

# PACCC MEETING SUMMARY

Tuesday 15 September 2009

CitiPower and Powercor Boardroom, Melbourne

**ATTENDEES:** Shane Breheny – CEO CitiPower and Powercor (Chair)  
Brendan Bloore – GM Customer Services  
Colin Hoole – Acting GM Electricity Networks  
John Pye - Victorian Farmers Federation  
Robert Lorenzon – Australian Industry Group  
Gavin Dufty – St Vincent de Paul  
Phil Gardner – Manager Energy Metering Solutions – AMI  
Andrew McKay – Manager Retailer and Customer Relations  
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)  
Ursula Naughton – CA Administrative & Events Officer

**PRESENTERS:** Phil Gardiner- Manager Energy Metering Solutions – AMI  
Andrew McKay – Manager Retailer and Customer Relations

**APOLOGIES:** Garry Audley – GM Electricity Networks  
Christine May - Rural representative  
Peter Brown – City of Moreland  
Brian Sullivan – GM Human Resources & Corporate Affairs

The committee was told that the issue of how voltage standards would operate after the AMI meter rollout was in hand and national research is now underway.

Briefings to Councils on the smart meter roll out have started and a smart meter program for schools will be considered in 2010.

An update on the AMI smart metering project was tabled and it was suggested the PACCCC next meet at the Ardeer based AMI Training Centre. Further briefings on the rollout were suggested for stakeholders such as NECA, VECCI, the VFF, CUAC and the Consumer Law Centre.

A presentation was tabled on the AMI Customer Service Strategy. The committee discussed consumer assistance for defect management. It was noted a concession card was the trigger for all current assistance programs. It was also recommended customers be directed to the Essential Services Commission website which offered a 'customer comparator' and would remind pensioners they are entitled to a discount.

The Business Performance Report was tabled.

As part of a discussion on general business, the value of the Website Outage Application was acknowledged.