

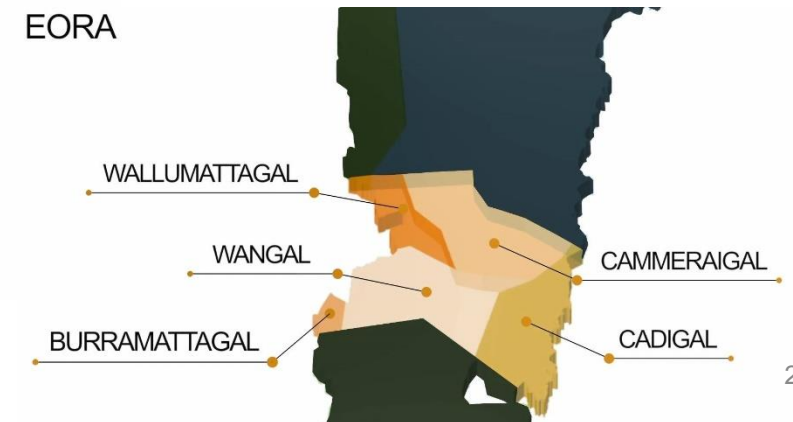
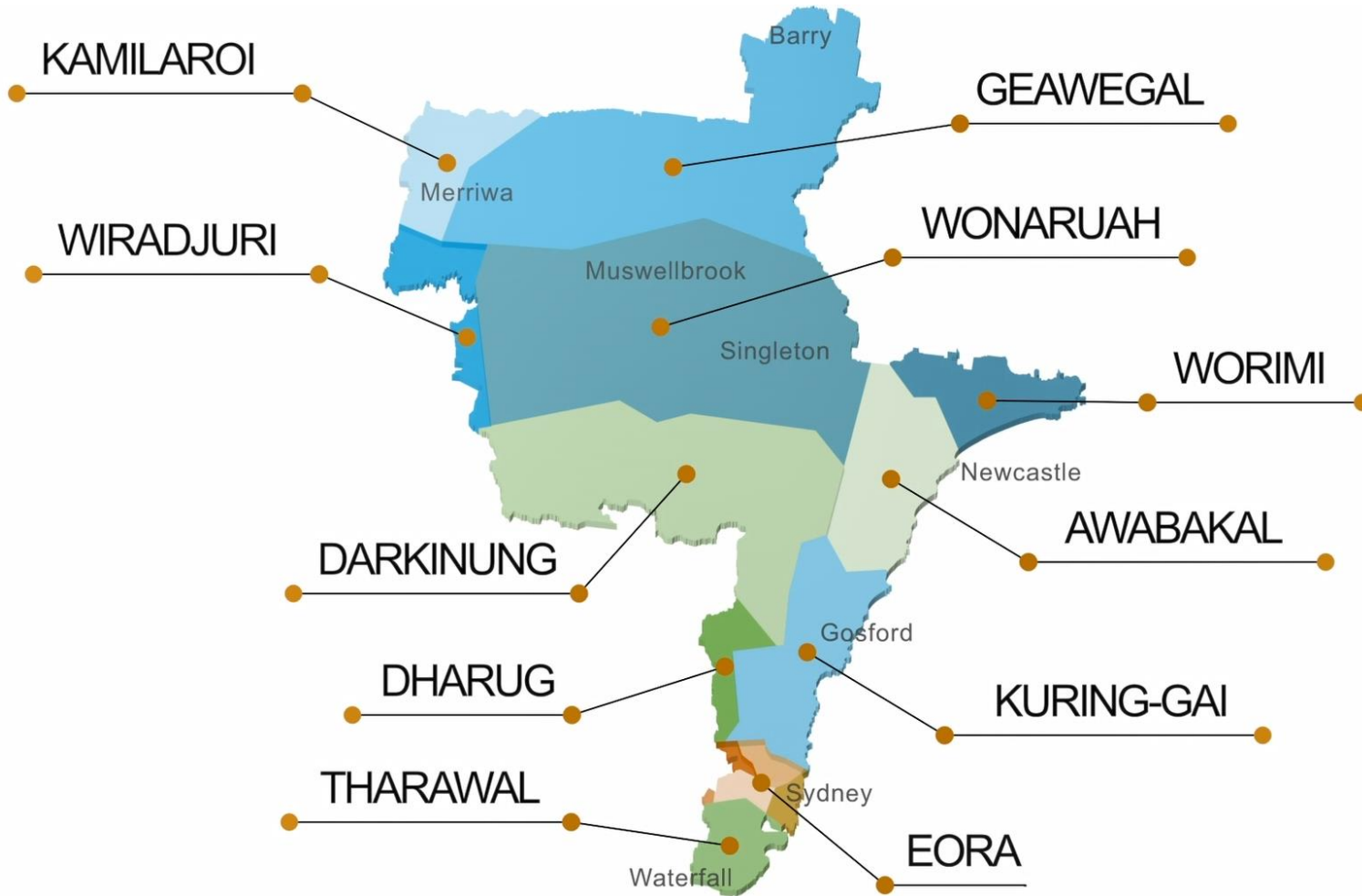


Customer Consultative Committee Meeting

7 September 2021



Acknowledgement of Country





Safety Share

Electricity Safety Week 6-10 September 2021



Video One
Welcome to Electricity Safety Week at Home



Video Two
Staying Safe Around Electricity Outside



Video Three
Staying Safe Around Electricity at Home



Agenda

#	Session	Lead	Timing
1	Welcome, Acknowledgement of Country, Safety Share	Rob Amphlett Lewis	9:30 - 9:40 10 min
2	Member check-in	All	9:40 - 9:50 10 min
3	CEO Update	Richard Gross	9:50 - 10:20 30 min
Morning Tea			10 min
4	Customer	Karthik Venkataraman	
	<ul style="list-style-type: none"> • Session 1: Customer Advocate: Refresh of hardship policy • Session 2: Customer Engagement: Segmentation and classification • Session 3: Strategy Refresh: Engagement roadmap • Session 4: Delivering on commitments: Energy Charter 2021 Disclosure 	Nathan Ball Kevin Smith & Deepti Mishra Jess Higgs Selina O'Connor	10:30 - 11:00 30 min 11:00 - 11:45 45 min 5 min break 11:50 - 12:10 20 min 12:10 - 12:30 20 min
Lunch			30 min
5	Regulatory Reset Engagement	Alex McPherson & Rachel Fox	13:00 - 13:30 30 min
6	Protective Security	Murray Chandler & Nick Crowe	13:30 - 14:00 30 min
7	Climate Resilience	Junayd Hollis & Jess Hui	14:00 - 14:30 30 min
8	Meeting close	Rob Amphlett Lewis	14:30 - 14:35 5 min



Member updates

All



CEO Update

Richard Gross

A close-up photograph of a person's hand gripping a black, ergonomic handle of a power tool. The background is dark and out of focus, featuring a prominent blue ring and the letters 'LB' in blue. The overall image has a dark, moody aesthetic with a semi-transparent dark overlay.

BREAK



Customer

Karthik Venkataraman – *Head of Customer and Partner Experience*



Vulnerable Customer Support

Nathan Ball - *Customer Advocate*

Evolution of approach to Vulnerable Customers

Refreshed approach

Refreshed legacy Hardship policy into new Vulnerable Customer policy

- Expansion of the definition of Vulnerable Customers, being more explicit in the scope of services and payment options available.

Vulnerable Customers webpage

Other complementary initiatives

Participation in Energy Charter programs

- Better understanding of Life Support Customers - Australian Energy Foundation Life support research program and advocacy initiatives.
- Support for Culturally and Linguistically Diverse (**CALD**) communities - Voices for Power, CALD energy literacy and safety - Train The Trainer program.

Life support customers

- Contact centre dedicated call queue, SMS for planned and unplanned outages, call ahead for planned outages, electronic short waivers.

Private poles and assets in bushfire prone regions

- Direct discussions with Department of Regional NSW on support mechanisms for owners to maintain / repair private poles and mains.

Knock before you disconnect

- Ausgrid to trial in South-West Sydney (COVID permitting).

Industry forums on Vulnerable Customer support

- AER workshops.
- Ombudsman harmonisation engagement.

2024-29 Regulatory Reset

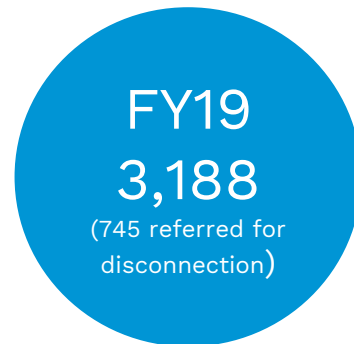
- Opportunity for co-design of approach to Vulnerable Customers.

CCC Feedback: What are your thoughts on the breadth of this approach?

Safety defects – private equipment

Background

- All connections to Ausgrid’s electricity network must comply with safety standards, including the NSW Electricity Supply Act 1995, the Electricity (Consumer Safety) Regulation 2006 and Ausgrid’s Network Standards.
- A safety defect is issued when part of the electricity supply to a property has become defective and requires an electrical contractor or Accredited Service Provider (**ASP**) to rectify the defect.
- Safety defects may include:
 - Incorrect, faulty or deteriorating wiring or private poles.
 - Alterations or additions to the connection not installed correctly (metering installations, solar equipment, battery installations).
 - Trees or branches growing too close to the electrical wires on the property.
- Under the AER’s Ring Fencing Guidelines, these defects are unable to be covered by our Vulnerable Customer policy.



CCC Feedback: Are there any thoughts on how we may be able to provide support to vulnerable customers with private equipment safety defects?



Customer Segmentation

Kevin Smith – *Key Customer Manager*

Deepti Mishra – *Customer Data and Insights Manager*

Ausgrid's Customer Segmentation Framework

This matrix outlines key attributes for each segment and subsegment for customers and partners. The attributes are derived from key segment characteristics that associate with segment needs and preferences.

	Customers			Partners		
	Residential	Small & Medium Enterprises (SMEs)	Large Businesses	Accredited Service Providers (ASPs)	Retailers	Local Government (City Councils)
Sub-segment	Life Support Customers Distributed Energy Resources (DER) Other	Critical Community Services Non-Critical Services	<ul style="list-style-type: none"> Energy Transformation, Utilities & Unmetered Large Industrial & Commercial Government, Health, Education & Transport 			
Resilience to power outages	<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 	
Geography	<ul style="list-style-type: none"> Urban Rural 	<ul style="list-style-type: none"> Urban Rural 	<ul style="list-style-type: none"> Urban Rural 	<ul style="list-style-type: none"> Urban Rural 	<ul style="list-style-type: none"> Urban Rural 	
Key Customers		Critical Community Service Businesses/Sites	ALL			

Today's focus

Ausgrid's view of Large Business

Large Businesses Includes Large Enterprises & Major Connections		Factors for consideration	Scenario walk through	What makes a key customer?
Sub-segment	<ul style="list-style-type: none"> Energy Transformation, Utilities & Unmetered Large Industrial & Commercial Government, Health, Education & Transport 	What are critical sector needs vs non-critical sector needs	<p>Chemist Warehouse: Critical business</p> <p>The Star Casino: Non-critical business</p>	<p>Chemist Warehouse</p> <p>A key customer due to the role in critical supply chain but there is no direct relation with such customer. They may be a free standing shop or leasing in a shopping precinct and may have varying needs.</p> <p>The Star Casino</p> <p>A key customer due to its tailored needs although no dedicated relationship may exist and less likely to interact with Ausgrid.</p>
Resilience to power outages	<ul style="list-style-type: none"> High Low 	What is their level of dependency on reliable power supply?	<p>Chemist Warehouse: High risk (eg vaccine storage)</p> <p>The Star Casino: Low risk</p>	
Geography	<ul style="list-style-type: none"> Urban Rural 	What is their geographical concentration? i.e. dedicated geographical area or widely spread in urban or regional	<p>Chemist Warehouse: Widely distributed</p> <p>The Star Casino: Dedicated precinct</p>	
Key Customers	<ul style="list-style-type: none"> All 	What are their service needs? Do they need tailored services?	<p>Chemist Warehouse: Franchise, freestanding, leasing and less likely to interact with Ausgrid</p> <p>The Star Casino: No dedicated relationship and less likely to interact with Ausgrid.</p>	

Challenges to work through during consultation

- Many large business may not interact with Ausgrid but may be a critical business with diversified and distributed setting? For example: Petrol stations, pharmacy, essential retail that may be franchised, distributed and spread with no interaction with Ausgrid?
- What are the best methods to engage large business to test our view of their needs?
- What should be Ausgrid's service model to meet their core power reliability needs?

Ausgrid's view of Small and Medium Enterprises

Small & Medium Enterprises (SMEs)		Factors for consideration	Scenario walk through	What makes a key customer?		
Sub-segment	<table border="1"> <tr> <td>Critical community services</td> <td>Non-critical services</td> </tr> </table>	Critical community services	Non-critical services	What are critical business needs vs non-critical business needs	Medical clinic: Critical business Car wash centres: Non-critical business	Medical clinic A key customer due to its critical role. May or may not have tailored / specific needs. No dedicated relationship may exist.
Critical community services	Non-critical services					
Resilience to power outages	<table border="1"> <tr> <td> <ul style="list-style-type: none"> High Low </td> <td> <ul style="list-style-type: none"> High Low </td> </tr> </table>	<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 	What is their level of dependency on reliable power supply?	Medical clinic: High risk Car wash centres: Low risk	
<ul style="list-style-type: none"> High Low 	<ul style="list-style-type: none"> High Low 					
Geography	<ul style="list-style-type: none"> Urban Rural 	What is their geographical concentration? i.e. dedicated geographical area or widely spread in urban or regional	Medical clinic: Widely distributed Car wash centres: Dedicated area / shops across NSW	Car wash centres Not a key customer		
Key Customers	<ul style="list-style-type: none"> Critical community service businesses / sites 	What are their service needs? Do they need tailored services?	Medical clinic: Franchise, freestanding, leasing and less likely to interact with Ausgrid Car wash centres: No dedicated relationship or Franchise, freestanding, leasing and less likely to interact with Ausgrid			

Challenges to work through during consultation

- Ramsey Health is a large enterprise vs other small clinics spread across different suburbs. How do we differentiate?
- Some SMEs may tend to have affinity for tariff flexibility and use of solar energy.
- What are the best methods to engage SME business to test our view of their needs?
- What should be Ausgrid's service model to meet their core power reliability needs and incident response needs?

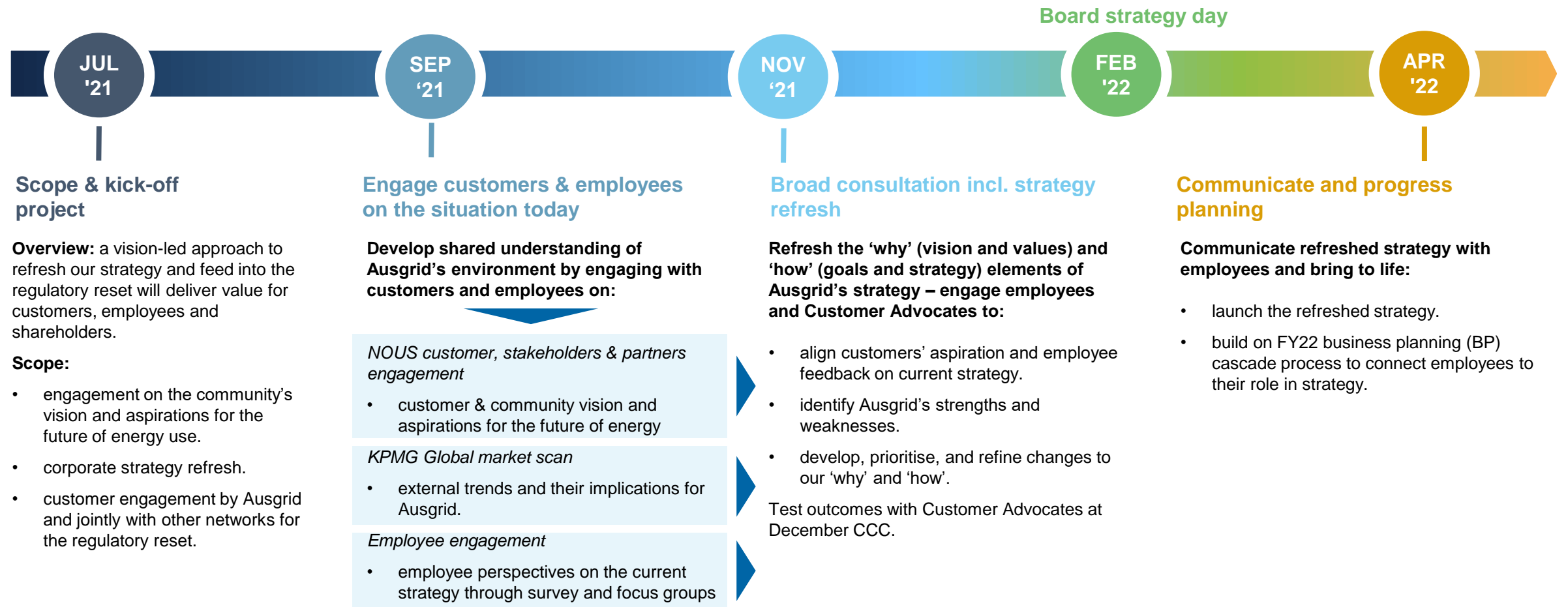


Strategy Refresh

Jess Higgs

Ausgrid Strategy Refresh

Strategy refresh, improved by customer & employee inputs



A photograph of three people sitting around a wooden table on a balcony, engaged in a meeting. The balcony has a metal railing and a view of a lake and trees. The man on the left is wearing a white t-shirt and glasses. The woman in the middle is wearing an orange jacket and holding a blue pen. The man on the right is wearing a blue button-down shirt. A clipboard with papers is on the table.

Energy Charter FY21 Disclosure

Selina O'Connor

Report development update - Highlights

Maturity rating overall

- FY21 to FY22 – Empowered -Ontrack.

SAFER

Principle 3 and 4

- Relunched a customer co-designed Help Sheet for Life Support Customers, and with the help of Multicultural NSW and NSW Ethnic Communities Council had it translated into 10 languages for Culturally and Linguistically Diverse (**CALD**) communities.
- Delivered the Storm Safety campaign, which shared the message to always assume fallen powerlines are live, stay 8m or 2 car lengths away and to call Ausgrid immediately.
- Delivered a central web resource for all storm safety, reporting and incident news. The page is promoted before, during and after a storm to support customers looking for power updates, or to report hazards.
- We achieved the lowest TRIFR score (-17% compared to FY19).
- Improved safety in design and construction through reinforcing updates to our electrical safety rules – specifically the practice of pre-construction site visits with Level 3 Accredited Service Providers (**ASP/3s**) to deliver better design and safety outcomes first time.

SMARTER

Principle 1, 2, 3, 4 and 5

- We implemented a new Net Present Value (**NPV**) methodology which incorporates customer costs and benefits so that qualitative metrics (e.g. safety, reliability, customer time) are now given greater weight in investment decisions.
- The real-time Voice of Community (**VOC**) initiative was expanded to cover 25 different services, channels and market segments.
- Customer effort is being measured in near real-time across almost the entire suite of services offered to customers and partners, resulting in increased alignment of process, system and policy changes to experience.
- Launched SMS service for all unplanned outages. Planned outage SMS notifications launched for business and Life Support customers.
- Developed a dedicated Life Support Customer (**LSC**) web page and dedicated phone line to improve LSC access to resources
- Digitised our claim settlement and payment processes.
- Reduced our Average Days to Resolution (**ADR**) metric to our lowest ever score of 17.1 days.

SUSTAINABLE

Principle 2 and 3

- In FY21 36,712 LEDs were installed across the network bringing the total to over 130,000 completed since the start of the program. 50% of lights in the network are now LEDs.
- The community batteries trial is progressing in three locations, with two batteries already installed with 37 customers signed up to the trial.
- Collaboration with Electric Vehicle (**EV**) charging network company JOLT to bring free EV charging kiosks across Sydney was launched with a prototype charger in May 2021.
- Demand management programs - Virtual Power Plant, Behavioural Demand Response and Power 2U.
- Emissions reduced by 13% in FY21 for all emissions (ahead of target) and 18% for all emissions excluding line losses. In total, we have reduced our emissions by over 16,000 tonnes compared to FY20.

Report update – FY22 Goals

SAFER

Principle 3 and 4

- Trialling Knock Before You Disconnect with a retailer in an identified area to test program outcomes and long-term benefits
- Zero fatalities, 5.4 TRIFR, Zero NECF breaches
- Continue to implement remaining 6 Live Work tasks (4 in FY22)
- Increase awareness of Contestable Vegetation Management Trial and monitor safety, performance and efficiency
- LED Replacement - Achieve 90% roll out on Category P roads. Target: 25-30,000 lights for FY22 for Category P roads; Begin Category V LED replacement roll out in FY23

SMARTER

Principle 1, 2, 3, 4 and 5

- Enhanced Post Implementation Review (PIR) process to standardise the review across all areas of Ausgrid and increase the visibility of outcomes from PIRs at the IGC.
- Achieve operating expenditure of \$361m
- Planned SMS / email notification rollout to all customers.
- Address 79% of all complaints in less than 20 Business days
- Work collaboratively with Ausgrid customer committees to develop a Regulatory proposal that reflects customer needs.
- Develop and implement a digital strategy that will inform customers in vulnerable circumstances on existing and broader support channels
- Trial Knock Before You Disconnect with a retailer in an identified area to test program outcomes and long-term benefits.
- Work with the AEF and Energy Charter on progressing discussions on recommendations from “Better outcomes for energy consumers using life support equipment at home” report
- Invest in leadership and employee development and institute a reward and recognition program.

SUSTAINABLE

Principle 2 and 3

- Install Community Battery in Cameron Park, Lake Macquarie City Council and continue to expand trial participation at Beacon Hill and Bankstown
- Continue DMIA programs - Behavioural Demand Response Trial, expand the VPP trial with new partners and introduce the new hot water load control program
- LED Replacement - Achieve 90% roll out on Category P roads. Target: 25-30,000 lights for FY22 for Category P roads; Begin Category V LED replacement roll out in FY23
- Carry out the first SAPS trial with up to 10 participants in the Central Coast and Hunter region
- Reduce carbon emissions as part of our target to reduce emissions (excluding line losses) by 44% in FY24 and investigate short, medium and long term net zero emissions target options, including and excluding line losses.

A close-up photograph of a hand gripping a black, textured handle of a power tool. The background is dark and out of focus, featuring a blue logo with the letters 'LB' on a circular component. The overall image has a dark, moody aesthetic with a semi-transparent dark overlay.

LUNCH BREAK



Regulatory Reset Engagement

Alex McPherson / Rachel Fox

Engagement Narrative

Who is Ausgrid

Ausgrid operates the poles, wires and streetlights delivering electricity to homes and businesses across Sydney, the Central Coast and the Hunter region. We strive to connect communities and empower lives through the services we provide.

Why do we want to engage

We are now reviewing our strategy for the future, including a plan for 2024 to 2029.

As a result of listening to you last time, we've been striving towards connecting communities and empowering lives, with a focus on affordability, reliability and sustainability.

Our customers told us to focus on being affordable while being safe, smart, sustainable and resilient, and we have been listening. In responding to our customers' need for affordability we delivered a 32 per cent reduction in our network charges since 2014.

But the energy industry is changing, and so are our customers.

Listening to you will help us understand the right balance to strike to meet the diverse needs and aspiration of our customers.

Why is the time now

The imperative for a low carbon future continues to increase, with more extreme weather including bushfires, flooding and storms.

The way we deliver energy has to change, as homes and businesses change the way they use energy by adopting new technologies such as solar. The pattern of energy use, reflecting the changes in the way we work and live, is evolving. The way we generate energy through renewable sources and our energy policies will drive change in the way we operate.

Consumer needs are also changing, with expectations of services becoming more individualised and the acceptance of new technology varying greatly. Within this rapidly changing environment the focus on energy affordability and good customer service remains critical.

Why should customers engage with us

We are at critical point, and we need to respond to ensure we continue to deliver for our customers and set ourselves up for long term success. We also need to ensure we remain inclusive, leaving no-one behind and improving outcomes for the most vulnerable in our communities.

We need your help to shape our future priorities. Without understanding your views and your needs, Ausgrid cannot continue to evolve and improve.

We don't have all the answers, yet we need to make the best decisions for future generations.

We commit to listening and reflecting your views and priorities in our long-term strategy, including our plan for 2024 to 2029.

What's our goal

Your participation will help us strive towards a future energy network that works for everyone; a network that is safe, smart, sustainable and resilient for generations to come.

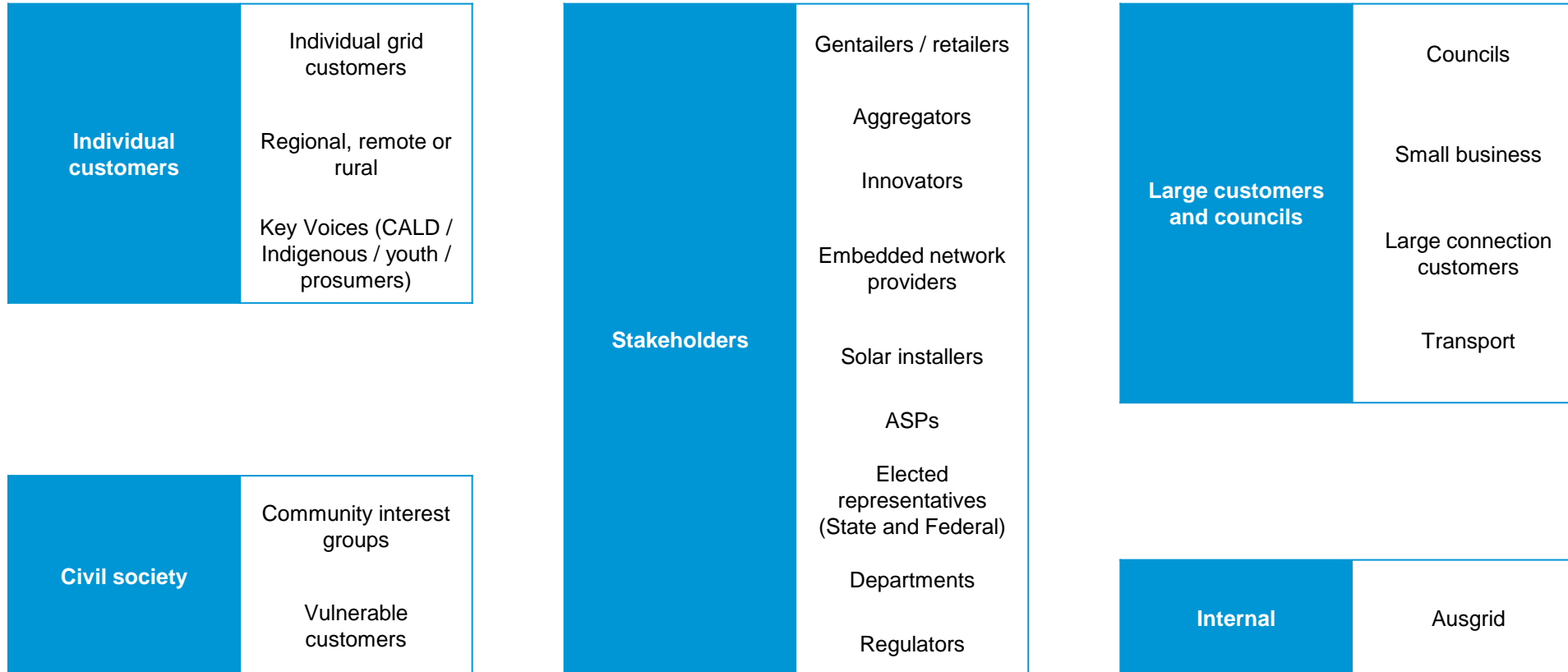
Regulatory Proposal objective and success measures

Objective	The Regulatory Proposal <ul style="list-style-type: none">• enables our long-term strategy to efficiently deliver safe, reliable, quality, affordable and innovative energy network services that deliver enhanced customer, community and shareholder value now into the future.• generates customer support and is capable of acceptance by the AER.
Success measures	<ul style="list-style-type: none">• Customers, stakeholders and employees provide positive feedback on their role in shaping the RP.• The RP contains no surprises for stakeholders.• The RP improves customer outcomes.• The Board endorses the RP.• The AER draft decision substantially supports our RP.• Key elements of our customer engagement program are recognised as industry-leading.

Engagement objectives

Objective	Description
To listen to customers and act on what we have heard	<ul style="list-style-type: none">• Ensure we are listening to what customers are saying, avoiding the tendency to hear only what suits our thinking and planning.• The engagement will be designed to capture and respond to both breadth and depth of customer views.
To understand customer aspirations and preferences	<ul style="list-style-type: none">• Rephrased: Engagement activities identify customer preferences and views on current and future energy services and are reflected in our Strategy and Regulatory Reset.
To reach diverse audiences	<ul style="list-style-type: none">• Engagement utilises approaches that enable diverse customers and stakeholders to meaningfully contribute.• Achieve an improved understanding of diverse customer preferences and how to address them through the regulatory reset process.• Ausgrid is a more diverse and inclusive business.
To build trust and confidence	<ul style="list-style-type: none">• Allow open dialogue which challenges Ausgrid's approach and practices.• Customers have trust in the process and rationale behind decisions, even if all positions are not agreed to.• Stakeholders and customers have confidence that Ausgrid has genuinely listened and that investment decisions are in the long-term interests of customers.
To drive cultural change	<ul style="list-style-type: none">• Strengthen Ausgrid's incorporation of customer views into planning and service delivery.
To be industry leading	<ul style="list-style-type: none">• Ausgrid staff are proud of our engagement.• Building on successful industry practices and evolving collaborative engagement.

Engagement streams overview



Customer Engagement Program

We are utilising multiple targeted engagement methods across three phases

Phase	Government, industry and business	Individual customers	Civil society
<p>1</p> <p>Customer preferences Oct - Dec 2021</p>	<ul style="list-style-type: none"> Deep-dive conversations or targeted research on high-level topics and tailored questions. 	<ul style="list-style-type: none"> Regionally based deliberative forums. Cross-network youth forum. In-language CALD discussions. Indigenous engagement 	<ul style="list-style-type: none"> Civil society forum - explores ways to ensure vulnerable groups are not “left behind” in energy transition. “Spot” engagements with a selection of vulnerable groups.
<p>2</p> <p>Price/service trade-offs Jan - May 2022</p>	<ul style="list-style-type: none"> Forum brings stakeholders within each group together to discuss trade-offs. 	<ul style="list-style-type: none"> Regionally based deliberative forums. Cross-network youth forum. Discussion with CALD and indigenous customers in their communities. 	<ul style="list-style-type: none"> Civil society forum to test trade-offs and develop ongoing initiatives. “Spot” engagements with a selection of vulnerable groups.
<p>3</p> <p>Testing our Draft Plan Sept - Dec 2022</p>	<ul style="list-style-type: none"> Industry wide forum to feed back on the draft plan. 	<ul style="list-style-type: none"> A selection of all participant come together for a 21st Century (21C) Town Hall event. 	<ul style="list-style-type: none"> Forum participants take part in 21C Town Hall.



Stream overview – individual households

Phase	Activity	Description	IAP2 level
1	Research and outreach: broad customer base and prosumers	<ul style="list-style-type: none"> This research could be used both to recruit for, and as an input to, the deliberative forums 	Involve
1	Online engagement: kitchen-table discussions	<ul style="list-style-type: none"> Either on The Hive or Engagement HQ 	Involve
1 2	Area-based deliberative forums	<ul style="list-style-type: none"> Newcastle / Hunter Central Coast Greater Sydney 	Collaborate
3	TBD: 21st Century Town Hall (21C)	<ul style="list-style-type: none"> Bring together representatives from across our individual customer engagement activities to participate in a wide-ranging Town Hall forum to provide feedback on the draft plan 	Collaborate

Stream overview – key voices

Phase	Activity	Description	IAP2 level
1	Prosumer research	<ul style="list-style-type: none"> Understand values and aspirations of prosumers 	Consult
1 2 3	In-language discussion circles	<ul style="list-style-type: none"> Arabic, focus in Canterbury - Bankstown Mandarin, to include Georges River but seeking wider input Vietnamese, Endeavour Energy to lead SME interviews 	Involve
1 2 3	Yarns with Aboriginal leaders	<ul style="list-style-type: none"> We will seek the advice of an aboriginal-owned business to help us build our knowledge of Country and cultural awareness 	Collaborate
1 2	TBD: Youth questionnaire and outreach, and Youth Forum	<ul style="list-style-type: none"> Survey of young people to gauge their knowledge of, and values in relation to, our reset topics. This questionnaire would be distributed through student union members, social media and youth political groups. Youth Forum that will meet during Phases 1 and 2. We will explore opportunities to leverage existing youth forums (for example the NSW Youth Advisory Council). 	Collaborate
3	TBD: 21st Century Town Hall (21C)	<ul style="list-style-type: none"> Bring together representatives from across our individual customer engagement activities to participate in a wide-ranging Town Hall forum to provide feedback on the draft plan. 	Collaborate

Stream overview – civil society

Phase	Activity	Description	IAP2 level
1	Internal data collection	<ul style="list-style-type: none"> Interrogation of complaints and feedback 	Consult
1	Structured interviews - key organisations	<ul style="list-style-type: none"> Identify organisations representing broad-based alliances, could include the Sydney Alliance, the Hunter Alliance, the South Coast Health and Sustainability Alliance, St Vincent de Paul Conduct 'structured interviews' to gauge their own and their constituents' interest and literacy in energy issues Invite organisations to partner with us to explore ways to ensure communities and vulnerable groups are not 'left behind' in the energy transition Gauge their interest in an Energy Futures Forum to discuss these issues in a collaborative setting 	Collaborate
2	"Spot" engagements	<ul style="list-style-type: none"> Advice garnered from structured interviews would shape "spot" engagements with a selection of community and vulnerable groups 	Involve
2	Civil society energy forum	<ul style="list-style-type: none"> Establish a civil society energy forum during the early part of Phase 2 	Collaborate
3	Civil society energy forum	<ul style="list-style-type: none"> The civil society energy forum would reconvene following the drafting of the participants would be invited to participate in the 21C Town Hall 	Collaborate

Stream overview – small business

Phase	Activity	Description	IAP2 level
1	Small business profile	<ul style="list-style-type: none"> We will use internal information and data to profile typical small businesses in our network for example, a rural business that owns its premises, a tenant in a suburban shopping centre, an agricultural business, a retailer, a hospitality business etc etc). 	Inform to Consult
1	Listening conversations with SMEs	<ul style="list-style-type: none"> We will head out to meet a random selection of small businesses of varying kinds guided by our profiling. The purpose of these meetings is to listen to what small businesses are experiencing in relation to energy use, and use the feedback as an input to subsequent engagement activities. 	Inform to Consult
1	Structured interviews with industry organisations	<ul style="list-style-type: none"> In addition, we will approach industry organisations representing small business to conduct structured interviews. These could include the Small Business of Australia Association, and the Council of Small Business Associations Australia. Both organisations advocate around climate change and energy. We will undertake one-on-one conversations with these organisations to understand the key issues affecting their members. 	Consult
2	“Spot” engagements	<ul style="list-style-type: none"> Advice garnered from Phase 1 activities would shape further engagements with a selection of small businesses to provide indicative insight into energy issues. 	Involve
2	Reset topic forums	<ul style="list-style-type: none"> We will invite stakeholders to participate in a series of forums throughout Phase 2, structured around our reset topics and questions. 	Collaborate
3	TBD: Energy Industry Forum	<ul style="list-style-type: none"> Subject to how conversations with partners progress, during Phase 3, we may bring together representatives from across the industry and business stream to provide feedback on the draft Proposal. 	Collaborate

Stream overview - councils and transport

Phase	Activity	Description	IAP2 level
1	Deep dive conversations	<ul style="list-style-type: none"> Identify issues and relevant councils impacted 	Involve
1 2	Council subgroups	<ul style="list-style-type: none"> We will conduct issue-specific subgroups as identified during Phase 1 	Collaborate

Phase	Activity	Description	IAP2 level
1	One-on-one deep-dive conversations	<ul style="list-style-type: none"> Deep dive conversations will be held: <ul style="list-style-type: none"> with up to five representatives from each supply chain category, and our top large-connection customers. one-on-one as some, for example gentailers, may not be willing to share information with other organisations in the room. jointly with other DNSPs as many are common across networks gauge interest in reset topic forums in Phase 1 and 2. 	Involve
2	Energy in transport forum	<ul style="list-style-type: none"> Bring together representatives from across these stakeholder groups to provide feedback on the draft Proposal. 	Collaborate
3	TBD: Energy Industry Feedback Forum	<ul style="list-style-type: none"> Reconvene representatives from across these stakeholder groups to provide feedback on the draft Proposal. 	Collaborate

Evaluation

AER Statement of Expectations

- We will develop evaluation components of the Framework further following the release of the AER's statement of expectations

Post Implementation Review

At the end of **each engagement phase** (in January and May 2022, and December 2023) the Ausgrid team and RCP will undertake a Post Implementation Review, using the summarised feedback to determine:

- what we have heard and how might we modify engagement questions for the next phase
- what cross-cutting themes are emerging across customer and stakeholder groups and
- how we might begin to address key issues in the draft proposal
- what do customers think of our engagement, and how we might modify approaches for the next phase.

CONFIDENTIAL

Protective Security

Murray Chandler
Nick Crowe

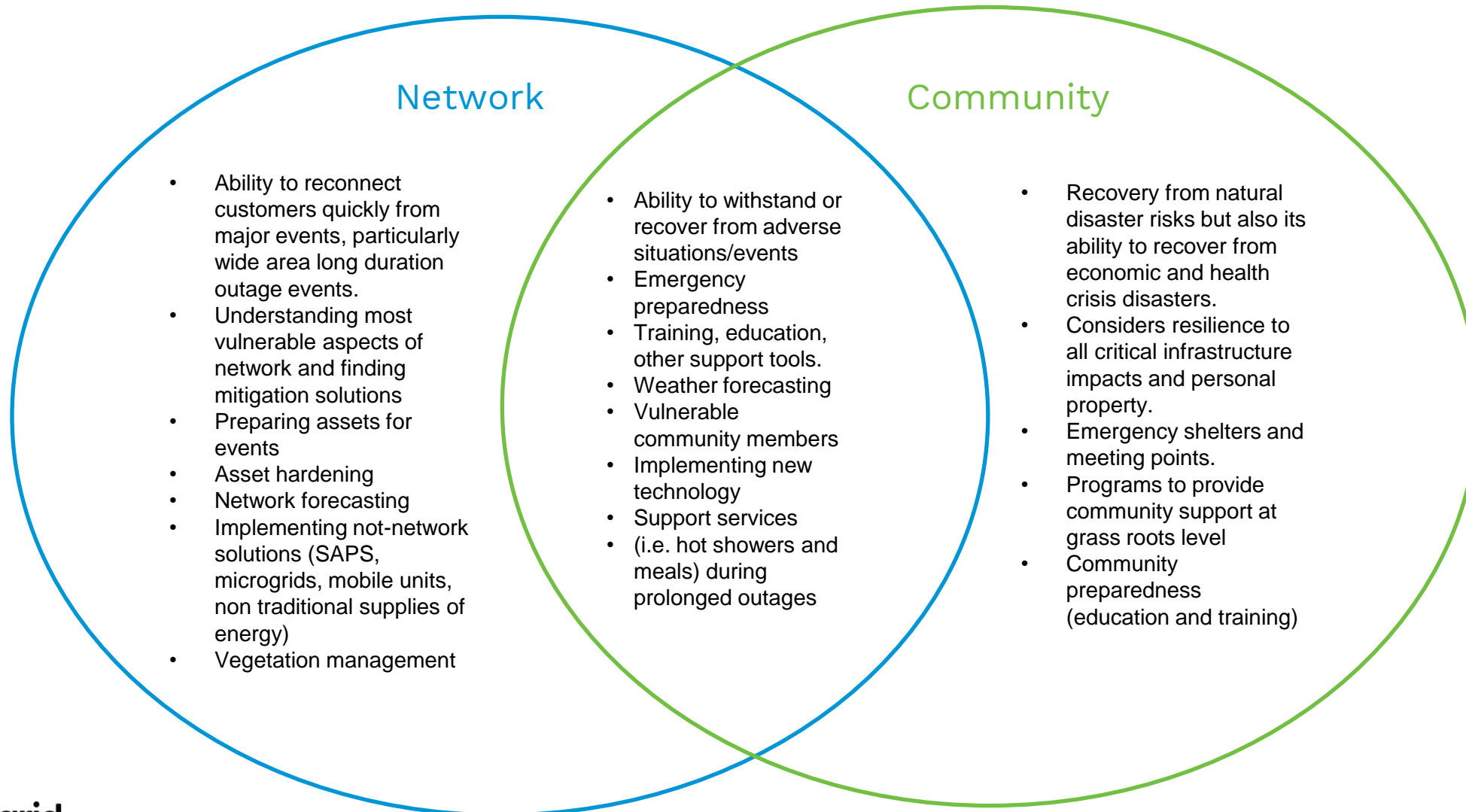


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Climate Resilience

Junayd Hollis
Kara Chan
Jess Hui

What does resilience mean?



NIAC

“The ability to anticipate, withstand, quickly recover¹ and learn from disruptive events², particularly wide area, long duration outage (WALDO) events.”

1. Recover in this context refers to reconnecting as many customers as quickly and safely as possible to minimise customer time without power.

2. Disruptive events refers to events such as extreme weather events, cyber attacks, or losses in power supply from fluctuations in intermittent energy sources.

Joint DNSP

“The ability to enhance our capacity to withstand and recover from significant climate related disruptive event(s), and better understand and manage the increasing risks of a changing climate.”

CCC Feedback: Are you still comfortable with the first definition?

Developing a joint DNSP position on climate resilience

Common Challenges

Description

Resilience Definition



- The topic of resilience is current very broad and is currently not defined in the NER.
- DNSPs need to establish an agreed upon definition of resilience and how we approach it
- Each geographic region in Australia is facing an increasing frequency of extreme weather events and increasing costs of weather event recovery.
- There is significant diversity in the climate risks and the resilience definition needs to be broad enough to capture this.

Risk Assessment Framework



- Currently there is no standardised DNSP risk assessment framework.
- Establish a framework to understand the network and financial impact of climate change related extreme weather events. The framework should include adaptation strategies and cost benefit analysis.
- Framework should be performance based not prescriptive in nature.

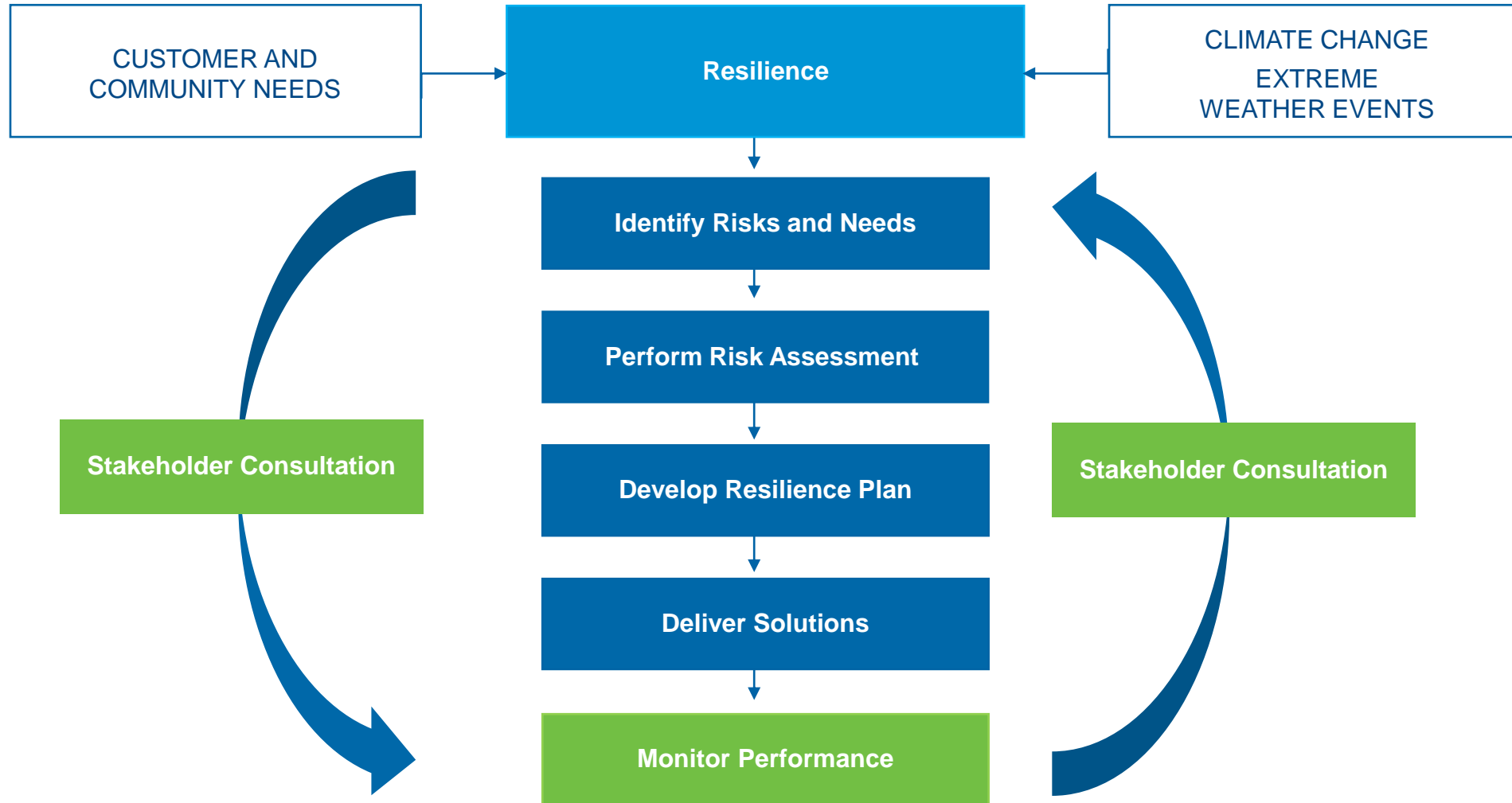
Regulatory



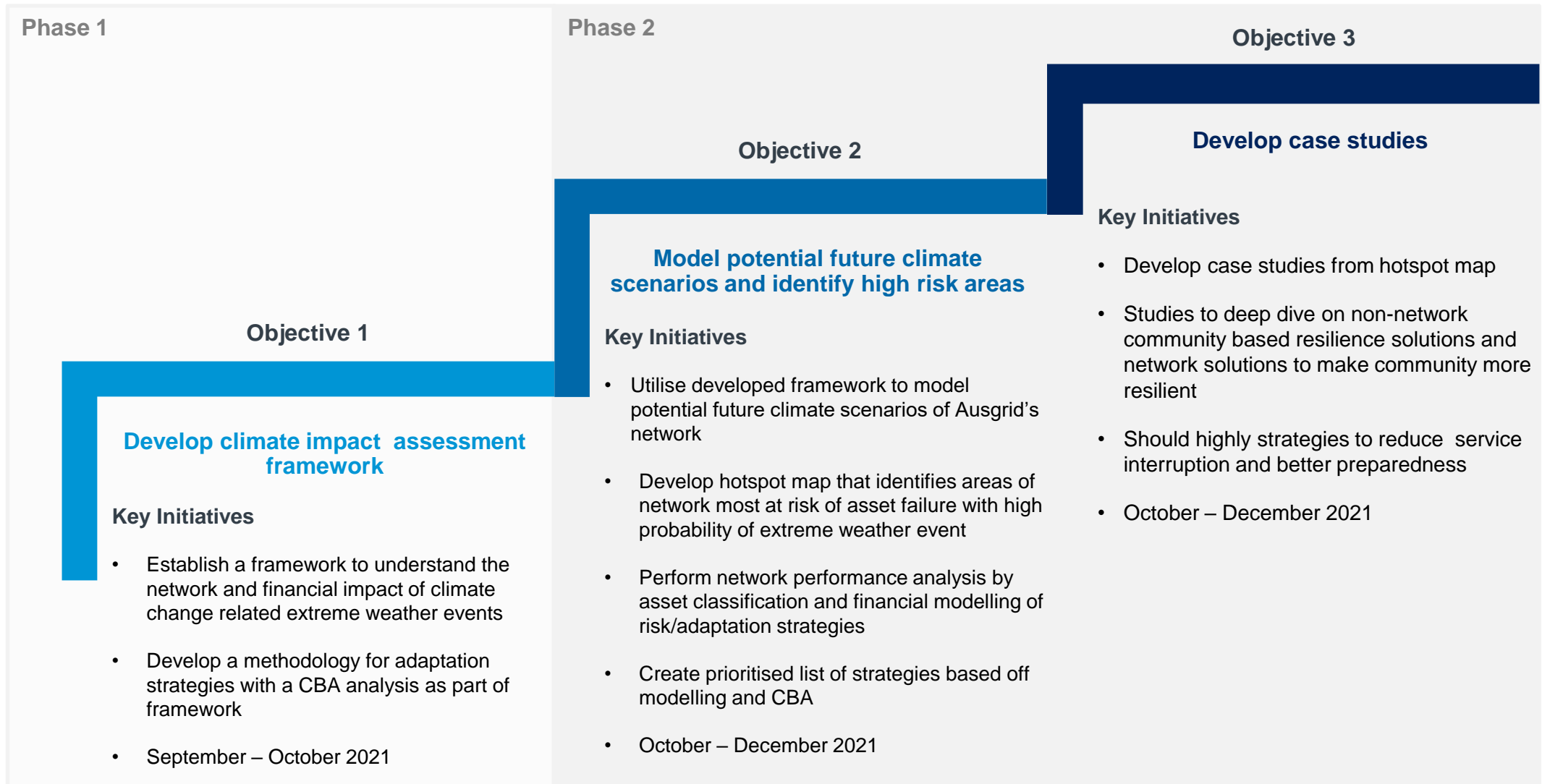
- 6 of 13 DNSPs are going up to the regulator with their 2024-2029 submissions.
- Alignment in approach on resilience via regulatory reset proposals.
- Climate resilience is not currently within scope of the reset submissions for the AER.

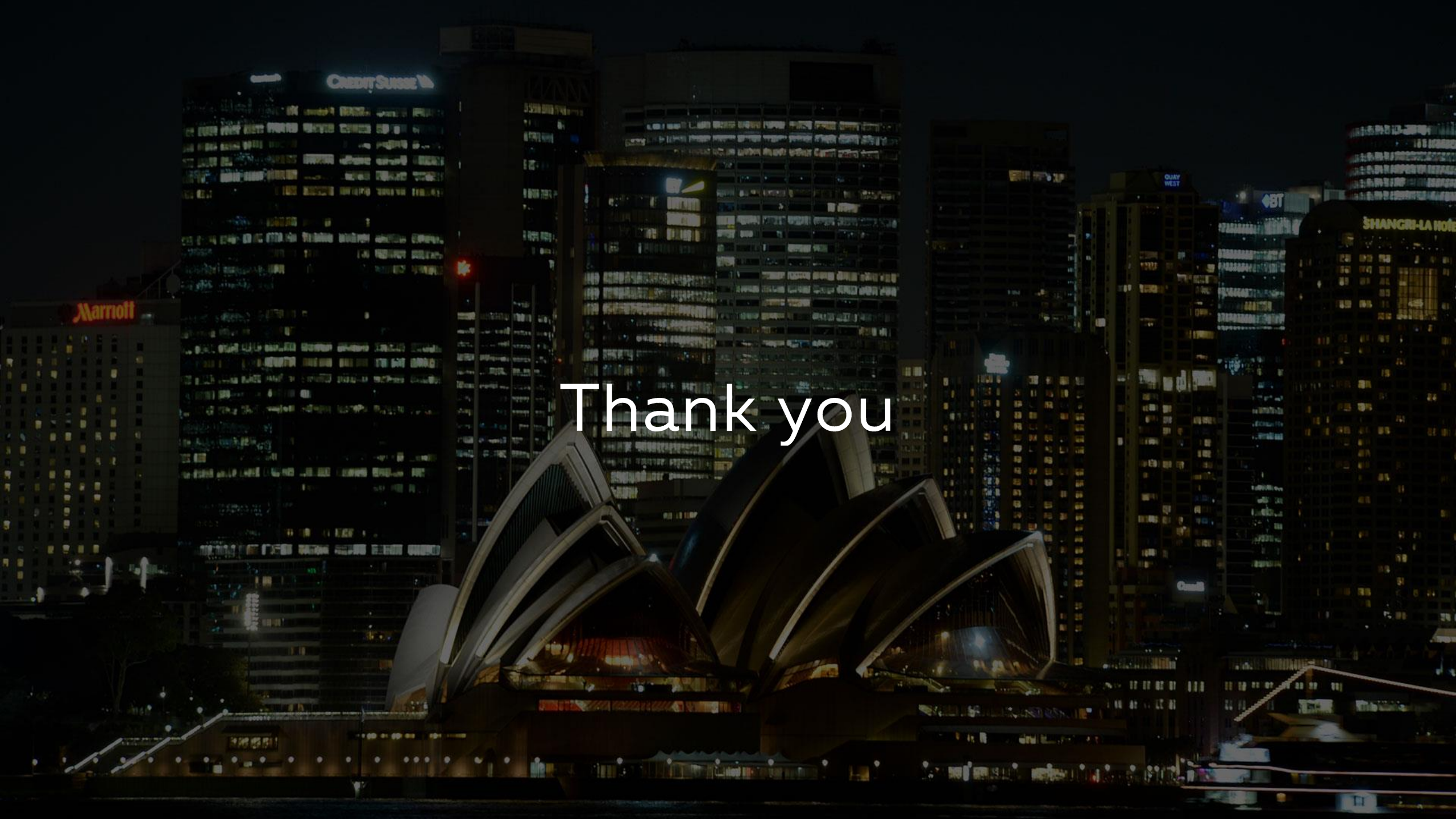
CCC Feedback: To what extent should we aim to coordinate with DNSPs on climate resilience?

Resilience Framework



Climate impact assessments





Thank you