

PACCC MEETING SUMMARY

Tuesday 19 September 2007

CitiPower and Powercor Boardroom, Melbourne

ATTENDEES: Shane Breheny - CEO CitiPower and Powercor (Chair)
Peter Bryant - General Manager AIMRO
Brian Sullivan - General Manager Human Resources &
Hugo Armstrong – Corporate Affairs Manager
Brendan Bloore – General Manager Customer Services
John Mifsud - Manager Network Business and Performance
John Pye – Victorian Farmers Federation
Gavin Dufty - St. Vincent De Paul
Christine May – rural representative
Lyndall King - CA Administrative & Events Officer (Minute Secretary)

PRESENTERS: Peter Bryant – General Manager AIMRO
Brendan Bloore – General Manager Customer Services

APOLOGIES: Rob Lorenzon – Australian Industry Group
Peter Brown – City of Moreland

General Manager AIMRO, Peter Bryant, briefed the committee on the Advanced Metering Infrastructure (AMI) Project. It is anticipated CitiPower and Powercor will replace 1.2 million meters between 2009 and 2012. Trials of different technologies have been underway involving around 500 meters each and it is anticipated the business will choose different solutions for different situations. CEO Shane Breheny advised the industry would soon put its view of costs to Government. Committee members raised safety concerns over the presence of asbestos within internal wiring. Shane Breheny confirmed an industry wide solution had been developed - unsafe meter boxes would be removed and customers would be given notice of any rewiring that needed to be done. Committee members have asked the business to consider developing a safety and rewiring communications plan. The cost to customers of the meter rollout was discussed and Shane Breheny commented the retail time of use tariffs were likely to have a bigger impact than the cost of the meters themselves. He said allocation of costs was a matter of discussion between all stakeholders.

General Manager Customer Services, Brendan Bloore, outlined the Customer Services Group's priorities and Committee members discussed the merits of various types of customer research. It was noted another distributor had changed its methodology monitoring calls from customers in real time and that customers may have trouble remembering if they are surveyed some time after their contact with the business. Brendan Bloore commented the survey encompassed the totality of the customer's experience, not just the phone call. There was discussion over other potential avenues of communication with customers, particularly during infrastructure works.

The Enhanced Connections Project was outlined. The project involves the automation of paper based systems to improve efficiency and service delivery. There was also discussion over the results of a survey of registered electrical contractors (RECs) and committee members suggested there is sometimes customer confusion over the roles of RECs and the

business. Shane Breheny commented that he hoped to see a focus being given to quality issues in the context of customer satisfaction.

The Business Performance Report was tabled and discussed.