

PACCC MEETING SUMMARY

Tuesday 16 March, 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
John Pye – Victorian Farmers Federation
Gavin Dufty – St Vincent De Paul
Robert Lorenzon – Australian Industry Group
John McLean – City of Greater Bendigo

Brent Cleeve – Manager Regulation (Presenter)
Andrew Dillon – Manager Network Pricing (Presenter)
Brendan Bloore – Manager Retailer & Customer Relations (Presenter)
Hugo Armstrong – Manager Corporate Affairs (Committee secretary)
Cath Adams – Administrative Assistant (Minute secretary)

APOLOGIES: Christine May – Customer Representative
Mark Sturgess – Gen. Manager Powercor Network Services

Garry Audley, General Manager CitiPower Network, reported on the Road Management Bill, advising that a regulatory impact statement had not yet been prepared. Agreement is still to be reached on which works will require Council consent. John McLean commented on the increased road costs experienced by councils but was optimistic that good operating practices would develop.

Three presentations were given:

The 2006 Price Review Consultation Process – the Committee suggested that smaller towns should have Essential Services Commission information sessions and that CitiPower and Powercor hold a workshop with the external consumer representatives on the Price Review.

Tariff Issues and the Price Review – consumer representatives indicated support for the development of guidelines in the area of deviation of individual tariffs and tariff movements from the average, and any interval meter proposals involving real time technology.

Customer Service Culture Enhancement – the Committee provided feedback on the draft customer service strategy including suggestions on environmental impact and cleaning up afterwards, community reputation, security and customer satisfaction tracking. Committee members agreed to participate in the planned customer service focus groups.

The Australian Industry Group briefed members on its joint initiative with the Victorian Government's Sustainable Energy Authority to promote energy efficiency and cogeneration projects. Powercor and CitiPower agreed to advise appropriate departments of the scheme.