

Customer Consultative Committee (CCC)

Meeting Summary

Friday, 10 July 2026



Meeting summary

This meeting followed AusNet's updated CCC format, featuring a shorter, online session focused on key topics and did not include a Customer Moment or Key AusNet updates.

Midday Power Saver Initiative (MPS)

Following a request from Committee members for a briefing, AusNet organised for a representative from the Department of Energy, Environment and Climate Action (DEECA) to present on the Midday Power Saver initiative, which aims to provide free electricity during the middle of the day. Discussion focused on how the offer will operate in practice, including contract timing, eligibility and how pricing changes outside the free period would apply.

Members raised concerns about customer understanding, particularly the risk that “free power” messaging could lead customers to sign up without being able to shift their energy use and benefit from the offer. There was also discussion about the reliance on retailers to explain the product, the limitations of using historical usage to assess suitability and the need to consider broader impacts such as tariff fairness and potential network pressures during peak midday usage. It was noted that the program will be monitored following launch, with flexibility to adjust settings if needed.

Gas updates

AusNet provided an update on proposed Australian Energy Market Commission (AEMC) gas network rule changes and the Gas Access Arrangement Review which AusNet thought would be of interest to Committee members.

Members noted that the rule change process can be complex and resource intensive for consumer organisations, which may limit their ability to participate. There was also discussion about the challenges of engaging directly with end customers on these issues. AusNet acknowledged this feedback and will return with a further update once the final rules are released.

ElectriFAIRcation trial

In response to a request from the Committee for an update, AusNet organised for the relevant subject matter expert to update Committee members on the Electrification trial and early learnings. Members strongly commended the project, particularly its customer-focused approach and highlighted the value of tailored, household-level assessments and ongoing support throughout the upgrade process.

Discussion focused on barriers to broader uptake, particularly higher-than-expected electrification costs and the challenges faced by renters where landlord approval is required. Members also emphasised the importance of clear information and energy literacy to support informed decision-making. It was noted that outcomes can vary depending on household behaviour and circumstances and that further analysis and insights from the trial will be shared.

Close

AusNet outlined upcoming agenda items, including future discussion on the Energy Charter Disclosure Report. AusNet thanked Committee members for their participation and closed the meeting.