

## **PACCC MEETING SUMMARY**

**Tuesday 15 March, 2005**  
CitiPower and Powercor Boardroom, Melbourne

**ATTENDEES:** Brian Sullivan – Gen. Manager Corporate Services (acting Chair)  
Christine May – Customer Representative  
John Pye – Victorian Farmers Federation  
John McLean – City of Greater Bendigo  
Gavin Dufty – St Vincent De Paul  
Garry Audley – Gen. Manager CitiPower Network  
Peter Bryant – Gen. Manager Customer Services  
Robert Learey – Regional Asset Manager Powercor Network  
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)  
Cath Adams – Administrative Assistant (Minute Secretary)

**PRESENTERS:** Phil Gardiner – Manager Energy Metering Solutions  
Andrew Dillon – Manager Network Pricing

**APOLOGIES:** Bryan Quinn – Gen. Manager Powercor Network  
Shane Breheny – CEO CitiPower and Powercor (Chair)  
Robert Lorenzon – Australian Industry Group

Garry Audley reported that Road Management Bill regulations were enacted on 1 January, 2005 and a Regulatory Impact Statement has been released. Councils and the DBs are in constructive talks about outstanding differences.

A number of short reports were given by various committee members on topics such as the Energy Initiative Partnership, GSL letters, the Lavers Hill maintenance program, Terms of Reference paper and increasing community awareness of the committee's work.

Phil Gardiner, Manager Energy Metering Solutions, presented to the committee regarding the interval meter rollout. A number of points were raised and the committee provided feedback and solutions to potential issues.

Andrew Dillon, Manager Network Pricing, gave a presentation regarding the Network Tariff Strategy 2006 - 2010. A suggestion was made regarding the desirability of an overview of all the issues facing particular customer segments, e.g. farmers. It was also suggested that the tariff schedule document should include an extra column identifying the major customer group on each tariff.

Discussion was held regarding the impact of the February storms on customers.

The Business Performance Report noted that complaints had decreased and the ESC had made positive comments about Powercor and CitiPower's Contact Centre.

The committee was told that Western District supply quality would not be affected as a result of the three major plant and mill developments in the area.