

## Customer Consultative Committee (CCC)

### Meeting Summary

Thursday, 7 May 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.

## Energy Charter

The Committee discussed AusNet's approach to its upcoming annual Energy Charter Disclosure report, which outlines how the business is delivering better outcomes for customers and communities.

Members reflected on the format and process AusNet has previously used and suggested opportunities to strengthen the report's impact. Feedback focused on making the report clearer, more practical and easier to read, including reducing length and using plain language.

The Committee highlighted the importance of demonstrating real outcomes for customers, including using case studies to show how initiatives are making a difference in practice. Members also suggested linking to additional information for those who want more detail.

Broader discussion also touched on the role of the Energy Charter in building trust with communities, particularly in an environment where there is increasing misinformation about the energy transition. Members emphasised the importance of clear communication and tangible actions to support community understanding.

## Hot water trial – Rhyll, Phillip Island

AusNet provided an update on a 12-month trial in Rhyll, Phillip Island, which commenced on 1 March 2026. The trial involves around 60 households with controlled load electric hot water systems, where heating schedules have been shifted from night-time (11 pm to 7 am) to daytime. This change means hot water systems will operate during peak solar generation hours (9 am to 3 pm), making use of the neighbourhood's abundant renewable energy. Households will retain the existing supplementary boost period from 4 am to 6 am.

The Committee responded positively to the trial and the way it has been delivered. Members noted the strong community engagement approach, including the role of a local community group in leading communication and building trust.

Feedback indicated the trial is a practical and accessible example of how the energy transition can deliver benefits to communities, customers and the network without negatively impacting customers. Members also noted the strong level of community support and the positive media coverage.

The Committee discussed opportunities to expand the trial more broadly and emphasised the importance of clear, targeted communication. This is particularly relevant for the small subset of customers with both rooftop solar and controlled load electric hot water systems, to ensure they understand the steps required if they wish to transition their hot water heating to align with their rooftop solar generation.

Members also reflected on the broader lessons from the trial, including the value of local community-led engagement, simple messaging and ensuring customers are no worse off when new approaches are introduced.

## Electricity Distribution Price Review – final decision

AusNet provided an overview of the final decision from the Australian Energy Regulator on its five-year electricity network plan.

The Committee discussed what the decision means for future investment across the network, including network upgrades, reliability and resilience improvements and support for the energy transition.

Members raised the importance of clearly communicating outcomes back to communities that contributed to the process and helping customers understand how decisions impact local services.

The discussion also highlighted the need to balance investment priorities where funding has been reduced, particularly in areas such as resilience and reliability.

Some members expressed concern about the tone and conclusions of the regulator's decision and the extent to which customer input was reflected. At the same time, members recognised the value of the engagement process undertaken by AusNet and the opportunity to apply learnings to future consultation.

AusNet noted it will continue to engage with the Committee over the regulatory period to provide updates on progress and performance, and with the AER on its concerns to inform future price reset and consumer engagement processes.

### **Next steps**

The Committee discussed upcoming topics for future meetings, including potential updates on government initiatives and broader energy policy changes.

The meeting concluded with thanks to members for their continued input and contributions.