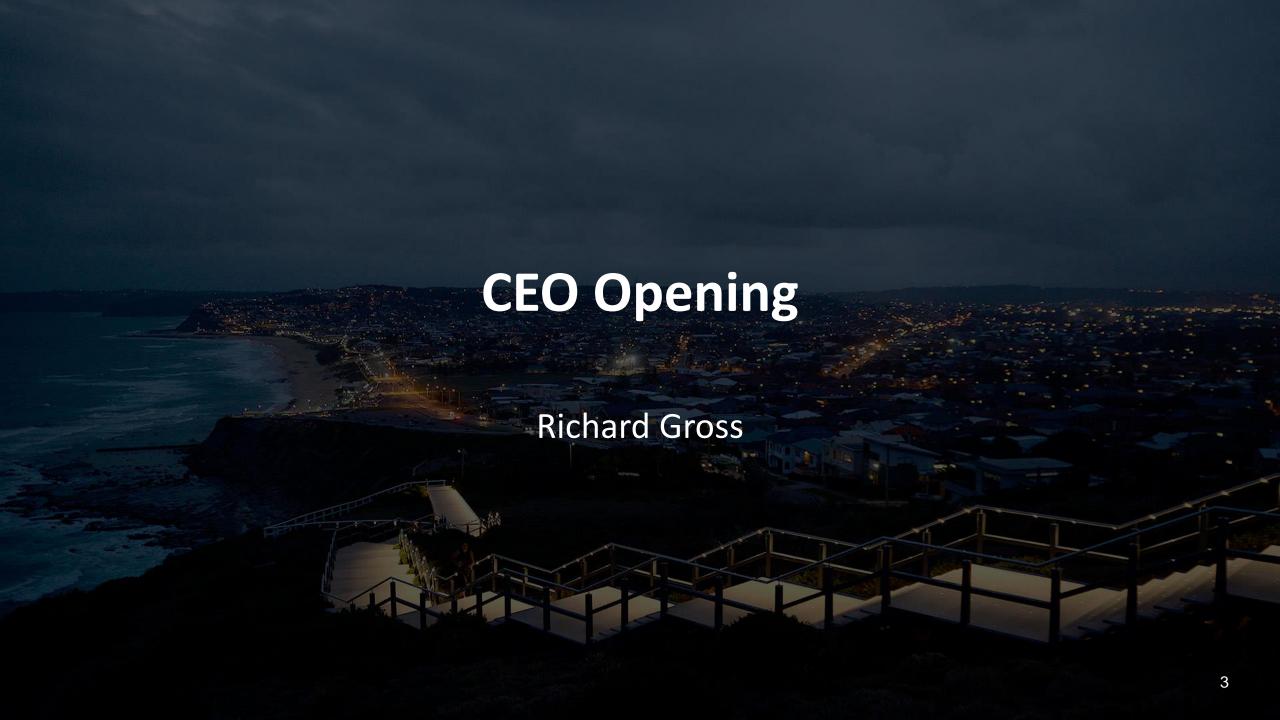
# Agenda

#	SESSION	FACILITATOR	TIMING
	Arrival / Coffee / Greetings		9.15 – 9.30
1	Safety Share - Opening comments - Agenda - Actions	All	9:30 – 9:50
2	CEO update - Storm response - Live Pause	Richard Gross	9:50 - 10:15
3	CCO update - Customer transformation – Customer promise	Rob Amphlett Lewis	10:15 – 11:15
	BREAK		11:15 – 11: 30
4	Customer Experience – Scorecard development	Karthik Venkataraman	11:30 – 12:15
	LUNCH		12:15 – 12:45
5	<ul> <li>Customer Focus</li> <li>Planned outage update</li> <li>RepTrak report</li> <li>Independent Advisory Service</li> <li>Customer Commitments, Energy Charter (to note)</li> <li>Regulatory submissions update (to note)</li> </ul>	Julie Delvecchio Joel Cohen	12:45 – 1:30
6	Pricing Reform  • Customer survey and load profile analysis	Alexandra Sidorenko	1:30 – 2:00
7	Customer Committees TRC / NIAC update	To be determined	2:00 - 2:15
8	2020 Meetings - Next steps and Close	Selina O'Connor	2:15 – 2:30

# Review of actions

	Action Items	Status	Comments
1	Customer Promise – be clear about purpose, Ausgrid should deliver frontlines excellence first	In progress	Rob Amphlett Lewis to update progress
2	<b>Customer Scorecard</b> - be clear about purpose, improve complaints classification, what are the top 5 issues that need to be addressed.	In progress	Karthik Venkataraman to provide update
3	Planned interruptions – live pause identified an opportunity to improve outage notifications	Updated	Julie Delvecchio to present
4	Independent Advisory Service – Needs a rethink	In progress	Joel Cohen to present update
5	<b>EWON</b> Voltage Variation Customer Claims - Advocates to provide feedback to Jess Hui	Complete	Provide update
6	DM02 – Submit to AER including retailer gain	Complete	Lodged submission
6	Fostering Community Trust – Share RepTrak results	In progress	On agenda
7	<b>Customer commitments</b> – outline process for influencing business planning – Investment Governance Review update.	In progress	Update in pack
8	Energy Charter – needs to be an honest reflection of our business activities	In progress	Update in meeting
9	Regulatory Proposal 2024-29 program— collaboratively agree on approach to engagement	0	To commence in 2020



# **AUSGRID STORM RESPONSE**

- News alerts (Media/Stakeholder) 20
- Government engagements
- MP engagements 35
- Councils 6
- Media
  - Twitter 99 posts
  - Facebook 48 posts
  - Media interviews (TV, Radio, print) 8
- Placing ad to thank customers



Ausgrid would like to thank the people affected by the cyclone-like storm that swept through Sydney's north. We thank you for your patience while we worked to safely rebuild the network.

In less than 10 minutes the storm devastated parts of our infrastructure, with 100 km per hour winds snapping power poles in half and bringing down hundreds of large trees.

The storm's damage cut power to 52,000 homes and businesses.

We thank our network partners, Endeavour Energy and Essential Energy, our contractors and more than 700 workers in the field who worked to safely restore energy to our customers.

Most of all, we thank the community for putting safety first by staying away from fallen powerlines.

As we head into the storm and bushfire season, we will keep working hard to minimise disruption as much as we can.

Trevor Armstrong Chief Operating Officer, Ausgrid

## The storm in numbers:

- 13,000 lightning strikes
- Winds up to 103 km/hour
- 52,000 critical services, homes and businesses without power
- 110 power poles replaced
- 240 km of powerlines restrung
- 1,100 service wires replaced
- 700 Ausgrid and their energy partners worked in the field to safely restore power to our customers





# Where are we?

# Live work stage 1

Managing unknowns

**Uncertainty** 

December 2019 Resumption

Increasing clarity

Clarity

# **Objectives**

- 1. Resume with optimism but not fanfare
- 2. Clarity process, time, tasks and obligations
- 3. Build a safer workforce
- 4. Build engagement
- 5. Change the narrative from pause to live work

# **Key Messages**

- 1. We're building a safer workforce
- 2. We're changing the way we work to make it safer
- 3. We're resuming in stages
- 4. We're improving the way we train our people, our systems and the rules

# Resuming on Stage 1 – Live work tasks

- Application and removal of temporary insulation to low voltage exposed conductors
- Connection and disconnection of service connectors
- Connection and disconnection of bolted conductor connections
- Maintenance and replacement of street lighting
- 5 Work on or near ELV exposed conductors



# Live work resumption – Engagement Plan for Priority Audiences

# **Industry Stakeholder**

- ASP Roundtable #3 held on 3 December
- Amended Electricity Safety Rules (ESR) published
- ASPs have 2 months to inform us they comply with updated ESR
- Resuming live work on Stage 1 tasks
- Website and FAQs available
- Union and UDIA updated

# **Employees**

- Ongoing training to be completed Q1 2020
- Fitness for work assessments
- Resuming live work on Stage 1 tasks (overhead + ELV)
- Changes to Electricity Safety Rules, HAC, a new LV Live Work Manual and Safe Work Method Statements
- Subs + underground to be finalised and resume shortly

# **Media / Community**

- Wickham pole removal Newcastle City Council
- Website updated
- FAQ available
- New Planned Outage Notifications and About us communications

# Government

- Update Ministers and MPs on resumption
- Council will receive notice announcing resumption





# Delivering for customers 2019

# **Customer Commitments**

All commitments commenced, 4 finalised others ongoing

# Established new committees

- NIAC (Progressing community battery project)
- TRC (Cyber review)

# Accelerating tariff reform with PWG

- Demand Tariffs
- Embedded Network Tariff
- Customer load profile Research

# **Energy Charter**

- Submitted first disclosure report

# **Customer Focus**

- Customer Transformation
- Customer Promise
- Customer Scorecard
- Planned outage Notifications
- Customer Independent Advisory

# RepTrak

- Benchmark established for Community and Stakeholders

# **Regulatory Reform**

Collaborated on reforms - Wholesale demand response mechanism,
 Stand alone power systems, embedded networks and AER IT review



# **CUSTOMER TRANSFORMATION PROGRAM**

**PURPOSE:** Create the foundational elements required to execute our corporate strategy, those elements being:

- Strong reputation that underpins social trust amongst customer groups, regulators and government;
- An efficient business running optimised end-to-end business processes with superior customer experience outcomes; and
- A business that is highly adaptive to customer needs and able to realize market opportunities.



# PROGRAM DIRECTION - Our target state is a genuinely customer outcomes focused organisation

# **Current State**

- Homogenous service levels with some minor variability from select parts of the organisation
- Customers required to navigate Ausgrid complexities
- 89 contact points across
   9 channels
- Lower customer satisfaction
- Negative NPS responses
- Legacy complaints still needing to be closed symbolic of a noncustomer centric culture

Understanding our customers based on needs and moments that matter

A service model that is differentiated and tailored to customer outcomes

- Maintaining a pipeline of continuous improvement projects
- Maturing our customer technologies will allow us to accelerate change

# **Target State**

- Differentiated service levels
- Focused on 'moments that matter' for customers
- Mitigate the risk of failing to become a customer centric organisation
- Enable strategy execution
- Lower total cost to operate our business
- Higher customer experience
- Improved social trust
- Greater shareholder value



# Understanding our customers based on needs and moments that matter

# Customer Segmentation

# Differentiates customer groups based on needs and attributes

 Will inform and be enhanced by Journey mapping

# Engagement Mapping

- Identify hot spots across interaction points
- Improve touchpoints and customer outcomes

# Journey Mapping & Customer Personas

- Customer centric view of end to end processes
- Identify customer motivations, biases +influences

# Customer Promise & Guiding Principles

- Sets customer expectations
- Guides service model design and culture change

# Prerequisites

Purpose

- Preliminary segmentation to create framework
- Customer Strategy
- FY20 Strategic Responses

- CustomerSegmentation
- Live our values
- Customer
   Segmentation
- Engagement Map
- Informed by previous customer understanding
- Vision & Strategy
- FY20 Strategic Responses



# **CUSTOMER PROMISE**

# **Purpose**

- The 'Customer Promise' guides the customer transformation program to achieve balance between operational imperatives and customer outcomes

## **Outcomes**

- Establishes the appropriate customer expectations to address
- Enhances customer engagement by using customer-centric approach
- Provides guidance for process and service model changes
- Anchored to Ausgrid's vision, behaviours, energy charter commitments and customer strategy

# **OCTOBER 2019**

# **Customer Promise (All)**

We will listen, be responsive, and work hard to not keep you in the dark

# **Customer Promise - (Large Customers)**

We will partner with you to support your success and that of your stakeholders

# **CCC Feedback**

- Phrase would not resonate with CALD individuals and small business
- Would be better to be written in the positive
- Need to be anticipating issues not just about begins responsive
- Reduce number of words
- Suggest mirroring language we have already used eg: connecting communities



# DECEMBER 2019 - CUSTOMER PROMISE & GUIDING PRINCIPLES

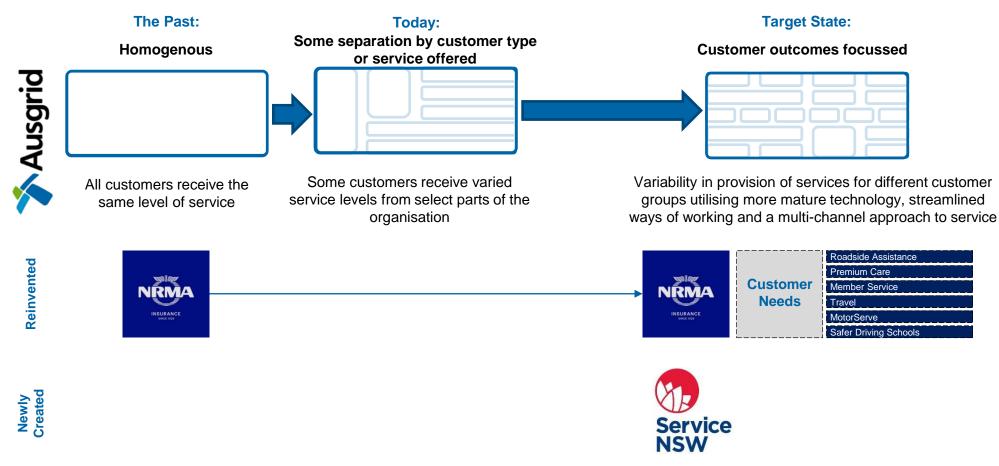
	Customer Promis				D	RA	ΑFΤ
	We will listen, be	e responsive, and work safely to keep the power on		gnm grid			
	Safe	Your safety is our priority. We will be safe to work with, safe for our people and safe for the community	Work safe, live safe				
	Affordable and Reliable	We balance affordability, reliability and service needs When we spend money, we'll ensure we can justify it to you and the community					
iples	Inclusive and Respectful  Your needs are part of the decisions we make every day We will engage and listen when making decisions that may impact you  Dependable  We will deliver when we say we will and when things go wrong, we'll be accessible and responsive			Honest	0	Comn	Cus
Jing Princ		Respect	Honest and Accountable	Collaborative	Commercially minded	Customer Centric	
Guic	Easy	We will make doing business with us as easy as possible		ntable	(D	nded	tric
	Informative	We will provide accessible information, so you can make decisions					
	Enable Emerging Needs	We will continue to evolve to enable sustainable communities and emerging needs					



# 2

# A service model that is differentiated and tailored to customer outcomes NRMA and Service NSW provide two examples of these.

We want to follow in the footsteps of customer centric organisations in the Australian market, reinvented and newly created, that have gained strong social trust through service differentiation and a focus on customer outcomes.







# Maintaining a pipeline of continuous improvement projects to generate momentum and support cultural change

# **Closing off legacy complaints**

# Purpose:

Audit and management of legacy customer complaints

# **Outcomes:**

- Assessed all open complaints, ongoing legacy complaints identified and managed, with duplicate and resolved complaints being closed
- Ongoing monitoring of a small number of unresolved matters.

# **Consolidating customer contact touch points**

# **Purpose:**

Streamline customer contact points, down from 89

## **Outcomes:**

- Simplification, co-ordination and tracking of customer communications
- Standard contact points to be established for different customer segments.

# **Support for customers in vulnerable circumstances**

# Purpose:

Review and find opportunity to enhance the financial support mechanisms for customers

## **Outcomes:**

- Update policies and improve communications with customers
- Maximise social trust benefit of Hardship Policy.

# **Streamlining the Council engagement model**

# **Purpose:**

Build trust and credibility with Councils

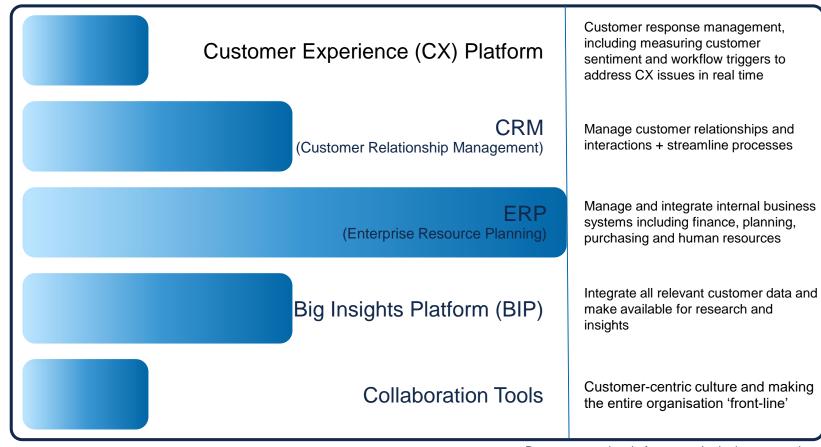
## Outcomes:

- Better collaboration with Councils to reduce complaints.
- Improved communication tools and ability to proactively identify issues and opportunities.





# Maturing our customer technologies will allow us to accelerate change



Note: Expanding the use of existing platforms will be performed via:

Bars represent level of progress in deployment and use

- ICT leading deployment and integration
- Customer & Strategy leading business requirements, configuration and data migration



# **Customer Experience Dashboard**

Karthik Venkataraman Head of Customer Experience

# Focussing on customer sentiment by measuring outcomes and understanding influencing factors will lead to delivery of key objectives

# Framework for customer experience reporting & why it matters

# **Delivery on key objectives**

- Long term sustained uplift in relational NPS
- 2. Contribute to Ausgrid's transformation targets
- 3. Create and enhance social license to execute strategy
- 4. Mitigate a high priority strategic risk of 'failure to establish customer-centric culture'



## **Voice of Customer**

Customer sentiment

# Network Size and Scale

The number of customers serviced, growth rates, types of services and regulatory obligations



# Network Performance

The key operational drivers in terms of maintenance, reliability, continuity, restoration and impact of external factors

# **Customer Actions**

Activities that our customers are undertaking in response to operational drivers

# Outcomes How Ausgrid is

addressing the demands of serviced customers and the 'moments that matter'

Customer





Julie Delvecchio

Head of Corporate Affairs

# Current state – issues

# **Issues**

- Functional design easy for customers to ignore
- Uses complex and unfriendly language
- Repetitive and redundant content
- Generates calls and deliver poor customer experience:
  - 1. translated content is incorrect
  - 2. multiple contact details
  - 3. does not direct customers to the website to get updated information on the outage
- Does not provide information about why the outage is required



# **Current state example:** Interruption to power supply

NECF30226

# Interruption to power supply



### To the occupant,

Ausgrid is carrying out essential upgrade and maintenance work on the local electricity network. Crews plan to interrupt or disconnect due to request by the customer or building management. Your power supply will be temporarily interrupted to allow crews to safely do the work.

### Planned power interruption

Start: 10:30pm on 05 Sep 2019

Finish: 3:30am on 06 Sep 2019

### Duration: 5 hours

\*Our alm is to minimise disruption caused during the work, however, unforeseen circumstances or weather may impact the start and finish times listed

We apologise for the inconvenience this essential work may cause.

We recommend you take some basic precautions before and during the interruption:

- Ensure mobile devices are fully charged.
- · Unplug or switch off appliances or sensitive electronic equipment including water pumps and three phase motors associated with air conditioning units
- Make sure that any alarms operate correctly without
- Avoid opening fridges or freezers during the
- You do not need to switch off or adjust any solar Installation.

We may need to access your electricity meter board as part of these works to allow for testing.

Information about planned work is available at ausgrid.com.au/outages/planned-interruptions. You can also ask questions on Facebook and Twitter.

www.facebook.com/Ausgrid twitter.com/Ausgrid

The reference number for this interruption is:

For more information about the interruption, please contact:

On the day of the interruption, please contact:

Ausgrid Contact Centre

131365

### Ausgrid

General Engulries: www.ausgrid.com.au/contactus Emergencies: 13 13 88

Ausgrid is permitted to interrupt the supply of electricity in accordance with the applicable laws. This notice has been prepared to comply with Rules 89 and 90 of the National Energy Retail Rules, section 52 of the NSW Electricity Supply Act and clause 10 of Ausgric's Deemed Standard Connection Contract. Enquiries about planned interruptions should be made to Ausgrid on the above numbers, not your energy

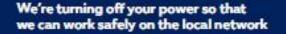
我們將於上述日常和時段暫停很難,得此過知。	Bu duyunu, yukanda sırakanan tarihler ve saatlende elektriğinizin geçici olarak kesileceği ile ilgilidir.	Đây là thông béo cáp điện tạm thời vào ngày và giờ nâu loàn.
Este es un aviso de interrupción temporal de su	Questo avviso riguarda un'internucione provvisoria	Ово обавештење се односи на привремени
suministro de electricidad para las fechas y horas	dell'arrogazione di energia elettrica alla Sua utenza	премидроводи струје на горе намедено
indicadas milo amba.	nelle data e negli cont elercati sopra.	дане и у горя намедено време.
Ono obaniještenje se odnosi na privromeni prekid	Dan Hervett jevitak li ser ikun herren internazijoni	Ninicipzo powiadomicnie dotyczy czasowej
dovoda struje na gore navedene dano i u gore	temporanja tai-provvista tieghek tad-dawl fid-dali u fil-	przenwy w dopływie prądu w podanych
navedeno vrijeme.	hinijert elenkari hawn luq.	powyżej dniach i godzinach.
ها الإشبار هو الإفتاع بطبق توارك القهرياني بشكل موقت في القوار وخ والأوقاف الشكورة أهلاء	Во извостуваме дана не има привремен превин во снабдувавьото со слектречна сморгија на дагумите и во времиныта што со прикажани погоре.	Αυτή η αδοτιοίηση αφορά την προσωρική διακοτή της παροχής του ηλειορικού σας ρεύματος κατά τις ημερομηνίες και ώρες που αναφέρονται παραπάτω.

# Re-designed notifications

- Friendlier, streamlined content in plain English
- Benefits-focused title and content
- Highlights essential information
- Makes NECF number prominent something customers need to get an update
- Delivers a better customer experience
- Drives traffic online or to the call centre for more information
- Legal and compliant as a notification
- Professional design
- Improves translated content to increase the number of languages and ensure they are understandable by communities
- Promotes Ausgrid social channels
- Provide a reason for the outage:
  - Upgrading the local network
  - Maintaining the local network
  - Allowing a customer or building manager to carry out work safely
  - Allowing an Accredited Service Provider to carry out work safely
  - Trimming trees away from powerlines



# Redesign option 1:





of the eliminariae Surrames Address Line 19 Address Line 29 Address Line 39 SUBLISH + STATE + 4705T000019

### Dear (Resident)

We are contacting you to let you know we will be temporarily interrupting your electricity supply so our teams can work safely on the local network.

<Crews will be allowing a customer or building manager to carry out work safely?

We may also need to access your meter board to allow for testing. We apologise for any inconvenience, and thank you for your patience while we complete this important work.

### Planned power interruption

Start Start

Finish: «Finish»

Duration: < Duration>

We always almits minimize authorize disruption, however, with respect to constitution or workford may impact the start and finish times fatind disrupt or many that this many made in his resolution. Check the workford or more information.

### Contact

For more information please visit: www.susgrid.com.su/plannedinterruptions

You will need your NECF National Energy Customer Framework (NECF) reference number.

The NECF reference number is:

### <NECF>

General enquiries: 13 13 65 Monday to Friday Emergencies: 13 13 88 24 hours @Ausgrid () ()



Please take the following precautions before and during the interruption:

- Ensure mobile devices are fully charged.
- Unplug or watch off appliances or sensitive electronic equipment including water pumps and three phase motors associated with air conditioning units and lifts.
- Make sure that any alarms operate correctly without mains power.
- (ii) Avoid opening fridges or freezers during the interruption.
- Don't switch off or adjust any soler installation.



# Redesign option 2:

# We're turning off your power so that we can work safely on the local network



of the of intraction of surragence of drivers, Line (2) of drivers, Line (3) of drivers, Line (3) of drivers, Line (3)



### Dear Resident>

We are contacting you to let you know we will be temporarly interrupting your electricity supply so our teams can work safely on the local network.

Crews will be allowing a customer or building manager to carry out work safely?

We may also need to access your meter board to allow for testing. We apologise for any inconvenience, and thank you for your patience while we complete this important work.

### Planned power interruption

Start: «Start»

Finish: «Finish»

Duration: < Duration>

We always alonin minimize undersor alongston, however, order some interestations in small be may imped the state of the lateral bland above an major that this more prison to be reprinted about Charlest the solution for more information.

### Contact

For more information please visit: www.susgrid.com.su/pleanedinterruptions

You will need your NECF National Energy Customer Framework (NECF) reference number.

The MECF reference number in:

<NECF>

General enquiries: 13 13 65 Monday to Friday

Emergencies: 13 13 88 24 hours

@Ausgrid () ()



Please take the following precautions before and during the interruption:

- (I) Ensure mobile devices are fully charged.
- Unplug or switch off appliances or sensitive electronic equipment including water pumps and three phase motors associated with air conditioning units and lifts.
- Make sure that any alarms operate correctly without mains power.
- (ii) Avoid opening fridges or freezers during the interruption.
- Don't switch off or adjust any solar installation.







### Need an interpreter? Call 131 450

### Chinese Simplified

我們將於上述日期和時段暫得供電,特此確如。

Bu duyuru, yukerde einelenen terihler ve eastlerde elektriğinizin geçid olarak kestleceği ile ligilidir.

### Viotnamese

Đây là thống báo cúp điển tạm thời vào ngày và giờ nâu

### Spanish

Este es un aviso de interrupción temporal de su auministro de electricidad para las fechas y honas. indicadas más arriba.

### Rallan

Questo avviso riguards un'interruzione provvisoria dell'erogazione di energia elettrica alla Sua utenza nelle date e negli orari elencati sopra.

Ово обванитење се односи на привремени прегид. довода струје на горе наведене дине и у горе навидино время

### Croatian

Ovo obevlještenje se odnosi na privremeni prekid dovoda: atruje na gore navedena dana i u gore navedeno vrijeme.

Dan i-evvit jevtek il ser ikun hemm interruzzjoni temporanja tel-provvista degfiek ted-dave fid-dad u filhinijiet elenkati hawn fug.

### Polish

Ninlejsze powiadomienie dotyczy czasowej przerwy w dopływie prejdu w podanych powydej dniech i godzinach.

### Arable

ووليروادل والراوت وطؤب وادخناقال ودراوش إلى الاه عالى وأخروا دعلى الكورال واللوخور اوجاليا وها جوراوم للعطرية

### Macedonian

Ве известуваме деса йз има прикремен прекон во снабдувањето со електричка енергија на дапумите и во времињата што се приказани погоре.

Αυτή η εδοποίηση αφορά την προσωρική διακοπή της παραχής του ηλικτρικού στας ριώματος κατά τις ημερομηνίες και ώρες που αναφέρονται ποραπάνω.

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Option 1 and 2:

Translations on back





# **CCC** feedback regarding Independent Advisory Tool

# **Feedback**

- Strong direction against advising customers
- "Ausgrid needs to build customer trust before it can be an advisor"
- Independent advisers are not trusted in the sector at the moment
- Although Ausgrid would be an independent party, "consumers are likely to assume you have a vested interest, even if you don't"
- Recommend providing referral links:
  - Linking customers to Government sites is okay
  - Linking customers to other parts Ausgrid website is okay
  - Be careful as providing referrals links to other organisations many be seen as an endorsement

# **Recommendations**

- CCC seemed supportive of investing in being more effective in Ausgrid's existing channels, i.e. assist customers to navigate Ausgrid sites and touch points
- CCC would support providing more generic advice

# Next steps (with CCC)

Present updated approach at the next CCC meeting, Tuesday, 10 December



# Navigate the Sector [working title] – Overview & next steps

(previously Independent Advisor Tool)

# **Purpose**

- Help direct customers to the appropriate contact/area and provide insights on questions important to customers (information only, excludes advice)
  - a) Simplify and rationalise the contact points within Ausgrid
  - b) Enhance Ausgrid website to help customers 'navigate' Ausgrid
  - c) Direct customers to the appropriate organisation if their request doesn't relate to Ausgrid (e.g. direct them to contact their council, including weblinks for government organisations only)
  - d) Provide information to make it easier to understand Ausgrid's role in the sector and options available to them e.g. DER

# Rationale

The energy sector can be complex and problematic to navigate:

- As an organisation with deep sector knowledge, Ausgrid could provide valuable information to help customers understand the sector and Ausgrid's role in it
- Most customers are not aware of DER trends and options available to them (now and in the medium term). Ausgrid could help increase awareness and understanding of DER options and how they could use them

# **Target Outcome**

Customers better able to understand Ausgrid and the sector, e.g.:

- Customers are able to easily identify how to navigate and engage with Ausgrid
- Helps customers understands the basics of the sector and who to engage regarding their needs and concerns
- Be better informed about DER and the opportunities it offers

# **Draft Scope**

- Preliminary target is residential and SME customers
- · Rationalisation of contact points and updates to website

# **Next steps**

- · Confirm updated scope
- Engage customer advocates / stakeholders to gather further information on customer 'information' needs
- Work closely with customer transformation teams regarding contact point rationalisation







# **Customer Commitments Update**



Commitment	Ausgrid Action	Outcome	Status Update	Committee
Share and improve internal cost benefit analysis, risk-based assessment, internal governance processes and forecasting investment - customers views better incorporated.	Revising Investment Governance     Framework to target customer     outcomes and developing an     improved investment evaluation     framework (better cost benefit     analysis)	<ul> <li>Improved quantification of customer benefits and consideration of customer in investment decisions</li> <li>Provide transparency on incorporating customer preferences in decisions (Energy Charter)</li> </ul>	<ul> <li>Phase 1- Mapping current state + developing ideal future state.</li> <li>Timeline for program delivery will be presented at next TRC meeting</li> </ul>	Technical Review Committee 2020 Share updates with CCC
Explore role of optionality in long term asset decisions - show that investment decisions have taken into consideration optionality (eg: new technologies)	- Incorporated in above	- As above	- As above	TRC CCC
Support industry-wide IT review	Co-develop submission to the AER ICT review submitted on AER 19 June	<ul> <li>Ensure efficiency of ICT         expenditure</li> <li>Better articulation of         customer benefits from ICT         expenditure</li> </ul>	- Likely outcomes of the AER's ICT review discussed at first TRC meeting. Now that the review has been finalised (28 Nov), views will again be sought at the next TRC.	TRC
Engage with customers on cyber expenditure & "target states" (formerly "maturity levels")	Determine decision making frame and trigger for additional cyber security capex	<ul> <li>Improved customer understanding of cyber spending</li> </ul>	<ul> <li>Cyber deep dive presented at first TRC.</li> <li>Aiming to include deep dive from government officials at next TRC.</li> </ul>	TRC

# **Customer Commitments Update**



Commitment	Action	Status	Committee
Jointly develop policy & regulatory framework submissions (see slide 50 and 51)	Maintain list of policy submissions prepared and submitted Progressively seek input from CCC members on submissions.	- Update at CCC meetings	NIAC, TRC and PWG
Collaborate with AER to improve Repex model and drive greater confidence in the tool	Draft submission shared with CCC 27 Sept 2019 Submitted to AER 7 October 2019	- Further CCC consultation during 2020	Technical Review Committee
Work with AER to give effect to tax Review Final Decisions and accept Rate of Return decision	Updated PTRM	- Complete	Complete



Establish Network Innovation Advisory, Technical Review Committee, Pricing Working Group	<ul> <li>Website update to improve transparency</li> <li>NIAC meeting 16 October 2019</li> <li>TRC meeting mid-November 2019</li> <li>PWG meetings ongoing Embedded networks)</li> </ul>	<ul><li>Committees established</li><li>Collaboration ongoing</li></ul>	
Implement Opex productivity from FY21			Complete
Deliver against Energy Charter principles	<ul> <li>First Disclosure report submitted (Oct 2019).</li> <li>Independent Accountability Report delivered. Nov 2019</li> </ul>	Deliver on 2019     commitments     Compile 2020 report	ссс
Deeper engagement in customer strategy and business planning	<ul> <li>Transform the way we work program overview</li> <li>Develop scorecard improve transparency of performance and provide input to actions</li> </ul>	<ul> <li>Customer transformation update at Dec CCC</li> <li>Customer experience scorecard update Dec CCC.</li> </ul>	All committees
Greater focus on non-network/DM solutions and work on demand response rule change	<ul> <li>Greater focus on non-network solutions</li> <li>AEMC wholesale demand response mechanism rule change draft rule</li> </ul>	- Final rule on wholesale demand rule change extended to 11 June 2020.	NIAC/TRC
Exclude Innovation, cyber and ADMS from CESS		- Complete	Complete

# **Energy Charter Key Commitments**

Key Customer commitments and Energy Charter will be brought together and tracked at CCC, ELT and Board level.

### P1. PUT CUSTOMERS AT THE CENTRE OF OUR BUSINESS

- Accelerate cultural change
- Develop Customer Experience Scorecard
- Fostering community trust program Basics done brilliantly,
   Foster Sustainable Communities, Building Trusting Stakeholder
   Relationships
- Delivering on Customer Commitments

# P2. PROVIDE ENERGY SAFELY, RELIABILITY AND SUSTAINABLY

- Our Life Savers, Safety Reset
- Live Pause review and implementation of measures
- Public Safety Risk Management Framework
- ENSMS improved stakeholder communications
- Public Electrical Safety and Awareness Program (PESAP)
- Review of public safety communications
- Emissions Reduction Target commitment
- Reliability program

# P3. IMPROVE ENERGY AFFORDABILITY

- Independent Advisory Tool Stage 1 research
- Review of Ausgrid's capital investments
- Demand Management programs to defer costs
- Tariff reform + Better Together Initiative Customer Led Network Pricing
- Policy reform collaboration
- Innovation projects VPP, Power2U, Charge together

## P4. IMPROVE CUSTOMER EXPERIENCE

- Improve customer data
- CRM refinement improving claims and complaints handling
- Customer segmentation and journey mapping
- Improve engagement Councils, ASPs, Major Customers and Retailers
- Sydney Alliance CALD train the trainer (under consideration)
- Review customer contact points and template communications
- Improve response to street light repairs
- Vegetation Management improvements

# **CCC** discussion:



## P5. SUPPORT VULNERABLE CUSTOMERS

- Improved understanding of life support customers
- Vulnerable Customer Strategy
- Implementation of new service category (30 min fault repairs)

# Key regulatory processes

Review name	Summary	Status Update	Strategic Rationale/Ausgrid views
AEMC Electricity Networks Economic Regulatory Framework (ENERF) Review 2019	The AEMC is assessing whether the regulatory framework is robust and flexible in a future environment of decentralised energy supply. The 2019 report was published on 26 September 2019 and focussed almost entirely on the integration of DER. The key recommendations were:  1. Distribution access and charging needs to be reformed.  2. The costs/benefits of export capacity should be quantified  3. The AER should provide clarity on how DER integration expenditure will be assessed  4. Competitive metering arrangements should be reviewed.	Final report published 26 September 2019	Ausgrid supports the direction of the AEMC reforms. The 2019 ENERF report highlights the important role of distribution networks in the future, particularly regarding the integration of DER on the network. The report identifies community batteries as one of the ways consumers will use the grid in the future.  Access and charging reform to accommodate increasing levels of DER on our network is one of our key focus areas.
ESB post 2025 review	The COAG Energy Council has tasked the Energy Security Board (ESB) with developing advice on a long-term, fit for purpose market framework that could apply post 2025. The ESB published an issues paper seeking views on the key challenges that will be material to a new market design.	Submission lodged 30 September 2019	Our submission highlighted: 1. The importance of recognising the value of all services provided by different types of generation 2. The increasing role of DNSPs in supporting innovation and efficient network outcomes 3. The need for appropriate price signals to support DER integration
AER Default Market Offer (DMO)	The AER is consulting on its methodology for setting the default market offer (DMO) prices for 2020/21. The policy intent of the DMO is the protect consumers who are not engaged in the market from paying unreasonably high prices.	Submissions lodged 18 October 2019	We are supportive of the policy intent of the DMO and are broadly supportive of the AER's proposed methodology. We are concerned that under the AER's proposed methodology our network charge reductions will be locked away from customers in perpetuity.
AER repex modelling assumptions	The AER has commenced consultation on the modelling assumptions it should apply when running its "repex model". The AER has requested feedback on 13 specific modelling assumptions to help improve the stability and accuracy of repex model outcomes.	Submission lodged 7 October 2019	We support the AER's review given that the consultation process is an opportunity to strengthen how the repex model is applied.
AER ring fencing review	The AER has commenced a review of the electricity distribution ring fencing guideline. The review aims to clarify terms that the AER views as being mis-interpreted, including the definition of office. The AER has also signalled an intention to restrict regulated staff from 'mixing' with unregulated staff during the course of a normal working day.	Submission lodged 23 September 2019	Our submission recognised the importance of ring fencing in the development of competitive markets and encouraged the AER to clearly demonstrate the actual harm to competition that any new ring fencing obligations are intending to address.
AEMC draft rule to establish a wholesale DRM	The AEMC has made a draft rule to establish a wholesale demand response mechanism on 1 July 2022. Initially, the DRM will only apply to large customers who will need to register as a new market participant called a Demand Response Service Provider (DRSP).	Submission lodged on 12 September 2019	Our submission supported of the draft rule as it is a step towards a true, two-sided market. Greater visibility of which customers in our network are participating in demand response activities will help with load forecasting and network planning.
Review of IT expenditure	The AER is reviewing the way it assesses IT capex forecasts as part of regulatory determinations	Submission lodged 19 June 2019	While the AER review will not impact our 2019-24 capex forecasts, the review will impact the way the AER assesses our IT expenditure into the 2024-29 regulatory period. The AER proposes to review the way it assesses both recurrent and non-recurrent IT expenditure.



# Key regulatory processes

Review name	Summary	Status Update	Strategic Rationale/Ausgrid views
Pathway to the 2020 Rate of Return Instrument		Submissions close 13 December 2019	Ausgrid will make a short submission with suggestions on how the AER can improve the transparency of its review process.
NSW government electric buses inquiry	The NSW Legislative Council is running a Parliamentary inquiry into the benefits of transitioning to electric buses and the minimum energy and infrastructure requirements needed to power them. The feedback received on this inquiry could lead to tangible policy outcomes that shift Sydney's entire 8,000 buses to an all-electric fleet.	Submissions close 20 December 2019	The transition to electric buses would lead to improvements in air quality, lower carbon emissions and reduce noise pollution. The key message in our submission is that Ausgrid supports electric buses and wants to work collaborative with the NSW government at the earliest possible stage in the transition.
AER Distributed Energy Resources (DER) integration capex review	henefits and risks that must be considered in formulating a DFR driven expenditure proposal. The AFMC's	Submissions close 20 January	We are supportive of the AER providing greater clarity in how it will assess DER integration expenditure proposals. The submission we make most likely emphasise the need for the AER to develop guiding principles to inform its assessment approach rather prescriptive rules.
COAG Energy Council consultation on AER enforcement powers	1. Establishes a new three tier civil penalty regime in the NEL with the new tier 1 attracting significant	Submissions close 6 January	The proposed changes coincide with the development of the 'big stick' legislation which is primarily targeted at retailer and wholesaler misconduct. It does not appear that the new tier 1 civil penalties will apply to Ausgrid.





# 2020 Meeting Schedule

# **Four Customer Consultative Committee meetings in 2020**

# March

• Wednesday 25 March or Thursday 26 March 9:30-2:30pm

# July

To be identified

# September

- Tuesday 15 September 9.30a-2:30pm
- Wednesday 23 September or Thursday 24 9.30am-2:30pm

# **December**

Wednesday 9 December or Thursday 10 December - 9.30am-2:30pm

NB: NIAC will be scheduled on the day prior



