

PACCCC MEETING SUMMARY

Tuesday 9 December 2008

CitiPower and Powercor Boardroom, Melbourne

ATTENDEES: Shane Breheny – CEO (Chair)
Brian Sullivan - General Manager Human Resources & Corporate Affairs
Brendan Bloore – General Manager Customer Services
John Pye - Victorian Farmers Federation
Christine May - Rural representative
Gavin Dufty – St Vincent de Paul
Peter Brown – City of Moreland
John Mifsud – Manager Business Strategy
Shirley Trendle – Australian Industry Group
Phil Gardiner – Manager Energy Metering Solutions – AMI (part meeting)
Ryan Auger – Acting Manager Corporate Affairs
Lyndsay Taylor – CA Administrative and Events Officer (Minute Secretary)

APOLOGIES: Garry Audley – General Manager Electricity Networks
Rob Lorenzon - Australian Industry Group
Hugo Armstrong – Manager Corporate Affairs

Phil Gardner gave a brief update on the AMI Project outlining the current status of the Industry Communication Strategy and explained the planned deployment strategy through to 2013.

Following on from the last committee meeting, the group approved new wording for the project vision statement.

The Energy and Water Ombudsman (Victoria) has been identified as a key stakeholder in the AMI project and has been tracking the project's progress for some time. It was noted the customer relationship side of the rollout was very important as certain properties with sub standard wiring and other issues are likely to be identified throughout the process. The business is prepared to respond to these issues. It was agreed an effective communication strategy was key to this process and it was noted the Customer Communications Strategy and plans were expected to be finalised by March 2009.

Phil Gardiner then gave a practical demonstration of the Home Area Displays associated with smart metering and some of its features. Discussions arose around privacy and protection against hackers. Codes and keys will be required to communicate with any meter or group system. There was general discussion over what could be measured by meters and the rerouting of signals should an individual meter fail.

The Business Performance Report was tabled and discussed. Effective vegetation management and asset inspection programs, investment in the networks and refined automation to reduce the number of customers affected by faults were noted as contributing to the business's strong results.

In other business, Gavin Dufty presented a brief from a recent conference he attended on the Energy Australia Interval Meters Pricing Trial. He explained the methodology of the trial and preliminary findings. Discussions arose around the customer benefits of load shifting

between peak, shoulder and off peak tariff structures. Concern arose that in some cases the pricing associated with tariff shaping was not always passed on to retailers which negated the ability of customers to respond to price signals. The group agreed trial outcomes would need to be fully understood and reconciled for Victoria's price shaping initiatives. Gavin Dufty is developing a submission to review consumer protections and summarise what time-of-use pricing may mean for consumers.

John Pye initiated discussion around an initiative in his area to predict and further understand growth considerations in the West. Some dairy farmers may choose to opt for cogeneration of energy from renewable sources such as methane gas. The topic is "on the radar" for CitiPower and Powercor as regulatory responses are developed. The need for adequate protection devices was highlighted along with issues associated with shared costs.

Ryan Auger circulated copies of the newly produced Planting Trees Near Powerlines - A Guide for Home Gardens and Rural Properties. The group agreed it was a valuable resource and some of the plants recommended appear to be part of council subsidy schemes. The guide will be distributed to council and nurseries to maximise this customer opportunity.

The Victorian Government's Your Choice program will be added to the CitiPower/Powercor homepage.

It was noted that committee members recently toured the new Control Centre based at Market Street.