

Meeting Agenda

Date:	1 April 2025
Location + Time	Rymill-Grd-BoardRoom, East Terrace 10am – 1pm (including a light lunch)
Meeting Purpose:	Revenue Reset Reference Group (RRRG)
Meeting Location:	Frome St, Adelaide SA 5000
Attending (Alpha listed)	RRRG – Andrew Richards, Cathi Buttifield, Georgina Morris, Greg McCarron, Vikram Kenjle ENET – Bec Malhotra, Chris Hanna, Jeremy Tustin, Leanne Muffet
Apologies	

Item	Time	Agenda	Responsible
1.	10am	Introduction	Leanne Muffet
2.	10:15am	RRRW Engagement Program	Bec Malhotra + Jeremy Tustin
3.	10:30am	Revenue Reset 101	Bec Malhotra + Jeremy Tustin
4.	11am	Learning from Best Practice + developing principles	Leanne Muffet + Chris Hanna
5.	11:30am	<i>Short Break</i>	All
6.	11:40am	Ideas – what would you like to discuss? What are your expectations of ElectraNet? What does 'good' look like?	Facilitated discussion Leanne + All
7.	12:30pm	Interface with other WG, CAP and ENET Executive	Jeremy Tustin + ALL
8.	12:45pm	AOB, Wrap up, next meeting	Leanne Muffet + Bec Malhotra / Jeremy Tustin

Action items

Agenda	Action	Who is to Resolve	Due Date
			Select date

Recommended reading

Better Resets Handbook (Dec 2021)

Author: Australian Energy Regulator (AER)

- The Better Resets Handbook is a key resource for consumer advisory panels (CAP) engaging with Network Service Providers (NSPs) on revenue proposals.
- It emphasises the importance of early and meaningful consumer engagement to ensure proposals balance NSP needs with consumer interests.
- The handbook outlines key principles, such as transparency, value for money, and efficiency, which NSPs must follow when proposing revenue requirements for e.g., network maintenance and improvements.
- It highlights key focus areas for consumers to assess e.g., capital expenditure, and operating expenditure. These variables tend to have the most significant impact on consumers in terms of price and service outcomes.
- It outlines the AER's role in ensuring that proposals are 'reasonable' and in prepared within the context of consumers' best interests.
- The handbook encourages panels to ask key questions, collaborate with stakeholders, and remain engaged throughout the lengthy review process to ensure outcomes are fair and beneficial for consumers.

<https://www.aer.gov.au/system/files/Better%20Reset%20Handbook%20-%20December%202021.pdf>

Consumer Engagement Report (Feb 2022)

Author: Seed Advisory

- The CAP engaged Seed Advisory to assess the nature of engagement in relation to the 2023/4-28 revenue proposal, its breadth and depth as well as evidence of the impact.
- Key findings
 - **Early challenges:** Initial engagement was slow and content-heavy, focusing on informing and consulting rather than deeper collaboration.
 - **Improved Engagement:** From October 2021, the process became more inclusive, shifting towards active consumer involvement.
 - **Genuine Intent:** CAP and Working Group members acknowledged ElectraNet's commitment to meaningful engagement.

Opportunity for improvement:

- Early and continuous engagement
- Re-appoint of an independent facilitator for the CAP
- Align engagement with the IAP2 best practise
- Collaborate with future RRWGs to develop operating principles and priority issues

<https://www.aer.gov.au/system/files/ENET056%20-%20ElectraNet%20-%20Seed%20Advisory%20-%20CAP%20Consumer%20Engagement%20Report%20-%2028%20February%202022.pdf>

Customer Engagement Outcomes Report (Jan 2022)

Author: ElectraNet

- The Customer Engagement Outcomes Report outlines how ElectraNet engaged with customers to inform its 2024–28 revenue proposal to the AER.
- It highlights the company's commitment to incorporating customer feedback into its planning process.
- Through stakeholder consultations, ElectraNet identified key customer preferences on key areas of influence, including cost reduction across capex and opex, driving efficiencies through greater collaboration with SA Power Networks and AEMO, and supporting sustainable investments, such as strategic land acquisition earmarked for Renewable Energy Zones.
- The report reflects ElectraNet's ongoing focus on transparency and aligning its revenue proposal with the needs and expectations of its customers.

https://www.aer.gov.au/system/files/ENET017%20-%20ElectraNet%20-%20Customer%20Engagement%20Outcomes%20Report%20-%2031%20January%202022_0.pdf

2027–32 Revenue Determination Engagement Plan

Author: Powerlink (Qsld)

- This Engagement Plan sets a high standard for consumer and stakeholder engagement, offering a wide-ranging framework that other Network Service Providers can use as a benchmark for best practice.
- Powerlink's approach emphasises early, transparent and ongoing engagement with a wide range of stakeholders to ensure its revenue proposal aligns with their priorities.
- The plan outlines clear activities & measures for gathering feedback on key issues such as effectiveness and quality of information provided, engagement at the appropriate level on the IAP2 spectrum, satisfaction with engagement activities and the impact of engagement.
- Through structured consultations, workshops and targeted outreach, Powerlink aims to foster meaningful dialogue and ensure that its investment decisions reflect consumer interests, making it a model for effective stakeholder engagement.

<https://www.powerlink.com.au/sites/default/files/2024-12/Powerlink%20Queensland%20-%20Engagement%20Plan%20-%20December%202024.pdf>