

# PACCC MEETING SUMMARY

Tuesday 24 June 2008

CitiPower and Powercor Boardroom, Melbourne

**ATTENDEES:** Brian Sullivan - General Manager Human Resources & Corporate Affairs  
Brendan Bloore – General Manager Customer Services  
Garry Audley –Manager Electricity Networks  
John Pye - Victorian Farmers Federation  
Christine May - Rural representative  
Gavin Dufty - St Vincent De Paul  
Rob Lorenzon - Australian Industry Group  
Peter Brown – City of Moreland  
Andrew McKay – Manager Retailer and Customer Relations  
Alastair Boustead – Spatial Applications Manager – IT  
Phil Gardiner – Manager Energy Metering Solutions – AMI  
Manager Business and Technical Support - Michael Pliaskin  
Ryan Auger – Acting Corporate Affairs Manager  
Lyndall King – CA Administrative and Events Officer

**APOLOGIES:** Shane Breheny - CEO CitiPower and Powercor  
Hugo Armstrong – Corporate Affairs Manager

Manager Retailer and Customer Relations Andrew McKay presented details of a project related to push communication methods, specifically, SMS text messaging to subscription-based customers during unplanned outages. The committee discussed the advantages and disadvantages of push communications. These methods could potentially reduce the number of calls to the call centre and improve customer satisfaction. However committee members raised concerns over whether email was effective in the event of an outage and whether rural customers would always receive SMS messages in a timely manner. There was also discussion over the use of NMI numbers to register customers. Andrew responded that customers without power at home may have access to email at work or be able to use Blackberries. There was discussion on possible CFA alignment. Andrew agreed to investigate and thanked committee members for their comments. He advised the project team were still in the scope formulation stage and that this feedback would be factored in.

Andrew also presented the bi-annual survey of Registered Electrical Contractors (RECs). He advised the return rate was about a two thirds for CitiPower contractors and just over a third return rate for Powercor contractors. There was a general discussion around the interest of REC's in the web portal

Manager Energy Metering Solutions – AMI, Phil Gardiner presented an update on the AMI Project and the June 13 Ministerial Council of Energy (MCE). He reported that the project would be delayed by six months, to allow for the development of a national regulatory framework, vender considerations and the finalisation of meter core functionality. Phil advised the price review process would be a forward looking exercise, and explained how customers would receive the net benefit. Discussion ensued over the validation of meter data and promotion of the metering campaign. Phil will outline the impact of two element metering at a future meeting.

Manager Electricity Networks, Garry Audley presented the Copper Theft Strategy to the committee after extreme increases of theft prior to October 2007. The strategy has helped to significantly reduce theft. Garry reported a national approach was being undertaken, with coordinated communications, police and distribution business based activities. He told the committee it was possible that offenders could be prosecuted on a civil level.

Garry also updated the committee on recent trials of Energy Efficient Lighting. Committee members asked where LED lights fitted into the spectrum. Garry responded that initial trial data was promising but there was a need for careful exploration of all options and available technology before selecting a solution. The full range of costs was still being determined.

Outage prevention and management issues were discussed. Manager Business and Technical Support, Michael Pliaskin outlined Reasonable Precautions for Business Customers who experience voltage variations. A recent Horsham voltage dip was discussed, in particular the electricity consumption of various businesses in the area, and how they may benefit from certain types of surge protection. Ryan Auger reported that Network Customer Guides, which include practical information about managing voltage variations, would be included in an upcoming mail out to small business customers, and would be distributed at Powercor-sponsored business awards in regional Victoria.

The Business Performance Report was tabled and discussed. General Manager Human Resources and Corporate Affairs (Acting Chair), Brian Sullivan told the committee of Cheung Kong Group's acquisition of a Wellington NZ Network and reported on the conclusion of the Powercor Children's Helicopter Service operations.

In other business, the Premier, Mr Brumby has once again offered to host a reception for past and present winners of Endeavour Australia Cheung Kong scholarships; the event will be held early evening on 24 September, and all PACCCC members will be invited to attend.

It was noted that Anita Roper has been appointed the new Chief Executive of Sustainability Victoria.