

PACCC MEETING SUMMARY

Tuesday 20 March 2007

CitiPower and Powercor Boardroom, Melbourne

ATTENDEES: Shane Breheny - CEO CitiPower and Powercor (Chair)
Peter Bryant - General Manager Customer Services
Brian Sullivan - General Manager Human Resources & Corporate Affairs
Garry Audley - General Manager CitiPower Network
Bryan Quinn - General Manager Powercor Network
Phil Gardiner - Manager Metering Business Strategy, Customer Services
Gavin Dufty - St Vincent De Paul
John Pye - Victorian Farmers Federation
Christine May - rural representative
Ryan Auger - Corporate Affairs Advisor (Acting Committee Secretary)
Lyndall King - CA Administrative & Events Officer (Minute Secretary)

PRESENTERS: Phil Gardiner – Manager Metering Business Strategy, Customer Services
Peter Bryant - General Manager Customer Services
Garry Audley - General Manager CitiPower Network
Bryan Quinn - General Manager Powercor Network
Ryan Auger - Corporate Affairs Advisor (Acting Committee Secretary)

APOLOGIES: Rob Lorenzon - Australian Industry Group
Peter Brown – City of Moreland
Hugo Armstrong – Corporate Affairs Manager

Manager Metering Business Strategy, Phil Gardiner gave a presentation on Advanced Interval Metering. Approximately 1.3 million interval meters will be rolled out across CitiPower and Powercor by 2012. New features include two way communication, half hourly data retrieval and remote connection and disconnections. Distribution Businesses will be required to include the capability for an in home display for messaging functionality. A trial is underway and there has been very little negative customer feedback. Shane Breheny questioned whether upgrade paths would be available through the in house display interface and would standards be available, like a USB standard. Phil Gardiner advised although standards were advisable, none were proposed at this stage and he would follow it up. Concerns were also raised over the slow connection rates in some regional areas. Phil Gardiner indicated a hybrid of solutions may be the best way forward and it would be a challenge for Distribution Businesses to choose the meter type that best suits all customers.

General Manager Customer Services, Peter Bryant, outlined the Customer Service Strategy (CSS) for the business. The last CSS was prepared in 2004 and it has recently been reviewed. The review found a gap in research into customer enquiries,

in particular repeat calls and information requests. It was suggested the effect of major events such as storms be extracted from our customer satisfaction data. The strategy also identified a lack of raw data analysis to draw out themes and committee members agreed some geographical groups were more proactive in making enquiries. It was suggested regulators would be included as segments and Peter Bryant agreed to take this up. There were also concerns the Essential Services Commission report on the January 2006 storms did not take into account the good work CitiPower and Powercor have been undertaking. The strategy included a pyramid model and everyone agreed customers should be the top of the pyramid. It was suggested the AIMRO trial will be a way to set up frameworks for customer queries and should involve face to face interaction.

The Business Performance Report was discussed in detail. General Manager Powercor Network, Brian Quinn, told the committee the business is getting better at improving areas we can control. Some discussion arose over improving uncontrollable areas and Shane Breheny outlined circumstances around the 16 January outage. It was noted investigations are underway into communication breakdowns with NEMMCO, SP AusNet and the CFA and Shane Breheny explained how the market was interconnected. Committee members commended the business on its communications with the media and public but there was concern the business was underselling its achievements during major events. Committee members also felt the next price review should better highlight uncontrollable events. Shane Breheny explained how the performance schemes worked and the investments we make to avoid losses. Concern was raised at the apparently high number of complaints to the Ombudsman and Peter Bryant reported on the impact of new definitions of complaints versus referrals and contact centre performance. Recent achievements were noted including the release of the Sustainability Report and the business achieving International Customer Services Accreditation. It was noted the Spark Infrastructure share price had increased.

Corporate Affairs Adviser, Ryan Auger, outlined changes to the business' website to improve access to information, include dual branding, and address a need to be consistent, current and clear. Several possible new features were discussed including a postcode network locator and tools to ensure customers with low speed dial up would be able to use the site easily. Ryan Auger assured committee members that tools had been put in place to ensure the site was user friendly.