

# 2023

## Energy Charter Stakeholder Feedback Report



## FEEDBACK SUMMARY

Ausgrid provided an overview of the key achievements, commitments and maturity ranking from our FY23 Energy Charter Disclosure at our Customer Consultative Committee (CCC) meeting on 19 July and via out of session engagement. The following report provides a summary of their feedback.

### Overall reflections

Ausgrid has demonstrated genuine commitment to customer engagement with the delivery of the Regulatory Reset engagement program.

We would like to see Ausgrid to continue to focus on creating customer value and driving opportunities for customer agency through having control over their energy bills. To help drive this, we would like to see Ausgrid to continue to engage with retailers to increase the uptake of cost reflective network tariffs and continue to advocate for increased uptake of smart meters.

We encourage Ausgrid to work to ensure that a fair energy transition for customers providing tools and options for customers to be able to actively manage their energy costs.

### Feedback by Principle

- **Principle 1** - Ausgrid has demonstrated strong commitment to listening to customers and considering their views in investment decisions through the Regulatory Reset Engagement.
- **Principle 2** - We would like to see Ausgrid continue to focus on creating customer value and driving opportunities for customers to have agency in controlling their energy bills. We support Ausgrid in continuing to engage with retailers to increase the uptake of cost reflective network tariffs and to advocate for increased uptake of smart meters.
- **Principle 3** - Members asked for more work to be done on community and network resilience. Ausgrid has delivered a comprehensive program to understand community views on resilience. Delivering safe and reliable services is essential and will underpin customer confidence as we increasingly electrify. We commend Ausgrid for their best Total Recordable Injury Frequency Rate (TRIFR) and for the best ever SAIDI and SAIFI performance.
- **Principle 4** - Members suggest Ausgrid could refer to the Customer Service Incentive Scheme (CSIS) and note the commitment to implement CSIS in the FY24. Additionally, we expect to see improvements in customer metrics with the implementation of the single view of customer on CRM.
- **Principle 5** - Members support Ausgrid's decision to contribute to the Financial Counselling Scheme and encourage advocacy for improved access to available government rebates.

### Comment on maturity self-assessment

Ausgrid has marked itself as exceeding for Principle 1, we support this ranking for FY23. However, we question if this level of engagement is sustainable. We ask Ausgrid to advise how they intent to maintain a sustainable feedback process for ongoing customer input.

CCC members again noted the difficulty Energy Charter self-assessment presents when they do not have visibility of other Charter members' self-assessment processes. This is a question CCC representatives would like to raise at the upcoming review and reflect meeting. Members again confirmed that the real strength of the Energy Charter is less in the self-assessments, but in focused initiatives such as the #BetterTogether initiatives, leveraging the value of cross sector commitments.

### Ausgrid Response

Ausgrid will adopt feedback in the FY24 Energy Charter Disclosure Report.

## Ausgrid Customer Consultative Committee Members

| Member            | Organisation                                   |
|-------------------|--|
| Louise Benjamin   | Independent Customer Advocate                  |
| Rory Campbell     | NSW Energy and Water Ombudsman (observer)      |
| Gavin Dufty       | St Vincent's de Paul Society                   |
| John Gardner      | CSIRO  |
| Mark Grenning     | Energy Users Association of Australia          |
| Ruby Heard        | Alinga Energy Consulting                       |
| Jan Kucic-Riker   | Public Interest Advocacy Centre                |
| Pascal Labouze    | PL Advisory                                    |
| Iain Maitland     | Ethnic Communities Council NSW                 |
| Douglas McCloskey | Public Interest Advocacy Centre (alternative)  |
| Simon Moore       | Business NSW                                   |
| Pete Newman       | Council of the Aging                           |
| Jo Parker         | Financial Counselling Association of Australia |
| Helen Sloan       | Southern Sydney Organisation of Councils       |
| Grant Stepa       | Distributed Energy Services                    |
| Mike Swanston     | The Customer Advocate                          |
| Janine Young      | NSW Energy and Water Ombudsman (observer)      |