

# PACCC MEETING SUMMARY

Tuesday 16 June 2009

CitiPower and Powercor Boardroom, Melbourne

- ATTENDEES:** Shane Breheny – CEO CitiPower and Powercor (Chair)  
Brian Sullivan - GM Human Resources & Corporate Affairs  
Brendan Bloore - GM Customer Services  
John Pye - Victorian Farmers Federation  
Christine May - Rural representative  
Peter Brown – City of Moreland  
John Mifsud – Manager Business Strategy, Electricity Networks  
Gavin Dufty - St Vincent De Paul  
Phil Gardner – Manager Energy Metering Solutions  
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)  
Ursula Naughton – CA Administrative & Events Officer
- PRESENTERS:** Phil Gardiner- Manager Energy Metering Solutions – AMI
- APOLOGIES:** Garry Audley – GM Electricity Networks  
Rob Lorenzon – Australian Industry Group

An update on the AMI smart metering project was tabled. The committee heard old meters would be recycled through Sims Metal and there were special procedures in place for asbestos back boards. It was noted there was some concern at the office of the Energy and Water Ombudsman (Victoria) about how voltages and standards would work and a briefing may be considered. The business will also need to brief Councils on the rollout and seek advice on hard to reach communities such as those who don't speak English.

Some discussion took place on proposed Tariffs in the context of the AMI metering rollout, and the committee discussed opportunities for customers to save through efficiency. The committee heard customers could use the information derived from the new meters to use less power and to shift their load from peak to off peak times.

Communications to customers was outlined, including direct mail before the meter exchange and an information pack after completion, advertising, website information including Government and relevant authorities' websites and the contact centre. A schools program will also be considered.

The Business Performance Report was tabled. It was noted reliability trends were gradually improving after a poor start to the year. Powercor may hit its reliability target and CitiPower was likely to better its performance.