

PACCC MEETING SUMMARY

Tuesday 20 September, 2005

CitiPower and Powercor Boardroom, Melbourne

- ATTENDEES:** Shane Breheny - CEO CitiPower and Powercor Chair
Peter Bryant – General Manager Customer Services
Brian Sullivan – General Manager Corporate Services
Richard Gross – General Manager Regulation
Garry Audley – Gen. Manager CitiPower Network
Bryan Quinn – General Manager Powercor Network
Christine May – Customer Representative
John Pye – Victorian Farmers Federation
Peter Brown – City of Moreland
Gavin Dufty – St Vincent De Paul
- Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)
Cath Adams – Administrative Assistant (Minute Secretary)
- PRESENTERS:** Andrew Dillon – Manager Network Pricing
- APOLOGIES:** Robert Lorenzon – Australian Industry Group

A discussion took place dealing with issues around standard lights omitting too much light and not being energy efficient. A presentation was requested to the next meeting of the PACCCC, covering our policies and a survey of what others are doing.

An update on the Price Review was presented. The Final Determination is expected on October 19. The business feels that there are significant issues that are still unresolved, including the Service Incentive Scheme, and operating expenditure. We are pleased the principle of pass through of safety compliance costs seems to have been accepted. The Final Determination will be reviewed before any decision is made about a possible appeal.

The Committee was briefed on the current status of the CBD security of supply proposal. He noted the issue is not about reliability improvement but about improving security – a point not understood by some stakeholders.

The Powerful Customer Service campaign was introduced, a program intended to promote a stronger customer service culture within the business. Members discussed the importance of keeping employees engaged, encouraging them to put forward initiatives, and sharing customer success stories through internal channels. Knowing who to go to to solve a problem was also seen as vital.

Questions were raised about the impact of Native Vegetation Legislation. Protocols exist under which we consult in advance with the Department of Sustainability & the Environment (DSE) about trimming native vegetation. Environmental measures are also taken when needed in construction.

The 2004 Sustainability Report was presented and discussed, as its release took place after the last meeting.