

ActewAGL Distribution, Energy Consumer Reference Council

Meeting 16 Minutes 8 February 2017, 9:30-12:30

ActewAGL Greenway Depot, Greenway

Attendees

Allan Williams (Chairman)	
Ewan Brown	Gungahlin Community Council
Rick Lord	Council of the Aging
Nick Clarke	Engineers Australia, Canberra Division
Michael Hopkins	Master Builders Association
Liam Lilley	SEE-Change
Eileen Newmarch	Energised Consumer Project Officer

ActewAGL Distribution (AAD)

Dennis Stanley	Branch Manager, Asset Strategy
Joanne Fisher	Branch Manager, Business Transformation
Paul Walshe	Director, Marketing and Corporate Affairs
Peter Cunningham	Regulatory Manager, Asset Management
Alison Davis	Manager, Energy Markets and Contact Centre
Chris Bell	Manager Electricity Networks Price Review
Clinton McAlister	Branch Manager, Works Delivery
Michael Monck	Program Manager, Power of Choice
Brad Eagle	Strategic Project Services
Emily Brown	Regulatory Pricing Manager
Andrew Gillies	Marketing and Corporate Affairs
Helen Leayr	Consumer Engagement
Kerri Hannaford	Consumer Engagement

Guests

Stuart Johnston	Executive Director, Assets and Network Transformation, Energy Networks Australia
Garth Crawford	Executive Director, Economic Regulation, Energy Networks Australia

Apologies

John Sullivan	Australian National University
Ron Thompson	Canberra Business Chamber
Susan Helyar	ACT Council of Social Services
Glenys Patulny	Tuggeranong Community Council
Kirk Coningham	Master Builders Association
Adina Cirson	Property Council of Australia, ACT
Stephen Devlin	General Manager, Asset Management, AAD
William Yeap	Manager, Gas Networks, AAD

Papers distributed prior to the meeting:

- Agenda meeting #16
- Draft Minutes of meeting #15
- Copies of available presentations

1 Welcome and introductions

The Chair, Allan Williams, welcomed Council members and apologies were noted. Mr Williams welcomed representatives from Energy Networks Australia who were invited to present on Electricity Network Transformation project. It was noted that there will be a new representative of the Canberra Business Chamber on the ECRC, Mr Ron Thompson. The positive work and dedication Ms Riethmiller had shown to the ECRC over the last two years was noted.

2 Review and ratify minutes of meeting # 14

Minutes of meeting #15 were ratified and the minutes are to be added to the website.

Mr Williams addressed the items arising from the minutes:

- Article for inclusion in industry newsletters about electricity reliability of supply has been completed.
- The letter from the CEO to the editor of the Canberra Times about gas prices has been distributed to ECRC members.
- Mr Walsh confirmed that the Network Safety Campaign has commenced.
- Ms Brown confirmed that there will be an update on ring fencing at the next ECRC meeting in April.

3 ECRC member updates

Mr Williams invited members to put forward matters for discussion and updates from previous meetings. There were no member updates.

4 Electricity Network Transformation Roadmap.

Dr Stuart Johnston, Executive Director, Assets and Network Transformation and Garth Crawford, Executive Director, Economic Regulation of Energy Networks Australia provided a presentation to the meeting 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:

- Q. With regard to micro grids; AAD have recently found that for 10,500 houses a micro grid was not economically viable. The economies of scale and regulatory barriers have not really been addressed yet. A. Yes this has also been seen in Victoria.
- Q. Concerning engagement with consumers are you seeking feedback? A. Yes in relation to the customer centric model, for instance, we are working with the AER Customer Challenge Panel.

- Q. How do you see consumers be skilled up enough to be able to provide informed input? A. Ensuring consumers have the appropriate skills is important; there are workshops underway and direct funding programs are now occurring across Australia, largely through Energy Consumers Australia. Comment: The Power of Choice will be implemented by AAD late 2017, it will be interesting to see how the customers respond. A. Yes Canberra is a different demographic.
- Q. At the end of the consultation period on the Report what will happen? A. The Report will be considered by the ENA Board and CSIRO. The ENA website will include feedback that has been received through the consultation and how it has been dealt with.
- Q. Are the carbon abatement goals in line with the Paris agreement? A. Yes, they are in line with the Paris agreement and have been included in the submission to consider the best way to reach the goals.

5 Canberra Light Rail

Mr Brad Eagle, Senior Project Manager, Strategic Project Services, AAD, presented to the meeting on 'Canberra Metro Light Rail, Energy Infrastructure Requirements and Relocations'. The presentation included:

- Transaction supply
- Substation design
- Relocations and Low Voltage Supply
- Technical Considerations

Discussion:

- Q. As well as Rail upgrades what is happening with other required upgrades to address the significant redevelopment along the light rail corridor and are there impacts on private land/easements? A. AAD is only able to consider upgrade to the infrastructure that we are aware of; other upgrades required for individual developments will be managed as they arise. The impact at this stage has only been specifically on the rail corridor and none of the surrounding land.
- Q. Will there be any impact on consumers from the cost of these relocations? A. The cost of all the relocations and upgrades and being met by the light rail project.
- Q. Will the load required for the Rail be significant for a given area? A. No, maybe 5-10% increases for each area substation, so not significant.
- Q. What is the timeframe for the substations? A. The first substation will be commissioned in October 2017; they are halfway through the relocation now.

6 Regulatory Matters

Ms Emily Brown, Regulatory Pricing Manger, AAD, presented to the meeting an update on the 2019 – 24 Electricity Network Regulatory Proposal (also referred to as EN19).

The update on EN19 included:

- Timeframe for finalising the Framework and Approach
- Project Board established

- Strategies are now being developed
- Consumer engagement phase from April 2017
- Briefing on the ACTCOSS consultancy and associated workshop on 14 February

Discussion:

Q. When will the ECRC be consulted? A. The draft strategies are currently being developed to inform a community discussion paper and input will be sought from the ECRC between April-June 2017. Ms Leayr noted that following distribution of the last Communique to all Community Councils, the Belconnen Community council has asked for a presentation as part of seeking community feedback during the development of the EN19 submission.

Q. The MBA is unable to attend the workshop being hosted by ACTCOSS next week, can we still provide input? A. Input to the issues paper will be welcome.

7 Media Coverage – planned interruptions

Mr Clinton McAlister, Branch Manager Works Delivery, AAD, presented to the meeting. The presentation included:

- Customer notifications
- Need to deliver value to the community
- Area of operations
- Program of work

Discussion:

Q. At what temperature do AAD workers stop work? A. There is not a set limit but there are always controls in place to manage the safety of workers, for instance, if needed extra resources will be committed to ensure outage work in summer is completed before midday.

Q. What happens when the ACT Government declares extreme heat days? A. If there is extreme heat and a total fire ban is declared then the work being undertaken is re-assessed to ensure it does not contravene fire ban rules.

Q. Can you tell us more about the situation mentioned in the Canberra Times in January?

A. The residents in Hawker were notified that the outage would be from 8am – 3pm, the power was back on by 1.15 pm. If the outage had been cancelled then there are extra costs incurred and there is a further inconvenience to the customer. Critical customers, for instance, those on life support, were notified by the call team.

8 Power of Choice

Mr Michael Monck, Power of Choice, Program Manager, AAD, provided the ECRC with an update on the Power of Choice reforms. The presentation included a presentation on the customer access to data portal project and an update on the next consumer engagement steps for the broader Power of Choice reforms.

Mr Monck noted that the portal will provide information to customers on their energy use, it will not include pricing information, as this is a retail matter.

Discussion:

Q. How will those who don't have a smart phone or access to the web be able to participate?

A. As is now the case, customers can call AAD and request their information be sent to them.

Q. At an earlier meeting there were issues discussed about estimates of household energy usage being incorrect. A. Yes, the issues that arose on that occasion will not be relevant if smart meters are being used as they do not require a manual reading of a meter. The experience in Victoria with smart meters has provided valuable learnings.

Q. Could there be a spin off for AAD with a future requirement for home owners to provide their energy usage data when selling a home like the current energy rating information? A. AAD would not be able to provide that information but the home owner could release it if it was a useful marketing point.

9 Other matters

Mr Denis Stanley, Branch Manager, Asset Strategy, AAD noted that the Williamsdale solar farm is now connected to the network. Mr Stanley also advise that one day in the first week in February, the ACT recorded its highest ever peak demand for electricity. The ECRC was reminded that the network needs to be able to cover peak loads without causing excessive stress on the network.

10 Draft post-meeting communique

The following matters were noted for inclusion in the Communique.

- Canberra Light Rail
- Energy Network Transformation Roadmap
- Electricity Regulatory Matters
- Planned Interruptions
- Power of Choice project

11 Next meeting

9.30am 5 April 2017

12 Meeting close

Mr Williams closed the meeting at 12:30pm.

The following additional documentation for the interest of members was noted on the agenda:

- Electricity Network Transformation Roadmap – released by CSIRO and Energy Networks Australia, December 2016 <http://www.energynetworks.com.au/electricity-network-transformation-roadmap>
- ActewAGL Distribution Annual Planning Report 2016 – released December 2016 <http://www.actewagl.com.au/~media/ActewAGL/ActewAGL-Files/About-us/Electricity-network/Annual-planning-report/ActewAGL-APR-2016.ashx?la=en>