organisations if there is a benefit to the customer.

6. Other Business

W. Shirley explained the ESCOSA study into Scottish Water regarding customer consultation and advised she would be participating in a study tour. J. Vonthethoff has met with the Chair of Scottish Water and has some insights that would be worth sharing.

Action: J. Vonthethoff and W. Shirley to provide feedback regarding Scottish Water.

Next meeting: 29 October 2018



New Action Items

Item Ref.	Action	Update/Comments	Responsible Person	Status
18-32	Look into ways that the CCP and Reference groups can share content, such as presentations, with others.		R. Bedirian	Open
18-33	Include veg management on the Reference Group agendas for further discussion of vegetation management solutions.		R. Bedirian	Open
18-34	Review membership and agenda-setting process.		R. Bedirian	Open
18-35	Discussion to be had around hardship/concession		J. Vonthethoff	Open
18-36	SAPN to consider their approach for feedback on the draft plan, including the time provided for this.		J. Vonthethoff	Open
18-37	CCP to be provided feedback on the Scottish Water project.		W. Shirley	Open

