



EDPR 2026-31

Customer Experience Panel Meeting

Summary Notes for Meeting on Pre-Offsite #3

Details	Members	AusNet Staff
2.00pm Thursday 8 August 2024 Online (MS Teams) Chair: Charlotte Eddy Secretariat: AusNet	Emily Peel Mark Grenning Jeff Nottle Piang Lillian John Mumford Tony Robinson Apologies: Jonathan Kneebone	AusNet Staff: Charlotte Eddy Lucy Holder Sonja Lekovic Lia Mavrias Observers: Nil

Agenda

1. **Where we are on the Customer Experience workstream** | Outcomes from the work stream to date
2. **Offsite #3 Briefing** | Agenda & how to prepare

Summary

Topics	Discussion points
Welcome	Charlotte opened the session talking through the purpose of the session.
01 Where we are on Customer Experience	Sonja spoke through the key outcomes of the Customer Experience workstream over the past 12 months, and summarised the agreements reached. Sonja noted it has been developed with Emily's feedback. Discussion included: • A customer said they endorse first call resolution as a metric, but said they wanted to understand more how AI might be involved / reflected in the metric. Sonja said AusNet would take this on notice. • A participant said on unplanned outages, there's clearly been some changes in their handling and definitely some improvements, but they'd like to re-do the focus question on unplanned outage customer experience in light of their experience during the February 2024 storm. AusNet said it is likely more operational than EDPR 2026-31 (and will be looked at sooner). • Clarifying that the person doing large customer account management and community liaison in the last EDPR engagement program was replaced, and that this team has grown and last EDPR's commitments are being met on resourcing, and the relationship managers in the regions that will be discussed are an extension on this.

- What's AusNet doing to reduce planned outage cancellations? AusNet will take offline to consider .
- A panel member said they want a guarantee that work would actually be delivered and benefits to customers realised before agreeing to any expenditure. AusNet said mechanisms to staying accountable will be discussed at the offsite. Another panel member said they're a great supporter of the current regulatory framework that gives AusNet a bucket of money with flexibility, but wanted to know how AusNet would manage reporting on any deviations from the revenue. AusNet spoke through the reporting framework it now has via The Energy Charter's annual disclosure which will include reporting on affordability. A panel member said customers would want to see transparency around how all decisions to fund/not fund something within AusNet are made. The other panel member said it's important for AusNet to ensure cost savings aren't prioritised over basic service.
- A panel member said they have no confidence in AusNet's Customer Consultative Committee.
- A panel member suggested AusNet should keep engaging on reprioritisation with all the panels through the regulatory period.
- Confirming the Customer Consultative Committee can be used as a forum to check in on progress against EDPR commitments and the proposal.
- Traditional "written" way of reporting to be accountable vs going out and fronting communities, like government "listening sessions". A panel member said AusNet should do the latter.

Offsite Pre-Briefing

Sonja spoke through the Customer Experience options that will be shown on the day.

Discussion included:

- Clarifying that the proposed customer experience improvement options does not duplicate previously-approved and in-train initiatives.
- Request to make the benefits clearer on slide 14 – AusNet too this as an action.
- Confirming that bill impacts of different options will be shown at the offsite. AusNet spoke through the bill impacts template that will be completed for each set of options.

Charlotte and Lia spoke through the details of what to expect at the offsite in terms of logistics.

Discussion included:

- Confirming that panel members can comment on the overall proposal at the offsite and are welcome to provide submissions on the draft proposal.

Action items

	Action	Assigned to	Status	Due
1	AusNet to more clearly express the improvements from the customer experience packages for the Offsite session	AusNet	Underway	Offsite #3