

Peak Customer and Stakeholder Committee Minutes

Tuesday, 18 May 2021

Name	Organisation
Attendees	
Adam Young	AER
Spencer Little	AER
Mark McKenzie	Council of Small Business Organisations of Australia
Annie Kiefer	Country Women's Association & National Council of Women NSW
Leanne Pickering	Endeavour Energy
Francoise Merit	Endeavour Energy
Scott Ryan	Endeavour Energy
Andrew Pitman	Endeavour Energy
Peter Payne	Endeavour Energy
Colin Crisafulli	Endeavour Energy
Danielle Manley	Endeavour Energy
Jacqueline Crompton	Endeavour Energy
Daniel Bubb	Endeavour Energy
Mark Grenning	Energy Users Association of Australia
Rosa Krilic	Energy and Water Ombudsman NSW – observer role
Trevor Oldfield	Greater Blacktown Business Chamber
Melinda Liberato	Illawarra Shoalhaven Joint Organisation
Cristina Talacko	Multicultural NSW
Bruce McClelland	NSW Business Chamber
Miyuru Ediriweera	Public Interest Advocacy Centre
Mike Swanston	The Customer Advocate
Mark Byrne	Total Environment Centre
David White	Urban Development Institute of Australia
Nic Pasternatsky	Western Sydney Regional Organisation of Councils
Apologies	
Kate McCue	Endeavour Energy
Iain Maitland	Ethic Communities Council

Actions arising from previous meeting

Action	Status	Notes
NIL		

Welcome

Leanne Pickering welcomed members to the meeting and warmly thanked departing member, Miyuru Ediriweera for his contribution to Endeavour Energy customer committees on behalf of the Public Interest Advocacy Centre (PIAC).

Leanne also warmly welcomed Mike Swanston, The Customer Advocate to his first PCSC meeting, and thanked him for flying from QLD to attend the meeting.

Two new members of the Committee were acknowledged as joining in August, including Anna Livsey from PIAC and Jacqueline Crawshaw from Energy Users Australia.

Good news update

Leanne Pickering, Chief Customer & Strategy Officer updated members on Endeavour Energy's new volunteering program which provides permeants staff two days of paid volunteer leave, which can be used individually or in team "Make a Difference" days organised by Endeavour Energy.

Leanne also updated PSCS members on progress of the Endeavour Energy's Community Battery initiative, which has commenced with planning for two demonstration batteries in Blacktown City and Kiama local government areas. These councils have enthusiastically received Endeavour's proposals and Endeavour will take learning from these two installations to develop a ramped-up rollout over batteries across the network in the next five years.

Member	Feedback
Melinda Liberato	<ul style="list-style-type: none">• Love this. Congratulations.

Customer engagement roadmap: Regulatory Reference Group (RRG)

RRG member, Mike Swanston updated the PCSC on initial RRG meetings, including the co-design workshop on 3 May which brought Endeavour Energy Directors, Executive, project team and the RRG together in a full-day workshop to co-design our engagement roadmap.

Member	Feedback
Mike Swanston	<ul style="list-style-type: none">• Co-design workshop identified key things that would underpin engagement: priorities, headline issues, techniques.• A lot of emphasis will be placed on business as usual engagement, as well as engagement for the revenue proposal.• The role of customers in in the reset has changed – understanding customers is becoming more and more important.

Member	Feedback
	<ul style="list-style-type: none"> • If the utility can gauge its customers well, undertake effective and informed engagement and show that it has moved the needle on issues, the better received a revenue proposal will be. Important that the AER “can be confident there’s been a fair dinkum pitch”. • The level of Board and Executive engagement was “terrific, it just blew me away. We haven’t seen it before.” “All the key ingredients were there which was just terrific.” • Consumers must also be heavily engaged. • “Not a dollar too much and not a day too soon” is still an important paradigm. • CALD is a big issue. • Engagement mapping led to a few adjustments on issues – capital operating trade offs and asset obsolescence were examples of issues added to the engagement map. • The question of where retailers fit was discussed. • The relationship between the RRG & PCSC is of critical importance. • Re ICT: “it’s not the investment that matters but what you are trying to do with the IT”. • “Do it once, do it well.”
Mark Grenning & Mark Byrne	<ul style="list-style-type: none"> • Discussed the relative impacts of changing inflation on the re-set.

Website

Peter Payne, Media Manager, updated the PCSC on the progress and significance of the website renewal project to customer engagement, and invited members to participate in further users testing both before the website is launched and after it is operational.

Member	Feedback
Mike Swanston	<ul style="list-style-type: none"> • Noted importance of timely outage information Senior management buy-in is critical to high quality customer and stakeholder engagement. <ul style="list-style-type: none"> ○ Scott Ryan advised this was a work in progress and that ADMS would play an important role in timely and accurate advice. ○ Leanne Pickering advised Customer Journey mapping demonstrated that customers also wanted to know why outages had occurred and our outage information would reflect that feedback. • Asked about connections data <ul style="list-style-type: none"> ○ Scott Ryan advised connections still come through the website and EE is looking at ways of improving self-serving. • Asked about the quality of our customer data. <ul style="list-style-type: none"> ○ Scott Ryan and Leanne Pickering advised we had 80% of customer mobiles, and that aiming for 100% was unrealistic, however EE aiming for 90%+. ○ Danielle Manley reflected on the systemic changes in customer engagement channels and the need to be more sophisticated in response.
Trevor Oldfield	<ul style="list-style-type: none"> • Volunteered to participate in further user testing
Mark Grenning	<ul style="list-style-type: none"> • Volunteered to participate in further user testing

Member	Feedback
Nic Pasternatsky	<ul style="list-style-type: none"> Volunteered to participate in further user testing
Melinda Liberato	<ul style="list-style-type: none"> Volunteered to participate in further user testing
Mark McKenzie	<ul style="list-style-type: none"> Volunteered to participate in further user testing

Energy Charter

On behalf of Kate McCue, Manager Corporate Affairs, Peter Payne, Media Manager delivered a presentation on Endeavour Energy's progress against Energy Charter commitments.

Mark Grenning temporarily left the meeting to avoid a conflict of interest arising from his role in the Energy Charter Accountability Panel.

Peter Payne advised that Endeavour Energy had completed 18 of the 44 Energy Charter commitments, and that Endeavour Energy would further advise the PCSC on progress before formally publishing its disclosure report.

Tariffs

Colin Crisafulli, Manager Regulation and Daniel Bubb, Network Pricing Manager discussed proposed FY22 tariffs and Endeavour Energy's future tariff strategy. Daniel advised that the AER had just approved Endeavour Energy's 2021/22 pricing, which would see a 3.2% drop in distribution costs, which comprise approx. 35% of a customer's bill.

Member	Feedback
Mike Swanston	<ul style="list-style-type: none"> Asked for mix of customers on flat tariffs <ul style="list-style-type: none"> Daniel confirmed 99% of customers on flat tariffs as time-of-use tariffs not being passed on by retailers even though 90% of EE customers would benefit from them even without adopting any behaviour changes. Francoise Merit confirmed that tariffs offered to customers are out of EE's control. Colin Crisafulli advised that retailers control meter rollouts, tariffs and passthrough of DNSP tariffs.
Adam Young	<ul style="list-style-type: none"> Advised that the AER was open to having Board discussions regarding tariff strategies and how the AER can assist EE is getting advantageous tariffs through to customers. <ul style="list-style-type: none"> Colin Crisafulli accepted that invitation to meet with the AER Board.
Mark Byrne	<ul style="list-style-type: none"> What problem does the "duck curve" cause? <ul style="list-style-type: none"> Scott Ryan advised that we expect 40% solar uptake in the next 5 years, or 20K new solar customers a year. Looking at how to smooth out the peaks. Duck curve is something we are watching very closely. So far, we're not seeing network instability, but it may happen in the future.
Miyuru Ediriweera	<ul style="list-style-type: none"> Asked if joint engagement with other DNSPs had commenced. <ul style="list-style-type: none"> JC advised this had started and that feedback from the co-design workshop particularly relating to joint research had been conveyed by EE during DNSP collaboration days. What tariffs will be applied to community batteries?

Member	Feedback
	<ul style="list-style-type: none"> ○ Colin Crisafulli advised that was to be worked out in collaboration with retailers. Jacqueline Crompton advised that for the demonstration batteries EE would apply a usage charge and rebate customers directly while tariffs are created for this initiative. Jacqueline Crompton advised participating customers were expected to be \$123 better off even after proposed subscription fee.
Mark Grenning	<ul style="list-style-type: none"> ● What kind of regulatory hurdles were there for implementation of community batteries? <ul style="list-style-type: none"> ○ Colin Crisafulli and Jacqueline Crompton advised that the long-term customer participation models were yet to be determined, but a direct rebate system was being prepared to facilitate the deployment of demonstration batteries to get that initiative up and running.

Network Automation

Scott Ryan, Chief Assets and Operating Officer, addressed the committee on the value of Endeavour Energy's network automation initiatives, with reference to the increasing regularity of major events. Scott Ryan advised that the 11Kv and 22KV lines were the ones that experienced the most reliability impacts, and that we had increased the number of automated switches on the network by 30% to 900, and that the first underground automated switch on the network was installed this year. The optimal number of automated switches to support the Future Grid would be 3000-4000 switches.

Member	Feedback
Mark McKenzie	<ul style="list-style-type: none"> ● We'd love to have a chat re managing power outages around fires / how network automation could mitigate those impacts on omni-channel business transactions.
Mark Byrne	<ul style="list-style-type: none"> ● Good presentation. How are we going to pay for this, and does the AER recognise the increasing risk of climate change on network planning? The kinds of network planning we undertook in the past are not appropriate for the future. <ul style="list-style-type: none"> ○ Colin Crisafulli advised that resilience would be a key part of the next reg submission, and Jacqueline Crompton advised that our RRG had encouraged EE to consider the long-term interests of customers.
Mike Swanston	<ul style="list-style-type: none"> ● Asked where innovation fits into network automation. <ul style="list-style-type: none"> ○ Scott Ryan referenced microgrid initiative at Bawley Point accessing solar and relaying on automation.
Mark Grenning	<ul style="list-style-type: none"> ● Questioned asset utilisation and spare capacity <ul style="list-style-type: none"> ○ Colin Crisafulli advised value of electricity and reliability of support significant issues. Suggested what the future value might be will be influenced by EV charging and demise of gas. Global perspective on what is prudent asset investment for the future. ○ Scott Ryan advised network automation helps to set up the future grid switching between constrained feeders may enable investment deferral.

General Business

Jacqueline Crompton advised that Endeavour Energy would be adopting a recommendation that came out of the 3 May RRG co-design workshop: to share draft issues papers with PCSC members before submission to regulators / Government. Endeavour Energy proposes making submissions a standing item on the PSCS agenda to ensure papers under draft can be shared with interested PCSC members to incorporate their feedback.

Actions arising from meeting

Issue / Action	Notes
Issue YouTube link of Executive volunteering day at Hawkesbury's Helping Hands.	Jacqueline Crompton to propose dates for subcommittee forums (Future grid) and meetings (Reg Engagement).
Issue Community Batteries Initiative proposal submitted to Blacktown City Council	Jacqueline Crompton to issue with draft minutes.

Next meeting

10.30am, Tuesday 17 August 2021

Meeting close

Leanne Pickering brought the meeting to a close at 1.30pm