

Minutes



SA Power Networks' Customer Consultative Panel

Meeting Details

Organiser	Alex Lewis
Date	17 May 2019
Time	10.00am – 12.30pm
Location	Adelaide Pavilion, South Terrace

Attendance

Sue Filby	Chair
Heather Smith	Changing Weather (Renewables Reference Group Rep)
Jenny Marwood	Community representative
Kelvin Trimper	Arborist Reference Group Rep
Mark Henley	Uniting Communities
Pat Gerace	UDIA (Business Reference Group)
Wendy Shirley	SAFCA (Community Reference Group Rep)

SA Power Networks	(SAPN)
Sue-Ann Charlton	General Manager Customer Relations
Rita McPhail	Manager Customer Programs and Engagement
Alex Lewis	Customer Consultation Lead
Jess Vonthethoff	Manager Stakeholder Engagement (<i>Item 2 only</i>)
James Bennett	Manager Regulation (<i>Item 2 only</i>)
Fiona Hewlett	Minute Secretary

Apologies	Iain Maitland	Ethnic Communities Council of NSW
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Not present	James Lescohier	Community representative
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Business Arising

1. Welcome

- The Chair welcomed members to the meeting and apologies were noted.
- The Minutes of Meeting of 29 October 2018 were accepted as a true and correct record of the meeting.
- The Chair noted that the Actions Log was not included and requested a copy be circulated to the group.

ACTION: Fiona Hewlett to distribute the Actions Log to CCP members.

2. Presentation: 2019/20 Distribution Tariffs - J. Bennett (JB) / J. Vonthethoff (JV)

J Bennett presented an update on the 2019/20 Distribution Tariffs and the AER's Default Market Offer. The AER Default Market Offer was released on 30 April (for residential flat rate tariffs) and will be effective from 1 July 2019.

Discussion followed:

- In response to JB's overview of revenue caps, S Filby asked JB to provide an example of a company which has chosen to decline balancing out their revenue cap over the years. JB identified the Queensland Government-owned businesses had taken this option (by forgoing the STPIS incentive) and some NSW Government-owned businesses had shifted some revenue recovery from one 5 year period into the next 5 year period. The Queensland Government also elected to finance all premium PV FiT payments (the equivalent of the SA Government 44 c/kWh scheme. In SA, SAPN recovers the \$81M pa cost from all customers as an additional tariff).
- H Smith asked where she could access the information on volumes. JB suggested H Smith refer to the Regulatory Information Notices (RINs) which are publicly available documents.
- S Filby asked how much a non-PV customer was paying to subsidise the State Government's PV policy. JB advised it was \$75 per customer.
- Members discussed with JB the impact of SA Water's Zero Energy Plans on SA Power Network's revenue. S Filby recommended that this overall approach be revisited in 12 months to see what impact it has had on residential energy prices.

ACTION: The full 2019/20 Distribution Tariffs presentation to be provided to CCP members (J Vonthethoff)

3. Discussion: CCP and Reference Group Review - Alex Lewis (AL)

AL referred to the CCP and Reference Group Review documents, the Implementation Plan and Report by external consultants, Think Human.

Members discussed the report and the members' general view was that it was thorough and reflected the views raised at the CCP and Reference Group workshops held in March.

The following was proposed:

CCP:

- Continue the Customer Consultative Panel with the current membership through to December 2019. Arrange two meetings of the CCP in August and October/November.
- Seek expressions of interest for membership for the CCP for a 2 year term (Jan 2020-Dec 2021).
- M Henley and W Shirley both identified a potential conflict of interest with the CCP involvement as they are part of an ECA funded reset evaluation governance group.
ACTION: S Charlton and A Lewis to review and decide if this constitutes a conflict of interest and make a recommendation.
- S Charlton commented that the current CCP members hold valuable learnings from their years of service which SAPN do not wish to lose.
- J Marwood queried her value to group as an independent, interested, *regular customer* and whether that would be of value in the new format, or whether she might instead just attend subject specific workshops in the future. Members discussed if the *regular customer* is best represented through online forums such as Talking Power and social media channels.



- P Gerace suggested Business SA is represented on the CCP to represent business customers. K Trimper commented that Business SA only represents a small number of businesses in SA. P Gerace noted it is also about infrastructure over the next 20 years.
- K Trimper suggested that the State Government should be represented on the CCP as they are a significant customer and influencer. P Gerace advised that John Chapman, Office of the Small Business Commissioner SA Government, is a representative on the Business Reference Group and could sit on the CCP.
- Representation from the universities was also proposed, as they can bring a different perspective particularly in relation to research and development.
- M Henley commented that the report does not make the purpose and role of the CCP clear enough. His view is that the CCP could play a greater and more proactive role in future networks, problem solving and discussion on general issues affecting the energy sector.
- There was discussion around a decision making vs advisory role of the CCP. Before calling for EOI for membership, SAPN needs to be clear what the purpose, involvement and role of CCP members will be. Members agreed that SAPN engages with the CCP and Reference Groups for advice, but queried SAPN as to the extent to which the members' advice actually impacted their decisions. Responding to what you've learned from your customer is a culture change.
- It was agreed that the Terms of Reference be reviewed to clarify the levels of participation of the CCP, the purpose, role and authority of the group, to make it clear that the CCP is not just to be a sounding board for SAPN.

ACTION: Update the Terms of Reference and prepare selection criteria for the various groups and present at the October/November meeting (A Lewis)

Community Reference Group:

- Retain the Community Reference Group and review the membership.

Business Reference Group:

- Discontinue Business Reference Group in its current format.
- Look for topic specific group opportunities.
- Establish a Tariffs Working Group.

Renewables Reference Group:

- Discontinue Renewables Reference Group in its current format.
- Establish a Connections Working Group.

There was further discussion

- M Henley asked if SAPN had signed up for membership of the Energy Charter. S Charlton stated that they had not taken membership at this stage however this decision will be reviewed in the future. M Henley suggested that it would be worthwhile for members to review the Terms of Reference for the Energy Charter.
- M Henley referred also to the introduction of Ethical Business Regulation standards. S Filby commented that it's good for the CCP to have a view on these regulatory documents and participating companies and asked for this to be added to the next agenda.

ACTION: Add a progress update for the Energy Charter and Ethical Business Regulation to the next agenda (Alex Lewis)

4. Presentation: Digital Communications Strategy Update (R. McPhail)

R. McPhail presented an overview of SAPN's Digital Communications Strategy.

In summary:

- SAPN carries out and evaluates monthly customer surveys.
- Discovery workshops – co-design idea generation to Improve Experiences, Improve Channels & Services and Improve Culture.



- Digital forms – working with customers to make sure that the form is fit for purpose through co-design workshops, site visits and watching the business work, not simply making assumptions.
- Analytics – how are customers using the website and what are they looking for?
- Channel shift strategy – moving customers to digital channels of communication.
- Recognition that not everyone has a mobile phone or computer. R McPhail said that part of the strategy is to identify who needs to communicate, with whom and through what channels. This strategy frees up customer service phone lines for those without digital options. There will always be options available for all customers.
- Questioning current methods and looking for digital efficiencies. E.g. Manual handing out notifications for planned work changing to electronic notifications (SMS, Email). Snap, Send, Solve - a new app which allows the public to take a photo of an incident (e.g. graffiti, pot holes, wires down etc) and automatically routes the SMS to the correct authority (e.g. Council, SAPN, etc).
- Foodbank initiative supporting vulnerable customers – looking at this option for eligible customers to provide them with food vouchers after an outage has spoiled food in their fridge/freezer, rather than having to wait months for a GSL payment. It helps the customer when they need it most.

5. Around the table

- H Smith - Recently returned from the UK. Reinforced the view that every country is on its own unique journey with energy as change is so rapid.
- M Henley – The impact of the virtual power plant in terms of future energy and State Government policy.
- K Trimper:
 - Raised the issue that what people pay for electricity vs what they could be paying is an issue, it's difficult to understand how to get the best deal and negotiate.
 - Met with Minister for Environment and Water to discuss proposed regulatory amendments, in particular tree removals, as part of the 10 year review of the regulations governing vegetation clearance. The amendment would allow trees to be removed where appropriate without paying an offset. Undertaking a cost benefit analysis on tree removals.
- S Charlton and Doug Schmidt, GM Regulation, to arrange to meet with new Business SA Chief Executive Martin Haese.
- W Shirley – first grant submission for ECA funding to be submitted to the AER this week. The ECA funding is for 12 months.
- M Henley – sitting on the consultative consumer group with SA Water on their next regulatory proposal. Undertaking a project looking at resourcing for effective customer engagement in energy network projects.

6. Future Topics

- Invite Harry Pavlou to present on the Energy Advisory program. Also, how do we make this program scalable to get the information out to the masses?
- Energy cost saving tips for customers – what people pay and what people could be paying. Simple steps, in plain language. Discuss the channels to be used, e.g. social media, website. Consider different cultures and languages.
- How does SAPN partner with community groups and use them to connect with their communities?



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- Is it time SAPN has an information broker? A Lewis mentioned two stories soon to be shown on Indoors Outdoors TV programme. One on energy advisory and one on vegetation clearance.
 - Developments in national regulation.
 - 10 Year Regulation review.
 - Future ENERGY: Distributed energy resources/virtual power plants.

ACTION: Include a discussion on an Education Strategy on August Agenda (A Lewis)

The Chair thanked everyone for attending.

Meeting closed at 12.30pm.

Next meeting: 9.30am, 22 August 2019.