

## Customer Consultative Committee (CCC)

### Meeting Summary

Friday, 24 April 2026



# Meeting summary

## Customer Moment

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

- Committee members shared recent customer stories, experiences and feedback from across the communities and stakeholder groups they represent.
- Discussion included issues affecting customers during electricity connections, including delays linked to an online portal and the need for clearer, more consistent communication about timeframes and customer commitments.
- Members raised ongoing reliability and power quality concerns, including low voltage notifications and the impacts customers report (such as reduced performance of household equipment). Outage communications were also discussed, including an example where works were observed before supply was interrupted but the outage tracker appeared to update only once power was off.
- The Committee also raised interest in clearer access to local reliability information, the role of vegetation maintenance in reliability outcomes, emerging interest in electric vehicle charging infrastructure, and the compounding effects of cost-of-living pressures across multiple utilities.
- AusNet acknowledged the feedback and noted the value of continuing to bring these lived experiences into CCC discussions to inform priorities and communications.

## Key AusNet updates

AusNet provided a high-level update on electricity and gas performance and invited questions from the Committee.

Discussion focused on how customer energy use is changing as more households install rooftop solar and home batteries.

The Committee also discussed reliability trends across the year and emerging issues and opportunities linked to new technologies, including electric vehicles and charging infrastructure.

## Western Renewables Link (WRL) project update

The Committee heard an update on the Western Renewables Link (WRL), including insights into the recent Environment Effects Statement (EES) process, recent legislative changes and local community grants. Discussion included landholder impacts, complaints pathways and the importance of support and clear information for affected communities. Members commended the early rollout of community benefits through the local grant program (ahead of construction) and noted this provides a useful model for other projects.

## New stakeholder eNewsletter

AusNet shared a proposed approach for introducing an eNewsletter to keep stakeholders informed over time.

The Committee encouraged plain language, content that is easy to share, and a balanced tone that includes both progress and challenges, with the approach reviewed based on what people actually engage with.

## Update on vegetation management engagement

AusNet provided an update on a new interactive vegetation responsibility map, that the CCC initiated through their engagement in September, to help customers understand whether vegetation near overhead powerlines is managed by local council or by AusNet and its vegetation partners.

Members provided feedback on making the scope clearer (so customers understand what the tool covers and what it does not) and discussed usability improvements based on how different users experience the tool, including older users. Suggestions included clearer on-page guidance (such as FAQs and first-time user prompts), improved navigation and search visibility, and clearer explanations about common scenarios and whether customers need to pay for works.

The Committee also raised the idea of councils linking to the tool from their own websites to support customer self-service.

## Next steps

The Committee reflected positively on the online shorter format. AusNet thanked members for their contributions and noted the topics raised and the areas for follow-up from the meeting.