

## PACCC MEETING SUMMARY

**Tuesday 12 September, 2006**

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  
Gavin Dufty – St Vincent De Paul  
Peter Brown – City of Moreland (arrived at 10:40am)  
John Pye – Victorian Farmers Federation  
Brian Quinn – General Manager Powercor Network  
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)  
Debra Begg – Administrative Officer (Minute Secretary)  
Christine May – Customer Representative (via phone)
- PRESENTER:** Matthew Serpell – Manager Network Pricing
- APOLOGIES:** Robert Lorenzon – Australian Industry Group and  
Garry Audley – General Manager CitiPower Network.

The committee was given an overview of the new Customer Charter, which is designed to engage customers, promote and outline CitiPower/Powercor and advise customers of our and their responsibilities. Included with the Charter is a letter from the CEO and a fridge magnet containing contact information. In the discussion that followed it was emphasised that more needed to be done to highlight the relevant information contained in the Charter to ensure it doesn't become 'junk mail.'

A presentation on Embedded Network Tariff issues was given and a general discussion followed.

An upcoming Essential Services Commission draft report on call centre performance during storms in January 2006 was due to be released shortly. The committee had a general discussion about call centre issues and automated messages for customers.