

**ActewAGL Distribution Energy Consumer Reference Council
Communique**

Meeting 16 – 8 February 2017

The ActewAGL Distribution Energy Consumer Reference Council (ECRC) met on 8 February 2017. Representatives from Council on the Aging ACT (COTA), Master Builders Association, SEE-Change, Engineers Australia and the Gungahlin Community Council participated in the meeting. The ACT Energy Consumer Advocate attended as an observer.

The following presentations and associated discussion occurred at the meeting:

- **Canberra Light Rail – Energy infrastructure requirements and relocations;** ActewAGL Distribution provided an update on the scope of works during construction and on-going operational role of ActewAGL Distribution with respect to the Stage 1 Light Rail.
- **Energy Network Transformation Roadmap;** Representatives of Energy Networks Australia presented to the ECRC on recent work with the CSIRO on a future roadmap for electricity networks. The presentation related to a series of reports that have been developed as part of the Transformation Roadmap. Discussion considered:
 - Long-term role of consumers in the energy market and the importance of building consumer capability to participate in the industry transformation;
 - The transformation towards a new model that is already underway at ActewAGL Distribution;
 - Links with current Power of Choice reforms and the opportunities customers will have to respond to the increased access to usage information.
- **Electricity Regulatory Matters;** ActewAGL Distribution provided the ECRC with an update on the 2019-24 Electricity Regulatory Determination process, including the timeframe for finalising the Framework and Approach and opportunities for stakeholder submissions to the AER. The ECRC was also briefed on the Consumer Challenge Panel and a consultancy that ACTCOSS is undertaking to gather considered consumer feedback on the Issues Paper released in December 2016.
- **Planned interruptions;** ActewAGL Distribution provided the ECRC with a presentation on the nature of works undertaken with respect to maintenance and inspection, emergency services and new customer connections. The notification procedure and timeframes was discussed and the challenges associated with balancing the range of customer needs. The implication of working in very hot weather was discussed, and it was noted that in most instances planned outages were restored early in the afternoon in an attempt to avoid the hottest part of the day.
- **Power of Choice project;** ActewAGL Distribution updated the ECRC on the customer access to information portal. It was noted that customer and industry engagement on the broader Power of Choice Reforms is still underway with public forums proposed for March.

Copies of PowerPoint presentations and papers presented to the meeting are available at www.actewagl.com.au/consumerengagement . The next meeting of the ECRC is scheduled for April 2017. For further information contact Peter Cunningham, ActewAGL on 02 6293 5108.