

Minutes



SA Power Networks' Customer Consultative Panel

To represent the specialist views of reference groups and other customer advocates in a broader forum to inform and advise SAPN to assist with planning and service delivery.

Meeting Details

Organiser	Alex Lewis
Date	22 August 2019
Time	9.30am – 12.00pm
Location	Network Innovation Centre 229 Richmond Road, Keswick

Attendance

Sue Filby	Chair
Heather Smith	Changing Weather (Renewables Reference Group Rep)
Kelvin Trimper	Arborist Reference Group Rep
Mark Henley	Uniting Communities
Wendy Shirley	SAFCA (Community Reference Group Rep)

SA Power Networks	(SAPN)
Sue-Ann Charlton	General Manager Customer & Community
Alex Lewis	Customer Consultation Lead
Jess Vonthethoff	Manager Stakeholder Engagement (<i>Item 5 only</i>)
Amelia Davey	Engagement Strategy Lead (<i>Item 4 only</i>)
Fiona Hewlett	Minute Secretary

Apologies

Iain Maitland	Ethnic Communities Council of NSW
Pat Gerace	UDIA (Business Reference Group)
James Lescohier	Community representative

Business Arising

1. WELCOME

- The Chair welcomed members to the meeting and apologies were noted.
- The Minutes of Meeting of 17 May 2019 were accepted as a true and correct record of the meeting.
- Outstanding actions were discussed and updated;

Action ID	Description	Comments/Updates
18-32	Look into ways that the CCP and Reference groups can share content, such as presentations, with others.	Included in Terms of Reference. Include in induction session for new CCP members, January 2020. <i>CLOSE.</i>
19-01	S Charlton and A Lewis to review the position of Wendy Shirley and Mark Henley on the ECA funded reset evaluation governance group and decide if this constitutes a conflict of interest and, if so, make a recommendation.	S Charlton confirmed it was not considered to be a conflict. <i>CLOSE.</i>
19-02	Update the Terms of Reference of the CCP and prepare selection criteria for the various groups and present the revised version to the October/November CCP meeting.	Provided to members at 22 August meeting. <i>CLOSE.</i>
19-03	Agenda Items for August CCP meeting. Progress update for the Energy Charter and Ethical Business Regulation Discussion on an Education Strategy	Included in agenda for 22 August meeting. <i>CLOSE.</i>

2. AROUND THE TABLE

- Community Reference Group (CRG):
W Shirley provided a summary of the recent CRG Group meeting. The Vulnerable Customer Strategy (VCS) was the main focus of the meeting. ThinkPlace has been engaged to assist SAPN with the development of the strategy and will lead a series of workshops.

CCP members would like the opportunity to be involved in these workshops. A Lewis confirmed that industry bodies such as ESCoSA and EWOSA, along with retailers, will also be invited to participate. It was acknowledged that UK Power Networks and Western Power in the UK have effective vulnerable customer strategies and could be used to inform SAPN's.

ACTION: A Lewis to send invitations to CCP members for VCS workshops, scheduled for 17 September (Current State) and 17 October (Future State)

- Arborist Reference Group (ARG):
K Trimper provided an update on the work of the ARG. They recently met with the Minister for Environment and Water regarding tree removal under powerlines. They had taken a different approach to stakeholder engagement; in addition to running a workshop, stakeholders were taken on field trips to see some real life examples of trees suitable for removal to see the impact. Good progress was made with regard to saplings and woody weeds and SAPN will seek approval under the regulations to remove mature indigenous trees.

ACTION: A Lewis to provide an update on the ARG's submission to the next CCP meeting.

- Connections Working Group (CWG)
The CWG held their first meeting on 8 August. The composition of the group is primarily electrical contractors and solar companies/ consultants. It is more topic-based than the disbanded Renewables Reference Group was, which focussed on operational issues and improvements to customer experience. The decision as to whether the CWG will have representation on the CCP will be determined by the new CCP membership in January 2020.

ACTION: A Lewis to send minutes of the CWG to H Smith.

3. CCP AND REFERENCE GROUP REVIEW (A. Lewis)

3.1 Commitment Statement

A draft Commitment Statement for the CCP and its Reference Groups was reviewed. A Lewis advised this had been presented to the SAPN Executive Management Group (EMG) earlier in the week and was broadly supported.

There was discussion about the use of the word 'Customer' and whether it should be 'Community'. Also, that it does not address the future need. It was agreed that the statement would read;

'SA Power Networks is committed to engaging and collaborating with our customers to drive better outcomes for customers, the business and our community, now and in the future.'

SA Power Networks engages with customers in a number of ways and our engagement with the CCP, Reference Groups and Working Groups is one way we seek customer input into our decision-making.'



Members spoke about the need for the CCP to build a relationship with the EMG, that there would be a benefit in the CEO of SAPN demonstrating his support by attending CCP meetings on occasions to address questions from the group. It was mentioned that AGN and Origin have the company CEO as a member of their customer panel.

ACTION: A Lewis to distribute a copy of the draft Commitment Statement to members.

3.2 Chair

S Filby advised the group that she would not be seeking re-consideration for appointment to the position of Chair of the Customer Consultative Panel after her term ends at the end of 2019.

S Charlton and A Lewis have called for EOIs for a new chairperson. Three high calibre nominations have been received and S Charlton and A Lewis will conduct informal interviews over the next two weeks.

3.3 Draft Terms of Reference

A Lewis tabled a draft Terms of Reference (ToR) for the new CCP commencing January 2020. It was highlighted that the payment schedule had been changed to reflect the increased involvement and work required from members. Discussion followed and it was agreed that a key set of principles would be developed with the new panel and key measures of success would be identified.

ACTION: A Lewis to update the draft ToRs and distribute to members along with the draft minutes for comments. The newly appointed CCP would be tasked with endorsing these ToR at its first meeting in 2020.

3.4 Expressions of Interest Booklet

A Lewis tabled a draft EOI booklet which would be sent out to all key stakeholders from mid-September, seeking Expressions of Interest for membership on the Customer Consultative Panel. In addition, EOI will be sought through other avenues such as social media, Talking Power, member newsletters eg. SACOSS and newspaper advertisements.

Discussion followed:

- S Filby commented that the Job Description doesn't clearly define the requirement to be prepared to engage in discussion and speak with other stakeholders. Also, that it would be wise not to include in the EOI booklet the amount of the payment being offered for the position.
- K Trimper commented that the booklet doesn't explain the requirement for being prepared to make a difference.
- H Smith asked that in this process there is some transparency and visibility about the other groups that link to the overarching CCP. People may feel that they are more suited to a particular reference group or working group.
- Members agreed that they have all learned about the industry through their involvement with SAPN and while it's important to have a general understanding of the electricity industry it's not essential to have an in-depth knowledge. It would be beneficial to have a balance of experts and representation from the broader community.

ACTION: A Lewis to include the CCP Structure Chart in the EOI Booklet and to revise the content to reflect members' comments above.

4. EDUCATION STRATEGY (A. Davey & A. Lewis)

- A Davey joined the meeting and provided an update on the digital engagement strategy.



- To improve the service to customers, the Customer Services team were being up-skilled and trained how to respond on social media. Also, the service will be extended and general enquiries, through online engagement, will be available from 8.00am to 8.00pm.
- A Davey explained how we engage with issues lodged online. While we embrace the open public spaces such as Facebook, Instagram etc, when a customer lodges a complaint through a public forum the agent moves this to a private engagement method where possible, so that the complaint can be investigated and discussed openly.
- Members asked how SAPN measures and benchmarks its online customer engagement effectiveness. A Davey explained that they look at customer response time, the number of agents available, how many issues are resolved in a certain time period and so on. Customer service is benchmarked against companies with customer service excellence, such as Telstra.
- S Filby asked what the education strategy was for SAPN as social media is only component of a broader strategy. A Lewis agreed to provide this information at the next meeting.

ACTION: A Lewis to provide a one-page picture of SAPN's education strategy and include as an agenda item for the 11 November meeting.

5. RESET UPDATE

- J Vonthethoff attended and provided an update on the Reset proposal. Of the 33 submissions on the draft proposal, a large number of these focused on the low voltage management strategy.
- J Vonthethoff discussed the key themes of feedback and separated them into positives and negatives. M Henley proposed that these are re-framed as 'supported' and 'challenged'. Members agreed this is more positive and appropriate terminology.
- Members acknowledged that the consultation was detailed and extensive. Customers were well engaged and feedback was listened to, however not all feedback was considered. Overall, that it was a big improvement on the last reset period.
- J Vonthethoff outlined some of the engagement avenues;
 - DER Integration Working Group has been effective and will continue into the next reset period.
 - SA Energy Transition Group, includes Electranet, SA Government, ESCoSA, EWoSA, OTR, AEMO (all regulators except the AER), to deal with the larger issues.
 - Tariff Working Group – this is a newly established group and calls for EOI for this group will be announced soon.
- Heather noted that she felt she was out of the loop in terms of engagement in the renewables space and wanted to understand what her role was going forward.
- Members discussed the challenges with IT and software providers and their influence on the energy industry. J Vonthethoff referred to a paper that was released on IT expenditure with guidelines on recurrent spend and new/cyclical spend, i.e. what is infrastructure replacement vs new technology.
- Key dates;
 - Tight timeframe of 2 months for the revised proposal – due 8 October.
 - 16 October – CCP meeting to run through draft discussions with the group.
 - Following draft decision, workshops (to be arranged) – 3 or 4 half day/full day workshops with CCP, Reference Groups, stakeholders to discuss draft decisions.



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- 9 December – lodge revised proposal.

ACTION: J Vonthethoff to send placeholders for workshops ASAP and send an email outlining the draft topics for engagement.

ACTION: Regulatory process dates. J Vonthethoff to confirm final dates when she has sight of them and provide to CCP.

6. ENERGY CHARTER

Defer item to 11 November meeting.

ACTION: A Lewis to bring A3 colour copies of Energy Charter to the meeting.

The Chair thanked everyone for attending.

Meeting closed at 12.00pm.

Next meeting: Wednesday 16 October, 1.30pm to 3.30pm (Special meeting re AER Draft Decision)
Venue: SAPN Boardroom, 1 Anzac Highway, Keswick

