

ActewAGL Distribution Energy Consumer Reference Council Communique

Meeting 19 – 9 August 2017

The ActewAGL Distribution Energy Consumer Reference Council (ECRC) met on 9 August 2017. Representatives from Council on the Aging ACT (COTA), Canberra Business Chamber, Master Builders Association, Property Council of Australia (ACT Division), Engineers Australia, ACT Council of Social Services (ACTCOSS) and the Tuggeranong 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:

- **Retail price changes;** ActewAGL Distribution provided a brief outline to the meeting on the new retail electricity prices from 1 July 2017 and what was driving the increased priced. This will be a focus of discussion the next meeting and members provided input to the types of areas that should be covered in this discussion at the October ECRC meeting. Members noted that regardless of the cause of these price rises the impost is significant for both residential and business customers.
- **Customer Charter;** ActewAGL Distribution sought feedback from ECRC members as part of a current review of the ActewAGL Distribution Customer Charter. Members provided a range of feedback, including the importance of the Charter being easy to understand and not too technical as well as provide support to customers on how to meet their customer obligations – such as links to information on relevant regulations, safety tips associated with electricity assets located on customer premises etc. It was also noted that the customer charter should consider 'pre-customers' such as those seeking a connection who are not technically customers, yet are looking for service from ActewAGL Distribution. Discussion with ECRC members will continue as the Charter is revised with a final version to be presented to the next ECRC meeting.
- **2019-24 Electricity Networks Regulatory Proposal;** ActewAGL Distribution representatives provided a detailed presentation on key areas being explored as part of the development of the 2019-24 Electricity Networks Regulatory Proposal to the Australian Energy Regulator. The presentation incorporated facilitated discussion and feedback from ECRC members in the areas of:
 - Operational expenditure and the trade-off between reliability and cost
 - Technology implications for the network and how ActewAGL Distribution should respond to emerging technologies
 - Network prices and the approach ActewAGL Distribution should take in moving towards more cost-reflective network tariffs.

ActewAGL Distribution also provided members of the ECRC with an overview of customer feedback received to-date from the 2019-24 Electricity Network five-year plan customer workshops undertaken during July.

Members of the ECRC were reminded that written submissions in response to the Discussion Paper 'Priorities for the ACT Electricity Network' will be received until 31 August 2017.

Copies of presentations and papers presented to the meeting are available at www.actewagl.com.au/consumerengagement . The next meeting of the ECRC is scheduled for October 2017. For further information contact Jo Fisher, ActewAGL on 02 6248 3314.