

## PACCC MEETING SUMMARY

**Tuesday 13 July, 2004**

CitiPower and Powercor Boardroom, Melbourne

**ATTENDEES:** Shane Breheny – CEO CitiPower and Powercor (Chair)  
Brian Sullivan – Gen. Manager Corporate Services  
Garry Audley – Gen. Manager CitiPower Network  
Peter Bryant – Gen. Manager Customer Services  
Bryan Quinn – Gen. Manager Powercor Network  
Christine May – Customer Representative  
John Pye – Victorian Farmers Federation  
Gavin Duffy – St Vincent De Paul  
Robert Lorenzon – Australian Industry Group  
John McLean – City of Greater Bendigo

Richard Gross – Gen. Manager Regulation (Presenter)

Stephen Ronchi – Senior Corporate Affairs Officer (Acting-Committee Secretary)  
Cath Adams – Administrative Assistant (Minute Secretary)

**APOLOGIES:** Mark Sturgess – Gen. Manager Powercor Network Services  
Hugo Armstrong – Manager Corporate Affairs (Committee Secretary)

The meeting heard that the Utilities Infrastructure Review Panel is meeting to overcome business and customer cost issues relating to the Road Management Bill.

The Committee discussed call abandonment statistics. The General Manager, Customer Service highlighted a Herald Sun newspaper report that rated Powercor as the number one utility in taking the least time to answer customer calls.

Information was distributed from Robert Lorenzon on three major projects from the Business Energy Innovation Initiative - a feasibility study into embedded cogeneration for food manufacturers around East Bendigo, investigations into the use of briquettes made from landfill as the energy generation fuel source for Collex and investigations into cost savings from furnace heat recovery for Blue Scope Steel. John McLean reported that the energy initiative partnership between the City of Greater Bendigo and Origin Energy had identified significant energy savings.

The Committee heard a presentation from Richard Gross on a range of Price Review-related issues including research on customer attitudes towards paying for improving network reliability levels (little interest); a study by Booroondara Council showing little support from customers to pay for undergrounding of electricity networks; the ESC's implementation of interval metering over a delayed timetable from 1 January, 2008 and investigations into long-term measures for reducing greenhouse gas emissions.

The Committee was advised of the Cheung Kong Group's establishment, in conjunction with the Australian Government, of the Endeavour Scholarship which funds an exchange program between Australia and Asian universities for both undergraduate and postgraduate studies.

Brian Sullivan outlined plans to conduct a review of the Customer Consultative Committee to ascertain how its effectiveness could be further improved.