

Customer Consultative Committee (CCC)

Meeting Summary

Friday, 19 June 2026



Meeting summary

Customer Moment

Committee members shared customer stories, experiences and feedback:

- Discussion included positive feedback on the Bright Sparks community event supported by an AusNet Energy Resilience Community Fund grant, with members noting strong engagement from young people and interest in energy resilience and electrification activities. Members also discussed local reliability experiences, growing community interest in data centre developments, and questions about potential environmental and cost impacts.
- The Committee raised the importance of clear, community-ready information on AusNet's role in data centre connections, including sustainability considerations and whether costs may affect customers. Members also discussed challenges with complex connection requests and the need for clearer support pathways outside standard processes.
- Broader themes included growing interest in digital tools to support household energy decisions, increasing uptake of batteries and electric vehicles, and the potential impacts of higher electricity loads on network performance and safety. AusNet also shared recent engagement with regional councils following the Electricity Distribution Price Review decision, noting strong community interest in reliability outcomes and the value of ongoing local feedback.

Key AusNet updates

AusNet provided a high-level update on electricity and gas performance and invited questions from the Committee.

CCC's role in EDPR period

AusNet outlined its proposed approach to monitoring and reporting against customer commitments during the regulatory period, including the role the CCC will play in tracking progress and providing feedback.

- Committee members discussed the importance of making internal processes clearer and easier to understand from a customer perspective. Members also raised the need to prioritise core customer service systems and processes, particularly where funding is constrained, and to provide greater visibility of improvement plans for areas such as new connections and customer satisfaction.
- The Committee also discussed the role of customer service incentives, the need for ongoing advocacy through future regulatory processes, and the importance of monitoring AusNet's performance over time. AusNet acknowledged the feedback and confirmed it intends to provide the CCC with greater visibility of customer satisfaction improvement plans and progress.

Gas abolishment update & website engagement

AusNet provided an update on changes to the gas abolishment process following a ministerial order, including a new pathway for some customers to engage directly with distributors.

- Committee members discussed the importance of making the process clear for customers, particularly where different pathways apply depending on whether a customer has an active retailer account. Members noted the risk of confusion between distributor-led and retailer-led processes and encouraged AusNet to make website and customer communications simple, prominent and easy to follow.
- There was strong feedback on the need to reduce technical language and explain terms such as “abolishment” and “disconnection” in plain English. Members also suggested tools such as an address-based lookup, step-by-step guide, questionnaire or decision tree to help customers understand what action applies to their situation. Members also noted that visual material should be tested with culturally and linguistically diverse communities to check it is clear and accessible.

Energy Resilience Community Fund next steps

AusNet provided an update on the Energy Resilience Community Fund and sought feedback on potential future directions.

- Members reflected positively on community projects supported by the Fund, including recent education activities with students. The Committee noted that projects can have stronger outcomes when funding is supported by hands-on engagement, advice and collaboration with AusNet.
- Discussion focused on how community needs are changing, with increasing interest in electrification, batteries, affordability and technical guidance. Members noted that communities often need help understanding what is technically and financially possible before developing project ideas. There was also support for a more consultative model, where communities can work with AusNet earlier to shape potential solutions.
- Members also discussed opportunities to strengthen collaboration with local councils, improve awareness of advisory support, and consider sectors such as small business, agriculture and community infrastructure. AusNet noted it would gather further feedback, including through a follow-up survey, and return to the CCC with future recommendations for the Fund.

Close

AusNet outlined upcoming agenda items, including future discussions on electrification, Gas regulatory updates and Energy Charter engagement. AusNet thanked Committee members for their participation and closed the meeting.