

Minutes



SA Power Networks' Community Reference Group

Meeting Details

Organiser	Fiona Hewlett
Date	21 November 2018
Time	9.00am to 12.00noon
Location	Adelaide Pavilion, South Terrace

Attendance

Heather Merran	Uniting Care Wesley Bowden
Kym Mercer	Anti-poverty Network
Nadia Moffatt	Disability sector
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	Manager Customer Services (Chair)
Jess Vonthethoff	Manager Stakeholder Engagement
Richard Sibly	Head of Regulation
Rebecca Reed	Customer Consultation Lead
Alex Lewis	Vegetation Strategy Lead (<i>Item 4 only</i>)
Kane Scott	Asset Strategy Engineer (<i>Item 4 only</i>)
Harry Pavlou	Energy Advisory
Fiona Hewlett	Minute Secretary

Apologies

Dusko Cuckovich	Australian Refugee Association
Jo De Silva	SACOSS
Gavin Dufty	St Vincent de Paul Society
Sarah Warren	Uniting Communities
Sharon Maslen	Salvation Army Australia SA
Rita McPhail	Manager Customer Programs and Engagement (SAPN)

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 9 August 2018 were confirmed and accepted.

Actions from the previous meeting were reviewed and updated:

Previous Meeting Actions				
No.	Action Description	Status	Due Date	Responsible person
18-10	Arrange for a retailer/s to speak with the group at a future meeting.	AGL was scheduled to present at the CRG meeting today, but disappointingly pulled out at late notice. <i>CLOSE</i>	Nov 18	R Reed
18-14	Arrange a separate information session for members on energy efficiency	Harry Pavlou, Energy Advisory Officer, presenting at the CRG meeting today. <i>CLOSE</i>	Nov 18	R Reed
18-38	Look for a solution for information sharing between CCP and Reference Groups	CCP and Ref Group Members Portal now set-up – members should have received invitation and login details to private members area in <i>TalkingPower.com.au</i> <i>CLOSE</i>	Aug 18	R Reed
18-39	Proactive hardship checklist to identify possible disconnect for non-payment customers earlier, to be able to provide direction to services	K Mercer to provide some details on possible points for the checklist	Nov 18	K Mercer

3. Around the Table

Wendy Shirley:

Wendy recently attended a conference concerning retailer hardship. The AER wants to implement a rule change to retailer hardship policies to make it more consistent across retailers. W Shirley subsequently attended an AEMC workshop to assist in revamping the hardship policy. The new version is nearing completion. There is more information available on the AEMC website.

<https://www.aemc.gov.au/news-centre/media-releases/better-hardship-programs-customers-who-need-help-paying-their-bills>

She also recently ran the Financial Counsellors SA State Conference. The four major sponsors were SA Power Networks, Energy Australia, AGL and Origin.

W Shirley advised that the Customer Consultative Panel (CCP) had submitted its feedback response to SAPN's Draft Plan. After discussion at the last CCP meeting, a further revised response was provided to SAPN.

Susanne Koen:

Susanne raised the matter of bushfire danger alerts for vulnerable customers, specifically that the methods used by Alert SA and SAPN are not always available to them. P Erwin said that they are expecting to see more wires down scenarios this fire danger season and will send alerts through a variety of social media channels. Also if customers have signed up to 'Power at My Place' they'll receive notifications. S Koen highlighted that vulnerable customers in the Adelaide Hills, in particular the elderly, don't necessarily have access to those communication channels. R Reed suggested that SAPN may be able to set up a dedicated phone number for residents of the Adelaide Hills. P Erwin offered to let S Koen know the metrics used by SAPN, in consultation with the CFS, to make the decision when to turn off the power supply for safety reasons.

ACTION: P Erwin will follow up with S Koen to discuss communication methods for Adelaide Hill vulnerable customers and the metrics used when deciding when to turn off the supply.

Heather Merran:

Heather discussed the state government funded education sessions being run by UCWB, going to



community groups to explain tariffs, solar and connected utilities. Next sessions being run on 3 & 10 December.

Kym Mercer:

Kym discussed NewStart payments. Also talked about GSL payments which had been paid onto customers' cashless debit cards rather than by bank transfer. S Charlton offered to escalate this matter.

ACTION: K Mercer to provide the details regarding these payments made to debit cards in an email to S Charlton for follow-up.

Vivienne Smith:

Discussed the group that she represents, older people in the community, and their concerns over the cost and reliability of power. Also, confusion over which retailer is the most suitable. They aren't necessarily computer savvy enough to go online to compare retailers, e.g. *energymadeeasy.gov.au*

Silvio Iadarola:

Silvio suggested that a database/register is created, which can be shared between service providers, retailers and so on, identifying those customers who are considered 'vulnerable' and for what reason, so that they can be contacted appropriately. S Koen said that there is a state-wide vulnerability register compiled by Red Cross for which individuals have to self-register. This is used to make contact with vulnerable individuals on days of extreme heat.

There was further discussion also in relation to life-support customers. P Erwin talked about the issue with the current life-support register, that of the 10,000 customers listed, probably only around 200-300 were genuinely on life-support machines and at extreme risk if there was an outage. P Erwin would like to see customers being proactive and to have an action plan for power outages. H Merran suggested that those on the life-support list could be given priority for the government's battery subsidy program.

ACTION: P Erwin to consider options and raise with state Government as part of their solar / battery program.

Nadia Moffat:

Nadia recently received an email from Energy Australia, offering a 33% discount. When she phoned to enquire she was told she wasn't entitled to the offer as it was not for South Australian residents. Members then discussed the discounts being offered across the retailers and states, acknowledging that it is most important to pay attention to the end-figure.

Nadia mentioned the recent news article which referred to *gold-plated poles and wires*. S Charlton said that it was a new release without foundation, referring more to the government owned distributors, not commercial distributors like SAPN who are cautious about the level of investment in the network.

4. Presentation: Levels of Service (K Scott and A Lewis)

Members were provided with a full list of the 34 levels of service (LoS) identified, then the top 9 deemed to be of particular relevance to the CRG were reviewed at the meeting;

1. Customer experience - Customer Satisfaction
2. Customer experience – telephone calls
3. Customer experience – customer connections delivered to agreed date
4. Reliability and resilience – average interruption duration SAIDI (system average interruption duration index (minutes per customer))



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5. Reliability and resilience – average interruption frequency SAIFI (system average interruption frequency index (number of interruptions per customer))
 6. Reliability and resilience – region-based reliability targets
 7. Reliability and resilience – region-based restoration targets
 8. Efficiency – relative performance efficiency compared to other Australian network distributors
 9. Efficiency – rate of average annual asset renewal

Members were asked to rank those levels of service by importance to them. K Scott indicated that at the LoS review next year they would focus more on the targets.

S Koen queried which region the Adelaide Hills falls into. ESCOSA are responsible for the map.

ACTION: A Lewis to follow up and confirm the map region to S Koen.

5. Presentation: Draft Proposal 2020 – 2025 (Jess Vonthethoff)

The Draft Proposal 2020 – 2025 was launched on 8 August 2018. There have since been 32 submissions of feedback in response to the Draft Plan. J Vonthethoff summarised the responses, capturing the sentiment of the feedback - positive, neutral or negative/challenging.

6. Presentation: Energy Advisory Services (Harry Pavlou)

- H Pavlou introduced himself and the new service he provides to customers. His goal is to empower customers to make educated choices for their energy systems and services. H Pavlou gave some examples of customers he has assisted recently in understanding their electricity usage.
- He is building an education program for schools, providing them with challenges and projects and promoting the energy advisory service through the students to their families and teachers. Also attending field days and community road shows to inform, consult, involve, collaborate and empower customers.
- Members queried who pays for this service and P Erwin confirmed that it is provided by SAPN free of charge.
- Identified some of the government resources and publications, information sheets on solar, electric vehicles etc.
- A new initiative through social media called *let's talk* will invite customers to contact SAPN directly and 'chat' online about any concerns or questions they have.
- Harry offered to come and talk to the CRG members groups – members to contact Harry directly if they would like to take him up on this offer.

ACTION: H Pavlou to put together an information pack (including brochures/information from other sources) to send to each CRG member.

Next meeting : 2019 TBC

