

Customer Consultative Committee (CCC)

Meeting Summary

Friday, 14 March 2025



Meeting summary

Looking ahead to 2030

When looking towards 2030 and the types of outcomes the community would want to see for AusNet, the Committee shared a positive and optimistic outlook for AusNet:

- **Commitment to renewable energy and net zero:** The Committee highlighted the importance of connecting all sources of renewable energy to the network. Members acknowledged AusNet's role at the centre of the supply chain, and in supporting customer and communities through the electrification process.
- **Community benefits:** There is a strong focus on the benefits to local communities, such as affordable energy and stronger support for rural areas.
- **Reliability and resilience:** There was a strong emphasis on the importance of a reliable and resilient energy network.
- **Innovation and leadership:** Committee members see AusNet as a leader in energy innovation, with mentions of renewable energy and new tariff structures.
- **Collaboration and partnership:** A collaborative approach is preferred, where AusNet works with retailers, stakeholders and the community to achieve energy goals and address climate change challenges.

The role of the CCC

The Committee aims to play an active role in supporting AusNet to achieve better outcomes for communities, through active participation in open and honest discussions on topics that matter.

The Committee provided the following insights into the role they would like play over the next year in helping AusNet to support communities:

- **Customer connection:** The Committee is focused on connecting AusNet to customers and communities, emphasising the importance of understanding and meeting customer needs.
- **Advocacy for customers:** The Committee is committed to supporting AusNet prioritise the needs of the worst-served customers, highlighting a focus on equity and fairness.
- **Climate change preparedness:** There is an emphasis on confronting climate change challenges, with the Committee also showing a focus towards environmental sustainability.
- **Value maximisation:** The Committee aims to help AusNet deliver exceptional value to customers, with a focus on customer communication and community benefits.
- **Guidance and strategy:** The Committee sees itself as a guiding force, helping to drive AusNet's strategy forward through valuable feedback and insights from their communities.

Ways of working

The ask of Committee members is that they:

- Help us to better support communities and customers
- Bring insight and connection to customers
- Enable open and honest dialogue
- Actively participate

The Committee discussed their ways of working, and agreed with the points above while including some further overarching themes:

- Fostering open communication

- Encouraging active engagement and providing feedback from external community groups and networks
- Supporting collaboration and inclusivity in proposing solutions for AusNet
- Strengthening relationships and building trust
- Maximising the effectiveness and value-add of the Committee.

Community perception of AusNet

To help understand the perceptions of AusNet in the areas they operate, Committee members recounted on post-it notes the things they know their communities to be thinking and hearing about AusNet. These were then mapped to positive, neutral and negative sentiment, leading to a discussion on which areas AusNet should focus on to improve its services for and reputation within communities.

Strategic communication

Committee members chose 'Preparing for extreme weather events' and 'Education and literacy on electrification' as the two topics they believe are the most important messages for AusNet to be conveying to communities. The Committee also encouraged AusNet to think of messages it would be comfortable sharing with communities on the changes underway in the energy sector, given the amount of confusion and misinformation in this space and the politicisation of energy which is adding to this overwhelm and mistrust.

Suggestions were made for the types of key messages communities would like to hear which included: how AusNet is working with others, the role AusNet plays in certain situations, and how customers can prepare for electrification.

The Committee also provided suggestions on the best methods to reach customers with these key messages which included: television and radio ads, councils and community organisations, and sharing stories and examples for customers to relate to.

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