

Minutes



SA Power Networks' Community Reference Group

Meeting Details

Organiser	Rebecca Bedirian
Date	5 July 2018
Time	9.30am to 12.00noon
Location	Adelaide Pavilion, South Terrace

Attendance

Kym Mercer	Anti-poverty Network
Heather Merran	Uniting Care Wesley Bowden
Silvio Iadarola	Multicultural Communities Council of SA
Vivienne Smith	Council on the Ageing (COTA) SA
Wendy Shirley	SA Financial Counsellors Association

SA Power Networks (SAPN)

James Bennett	Manager Regulation
Richard Sibly	Head of Regulation
Rebecca Bedirian (Chair)	Customer Consultation Lead

Apologies

Gavin Dufty	St Vincent de Paul Society
Dusko Cuckovich	Australian Refugee Association
Susanne Koen	Adelaide Hills Community Representative
Jo De Silva	SACOSS
Nadia Moffatt	Disability sector
Sarah Warren	Uniting Communities
Sharon Maslen	Salvation Army Australia SA
Paul Erwin	Manager Customer Services
Sue Charlton	General Manager Customer Relations
Jess Vonthethoff	Stakeholder Engagement Lead

Business Arising

1. Welcome, Apologies and Introductions

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

2. Minutes and Action items

The minutes of the previous meeting held on 7 February 2018 were confirmed and accepted.

Actions from the previous meeting were reviewed and updated:

Item Ref.	Action	Update/Comments	Responsible Person	Status
18-08	SAPN to consider interconnection and battery plans with the Liberal Party.	SAPN is in ongoing discussion with Liberal and Labor parties. New Government has a few programs planned, which SAPN are working alongside Government. For example, M. Vincent is on a working group to ensure standards of new equipment have the requirements for Virtual Power Plant capabilities.	R. Sibly	Closed
18-09	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.	R. Sibly provided an update to the group. SAPN. SAPN have been working with ESCOSA reviewing the Service Standard Framework. Recommendation from ESCOSA is that there will be no proposed changes to the overall standards.	R. Bedirian	Closed
18-10	Arrange for a retailer/s to speak with the group at a future meeting.	This is planned for 2019.	R. Bedirian	Closed
18-12	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	P. Roberts to provide media updates where relevant to Corporate Communications, for distribution to members.	J. Vonhethoff	Closed
18-13	Arrange for a Future Network Strategy presentation as well as for Heather Smith to present to the group.	Emailed both Heather Smith and Brendon Hampton to arrange for 9 August meeting.	R. Bedirian	Closed
18-14	Arrange a separate information session for members on energy efficiency.	R. Bedirian has made contact with the ConnectEd program. Waiting on a response regarding structure of session. Discussed that the correct people to speak to are S. Warren and H. Merran. R. Bedirian to arrange a meeting with both to discuss options.	R. Bedirian	Open
18-15	Provide an update to group on the cost involved in delivering the energy comparison tool.	P. Erwin to provide this at July meeting	P. Erwin	Closed
18-16	Provide members with contact lists, organisation charts and roles and responsibilities in the CCP, Reference Groups and SAPN.	Members who are unsure who to contact, should direct enquires to Rebecca Bedirian. SAPN are looking to implement a more sustainable contact list in a live environment, rather than working off paper copies.	R. Bedirian	Closed
18-17	Follow up questions around electricity as an essential service.	R. Bedirian explained to the group that if they wished to pursue the idea that Electricity should not be disconnected in the same way that water is, the group would need to lobby the Government as there is legislation involved.	R. Bedirian	Closed



3. Around the Table

W. Shirley commented on action item 18-12, that the issue wasn't specifically about key media issues, it was around the sharing of information between Reference Groups and the CCP. Specifically, she would like a rolling summary of what the groups are doing.

Action: R. Bedirian to speak with Corporate Communications about the utilisation of Talking Power for this.

R. Sibly provided an update on the Service Standard Framework review. He advised ESCOSA did some survey modeling and the results were mixed, with some people happy with the current standards and some wanted different ones. There was also a review of customers' willingness to pay. ESCOSA have not yet released their final report. The impacts to SAPN will be captured in the draft plan.

H. Merran mentioned that one of the issues with the GSL payments is that this is not immediate and customers require food immediately. It was suggested that perhaps SAPN can look at working with FoodBank to provide emergency relief following outages.

Action: R. Bedirian to speak internally about the possibility of this and if feasible, contact Leanne Malek from FoodBank.

K. Mercer suggested that there could be more that SAPN do in identifying customers in hardship, to reduce number of customers being disconnected for non-payment. It was clearly explained that SAPN had the responsibility to disconnect on the request of the retailer, however a possible checklist could be identified for customer services to review when on a call to a customer.

Action: K. Mercer to capture a list of possible points for review with SAPN to help with identifying a hardship customer.

Discussion around the joint initiative between SAPN and ConnectEd program. H. Merran suggested that she would be the correct person to have the discussion with. R. Bedirian discussed that SAPN need to understand what support they can provide, and then link into the program.

Action: R. Bedirian to speak with internal SAPN people to determine possible scope for providing support for ConnectEd program.

4. Regulatory Proposal 2020-25 update

R. Sibly provided an update of the Reset progress.

- Draft proposal will be launched on 8 August 2018, with feedback window open until 19 September 2018.
- Discussion around replacement of assets – explained to the group that the AER are always pushing SAPN for non-network solutions before asset replacements. Additionally, SAPN are incentivized by the AER to find non-network solutions through OPEX and CAPEX efficiency schemes.
- Discussion around community energy – Is it possible to break away from the network? SAPN replied that with the current regulations, this is not that easy to do, as it opens up questions around governance for the community.
- W. Shirley requested that there was an explanation of the various components of spending with dollar values, for current and future Reset period. R. Sibly commented that this would be captured in the draft proposal.

5. ACCC Retail Pricing Inquiry – Q&A

Due to time, this item was not addressed, however members have been advised that should they have anything specific they would like answered, to email R. Bedirian.

Next meeting: 9 August 2018

