

Customer Consultative Committee (CCC)

Meeting Summary

Friday, 18 September 2026



Meeting summary

Key AusNet Updates

AusNet provided updates on network performance and major projects, including recent progress on the Western Renewables Link (WRL). Committee members discussed the changing energy system and highlighted interest in topics such as system reliability, energy security, emergency management and the impacts of growing electricity use driven by electrification and electric vehicles. Members also requested further discussion on customer connections (C-SAT) performance and emerging network challenges.

Delivering for Customers Report

AusNet shared its draft *Delivering for Customers Report* (formerly *Energy Charter Disclosure Report*) and sought final feedback before publication. Members welcomed the improvements made to the report, particularly its clearer, more customer-focused approach and the way CCC feedback had been incorporated.

Members encouraged AusNet to further strengthen the report by clearly explaining its purpose upfront, strengthening practical examples and case studies, acknowledging where AusNet is not yet meeting community expectations and providing more detail on AusNet initiatives that support customers and communities.

AEMC Pricing Review

The Committee discussed the Australian Energy Market Commission's pricing review and its proposed changes to electricity distribution network pricing. Members explored how pricing can remain fair and affordable as more households and businesses adopt solar, batteries, electric vehicles and other consumer energy resources. This included ways to encourage more efficient use of the network and to keep network costs shared equitably across the community.

Members highlighted the importance of electricity prices being simple and easy for consumers to understand, particularly during ongoing cost-of-living pressures. They also emphasised the need for transparency around customer impacts, meaningful customer input into future reforms, and maintaining customer choice and control. Members expressed interest in continuing the discussion as the review progresses.

Latest customer insights on electrification

AusNet presented research into customer views on gas use and electrification. Members noted that while many customers are interested in moving away from gas, affordability remains a major barrier. The discussion also highlighted the importance of reliability, particularly for regional communities, and the different ways households may approach electrification over time. Members expressed strong interest in continuing to explore customer research and community attitudes as the energy transition progresses.

Victorian election update

The Committee received an overview of the Victorian election landscape and potential implications for energy policy. AusNet shared that it maintains a politically neutral position and focuses on providing information to government about the practical, operational and economic implications of energy-related policy proposals.

Next steps

The Committee will further discuss energy system reliability, customer impacts of energy market reforms, electrification trends and customer research at future meetings. Members' feedback will also help inform the final *Delivering for Customers Report* and future CCC agenda items.