Agenda & Minutes

GridView Improvement Group | Meeting #3

19 May 2026

Attendees:

Chris Barfoot, *Gippsland Climate Change Network*

Grace Davis, *Strathbogie Shire Council*

Blake Edwards, *Totally Renewable Yackandandah*

Amy Gregorovich, *Yarra Ranges Council*

Will Jackson, *DEECA*

Lasantha Meegahapola, *RMIT*

Melinda Miles, *Nillumbik Shire Council*

Rakibuzzaman Shah, *Federation University*

Heath Shakespeare, *Indigo Power*

AusNet representatives:

Vince Frandina, *Lead Electrification Engineer*

Jo Kaptein, *Community Energy Engagement Advisor*

Priya Laxman, *Forecasting Data Scientist*

Kyle Olsen, *Senior Engagement Specialist*

Apologies:

Ana Erceg, *AusNet*

Sarah Goodwin, *Monash University*

John Naylor, *Electrify Wangaratta*

Zaylee Saint-James Turner, *Rural City of Wangaratta*

Rebecca Tilbrook, *SEC*

Item	Time	Topic	Presenter
	3.30pm *(5 mins)*	**Welcome**	**Jo Kaptein**
1	**3:35pm** *(5 mins)*	**Actions from last meeting**	**Jo Kaptein**
2	**3.40pm** *(10 mins)*	**Quarterly update**	**Vince Frandina**
3	**3.50pm** *(20 mins)*	**User feedback and proposed enhancements**	**Vince Frandina / Jo Kaptein**
4	**4.10pm** *(10 mins)*	**GridView survey**	**Jo Kaptein**
	4.20pm *(5 mins)*	**Other business and close**	**Jo Kaptein**

Welcome & open

AusNet's Jo Kaptein opened the meeting with an Acknowledgement of Country, welcomed participants then outlined the meeting purpose and agenda.

Item 1 | Actions from last meeting

Actions from last meeting

- Action: We will reduce the proportion of users selecting the 'Other' category (currently around 30%) by adding more organisation type options to the form's dropdown menu.
- Update on action
    - Analysis of types of users who've marked 'other' as their organisational category shows that the major types of users in this category are (in ranked order, highest to lowest):
        - Local residents
        - Electrical services
        - Electrical equipment suppliers
        - Electrical equipment manufacturers
        - Property developers – residential
        - Data centres
    - It was agreed that, at a minimum, the top three categories – local residents, electrical services, and electrical equipment suppliers – should be included. Consideration was also given to including data centres, given the significant projected increase in demand from this sector.
    - We will also include a free text field so that users who still choose 'Other' can specify their organisation type.
    - The above to be implemented in the coming quarter.

Item 2 | Quarterly update

Subscribers

AusNet's Vince Frandina provided an update on subscriber numbers noting that numbers are consistently strong in 2026 compared to prior years. For example, in April, 338 new users registered for GridView compared to 112 new users in April 2025. Total GridView users have just crossed the 4,000 milestone, standing at 4,031 at 30 April 2026. Community energy groups and consultancies still make up a large portion of the user base indicating the widespread usefulness of the tool for community energy initiatives.

Data updates

All data (excluding geospatial layers) updated to 31 December 2025.

A major new dataset has been added to GridView. This is the profile data for feeders and zone substations from Jan 2023 - Dec 2025. It is shown when you click on a zone substation marker on the map. Usability feedback on this new feature is welcome.

Usability and energy literacy

Rosetta Analytics has implemented performance enhancements to improve the overall user experience. All factsheets have been updated to reflect the recent changes to GridView.

Known issues

Geospatial layers and measuring tool issues are currently being resolved by Rosetta. Both relate to a bug in the platform where if any LV layers are turned on for a Local Government Area, the LGA boundary is automatically drawn over the conductors, reducing its visibility.

Item 3 | User feedback and proposed enhancements

Jo Kaptein invited GIG members to discuss user-suggested new datasets and usability improvements, while Vince outlined the proposed enhancements planned for the coming months

Discussion included:

New datasets suggested by GridView users

Eight new datasets were proposed by GridView users. These were reviewed by GIG members and feedback was provided.

Number	*Description*	*GIG feedback*	*Highest priority as noted by group*
1	Show how much solar exports there are in an area (for example postcode)	All agreed this would be useful, in particular in conjunction with item 7	Yes
2	How many residential battery storage systems on a feeder	All agreed this would be useful	Yes
3	Provide number of customers with batteries	All agreed this would be useful Question was raised whether it would be possible to include front of meter batteries on GridView Also, how would we distinguish between residential and non-residential batteries It was noted that we may be able to provide high level information about batteries at a zone substation and/or distribution substation level	
4	Traffic light system showing transformer capacity	All agreed this would be highly useful The comment was made that it would be useful for provide phase-related data	Yes
5	Add higher resolution consumption data at the substation or feeder level	It was noted that while we currently provide 30-minute interval data, moving to 15-minute intervals would significantly increase storage requirements and impact performance. An alternative – providing minimum and maximum consumption data for each 30-minute interval – was considered useful by GIG members.	

		It was noted that we already publish min/max demand at a higher level on our network on the DAPR portal. GIG members thought this would be useful even if showing this information per quarter at the distribution substation level.	
6	Overlay other publicly available GIS layers, such as Climate Social Vulnerability and Heat-Health Risk Index	This was considered a lower priority by GIG members	
7	Visualization of areas where solar has reached its peak (i.e. export constraints)	Strong support for including this on GridView	Yes
8	Add in number of solar customers, for both residential and non-residential so it mirrors the APVI PV capacity by LGA	Considered lower priority as this data is available on APVI website	

Usability feedback from GridView users

Three items relating to usability were provided by GridView users. These were reviewed by GIG members, and feedback was provided.

Number	*Description*	*GIG feedback*
1	Measuring tool does not work	This is a known issue, and Rosetta is currently working on a solution. The issue occurs only when LGA boundaries are enabled; in all other cases, the measurement tool functions as expected.
2	GridView is extremely difficult to use on mobile phone. It's almost impossible to use which maps and layers overlapping, not being to scroll and glitches.	It was noted that we do not currently have visibility on how many users access GridView via mobile devices, and that this information will be requested from Rosetta if available. GIG members agreed that mobile access should be considered as part of the GridView roadmap. However, the consensus was to first focus on core functionality and priority datasets, then consider optimisation for iPad, followed by a potential streamlined version for mobile phones Vince also noted Rosetta are working on improved functionality for resizing panes and improving the Zoom feature in Google Chrome.
3	Postcode search feature – when searching by postcode, the result should highlight the postcode area on the map	Not essential

	(rather than just a pin), and bring up the summary postcode data	

Item 4 | GridView survey

AusNet's Jo Kaptein outlined proposed objectives and an approach for conducting a twice-yearly survey of GridView users who have consented to participate. There was agreement on the survey objectives and questions, with a recommendation to position the question on users' purpose for using GridView ahead of the question on perceived usefulness.

The group agreed that adding a "Provide feedback" button within the GridView tool would be highly valuable for capturing ongoing user feedback.

The group also discussed enabling an AI-based query function within the portal. Vince noted that an AI help feature had previously been available in GridView but was disabled due to limited capability. He advised that this would be revisited with Rosetta to assess current performance and hosting.

Other business & close

Jo Kaptein and Vince Frandina thanked the group for their time and contributions, noting that the ongoing development of GridView remains a business priority.

Jo Kaptein advised that a poll would be circulated to schedule the next meeting, to be held in August, with the final meeting for the year planned for November.

Action items			
Agreed actions	**Assigned to**	**Status**	**Due date**
Add in new categories to the sign-up form – including private individual – to help reduce the number of subscribers in the 'other category'	Jo Kaptein		30 June 2026
Add in optional field for the sign-up form so users can provide their organisation type, if recorded as 'other'	Jo Kaptein		30 June 2026
GIG members invited to provide usability feedback on the new zone substation and feeder load profile feature	All GIG members		By next meeting
AusNet to consider feedback on proposed new datasets and report back to group at next meeting which ones will be included in the roadmap and estimated timing	Vince Frandina		By next meeting
Improve the Zoom feature in Google Chrome and functionality for resizing panes	Vince Frandina		TBC
Deliver first GridView survey ensuring that users' purpose for using GridView is added, ahead of the question on perceived usefulness.	Jo Kaptein		Results by next meeting
Add provide feedback button within the GridView tool with link to the feedback data capture form on the GridView Improvement Group web page	Jo Kaptein		June 2026
Discuss AI-help feature with Rosetta to assess current performance and hosting	Vince Frandina		By next meeting