

PACCC MEETING SUMMARY

Tuesday 12 December, 2006

CitiPower and Powercor Boardroom, Melbourne

- ATTENDEES:** Shane Breheny - CEO CitiPower and Powercor (Chair)
Peter Bryant – General Manager Customer Services
Brian Sullivan – General Manager Corporate Services
Gavin Dufty – St Vincent De Paul
John Pye – Victorian Farmers Federation
Christine May, Rural Representative
Rob Lorenzon, Australian Industry Group
Tim Christoffersen – Network Asset Manager Powercor Network
Colin Hoole – Manager, Network Development CitiPower
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)
Lyndall King – CA Administrative & Events Officer (Minute Secretary)
- PRESENTER:** Tim Christoffersen – Network Asset Manager
Peter Bryant – General Manager Customer Services
- APOLOGIES:** Garry Audley, General Manager CitiPower Network
Bryan Quinn – General Manager Powercor Network
Peter Brown – City of Moreland

Network Asset Manager, Tim Christoffersen, outlined the 2006-2007 Bushfire Mitigation Program. It was predicted the 2006-2007 summer was going to be one of the longest, hottest and driest summers ever recorded. Despite this the Bushfire Mitigation Index was reported at zero indicating all work was complete and the business was as ready as it could be.

There was some discussion on the benefits of clearing trees around power lines and it was reported private plantation owners had assisted with clearing. The business would like to see wider regulatory clearances introduced.

Committee members felt more needed to be done to educate government offices and the public about the measures taken to prevent bushfires. A government level briefing will be prepared and Powercor will seek greater publicity for its bushfire mitigation efforts. The committee was advised that CitiPower/Powercor has a Business Continuity Plan prepared for situations such as a pandemic.

The committee was briefed on the new Customer Service Strategy and the Customer Service Benchmarking Project to earn International Customer Service Standard (ICSS) accreditation. The new Customer Service Strategy, which was to be finalised in February 2007, was a fine-tuning of previous plans rather than a major departure.

There was some discussion over whether customer recognition initiatives were performed and the committee was advised the Customer Charter was expected to improve customer recognition. Customer satisfaction levels are running at 75 per cent, rather than the goal of at least 80 per cent.

The committee was advised of upcoming publicity and a community education program on increasing the security of the Melbourne CBD electricity supply. It was also suggested the business included more case studies in its Sustainability Report.

The Business Performance Report was discussed in detail. An increase in planned outages was noted and recognised as a trade off for fewer unplanned outages.

Committee members questioned the value of Guaranteed Service Levels.

Call Centre performance was discussed and it was noted Powercor's message acceptance had doubled and the number of complaints to the Ombudsman had decreased for CitiPower and Powercor.

The Committee was advised of the upcoming trials of interval metering communication technologies in the first half of 2007.