Customer Consultative Committee

22 May 2019

Agenda

| #	SESSION	FACILITATOR	TIMING
	Arrival / Coffee / Greetings / Welcome / Safety Share	Selina O'Connor	9.15 – 9.30
1	Opening comments	All	9.30 – 9.45
2	Safety Discussion	Richard Gross	9:45 – 10:15
3	What the AER final decision means for Ausgrid and our customers	Richard Gross	10:15 – 10:45
4	Ausgrid Business Strategy	Richard Gross	10.45 - 11.00
	BREAK		11:00 – 11:15
5	Customer collaboration and the Energy Charter	Rob Amphlett Lewis / Selina O'Connor	11:15 - 12:15
	LUNCH		12:15 – 12:45
6	Delivering on our customer strategy	Paul Cahill	12:45 – 1:30
7	Performance reporting	Selina O'Connor	1:30 – 1:45
8	Next steps and close	Selina O'Connor	1.45 - 2.00

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Richard Gross

Chief Executive Officer

Safety
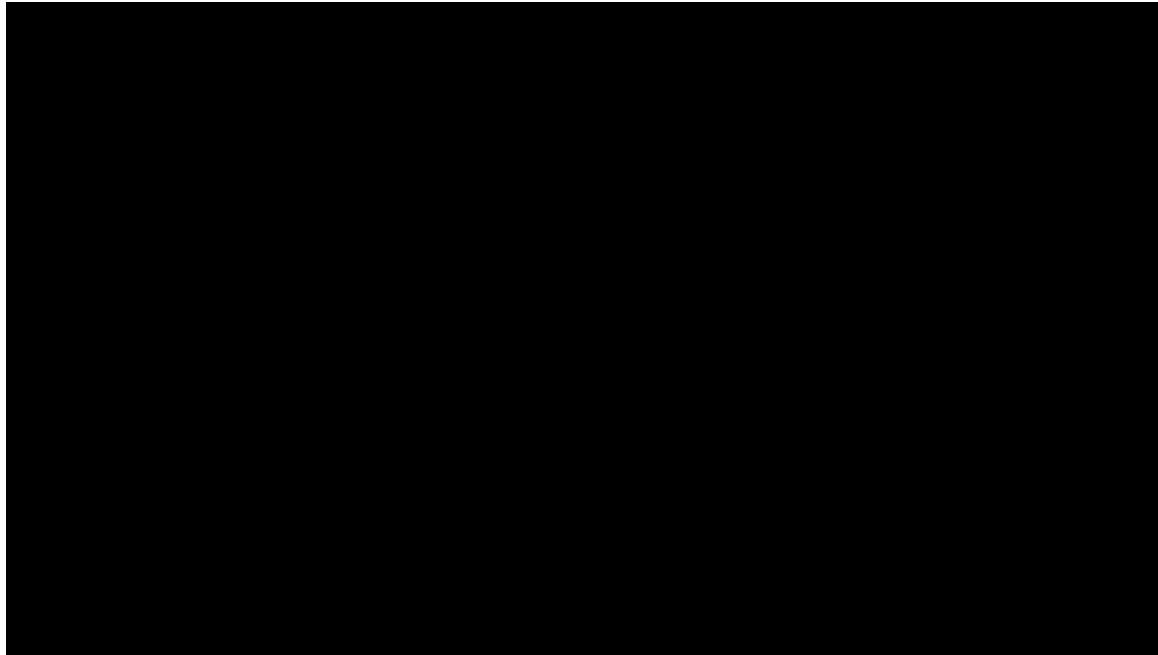
- Following a recent tragic incident at Riverview involving one of our employees, we have paused all live work.
- Prior to lifting the pause on live work, Ausgrid is undertaking a full review of all live work tasks and their safety controls.
- This review is a key initial step to ensure we are taking a systematic approach and identifying and closing any potential gaps in our current safety controls.
- When the inventory of tasks and controls is complete, we will then move to scope out the best way to progress our operations.

Question for the CCC:

How can we best incorporate customers views in our discussions around safety, particularly the pause on live work?

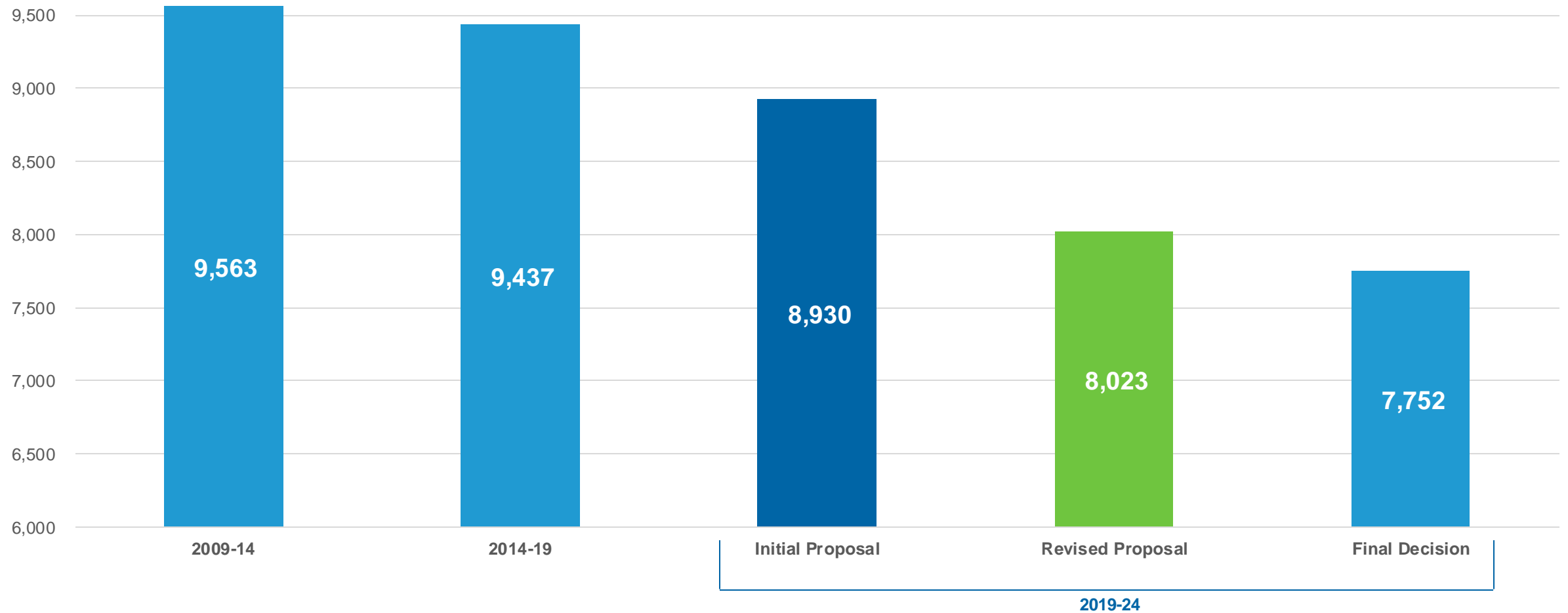# We are committed to collaborative engagement

Rationale:

- Collaborative engagement will provide better outcomes for customers.

- We must understand our customers to deliver on their price and service level expectations.

- We know the industry is changing and we want to provide new services; without customers' trust we won't be given that opportunity.

- Without the trust of our customers and collaborative input to the regulatory policy and broader industry community we won't be listened to in regards to matters of industry development.

- Well informed customer advocates bring:

    – A different and valuable perspective

    – An ability to help us make better informed judgements about trade-offs and balance.

- Collaboration with our customers makes good business sense and allows a better balance of long and short term goals by aligning the interests of all stakeholders.

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3. AER Final Decision

What it means for Ausgrid and our customers

2019-24 Regulatory Decision Outcomes

Five-year building block revenues ($m, nominal)

9,563	9,437	
2009-14	2014-19	

Initial Proposal	Revised Proposal	Final Decision
8,930	8,023	7,752

2019-24

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AER 2019-24 final decision at a glance

	Initial Proposal	AER Draft Decision	Revised Proposal	AER Final Decision	
REVENUE[1]	$8,930m ($nominal)	$7,983m ($nominal)	$8,023m ($nominal)	$7,752m ($nominal)	17.9% nominal reduction in total revenue compared to 2014-19 allowance
OPEX	$2,402m ($real, FY19)	$2,305m ($real, FY19)	$2,285m ($real, FY19)	$2,285m ($real, FY19)	17.5% real reduction in opex compared to 2014-19 actuals
CAPEX	$3,084m ($real, FY19)	$2,327m ($real, FY19)	$2,690m ($real, FY19)	$2,690m ($real, FY19)	13.7% real reduction in net capex compared to 2014-19 actuals

(Initial Proposal REVENUE[1]; AER Draft Decision REVENUE [1]; Revised Proposal REVENUE [1,2]; AER Final Decision REVENUE [1]; AER Final Decision CAPEX [3])
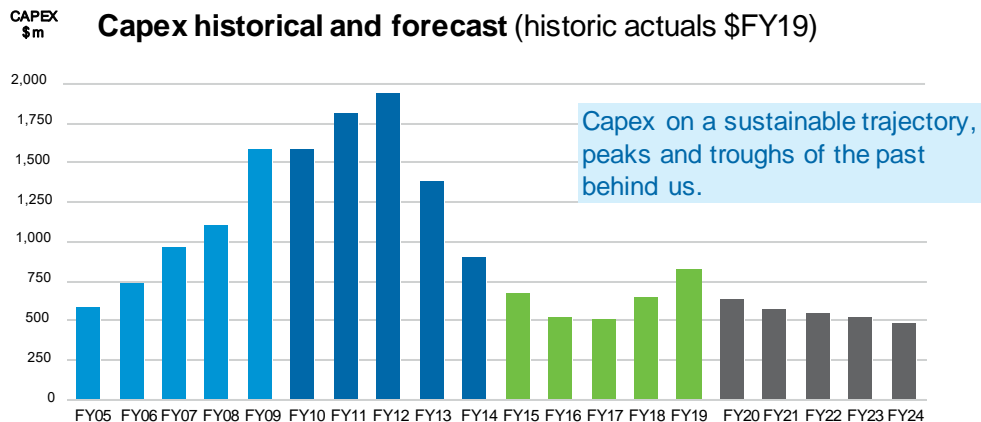
[1] Building block revenues represented here (i.e. before revenue smoothing).
[2] Revised Proposal Revenue forecast did not include the impact of changes to the AER's tax approach.
[3] This figure is Ausgrid funded capex i.e. net of capital contributions. The AER Final Decision quotes $2,368.4m which is Ausgrid funded capex net of disposals forecast over the period.

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1

Key highlights from the AER Final Decision

OPEX $m

Opex historical and forecast (historic actuals $FY19)

Ongoing savings of **$100m** per year plus additional **productivity** savings **from FY21.**

CAPEX $m

Capex historical and forecast (historic actuals $FY19)

Capex on a sustainable trajectory, peaks and troughs of the past behind us.

Revenue per residential customer - historical and forecast (historic actuals)

— Nominal
— $ real, FY19

Lower revenues

⬇ **19%** [1]

in Ausgrid's component of network revenue from 1 July 2019

Lower network charges

⬇ **12%**

reduction in average residential network charges from 1 July 2019

Further reductions driven by lower rate of return (from 5.99% to 5.70%)

Lower network charges

⬇ **$71**

reduction in average residential network charges from 1 July 2019

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Beyond the AER Final Decision

Customer centricity and The Energy Charter

Energy Charter members commit to five key principles to create real improvements in price and service delivery for customers. Each member is required to submit a report to the Energy Charter Accountability Panel in September 2019.

- Developing a customer centric business is crucial to Ausgrid's success
- As the energy market changes, we need to ensure that Ausgrid is providing services that consumers value in the future
- The Energy Charter aims to develop transparency and accountability over the customer impacts of decisions made by the energy industry
- We must also deliver on our customer commitments developed with customer advocates during the 2019-24 Revised Proposal process

Ongoing business transformation

Too complicated	Work simpler and smarter
Silos	More collaboration
Complex and rigid safety regime	Proactive, agile and integrated safety
Strategy not put into action	Align structure and communicate
Compliance culture	Commercial acumen

- We have had significant success to date in reducing our cost base by $100m in opex from 2013 to 2018
- We have ambitious but achievable plans to deliver further cost reductions over the 2019-24 regulatory period
- Our focus is on working smarter and delivering efficiency outcomes rather than simply reducing costs. This is essential for the sustainability of our business

Customer Commitments

DEVELOP
Our business & shared understanding

Make investment decision metrics customer focused, giving customers a meaningful role in developing our spending plans

DRIVE
Industry Development

Jointly develop policy and regulatory framework submissions with customers and customer representatives

DELIVER
Better outcomes

Deliver against Energy Charter principles, establishing our customers' role within our BAU business planning processes, with an increased focus on non-network *(customer)* solutions

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Discussion with CCC

What are the priority areas you are looking for us to deliver on?

4. Ausgrid business strategy on a page

5. Ongoing Customer Collaboration

Ausgrid Engagement Principles

**We need to continue building trust with our customers.
The following principles aim to support this goal.**

Be collaborative: Move from the defend approach and don't be defensive

Be quantitative: Provide data from the perspective of the consumer

Be accountable: Agree a timeframe and deliver

Be transparent: Ask for regular feedback, understand what is required

Be adaptable: Be prepared to change based on feedback

Improving engagement and increasing transparency

Customer Consultative Committee

Purpose – Deliver better outcomes for customers
- Deeper engagement in business planning not just regulatory planning
- Provide greater exposure to execution of customer strategy,
- Review activity and outcomes of Advisory Committees and actions against The Energy Charter
- Quarterly business update + annual regulatory program delivery and track delivery of commitments

Network Innovation Governance Committee

Purpose: Collaboratively drive our innovation program to help our grid evolve.
- Shape the direction of $42m innovation program, demand management investment and non-network solutions
- Promote and collaborate on industry policies to advance innovation

Pricing Working Group

Purpose: Develop better tariff approaches to deliver a lower overall system cost
- This group will continue to meet in order to support the smooth implementation of the new demand tariffs, and continue to shape tariff directions for the future pricing proposals and TSS's
- Develop information customers need to manage their use and to be rewarded for their flexibility

Technical Review Committee

Purpose: provide specialist advice to business
- Review ongoing technical expenditure on IT, Cyber security and related expenditure
- Develop greater granularity of customer benefits from IT expenditure
- Support improvement of cost benefit analysis work and assessment of optionality.

Delivering on Revised Proposal customer commitments

DEVELOP
Our business & shared understanding

DRIVE
Industry Development

DELIVER
Better outcomes

Commitment	Committee / Working Group responsible
Share and improve internal cost benefit analysis, risk based assessment, internal governance processes and forecasting investment - identifying a way to give customers a more meaningful role in developing spending plans	Technical Review Committee
Explore role of optionality in long term asset decisions	Technical Review Committee
Support industry-wide IT review (and collaborate on submission)	Complete / Technical Review Committee
Engage with customers on cyber expenditure and maturity levels	Technical Review Committee
Jointly develop policy and regulatory framework submissions	All committees
Collaborate with AER to improve repex model and drive greater confidence in the tool	Technical Review Committee
Work with AER to give effect to tax Review Final Decisions and accept Rate of Return decision	Report completion to CCC
Establish Network Innovation Advisory Committee (AMO), Technical Review Committee (AMO/IT) and continue Pricing Working Group (S&R)	In Progress
Implement opex productivity from FY21	Complete
Deliver against Energy Charter 5 principles	Report to CCC
Deeper engagement in customer strategy and business planning	CCC / NIAC / TRC
Greater focus on non-network/DM solutions and support demand response rule changes	NIAC
Exclude Innovation, cyber and ADMS from CESS	Complete

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Establishing our committees

Customer Consultative Committee
Chair: Richard Gross
Business Lead: Rob Amphlett Lewis
S&R partner: Selina O'Connor

Network Innovation Advisory Committee
Chair: Rob Amphlett Lewis
Business Lead: Alex Watters
S&R partner: John Skinner

Technical Review Committee
Chair: Ed Shaw (CIO)
Business Lead: According to speciality
S&R Partner: Shannon Moffitt

Pricing Working Group
Chair: Junayd Hollis
Business Lead: Alexandra Sidorenko
S&R partner: Selina O'Connor

Questions for customers

1. Should we be actively seeking new members to join our advisory committees? Call for nominations?
2. Should we develop a Terms of Reference for all our committees, consistent with the draft Terms of Reference we developed for the NIAC?
3. Are there any other governance arrangements we need for our new committees?
4. How many meetings each year should the committees aim for?
    1. CCC: 4 meetings per year
    2. NIAC: 3 meetings per year
    3. PWG: 3 meetings per year
    4. TRC: 2 meetings per year or as needed
5. Other questions?

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Network Innovation Advisory Committee

Proposed terms of reference

- The Network Innovation Advisory Committee will be supported by a terms of reference which will outline:
  - The purpose of the committee
  - Membership
  - Roles and responsibilities of members
  - The timing of meetings
  - Confidentiality arrangements
  - Applicability of the Capital Expenditure Sharing Scheme
  - Guiding principles (see next slide)

Key focus areas for first meeting

- Innovation Portfolio Overview
  - Proposal Scope
  - Current Activities
  - Roadmap for Regulatory Period
- Key Network Innovation Program initiatives for FY20:
  - Community Batteries
  - Network Insights Program
  - Advanced Voltage Regulation
  - Stand Alone Power Systems (SAPS)

Ensuring that we COLLABORATE

As per the IAP2 public participation spectrum - *To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution*

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Pricing working group

Purpose:
Develop better tariff approaches to deliver a lower overall system cost

- This group will continue to meet in order to support the smooth implementation of the new demand tariffs.

- It will support the development of information that customers need to manage their use and to reward flexibility.

- Work with stakeholders to develop program to support customers negatively impacted and identify ways to reward customers for changing the way they use energy.

- Continue to shape tariff design for future pricing proposals

Communication principles

- **Don't compromise retailers ability to innovate.** Keep direct to customer communications open and high level enough to ensure that they do not risk conflicting with information that comes from retailers

- **Appeal to immediate self-interest**. Customers favour value in the present over that which will appear in the future. The demand tariff is framed as an opportunity to control and save.

- **Keep it simple**. Customers can only process so much new information every day.

- **Provide evidence**. Households are sceptical of the electricity industry, and so need to see concrete examples (e.g. what appliances they can time-shift to reduce the demand charge).

- **Make it personalised and relevant**. This would come later - segmenting the market by the decision-making and energy use profiles of households that are on, or able to go on, demand tariffs

- **Encourage engagement**

Ensuring that we COLLABORATE and EMPOWER

As per the IAP2 public participation spectrum - *To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution + To place final decision making in the hands of the public.*

Demand tariff timeline

◆ 30 April AER Final Decision   ◆ 1 July commence new tariff   ◆——◆ Earliest customers impacts

2019	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Ausgrid		Customer materials development		Incorporate feedback, finalize design + produce	1 July - Introductory text, fact sheet, Q&A and video available on Ausgrid Pricing Reform					
Ausgrid research + development		Complete survey and analysis results			Develop on-line tool			Release tool to align with first customers billed with demand tariff		
Retailers		Direct discussions with retailers on implementation				Share Q&A/materials with retailers to be ready if any pass on demand tariff				
Government		April - Update, share materials DPE + State Minister's office		Late May June - Update, share materials Federal Minister's office		Ongoing updates on campaign and research outcomes				
Energy Charter		Engaging with key stakeholders and via Energy Charter working group on introduction of cost reflective pricing								
Customer Advocates	◆ 8 March PWG		◆ 22 May CCC meeting		◆ 25 July CCC meeting			◆ 17 Oct CCC meeting		◆ 10 Dec CCC meeting
Media		Reactive statement and Q&A ready		Exclusive demand tariff interview pre 1 July		Develop possible summer peak campaign using research outcomes			Execute summer peak campaign Potentially launch tool / customer portal	
Ausgrid staff		Business Units impacted			Review responses from customers and update information as required.					

CCC = Customer Consultative Committee   PWG = Pricing Working Group

Technical Review Committee

Purpose

- Provide specialist advice to Ausgrid
- Engage on the AER's industry wide IT review
- Engage on Ausgrid's cyber security maturity levels
- Explore ways to improve cost-benefit analysis, assessment of optionality and post-implementation reports quantifying customer benefits

Key focus areas

- **AER IT consultation paper**
  - Scope
  - Proposed Ausgrid response
  - Contribution from each party to meet AER submission deadline
- **Cyber security**
  - $20m additional cyber capex approved in Final Decision
  - Uncertainty around timing and impact of AEMO maturity review
- **Cost Benefit Analysis/value of optionality**
  - Discuss process for development of new approach

Questions for committee
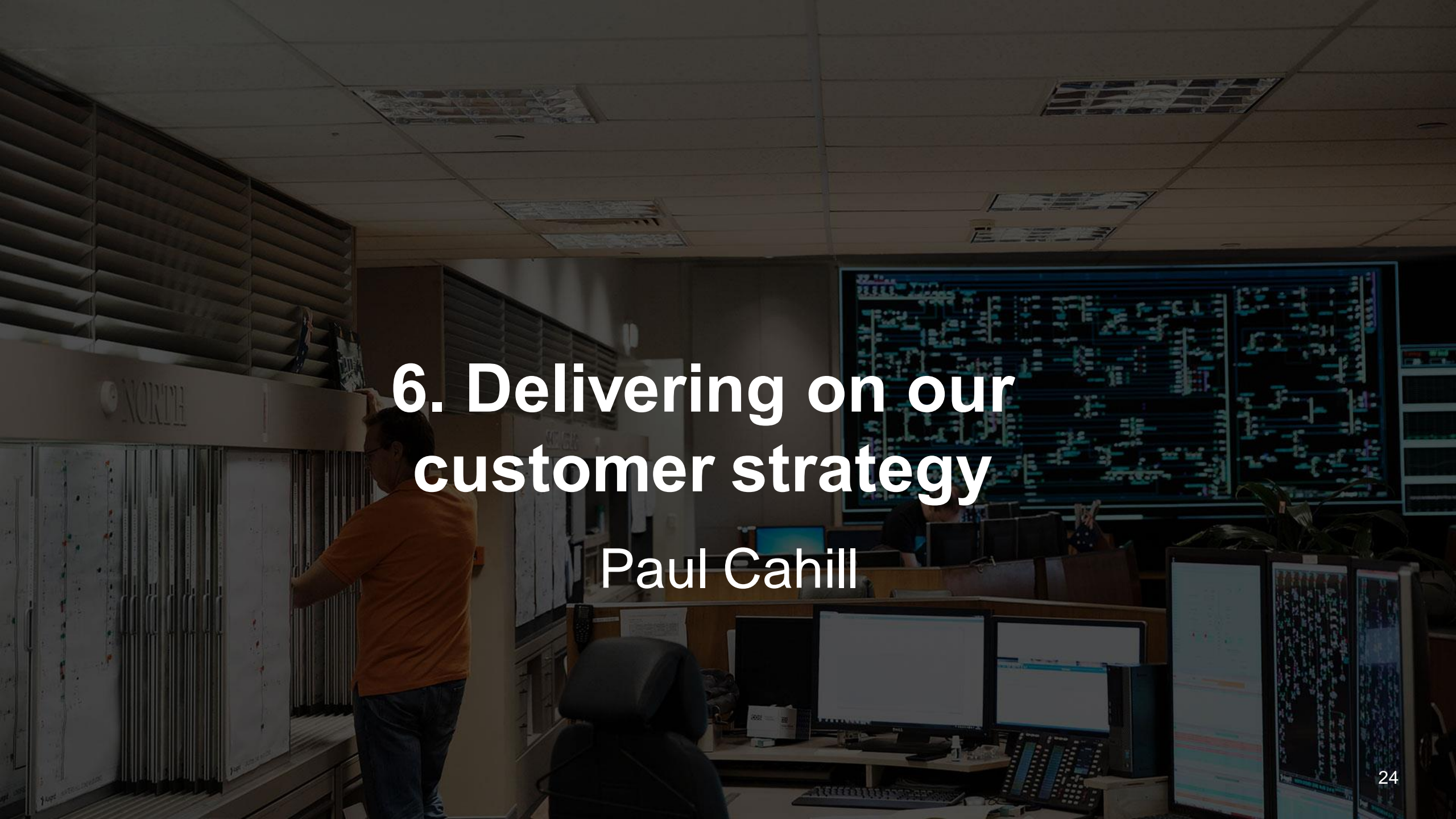
1. We are in the process of developing a submission to the AER IT review. How can we best take into account customer views when developing our submission?
   i. Non-recurrent IT capex is targeted at contributing to productivity improvements and improving the level of customer service. How can we best update customers on the benefits from this investment stream (e.g. post implementation reports)?
   ii. Recurrent IT capex represents the majority of our IT capex program and is needed 'year on year' to maintain existing capabilities. How can we improve the way we present business cases and customer benefits for recurrent 'maintain and comply' capex?
2. What is the decision making framework and the "trigger" for additional cyber security capex ($19.8 m of $39.6 m total)?
3. How can we best take into account customer views when developing a new cost benefit analysis approach?

The Energy Charter

- Committed to report on 5 Charter Principles (24 principles in action), identifying action, why we have undertaken it, what the customer outcome is and what is the customer benefit.

- Ausgrid Board and Customer Consultative Committee both required to sign a letter of support that will be included in the published report

- Ausgrid's report will be submitted to the Energy Charter on 30 September and be publicly released

- The Energy Charter Accountability Panel will assesses member reports and publish their assessment in November 2019

- **Timeline:**
    - May, June   Identifying actions and drafting first report
    - 18 July   Submit Energy Charter draft report to CCC
    - 26 July   Submit Energy Charter report to Ausgrid Board
    - 26 August   Ausgrid Board meeting
    - September   Final amendments and production of report
    - 30 September   Publish report and submit to Accountability Panel
    - 30 November   Accountability Panel publish report assessing member reports

6. Delivering on our customer strategy

Paul Cahill

Background and overview of this document

Background

- Ausgrid are caretakers of an asset which has connected communities and empowered the lives of our Customers for over a century. Today our grid is shared by 4 million Australians living and working in 1.7million homes and businesses. This shared asset stretches from the heavily populated Sydney CBD, to the sparse Upper Hunter – the engine room that supports 20% of our national GDP.

- Over the coming decades the grid will evolve rapidly. Renewable energy resources and other emerging energy technologies are transforming the electricity sector, and our historically centralised electricity system is becoming more decentralised, automated and interconnected.

- Our Customers have made it clear that they expect us to provide active leadership in the transition to cleaner energy sources. If we are to deliver the best long term outcome for Customers we must navigate the transition to the lowest cost decarbonised energy system. We believe the grid has a critical role to play in leading and delivering this transition.

- A new generation of entrepreneurs through new business models, products and services, are bringing about this transformation. At Ausgrid, we believe the grid holds the key to unlocking greater competition in the energy sector, and we aspire to become the open platform that underpins a thriving ecosystem of disruptive technologies and services, unlocking value and empowering Customers with greater choice and control.

Overview

- **Our Customer's Objectives** - Ausgrid's Customers have seven clear objectives which define our Customer value proposition.

- **Our Strategy** - Our strategy is guided by the tenet that meeting Customer's objectives drives long-term shareholder value.

- **Our Customer Strategy** - For Ausgrid to maintain relevance in the long-term we must earn the right to get closer to our Customers, understand their needs, and deliver valued services.

- **Our Roadmap -** Our roadmap charts an ambitious pathway to deliver our Customer strategy over three time horizons.

- **Our Promise -** Ausgrid has signed-up to the Energy Charter as it aligns to Customer's objectives and will assist us to deliver our Customer roadmap.

Customers have told us their objectives, which define our Customer value proposition.

Our Customer's Objectives…

… and our Customer value proposition

Protect our customers and the communities in which they live from danger and disruption, by keeping the public, our employees and contractors safe from physical harm, and taking a conscientious and community minded approach to planning and delivering works.

Ensure we are the best value form of energy supply available, by relentlessly pushing down network prices by delivering cost efficiencies, and continue to provide a service that can be relied upon 24/7, 365 days a year.

Ensure our tariffs are fair and encourage least cost decarbonisation, by introducing fairer tariffs, unwind inequitable outcomes, and enabling price signals that promote decarbonisation and reward behaviour that reduces costs for all.

Empower customers to make choices by making our network able to deliver the services our customers expect from it, opening up access to markets and valued services that allows them to make the most from their energy investments.

Make every interaction with our customers a seamless experience, by delivering services in a way that ensures our customers receive a simple, transparent and hassle free experience when they interact with us.

Provide access to sustainable energy by partnering and investing to give customers access to green energy, regardless of their choice or ability to invest in their own energy resources, while actively encouraging the decarbonisation of the energy we supply via our grid.

Provide access to a continuous reliable energy supply, designing and operating our network to meet our customers expectations, keeping customers informed in a timely manner when unavoidable outages do occur, and strengthening our cyber security to ensure customer data and control of our infrastructure cannot fall into the wrong hands.

For Ausgrid to maintain relevance in the long-term we must earn the right to get closer to our Customers, understand their needs, and deliver valued services.

Customer strategy

For Ausgrid to maintain relevance in a rapidly changing world it is imperative that we earn the right to continue to deliver valued services. To do this we must earn the right to get closer to our Customers, enabling us to better understand and be more responsive to their needs.

Earn the right…

Be excellent at delivering core services and meeting Customers' objectives. Earn trust by doing so with transparency.

to get closer to our Customers

Gain a deep understanding of Customers, who they are, and what they value. Actively seek and respond to Customer feedback. Embed Customers in our thinking.

…and provide new value

Develop new products and services which Customers value and provide an open grid as a shared platform for others.

Our roadmap charts an ambitious pathway to deliver our Customer strategy over three time horizons.

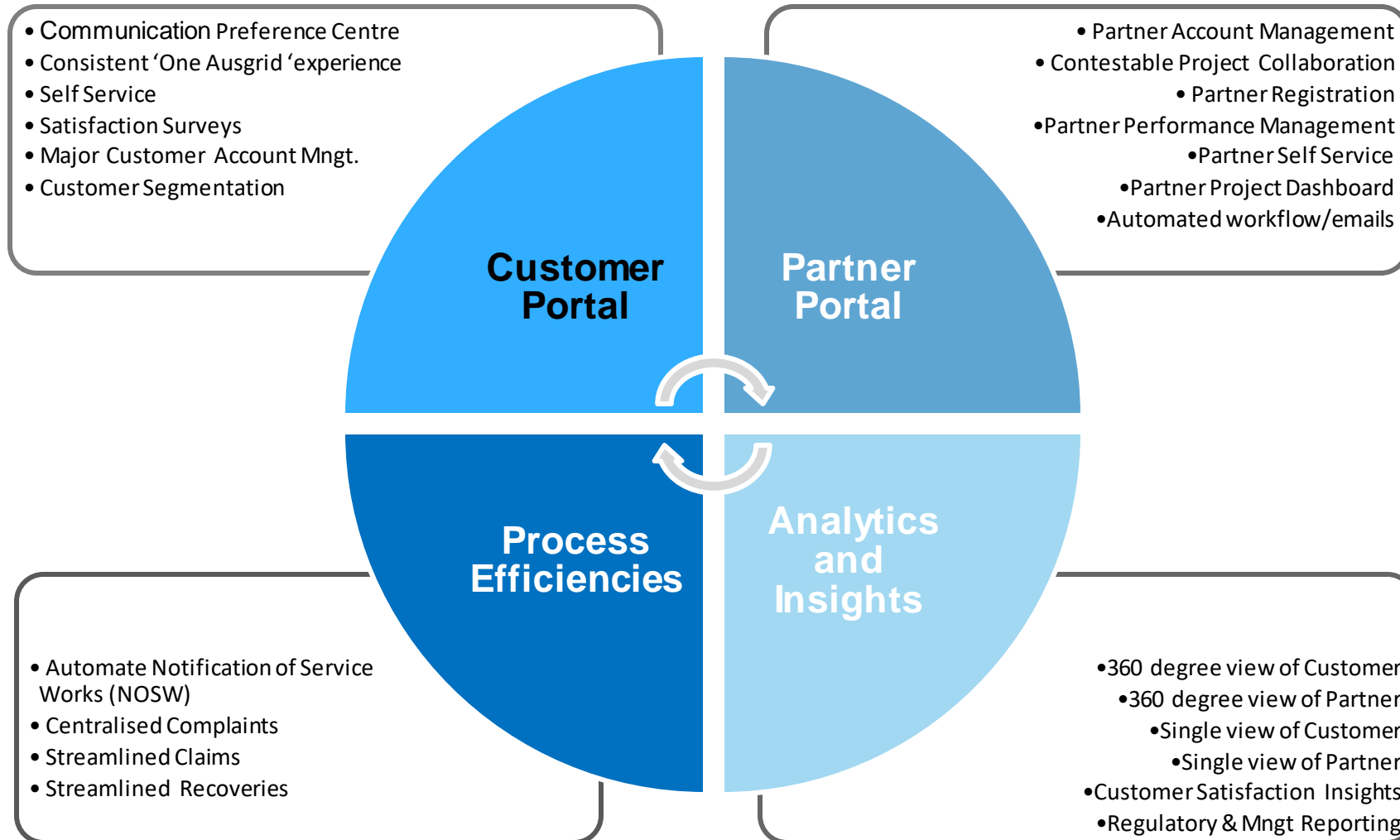|		1: Introduce *(FY19– FY20)*	2: Develop & Embed *(FY21– FY22)*	3: Customer Aligned *(FY23+)*
Earn the right	**First time right Service**	Drastically improve the processes that cause the most Customers the most pain, including through digital capability to reduce Customer effort	Continue prioritising and removing Customer pain points	Seamless Customer engagement regardless engagement channel or purpose
	Focus on affordability	Improve the way we work to drive performance and reduce prices for Customers	Innovate and implement systems to drive further cost efficiency	Cost to serve consistently outperforms Customer's perceived value delivered
Get closer to Customers	**Know your Customer**	Systemically develop understanding of Customers and what they value. Embed Customer feedback into decisions and service delivery	Deepen Customer understanding and be strong voice for Customers in regulatory dialogue	Every employee has the Customer knowledge and understanding for their role
	Customer focussed culture	Design how Customers will be part of Ausgrid's culture and commence bringing the culture to life	Review, reinforce and adjust as needed to progress cultural change	Customers are embedded in our thinking and our culture
Deliver new value	**Better value**	Improve the value of services we provide through trialling opt-in services (e.g. real-time outage updates) which deliver incremental value and transition towards cost reflective tariffs	Increase the breadth of opt-in services based on Customer responses and implement tariffs to support emerging technologies	Customers enthusiastically use opt-in services and lowest cost transition to decentralisation well underway
	New value	Develop new valued Customer services, e.g. best retail deal notifications, community battery, based on a deeper understanding of Customer value	Open up the grid and trial the platforms for others to compete to deliver Customer value	The grid unlocks greater competition and choice for our Customers

Our progress so far……

		2019	
Earn the right	**First time right Service**	Implement Customer contact preference centre – FINAL TESTING	Approved Service Provider portal to automate the connections processes & reduce effort – TESTING
		Implement CRM platform to enable single view of Customer - LIVE	Claims & Complaints case management - LIVE
	Focus on affordability	Deliver the Transform the Way We Work Program - COMPLETED FY19, COMMENCED FY20-24	
		Implement an Advanced Distribution Management System (ADMS) to enable more efficient grid management & enable us to use new grid technologies as they become cost beneficial - COMMENCED	
Get closer to Customers	**Know your Customer**	Measure Net Promoter Score (NPS) - LIVE	Voice Of Customer program to close the loop between Customer feedback & Ausgrid to improve our service - LIVE
		Gain Customer data clarity - master data plan – IN DESIGN	
	Customer focussed culture	Introduce Customer centred design approach – IN PROGRESS	Embed Customer focused behaviours in the progress & pay increase framework - NEW CAPABILITY REM FRAMEWORK LIVE
		Use the Energy Charter to measure progress & keep us accountable & on track – IN PROGRESS	
Deliver new value	**Better value**	Customer centric communications strategy – TESTING	Trial real-time updates on service outages & restoration times – IN PROGRESS
		Continue transition to cost reflective tariffs	
	New value	Trial community batteries to unlock great value for Customers with solar PV & defer / reduce capital investment	

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What are we doing with CRM

Customer Portal
- Communication Preference Centre
- Consistent 'One Ausgrid 'experience
- Self Service
- Satisfaction Surveys
- Major Customer Account Mngt.
- Customer Segmentation

Partner Portal
- Partner Account Management
- Contestable Project Collaboration
- Partner Registration
- Partner Performance Management
- Partner Self Service
- Partner Project Dashboard
- Automated workflow/emails

Process Efficiencies
- Automate Notification of Service Works (NOSW)
- Centralised Complaints
- Streamlined Claims
- Streamlined Recoveries

Analytics and Insights
- 360 degree view of Customer
- 360 degree view of Partner
- Single view of Customer
- Single view of Partner
- Customer Satisfaction Insights
- Regulatory & Mngt Reporting

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Voice of Customer

Gather feedback:

Using Net Promoter Score <u>methodology</u> to ask customers how they feel about Ausgrid based on their experience. We survey customers within 7 days of an interaction with Ausgrid, by telephone, website or in street works. We ask all customers the same 2 questions, *"How likely are you to speak well of Ausgrid to a friend or Colleague?"* and *"Why?"*

Action Insights:

Overall Results are broken down by program of work, location and primary issue and reported to ELT monthly. Individual issues or requests for "help" responses are followed up by the contact centre or appropriate business unit for direct response. Overall results feed into continuous improvement program.

Net Promoter Score[1]
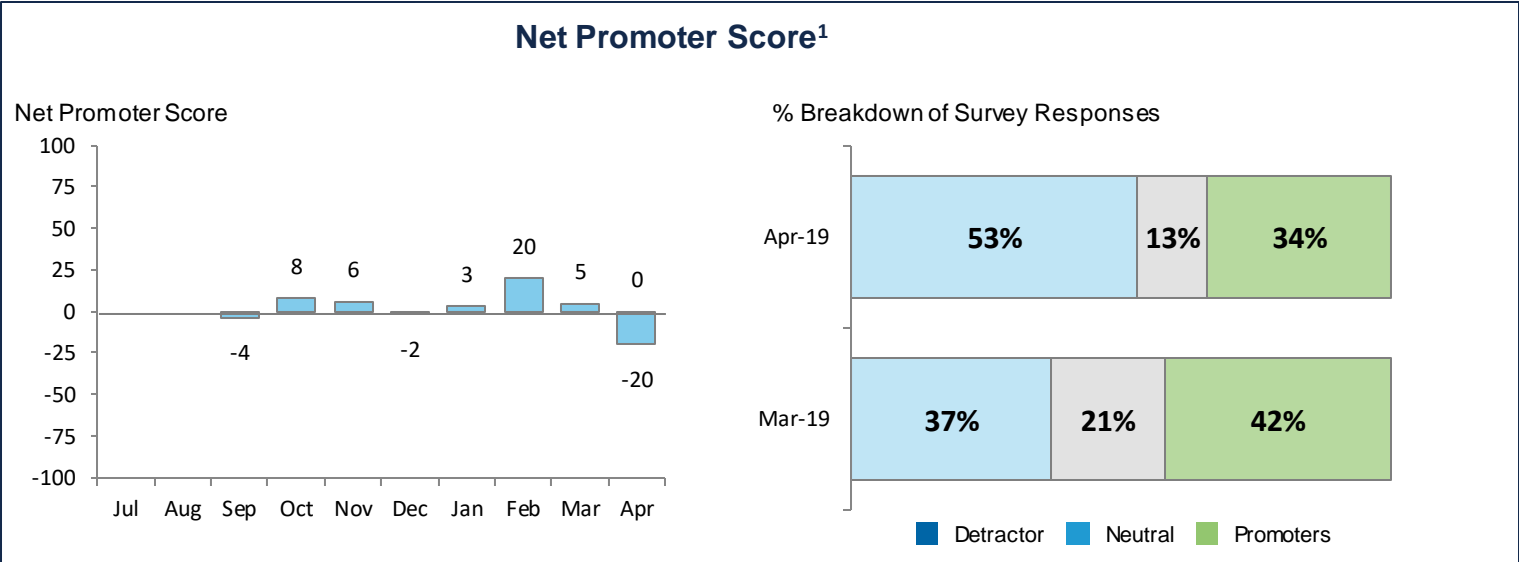
Discussion with CCC

- Customer Strategy Delivery – What programs would you like to have more information on or be involved with?

- CRM implementation – What are potential customer issues related to the implementation of CRM

7. Performance reporting

Selina O'Connor

Performance reporting

Quarterly update will be provided prior to each meeting CCC discuss exceptions

- Safety metrics
  - Total Recordable Injury Frequency Rate (TRIFR) - The frequency of recordable injuries per million hours worked – 12 month rolling average
  - Loss Time Injury Frequency Rate (LTIFR) - Indicates how frequently lost time injuries have occurred per million hours worked – 12 month rolling average
- Customer service response times
- EWON escalations
- Net Promoter Score (NPS)
- Reliability metrics
  - System Average Interruption Duration Index (SAIDI) - Average number of interruptions to service to customers (Total number of customer interruptions / average total number of customers) = interruptions per customer period)
  - System Average Interruption Frequency Index (SAIFI) - Average customer outage time in minutes (Total customer hours interrupted x 60 / average total number of customers = Minutes per customer per period)
- Power supplied - GWh/quarter

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Background Slides

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Connecting communities, empowering lives

Structure of Customer Consultative Committee and supporting Committees

Customer Consultative Committee
Chair: Richard Gross
Business Lead: RAL
S&R partner: Selina O'Connor

Meet 4 times per year
11 Members

Pricing Working Group
Chair: Rob Amphlett Lewis
Business Lead: Alexandra Sidorenko
S&R partner: Selina O'Connor

Network Innovation Advisory Committee
Chair: RAL / Junayd Hollis
Business Lead: Alex Watters
S&R partner: John Skinner

Technical Review Committee
Chair: TBD
Business Lead: According to speciality
S&R Partner: Shannon Moffitt

Purpose: Develop better tariff approaches to deliver a lower overall system cost.

This group will continue to meet in order to support the smooth implementation of the new demand tariffs and the development and implementation of complementary measures to support customers to transition to new tariffs.

Purpose: Collaboratively drive our innovation program to help our grid evolve.

The NIAC will drive the direction of Ausgrid's $42m network innovation program. The $42 million network innovation program.

Purpose: Specialist advisory group

Ausgrid and customer advocates will work on:
1. IT   Lead: Ed Shaw
2. Cyber   Lead: Andy Chauhan + Anthony Colebourn
3. Cost Benefit Analysis/value of optionality
                        Lead: Jacob Muscat + Matt Webb

Meet monthly until April then bi- monthly
4 Members ECA, PIAC, TEC, Vinnies

First meeting after AER decision
3 meetings per year
6 Members – PIAC, EUAA, ECA, TEC + 2

First meeting after AER decision
2 meetings per year
4 Members – ECA, EUAA + 2

CCC Governance Framework
Refresh CCC Charter with new engagement principles, committee governance rules and PWG, NIAC and TRC terms of reference.

Committee Membership

Groups will be invited to join the CCC:

- AER Consumer Challenge Panel
- Council on the Aging NSW (COTA)
- Energy Consumers Australia (ECA)
- Energy Users Association Australia (EUAA)
- Energy & Water Ombudsman NSW (EWON)
- NSW Council of Social Services
- Public Interest Advocacy Centre (PIAC)
- Urban Development Institute of Australia (UDIA)
- Total Environment Centre (TEC)
- Council Representatives
- Business Chamber representative

Proposed standing membership of Network Innovation Governance Committee
- AER Consumer Challenge Panel
- Energy Consumers Australia (ECA)
- Energy Users Association Australia (EUAA)
- Public Interest Advocacy Centre (PIAC)
- Total Environment Centre (TEC)
- Business Chamber representative
- Invitations to technical, sector experts

Proposed standing membership of Pricing Working Group
- AER Consumer Challenge Panel
- Energy Consumers Australia (ECA)
- Energy Users Association Australia (EUAA)
- Public Interest Advocacy Centre (PIAC)
- St Vincent de Paul Society
- Total Environment Centre (TEC)
- Business Chamber representative

Technical Review Committee (To be determined per topic)
- AER Consumer Challenge Panel representative – Energy Consumers Australia – Cyber expert