Overall, I am very pleased to see the discussions from the two panels that I am on (Electricity Availability and Customer Experience panes) are reflected in the draft proposal, which I think is thorough and balanced. I would however like to see some more details in some areas (see my comment on Section 9 below).

Section 5.1. We are focused on getting the basics right
I fully support the improvement plan targeting worst-served customers. This process should be repeated in future pricing reviews.

Section 7.1. Renewing our customer commitments
I would like to see more details of uplifting communication for Culturally and Linguistically Diverse (CALD) customers. During the 2-day in-person meeting, it was mentioned that information or messages will be translated into a limited number of (major) languages, which is great. There are tens, if not hundreds, of different languages spoken at home in AusNet's area, with some people in these households having very limited English capability. AusNet can work with these communities so that they could translate important messages, especially during blackouts, for their community members.

Section 7.4. Uplifting our broader customer communications

I would like to see AusNet as a 'trusted source' of information on energy transition, resilience, etc., where customers can find unbiased answers to their questions on-demand (*pull*), not just receive them from AusNet (*push*).

Section 8.1. Our tariff strategy unlocks opportunities for customer to save through the energy transition

Addressing the growing cross-subsidies is a brilliant idea! I think the information on page 100 can be rephrased and communicated to customers.

Section 9. Draft proposal details:

I understand that technical and detailed aspects of the proposal are not included in the draft document that we reviewed. There are two areas that I think should be included in this section:

- A summary of overall bill impact showing how different aspects of the proposal contribute to it. (Figures 38 and 29 show forecast revenue but, as a customer, I am more interested in bill impact, with some indication on what proposed improvement area contributes to how much of the bill increase or decrease)
- Details of proposed improvements that will be directly *visible* to customers (e.g. what customers can expect to see or experience as a result of "uplifting customer communication")