

PACCC MEETING SUMMARY

Tuesday 19 June 2007

CitiPower and Powercor Boardroom, Melbourne

ATTENDEES: Shane Breheny - CEO CitiPower and Powercor (Chair)
Peter Bryant - General Manager AIMRO
Brian Sullivan - General Manager Human Resources & Corporate Affairs
Garry Audley - General Manager Electricity Networks
John Pye - Victorian Farmers Federation
Rob Lorenzon - Australian Industry Group
Peter Brown – City of Moreland
Christine May - rural representative
Hugo Armstrong – Corporate Affairs Manager
Lyndall King - CA Administrative & Events Officer (Minute Secretary)

PRESENTERS: Shane Breheny - CEO CitiPower and Powercor
Garry Audley - General Manager Electricity Networks
Hugo Armstrong – Corporate Affairs Manager
Peter Brown – City of Moreland

APOLOGIES: Gavin Duffy – St Vincent De Paul

CEO, Shane Breheny, briefed the committee on the new organisational structure approved by the Board in November 2006. Powercor Network and CitiPower Network business units are now combined under one management directed by Garry Audley and named Electricity Networks. Committee members thanked Bryan Quinn who has retired from Powercor Network for his participation and effort on the committee. Other key appointments include Peter Bryant as General Manager of a new business unit to manage the rollout of advanced interval meters and Brendan Bloore as the new General Manager Customer Services.

The impact of the drought on the security of electricity supply and pricing generated considerable discussion. Shane Breheny provided background on the issue outlining how electricity is priced, the national market and the impact of the drought on short term peak prices. The drought is impacting on the amount of hydro electricity being produced, specifically during peak periods, and that has in turn triggered price increases for alternate fuels such as gas. A wider discussion on water saving measures took place including advances in technology to reduce water use during electricity generation.

Garry Audley reported on CitiPower and Powercor reliability as part of discussions on the Business Performance Report. An 11 minute outage at the Victoria Market substation has had an impact on CitiPower's reliability figures. However the outage was effectively dealt with by CitiPower employees and the impact on customers was minimised. Weather related events such as storms have also had an impact on Powercor's reliability. Peter Bryant reported that contact centre performance was

above target. He also noted tougher targets had set around Ombudsman enquiries but forecast the business' results would be good because of steady increase in performance. Peter Bryant is to follow up customer concerns raised by John Pye. The customer is concerned it will take two weeks for a connection once a request has been received.

Hugo Armstrong reported on the Endeavour Australia program and our involvement in coordinating alumni contacts with students and organising a function at Government House. Shane Breheny also outlined support given to a \$10 million initiative to support indigenous health, based out of South Australia.

Hugo Armstrong outlined changes to the website which include new technology platforms to support additional tools in the future. Another goal is to provide a customer portal where people can access sites such as connections, power outages and related information. Questions were raised over whether the site was compliant with disability groups and interpreter services. This will be investigated. Committee members have been given a link to the site and encouraged to provide feedback.

Peter Brown outlined how the new PIP system will link property information with council and Department of Sustainability and Environment data. An intelligent form is to be created where a customer can list all the relevant contact details for the services they require. The information will be licensed out to various companies such as utilities.