

---

## Customer Consultative Committee (CCC)

---

### Meeting Summary

Monday, 16 June 2025



# Meeting summary

## Customer Moments

The Committee shared customer moments, stories, experiences and feedback, including:

- What they are hearing in the communities and from the stakeholders, they represent
- Emerging issues, concerns, challenges or trends
- Both positive and negative feedback about AusNet
- A common issue related to the use of controlled load tariffs and whether it is the best option for customers, particularly those with solar systems.

## Community reporting of hazard trees and vegetation management

The Committee discussed AusNet's external engagement regarding vegetation management and how customers can self-report vegetation related issues around electricity infrastructure. AusNet provided an overview of the options investigated to give customers more options to report issues. AusNet sought feedback on the approaches discussed and provided an update on research conducted regarding vegetation management through our customer satisfaction survey.

The CCC were supportive of the options AusNet flagged, with particular support for the use of Snap, Send, Solve. The CCC suggested updates to our website and also noted that AusNet is often not perceived in communities as the responsible party to contact for vegetation-related issues.

## Energy Charter – Regional Energy Accord

Sabiene Heindl, CEO of The Energy Charter, introduced the Regional Energy Accord (REA), outlining the challenges of rolling out new energy infrastructure and coordinating community benefits, the opportunities the Accord presents, and the consultation approach being adopted. Committee members provided useful feedback to Sabiene.

## Outage Communications

The CCC were provided a summary of the changes made to AusNet's updated unplanned outage SMS communications, and how previous feedback from the CCC feedback had been incorporated. AusNet is seeking to incorporate customer feedback ongoing where it makes sense to do so. The Committee were supportive of the changes made.

## Overview of the draft Victorian Transmission Plan

AusNet provided an overview of VicGrid's draft Victorian Transmission Plan and discussed its implications for AusNet. AusNet answered questions from CCC members on behalf of their stakeholders and communities.

## Gas Network and usage trends

The CCC were provided an overview of AusNet's gas network, including updates in relevant gas-related policy developments, and an overview of recent customer usage research findings. A summary of the reduction in residential customers gas usage, and the diversity in AusNet's customer base was also provided. The CCC discussed the implications for communities of changes to policies and provided insights into customer trends related to gas usage and the electrification of appliances.

## Gas dormant customers

AusNet provided an overview of recent research findings for customers who have a gas connection at their property but no gas usage over the last 12 months (dormant gas customers), including the 5 customer archetypes which had been identified. Cost was identified as a key concern against abolishing gas connections.

The Committee found the overview useful and provided their thoughts during a valuable discussion.

## AusNet Services

Level 31  
2 Southbank Boulevard  
Southbank VIC 3006  
T +613 9695 6000  
F +613 9695 6666  
Locked Bag 14051 Melbourne City Mail Centre Melbourne VIC 8001  
[www.AusNetServices.com.au](http://www.AusNetServices.com.au)

## Follow us on



@AusNetServices



@AusNetServices



@AusNet.Services.Energy

# AusNet

