

**ActewAGL Distribution Energy Consumer Reference Council  
Communique**

**Meeting 14 – 12 October 2016**

The ActewAGL Distribution Energy Consumer Reference Council (ECRC) met on 12 October 2016. Representatives from Master Builders Association, ACT Council of Social Services (ACTCOSS), Council on the Aging ACT (COTA), SEE-Change, Canberra Business Chamber, Australian National University and the Gungahlin and Tuggeranong Community Councils participated in the meeting.

**The following discussion occurred:**

- Matters arising from the previous meeting included:
  - Brief presentation on the electricity reliability trends in the ACT. It was noted that ActewAGL Distribution continues to have one of the highest levels of network reliability in Australia.
  - Advice to the meeting that ACTCOSS, Canberra Business Chamber and SEE-Change have been successful in securing funding for a part-time resource to undertake research and support industry advocacy with respect to energy policy in the ACT. ActewAGL Distribution will also be providing part funding.
- The following presentations and associated discussions occurred at the meeting:
  - **ACT Security of Supply;** ActewAGL Distribution gave a presentation on the progress of the program to increase the security of supply to the ACT electricity network. It was suggested this information would be useful for inclusion as a fact sheet on the website.
  - **Electricity Regulatory Matters;** ActewAGL Distribution provided an update on the Revised Tariff Structure Statement submitted to the AER on 4 October 2016. Further discussion also occurred on the regulatory process leading up to the 2019-24 Regulatory Period. The ECRC was invited to provide feedback on how consultation on ActewAGL Distribution's Regulatory Submission to the AER should occur. The ECRC highlighted the importance of consumers being involved early in the process and suggested there needed to be a phase of briefing and educating consumers before starting the consumer feedback stage. Consumer-led research may also be an important part of the briefing phase. The ECRC was also updated on the progress of the Participant Derogation Rule Change that has been submitted to the AEMC.
  - **Power of Choice project;** a short presentation was given outlining ActewAGL Distribution's longer term plans to provide improved customer access to their energy usage information through online and digital platforms.
  - **Consumer Engagement Strategy;** the draft ActewAGL Distribution Stage 2 Customer Engagement Strategy was tabled at the meeting, along with a draft report on Stage 1 and an overarching customer summary. The ECRC was invited to provide feedback on these documents.

ActewAGL Distribution representatives also provided information to the ECRC in response to local media attention in relation to electricity meter connections and changes to the gas meter reading process (and subsequent high number of estimated bills).

Copies of PowerPoint presentations and papers presented to the meeting are available at [www.actewagl.com.au/consumerengagement](http://www.actewagl.com.au/consumerengagement). The next meeting of the ECRC is scheduled for December 2016. For further information contact Peter Cunningham, ActewAGL on 02 6293 5108.