

PACCC MEETING SUMMARY

Wednesday 6 October, 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
Christine May Customer Representative
John Pye Victorian Farmers Federation
Robert Lorenzon Australian Industry Group
John McLean City of Greater Bendigo
Richard Gross Gen. Manager Regulation (Presenter)
Hugo Armstrong Corporate Affairs Manager (Committee Sec.)
Cath Adams Administrative Assistant (Minute Secretary)

APOLOGY: Gavin Duffy – St Vincent De Paul

Garry Audley, Gen. Manager CitiPower network reported on the Road Management Bill, advising of utilities issues with Vicroads. John McLean noted that MAV also had issues.

Richard Gross, General Manager Regulation, tabled and spoke to a presentation on the likely Price Review submissions to be put forward by CitiPower and Powercor. The following points were made in discussion:

Proposed new Grade of Service Levels (GSLs) for both IVR calls and operator handled calls and for multiple outages within a calendar year- Christine May commented that customers generally did not value token GSLs, and would prefer to have the money invested in better service.

Workcover costs John McLean noted councils were experiencing a significant increase in demands from Workcover, and attendant cost increases.

Interval Meter Roll Out (IMRO) Richard Gross pointed out that IMRO creates the opportunity to simultaneously install other equipment or initiatives at the meter.

Changing land use and assets John Pye asked about the impact of changing land use in the Western District, from dairy to plantations. Richard Gross replied that in general, this change would lead to stranded assets. Customer Perspectives Richard Gross advised that it was expected large customers would push for a lower weighted average cost of capital and for reduced capital expenditure. Welfare representatives are concerned about the impact of interval meters and re-arranged tariffs. The VFF and rural sector are mostly concerned about reliability and quality of supply issues.

Peter Bryant, Gen. Manager Customer Services, tabled and spoke to a presentation on customer service focus groups conducted earlier in the year.