

Minutes



SA Power Networks' Customer Consultative Panel

Meeting Details

Organiser	Rebecca Bedirian
Date	6 February 2018
Time	1.30pm – 4.30pm
Location	Adelaide Pavilion, South Terrace

Attendance

Sue Filby	Chair
Heather Smith	Changing Weather (Renewables Reference Group Rep)
Iain Maitland	Ethnic Communities Council of NSW
Wendy Shirley	SAFCA (Community Reference Group Rep)
James Lescohier	Community representative
Jenny Marwood	Community representative
Kelvin Trimper	(Arborist Reference Group)
Chris Alexander	Energy Consumers Australia (proxy for Oliver Derum)

SA Power Networks	(SAPN)
Sue-Ann Charlton	General Manager Customer Relations, SAPN
Rita McPhail	Manager Customer Engagement
Jess Vonthethoff	Manager Stakeholder Engagement
Rebecca Bedirian	Stakeholder Engagement and Coordinator
Valli Morphett	Reset Consultant
Wayne Lissner	Head of Regulation (Item 6)
James Bennett	Manager Regulation (Item 6)
Fiona Hewlett	Minute Secretary

Apologies

Oliver Derum, Energy Consumers Australia
Mark Henley, Uniting Communities
Pat Gerace, UDIA (Business Reference Group)

Business Arising

1. Welcome

- The Chair welcomed members to the meeting and apologies were noted. The Chair introduced Chris Alexander, Energy Consumers Australia, who was a proxy for Oliver Derum at the meeting. The Chair also welcomed Rita McPhail, newly appointed Manager Customer Engagement, to the meeting.
- Kelvin Trimper was recognised by the Chair for his recent AM award.
- The Minutes of Meeting of 13 November 2017 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
1	R. Bedirian to arrange augmentation presentation for Renewables Reference Group. <i>Update: this is on the agenda for the next RRG meeting</i>	R Bedirian	10/17	Closed
2	R. Bedirian to provide a summary of Network Innovation projects to the group. <i>Update: R Bedirian to arrange for a Future Network Strategy Presentation at a CCP meeting</i>	R Bedirian	04/18	Ongoing
3	Members suggested the draft plan and TSS discussion paper could be worked together as one document for consultation. Feedback to be considered in context of project schedule. <i>Update: a combined consultation document is likely.</i>	J Vonthethoff	01/18	Ongoing

2. Around the table

- Iain Maitland provided an overview of the different groups he's involved in across NSW, Victoria and SA, including the AER, Energy and Water Ombudsman NSW and NSW Network businesses.
- Kelvin Trimper gave an overview of the current key topics for the Arborist Reference Group. In particular the planting of urban trees and appropriate species, and developing a Vegetation Strategy and fact sheet. Consideration is given to clearance under powerlines, underground cabling, the education process, community views and regulation. What is SAPN's strategy to inform new politicians and councillors who are elected in 2018 about our vegetation strategy (and also other relevant matters)?
- Chris Alexander gave an overview of NSW regulation processes, with the Consumer Challenge Panel demonstrating a more proactive and flexible engagement process. Chris expected some key learnings to come from this process over the next 12 months and agreed that the Energy Consumers Australia would bring them back to this group.
- Jenny Marwood highlighted the situation in Victoria and NSW where there is more than one distributor and asked whether they collaborate to have one voice. The response was that distributors acted individually and encountered different issues depending on their region.
- Wendy Shirley talked about the huge increase in people going to SAFCA claiming hardship and who are financially vulnerable. Wendy talked about the role of SAFCA in giving individuals financial planning advice, giving energy advice and educating them on how to save power. Also, informing them of the Emergency Energy Payment Scheme (EEPS), which provides up to \$400 towards energy bills. Wendy mentioned that SAFCA are engaging with SACOSS to determine how they are going to respond to the AER Retail Pricing Guidelines.
- Members discussed home energy audits, some provided by community organisations and also those offered by councils. Also floating the idea of Landlords having to pay for electricity usage in rental homes. This would encourage them to provide more energy efficient homes.
- S Charlton discussed an Energy Advisory Service being established at SAPN, within the Customer Engagement area, with improvements to the information on its website with links

to external key resources. The aim being to provide the customer with the best available energy advice. *ACTION: Discuss the SAPN Energy Advisory Service at future CCP meeting.*

3. Presentation: Tariffs (Heather Smith)

Heather Smith presented her vision for tariffs, smart technology and capital investment:

- Co-design and better conversations, jointly transforming our understanding of tariffs, serving the low income sector, the overall vision and the role of micro-grids. Suggested a neutral space for these conversations
- Support for community energy and unlocking the economic development opportunities, to localise the benefits and the profits
- Financial support for the not-for-profit sector to deliver customer advisory services, energy efficiency and demand management.
- Innovation

Heather asked the CCP to consider opportunities around the following:

- Reducing investment
- Tariffs (flat rate tariffs for low-income sector)
- Serving the low income sector
- Our overall vision and future networks
- The role of micro-grids

J Vonthethoff responded that some of these topics would be addressed.

4. 2018 Planning

R Bedirian summarised survey results from 2017 members. The survey response rate was low and SAPN to look at another avenue to get feedback from members in the future. The key outcome of the feedback was that the role of the CCP needs to be clarified. Also members would value key contact lists for SA Power Networks along with relevant organisation charts to better understand 'who does what'.

ACTION: SAPN to undertake a clarification review of CCP role (list as action).

ACTION: R Bedirian to provide key contact lists and organisation charts to members.

Members discussed the planned Deep Dive tariff sessions and suggested:

- Independent experts are invited to attend
- Provide papers well in advance of the sessions, to allow pre-reading and planning
- Provide outcomes from the sessions to members
- Map the issues emerging through revenue reset and report to the reference groups and CCP
- Focus on issues which make the biggest impact
- Have a clear view of key focus areas

ACTION: 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 ongoing program for the CCP.

Communication of key information: Members requested that going forward SAPN informs members of the CCP and Reference groups about any key announcements from government, retailer decisions and media so that members are fully informed. Also, to share minutes of all groups with the CCP and Reference Groups. SAPN to go the extra mile to explain matters concisely, in simple visual ways where possible.

ACTION: SAPN to put in place a process for briefing CCP and Ref.Group members about any key media, government, retailer announcements and possible impacts, what steps SAPN is taking etc.

5. Website Redesign planning

Rita McPhail discussed the SA Power Networks website redesign which goes live in July. It will have a new look and feel and be more user friendly. Rita is looking to have an alpha site which can be trialled with customers and will engage with the CCP and Reference Groups for volunteers to test the site. Suggestions from members for the new website included:

- A members' portal, with previous minutes, papers, presentations etc
- Translations into other languages (in particular forms, instructions, key information)
- Use more infographics

6. Regulatory Proposal 2020-2025 update and ongoing Tariff Structure Statement discussion

James Bennett provided a recap on the TSS presentation and the current status. The general view was that the reset process has been more customer focused this time with better customer engagement. Feedback around the TSS so far indicated:

- Flexibility and dynamism are imperative in TSS to allow for new and emerging considerations/issues.
- Present options that give people scope to make behavioural changes.
- Consider affordability and a minimum level of service (guaranteed base level of supply).
- Business tariffs need more work.
- Where is the social tariff at?

It was suggested that the guaranteed base level of supply discussion be referred to the reference groups.

7. Any other business

Members were reminded to ensure that they send a proxy to a meeting if they are unable to attend. The Chair thanked everyone for their attendance.

Meeting closed at 4.38pm. Next meeting: 3 April 2018

New Action Items

No.	Action Description	Responsibility	Due Date	Status
1	R Bedirian to provide key contact lists and organisation charts to members.	R Bedirian	03/18	
2	Discuss SAPN Energy Advisory Service at future CCP meeting	R Bedirian	2018	
3	SAPN to undertake a clarification review of CCP role	R Bedirian	03/18	
4	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	03/18	
5	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	

