
Customer Consultative Committee (CCC)

Meeting Summary

Friday, 5 September 2025



Meeting summary

Electricity Distribution Price Review Customer Commitments and the CCC's role

The Committee were provided an overview of how AusNet's proposed customer commitments for the upcoming regulatory period (2026-31) were set, how they have evolved for the upcoming period to better reflect current customer needs, and how they are more aligned to the Energy Charter Principles.

AusNet is proposing to adopt these updated commitments in the current regulatory year (i.e. from 1 July 2025), replacing our 2021-26 commitments with immediate effect. AusNet also proposed an annual check-in with the CCC on current progress against the commitments in August/September, incorporated as part of the Energy Charter Disclosure process (due to the strong alignment).

Overall, the CCC agreed with the proposal to transition to the new commitments from now, noting the commitments are a step forward, are more targeted and specific, and allow earlier insights into areas for improvements.

The CCC also agreed with the proposed approach for an annual 'check-in' on current progress towards the customer commitments with the CCC.

Customer Service Incentive Scheme target setting

The Committee discussed AusNet's Customer Service Incentive Scheme (CSIS) for the Electricity Distribution Price Review (EDPR) 2026-31 period. Background context was provided for the CSIS including that to this point the scheme has been designed in collaboration with the EDPR Customer Experience Panel and provided to the AER. It was also discussed that the targets need to be set using 2025 year-to-date data due to the changes to research implemented at the start of 2025, and considerations for setting the targets and their deadbands. The different schemes networks manage was also discussed, but the vastly different schemes, parameters and methodologies for tracking mean they cannot be compared.

The CCC supported AusNet's suggestion to broaden the criteria for the 'connections parameter' to include Consumer Energy Resource (CER – solar and battery) connections, in addition to new home and business connections, on the basis that the more wholistic the parameter, the better.

The CCC also discussed the methodology and approach, as well as the deadbands and targets for the CSIS. Incorporating the CCC feedback, AusNet will bring the updated proposed CSIS targets to the CCC at the November meeting, to be included in AusNet's revised proposal to the AER.

Report back on changes made to Energy Charter Disclosure Report

AusNet provided an overview of the changes and inclusions made to the Energy Charter Disclosure Report following CCC feedback from the August meeting.

Approach to vegetation management

The CCC were provide an overview of our approach to vegetation management, discussed the approach and shared their insights from their communities. The CCC also provided feedback on AusNet's proposed CSAT questionnaire to be introduced to capture the customer experience of vegetation management works.

Customer Moment

Throughout the meeting Committee members 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.

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