

## Customer Consultative Committee (CCC)

### Meeting Summary

Friday, 7 November 2025



# Meeting summary

## Customer Moment

Committee members shared customer moments, stories, experiences and feedback, including:

- What they are hearing in the communities and from the stakeholders they represent
- Emerging issues, concerns, challenges or trends
- Both positive and negative feedback about AusNet.

## CCC end-of-year review

AusNet summarise Committee members feedback (via an online survey) on the performance of the CCC over 2025. Following this AusNet sought further feedback on the types of topics the CCC would like to cover, the structure of CCC meetings for 2026, and how AusNet could bring additional voices into the CCC.

Committee members identified several topics they would like to cover in 2026, including:

- Community energy and resilience
- Reliability of supply
- Misinformation
- Website, communications and accessibility
- Consumer perspective on electrification and gas substitution
- Emerging technologies and smart homes / behind the meter trends, issues and challenges
- Energy transition
- Changing nature of regulatory governance and government policy.

The Committee also provided feedback on the structure and timings of meetings for 2026.

## Gas Access Arrangement Review (GAAR) engagement plan

The Committee was given an introduction to the upcoming GAAR process and our engagement approach, including additional context to the planning environment. The Committee was asked to provide feedback via group discussion and through worksheets in table groups on our proposed engagement model.

Overall, the Committee was comfortable with the proposed engagement model and approach.

Committee members provided feedback on the engagement objective, topics to engage on, additional stakeholders to include and specific feedback on our proposed GAAR Development Panel and Stakeholder Roundtable.

## Helping our Mission for Equity (HOME) Grant submissions

Committee members were asked to volunteer to assist AusNet in selecting a recipient for this years' HOME Grant (formally known as the Vulnerability Research Grant). Three members volunteered to assist.

## The Victorian Transmission Plan (VTP) and AusNet's Transmission Revenue Reset (TRR) 2027-32

The Committee was provided with a summary of the final Victorian Transmission Plan, and AusNet's Transmission Revenue Reset Proposal.

## Website structure and content changes for outages, vegetation management, and accessibility

Recent changes made to AusNet's website to improve content and accessibility, including changes previously identified by Committee members were showcased, and the Committee was pleased to see positive changes being made and their feedback being actioned.

## AusNet bushfire insurance coverage

The Australian Energy Regulator (AER) requires us to engage on bushfire insurance premiums annually. The Committee was provided an update on AusNet's insurance coverage for bushfire and the state of the insurance market, as well as the impacts to customers and network service providers.

## AusNet Services

Level 31  
2 Southbank Boulevard  
Southbank VIC 3006  
T +613 9695 6000  
F +613 9695 6666  
Locked Bag 14051 Melbourne City Mail Centre Melbourne VIC 8001  
[www.AusNetServices.com.au](http://www.AusNetServices.com.au)

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