

## Customer Consultative Committee (CCC)

### Meeting Summary

Monday, 28 April 2025



# Meeting summary

## The CCC – Agreed Ways of Working

The Committee discussed and provided feedback on the proposed ways of working agreement. There was broad agreement on the ways of working agreement with some small amendments suggested.

## Consumer and community needs in the energy transition

DEECA is working on a public facing suite of communications on the energy transition in Victoria. They are aiming to address information gaps and improve public understanding of current policies and approaches. The CCC provided feedback on DEECA's messaging and approach.

## EDPR Hand-over

Members of the Electricity Distribution Price Review (EDPR) Coordination Group (CG) introduced themselves and their role during the EDPR process. The CG has tasked AusNet and the CCC with the following:

- **Accountability:** The CG has tasked the CCC to hold AusNet accountable for customer commitments outlined in the EDPR.
- **Adaptation:** AusNet is expected to adapt and deliver through changing demands during the energy transition, and the CCC should stay informed on forecast vs actual demands from AusNet.
- **Periodic review of expenditure:** The CG has asked the CCC to periodically ask AusNet about changes between forecast expenditure in the EDPR and actual expenditure.
- **Affordability:** AusNet should explain to the CCC how they are managing ongoing affordability issues.

## Network reliability update

The CCC were provided an update on efforts to improve regional reliability. Content included:

- The main drivers of network reliability
- An overview of reliability improvement programs
- Improvements made in fault response, to reduce the time taken to respond to faults
- Network Automation
- Examples of network hardening interventions (reliability improvement initiatives)

## Outage communication

The CCC were provided an overview of AusNet's proposed changes to the way we communicate with customers during an unplanned power outage. This included sharing examples of the new messaging format and language, and outlining the frequency of contact in these situations. The CCC were invited to provide their thoughts and feedback on the proposed approach.

The CCC agreed that the changes to the messaging and approach were appropriate, and provided some suggested changes and additions to the wording and format of messages.

## The Energy Charter Disclosure Process

The CCC were provided an overview of the Energy Charter and the annual Disclosure reporting process. The CCC will play a key role in assessing AusNet's performance against the 5 principles of the Energy Charter at their workshop in August.

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