

Customer Consultative Committee (CCC)

Meeting Summary

Friday, 7 August 2026



Meeting summary

AusNet Board Chair Welcome and Business Updates

AusNet Board Chair Jonathon Sellar welcomed members and thanked them for their continued contribution to the Committee. His remarks focused on the changing energy landscape, including the energy transition, increasing customer expectations, affordability pressures and the importance of maintaining a safe, reliable and resilient network while planning for future that reflects the changing needs of customers and communities.

AusNet's executive leaders provided updates on the distribution, transmission, gas and metering, and people and safety business units, with members engaging in discussion and asking questions throughout the session. Topics included affordability, reliability, electrification, changing customer behaviours, data centres, community resilience and customer experience.

Customer Moment Activity

CCC members shared customer stories, community feedback and observations about emerging energy trends and challenges in their communities. Key themes included affordability, reliability, energy literacy, changing customer energy use and the growing role of technologies such as batteries, electric vehicles and solar. Members also highlighted positive outcomes from community resilience initiatives and reflected on opportunities to strengthen customer understanding and engagement across the energy system.

Energy Charter Principles Workshop

Committee members reviewed and challenged AusNet's proposed Energy Charter self-assessment ratings, which will form the basis of AusNet's 2025-26 Energy Charter Disclosure Report. For each of the five Principles, members provided feedback on:

- AusNet's proposed supporting evidence to justify the self-assessment, including case studies
- Customer outcomes as demonstrated by key metrics
- Future areas of focus to strengthen customer and community outcomes and support continued progression against the Energy Charter Principles.

AusNet will consider the Committee's feedback when drafting the Energy Charter Disclosure Report, with members having the opportunity to review how their contributions have been incorporated ahead of the report's publication later this year.

Principle 1 – We will put customers and communities at the centre of our business and the energy system

The CCC endorsed AusNet's proposed "Evolved" rating. Members highlighted the importance of more clearly demonstrating how AusNet's actions and initiatives are delivering positive outcomes for customers and communities, while continuing to strengthen customer communications and improve energy literacy.

Principle 2 – We will improve energy affordability and value for customers and communities

The CCC endorsed the proposed "Evolved" rating while recognising the growing impact of affordability pressures on customers and communities. Members highlighted the importance of helping customers understand their options in tariffs and make informed decisions about energy use, so they can better navigate rising costs and realise the benefits of new energy technologies.

Principle 3 – We will provide energy safely, sustainably and reliably

The CCC endorsed AusNet's proposed and improved "Empowered" Safety rating, subject to AusNet more clearly demonstrating the customer and community outcomes of its safety initiatives and investments. The CCC also endorsed the proposed "Evolved" ratings for Sustainability and Reliability, while recognising the ongoing challenges associated with measuring reliability and communicating progress in these areas

Principle 4 – We will improve the customer and community experience

The CCC endorsed AusNet's "Evolved" rating and noted its progression from "Emerging". Members acknowledged AusNet's progress in improving customer communications and access to information.

Members also identified opportunities to provide more tailored information during outages and continue making it easier for customers to access information and services from AusNet.

Principle 5 – We will support customers and communities facing vulnerable circumstances

The CCC endorsed the proposed "Evolved" rating and noted its progressions from "Emerging". Members discussed the importance of continuing to support vulnerable customers and communities, recognising the positive role of resilience initiatives and the need to respond to changing customer needs as new energy technologies become more common.

Close

AusNet thanked Committee members for their participation and valuable feedback throughout the workshop. Both AusNet and Committee members reflected on the importance of having open and constructive discussions on the opportunities and challenges facing customers and communities, and the role these conversations play in shaping better outcomes for customers, communities and the energy system.