

**ActewAGL Distribution Energy Consumer Reference Council  
Communique**

**Meeting 15 – 7 December 2016**

The ActewAGL Distribution Energy Consumer Reference Council (ECRC) met on 7 December 2016. Representatives from ACT Council of Social Services (ACTCOSS), Council on the Aging ACT (COTA), Canberra Business Chamber, Australian National University, Engineers Australia and the Gungahlin and Tuggeranong Community Councils participated in the meeting.

Mr Michael Costello, Chief Executive Officer, ActewAGL addressed the meeting, thanking participants for their continued contribution to ActewAGL Distribution through the ECRC. He acknowledged that the ECRC has been in existence for two years this week and that the forum has been very beneficial to ActewAGL Distribution and its understanding of its customers.

**The following presentations and associated discussion occurred at the meeting:**

- **ActewAGL Distribution Customer Engagement Strategy Stage 2;** 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 provided feedback on these documents, including the importance of using base-line benchmarking to measure success of the Strategy and ensuring that engagement tools were appropriate to smaller special interest groups as well as general customers.
- **Cybersecurity and the electricity supply;** ActewAGL Distribution provided a general overview of the cybersecurity planning and response approach within the organisation. Members of the ECRC encouraged ActewAGL Distribution to also consider the impacts on their business of non-energy related cybersecurity issues, such as if the GPS system, or mobile phone towers failed and the impact of this on operation of the network.
- **Electricity Regulatory Matters;** ActewAGL Distribution provided the ECRC with an update on the Ring Fencing Guidelines recently released by the Australian Energy Regulator and undertook to keep the ECRC informed as the implications of these new guidelines were better understood. An outline of the Customer Engagement Strategy for the 2019-24 Electricity Regulatory Determination process was provided to the ECRC. The ECRC encouraged ActewAGL Distribution to include contact phone numbers on customer consultation information and to explore opportunities to capture 'verbal submissions' in addition to written ones.
- **Power of Choice project;** ActewAGL Distribution updated the ECRC on the metering changes under Power of Choice and noted that two industry forums had been held during November, supported by the release of an Industry Information Paper. ECRC members were keen to ensure that consumer protection measures would be maintained under Power of Choice and that attention be given to general customer information during 2017.
- **Network Safety Campaign;** ActewAGL Distribution provided the ECRC with an update on the network safety campaign, noting the next stage will focus on 'shocks and tingles'.

ActewAGL Distribution representatives also provided information to the ECRC in response to local media attention suggesting that gas prices in the ACT were significantly high when compared to Queensland. ActewAGL Distribution clarified that ACT gas prices were very competitive and open to competition, however that ACT residents were much higher users of gas than Queensland as a result of the different climate, and hence their bills were larger.

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 February 2017. For further information contact Peter Cunningham, ActewAGL on 02 6293 5108.