

Minutes

Reg Reference Group meeting

Wednesday 23 June 2021
Western Sydney Business Centre, 4 Parramatta
10.00am – 1.30pm

ATTENDANCE

Member	Organisation
Adam Young	AER
Francoise Merit	Endeavour Energy
Leanne Pickering	Endeavour Energy
Colin Crisafulli	Endeavour Energy
Patrick Duffy	Endeavour Energy
Peter Langdon	Endeavour Energy
Jacqueline Crompton	Endeavour Energy
Kate McCue	Endeavour Energy
Iain Maitland	Ethnic Communities Council
Sue Vercoe	Newgate (Observer)
Miyuru Ediwirweera	Public Interest Advocacy Centre
Mike Swanston	The Customer Advocate
Nic Pasternatsky	Western Sydney Regional Organisation of Councils
Apologies	
Mark Grenning	Energy Users Association of Australia

WELCOME & INTRODUCTIONS

Committee Chair, Francoise Merit welcomed RRG members to a relatively informal preliminary discussion to commence regulatory engagement. Members and Endeavour Energy representatives were encouraged to introduce themselves (sharing both professional and personal highlights).

PRELIMINARY DISCUSSION

Chief Customer & Strategy Officer, Leanne Pickering encouraged preliminary advice from RRG members regarding the principles and objectives of the engagement process, engagement practices, and the substantive issues they expect to see included.

Member	Contribution
Miyuru Ediriweera	<ul style="list-style-type: none"> • EE needs to hear first hand from well-informed representatives and directly from the people / their customers. • Focus on techniques / breadth of consultation to ensure EE engages people who might find it hard to participate (especially for those who have limited digital access). Make sure the whole customer base is represented, not just “middle Australia”. • Jemena provides a good example of having the right mix of translators / people who spoke languages to engage CALD customers. • Take the time to have nuanced discussions with customers and stakeholders. For example, identify and walk customers through trade-offs re medium- and long-term benefits of specific proposals. • Think about the layers of engagement – broad / deep-dive / bi-lateral. • Per feedback from other members, emphasised importance of consistently closing feedback loops throughout the process.
Iain Maitland	<ul style="list-style-type: none"> • Provide advice as to why we have not adopted proposals made by stakeholders / customers. Provide a rationale both for what we adopt and what we do not. • Deep dive workshops should be offered in languages (multi-lingual facilitation). EE’s customer base among the most diverse. • EE has not really done very well in this regard in the past. Could be done a lot better. • Digital / online engagement does not usually work very well with CALD communities. • Maintaining a consumer feedback loop is very important – going back to consumers and explaining the development of the proposal, as well as explaining the processing going forward. (*Adam Young reiterated this point – making sure participants always know where they are in the process.)
Mike Swanston	<ul style="list-style-type: none"> • Identified 5 principles of good regulatory engagement: <ul style="list-style-type: none"> ○ trust and transparency ○ demonstrated consumer influence and empowerment ○ balancing technical, commercial and societal objectives – take a bottom up and top down look through these three lenses. ○ including the long-term business plans and strategy ○ breadth and depth of engagement – no one size fits all. • “Only a cup of coffee” is not the right paradigm. • Capex: how do we judge asset health?

Member	Contribution
	<ul style="list-style-type: none"> • Repex: how can that be anchored in a longer-term concept of asset health? • RAB per customer an important metric for analysing proposal. • Avoid unforeseen changes. Don't change the proposal at the last minute, which wastes stakeholders' time and money, and erodes trust. • SAPN used an effective online presence, and Essential Energy's regional deliberative forums are still talked about. Essential's commitment to Executive involvement in engagement was exemplary. • Ask customers: "what's important to you?"
Nic Pasternatsky	<ul style="list-style-type: none"> • WSROC Multicultural NSW Regional Advisory Council Meetings, may offer a valuable avenue to connect widely with CALD customers during engagement. • Key substantive issues for Councils include: <ul style="list-style-type: none"> ○ How we plan to reach net zero emissions ○ Reliability of supply ○ How EE is sporting the rollout of EV infrastructure ○ Innovation / how do we propose to meet community expectations for innovation? ○ Emergency management ○ Tariffs, especially with regards to LED lighting. Keen to see flexibility in tariffs to encourage Councils to invest. ○ What is the beyond the 5-year horizon for pricing structure? Stakeholders need a longer view, 5-years is not long enough.
Adam Young	<ul style="list-style-type: none"> • EE will have to balance consumer enthusiasm for specific proposals with consideration of what the AER will likely regard as "prudent and efficient". • Explaining those twin objectives to consumers will be helpful, as consumers don't necessarily understand the AER's perspective. It is worth talking to consumers about the different "building blocks" of a proposal. • EE's proposal should both reflect the diversity and preferences of consumers and be capable of being assessed as "prudent and efficient". • Important to demonstrate how BAU and regulatory engagement run in parallel.

3 MAY CO-DESIGN WORKSHOP AGENDA

Endeavor Energy sought feedback regarding the draft agenda for the whole day, co-design workshop scheduled for 3 May 2021. This event is considered as critical to establishing an agreed engagement roadmap for Endeavour Energy's Revenue Proposal.

Member	Contribution
Miyuru Ediriweera	<ul style="list-style-type: none"> Use the workshop to layer the issues, and dive into the metrics.
Iain Maitland	<ul style="list-style-type: none"> Make sure there is sufficient time for the discussion about evaluation, that it does not get swamped by the other agenda items. 1.5 hours to map engagement is optimistic.
Nic Pasternatsky	<ul style="list-style-type: none"> Making the event collaborative through group work and good interaction between participants is valuable.
Mike Swanston	<ul style="list-style-type: none"> Focus always on “why” we are engaging in the Principles of Engagement. Addressing the “why” of our activities will give us a good anchor point. The phrase “capable of acceptance” has had its day. Agreed with Leanne Pickering that “capable of stakeholder support” was a better objective of engagement. Questioned whether EE was “starting with a clean sheet of paper” and agreed that was not necessary.
Adam Young	<ul style="list-style-type: none"> It’s hard to define “capability of acceptance” as the AER has not fully defined it either. Context setting up front is important – present on business plans and commercial objectives, as well as operational context at the opening.

PRE-READING

Endeavor Energy requested advice regarding what pre-reading materials would be most beneficial to RRG members ahead of the co-design workshop, and Endeavor Energy committed to provide the following pre-reading materials:

- “Straw man” issues map as starting point for co-design workshop
- Corporate Plan and commercial objectives
- Contextual advice: you said, we did and what’s changed
- Swot analysis / environmental scan
- Roadmap for engagement (combining Reg engagement and BAU engagement)
- Customer feedback research – journey mapping and latest satisfaction survey
- KPIs for successful engagement (how we will measure what success looks like)
- Stakeholder Engagement Framework

ACTIONS ARISING FROM THE MEETING

Action / Issue	Notes
Issue Draft Minutes	Jacqueline Crompton to issue. (Future draft minutes to be shared within two business days of meetings.)
Issue Final Agenda for co-design workshop	Jacqueline Crompton to issue by COB 23 April
Issue pre-reading materials for co-design workshop	Jacqueline Crompton to issue by COB 23 April

NEXT MEETING

9.30am, Monday 3 May 2021

MEETING CLOSE

Francoise Merit brought the meeting to a close at 12pm.

EVALUATION

Evaluation is an important aspect of good engagement and Endeavour Energy highly values your ongoing feedback about our engagement practices. We would be very grateful if RRG members could please for your participation in this short survey, which we will issue following each RRG meeting. If you have not filled in the evaluation survey, [please see a link here](#).