

Customer Consultative Committee (CCC) Meeting Summary

Friday, 1 August 2025



Meeting summary

CEO Welcome and Executive Q&A

David Smales (CEO) welcomed all attendees and thanked them for travelling to meet in-person. David highlighted AusNet's evolving customer-centric operating model and reaffirmed commitment to the Energy Charter Disclosure Report process.

Our Customer Consultative Committee members were also joined by Bec Jolly from the Energy Charter, and Ashley Bradshaw from Energy Consumers Australia, who both supported the Committee during their assessment of our performance.

David was joined by other members of AusNet's executive leadership team - Amanda Robertson (Executive General Manager, Compliance, Risk, and Corporate Affairs), Bridget Cairns (Executive General Manager, People & Safety), Fran Duiker (Executive General Manager, Gas & Metering), Jon D'Sylva (Chief Development Officer), and Liz Ryan (Executive General Manager, Transmission) - who answered CCC members' questions on a broad range of topics including:

- Opportunities, priorities and challenges for AusNet.
- The gas network and the energy transition.
- Electrification and demand management.
- Partnerships and collaborations to deliver value to communities.
- Relationships and working with regulators.

Customer Moment Activity

CCC members shared community insights through 1-on-1 conversations with AusNet staff, highlighting pressing energy issues, feedback on AusNet's services, and positive community stories.

Energy Charter Principles Workshop

David Smales introduced the first principle, how AusNet has self-assessed its performance and the justifications for that rating. CCC members and AusNet staff then discussed the principle in 3 groups, providing feedback on whether AusNet had got its self-assessment right, whether the CCC members agreed with the justifications and why/why not, suggested case studies to include in the Disclosure Report, and recommendations for future focus areas.

We then moved through the remaining 4 principles in turn, using the same format.

Principle 1 - We will put customers and communities at the centre of our business and the energy system

The CCC:

- Supported upgrading AusNet's rating from 'Emerging' to 'Evolved'.
- Felt there had been an uplift in transparency, engagement, and community presence.
- Suggested a future focus on partnerships and broader engagement.

Principle 2 - We will improve energy affordability and value for customers and communities

The CCC:

- Felt the rating for this principle differs across AusNet's three networks – electricity transmission, electricity distribution and gas distribution – but agreed that 'Evolved' rating was the right place to land overall.
- Acknowledged that while AusNet plays a role in addressing affordability, the broader issue extends beyond its control, and that AusNet is demonstrating transparency and honesty in its approach to pricing.

Principle 3 - We will provide energy safely, sustainably and reliably

The CCC:

- Supported maintaining the 'Evolved' rating for the safely aspect of this principle.
- Felt AusNet takes safety for its staff and communities seriously in managing its networks.
- Broadly supported the 'Evolved' rating for the reliably aspect of this principle, noting mixed views on reliability performance. With some members agreeing there has been an uplift in the approach and intent to improve reliability, while some others noting that actual performance had not yet improved.
- Shared mixed experiences with reliability, with some members seeing improvements in reliability in their community and others not.

- Supported maintaining the 'Evolved' rating for the sustainably aspect of this principle.
- Noted they would like to see more done that is 'above and beyond' only meeting compliance for sustainable practices.

Principle 4 - We will improve the customer and community experience

The CCC:

- Supported upgrading the rating from 'Elementary' to 'Emerging', with some advocating for 'Evolved'.
- Noted improvements in customer experience for themselves and their communities, particularly around outage communications and CALD engagement.

Principle 5 - We will support customers and communities facing vulnerable circumstances

The CCC:

- Supported maintaining the 'Emerging' rating.
- Noted meeting compliance and improving CALD initiatives but called for further above and beyond actions.

AusNet committed to drafting its Energy Charter Disclosure Report with consideration of the Committee's feedback and will circulate the draft to the CCC members ahead of the September meeting to support transparency and accountability.

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

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