

PACCC MEETING SUMMARY

Tuesday 15 December 2009

Meeting Room 1.1, Ardeer Office

ATTENDEES: Shane Breheny – CEO CitiPower and Powercor (Chair)
Brian Sullivan - GM Human Resources & Corporate Affairs
Garry Audley – GM Electricity Networks
John Pye - Victorian Farmers Federation
Christine May - Rural representative
Gavin Dufty - St Vincent De Paul
Robert Lorenzon – Australian Industry Group
Peter Brown – City of Moreland
Brendan Bloore – GM Customer Services
Frank Salvatore – PNS Metering Services Manager
Brent Cleeve – Price Review Manager - Regulation
Renate Tirpcou – Senior Policy Analyst – Regulation
Matthew Serpell – Manager Network Pricing – Regulation
Phil Gardner – Manager Energy Metering Solutions – AMI
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)
Ursula Naughton – CA Administrative & Events Officer

PRESENTERS: Phil Gardiner- Manager Energy Metering
Frank Salvatore – PNS Metering Services Manager
Brent Cleeve – Price Review Manager – Regulation

An update on the AMI smart metering project was tabled and committee members toured the AMI Training Centre.

To date 64 installers have been trained, with 250 needed in the future. Installed smart meters are being manually read and interval data will start being collected later in 2010.

The business was congratulated on the absence of advanced meter complaints to date and retailers have been referring calls to the relevant distribution businesses. Although in many cases, retailers or the Government were responsible for handling billing issues, the business is monitoring customer sentiment carefully.

It was noted several pensioner concessions are not yet resolved at a Government level including general tariff increases and off peak concessions. While charges are increasing from 1 January 2010, CitiPower and Powercor are not introducing smart meter time of use tariffs in 2010.

Technical officers are assisting customers with any defect issues that arise during the roll out.

A report on the Regulatory Proposal to the Australian Energy Regulator (AER) was tabled.

The committee was advised that Powercor had a higher expenditure than CitiPower due to demand growth, new connections and the conductor replacement program.

There was a question over whether embedded generation implied less load and fewer consumers contributing to network costs. Distributors and retailers are currently developing strategies to manage this.

A presentation on the draft Customer Service Strategy was tabled. The faults process and related customer information were given as examples of customer 'touch points'. It was suggested that customers be given the opportunity to track connections projects online.

The Business Performance Report was tabled.

The committee heard an overview of summer preparations including inspections and operational contingency planning.