

Meeting Agenda

Date:	1 April 2025
Meeting Purpose:	Revenue Reset Reference Group – Induction/Training
Meeting Location:	Board Room, East Terrace
Attending	Bec Malhotra, Chris Hanna, Jeremy Tustin, Leanne Muffet Cathi Buttfeld, Georgina Morris, Greg McCarron, Vikram Kenjle
Apologies	Andrew Richards

Item	Agenda	Responsible
1.	Introduction & Acknowledgement of County	Leanne Muffet
2.	Engagement Plan	Bec Malhotra
3.	Revenue Reset 101	Bec Malhotra/Jeremy Tustin
4.	Learning from Best Practice	Leanne Muffet/Chris Hanna
5.	Consumer advocate	Mike Swanston
6.	What are your expectations of ElectraNet? What does good look like?	Facilitated discussion – ALL
7.	Interface with other WG, CAP and ElectraNet Executive	Jeremy Tustin

Action items

Agenda	Action	Who is to Resolve	Due Date
Engagement Plan	Send out PowerPoint slides & minutes to the group	Leanne Muffet	17 April 2025
Engagement Plan	Send a copy of draft and incomplete Engagement Plan to RRRG	Bec Malhotra	17 April 2025
Reset 101	Lock in 1 hour session with RRRG to discuss bubble diagram	Leanne Muffet	Future meeting
Consumer Advocate	Circulate letter to the RRRG for Consumer challenge panel engagement.	CAP & Jeremy Tustin – send to Leanne for review	17 April 2025
Consumer Advocate	Source document for the bubbles (ref document) – send to RRRG	Bec Malhotra	17 April 2025

Summary of discussion

Engagement Plan & Revenue Reset 101

- ElectraNet outlined its goal for the Revenue Proposal (RP) to be one that both the CAP and ElectraNet can stand behind – while a proposal that is capable of acceptance is ideal, the quality of engagement is what matters most.
- It was acknowledged that that revenue proposal has limited influence on the total revenue outcome. Much of ElectraNet's revenue is based on decisions of the past.
- Discussions on engagement included:
 - Forecast iterations: perhaps consider scenario planning.
 - Linkages with business planning and spheres of influence e.g., Powerlink's' Engagement Plan.

Action: Circulate early version of the draft engagement plan for review/discussion.

Guest Speaker: Mike Swanston (Consumer Advocate)

Mike raised key questions and themes¹:

- "Why should consumers trust ElectraNet?" and "what is your definition of value?"
- Expressed concern about dismissive analogies (e.g., "cost of a cup of coffee") and stressed respect for the scale of proposed expenditure.

Five key takeaways from Mike for good consumer engagement:

- Engagement should be business-as-usual (BAU).
- Clearly demonstrate the risk of future decisions
- Develop and communicate a strong narrative of value. Getting clear on the definition of 'value' for different players... and articulate process and outcomes in clear language to customers
- Avoid minimising cost concerns; acknowledge real impacts on consumers. (avoid statements like: 'it's just the cost of a cup of coffee').
- Apply the Pub test: critical conversations: use the [Five Why's](#) technique to explore issues.
- Suggested Features of good engagement
 - Get the right / cross section of people in the room,
 - Don't leave message just to regulatory and comms people. Have technical people, strategy, CFO etc in the mix too
 - Be Responsive, honest and genuine in responding to questions. This feeds into 'show me the value'.

¹ Notes provided by Mike following the session. These will be circulated to RRRG members.

- Transmission integral to wellbeing to state economy. With great influence comes great responsibility. Consumers need to see ElectraNet's participation in the process.
- Focus not just on the what, but the how. *How do we do things, respect customers money?*
- Apply the concept of 'capable of acceptance'. May not like it, but to accept it. Informed consent.
- Offer from CCP to help with RRRG understanding.
 - Invitation for more engagement between CCP and RRRG members.
 - Offer for CCP to get involved in the content of the proposal.
- **Action Agreed:** ElectraNet and the RRRG to write to AER and ask for CCP. Letter to be sent to the facilitator.

Best Practice Engagement

- Concepts from the IAP2 Spectrum of Public Participation were discussed:
 - Importance of moving beyond informing/consulting to involving, collaborating, and empowering consumers.

Facilitated Discussion

The RRRG discussed engagement principles, approach, expectations, supporting evidence, and any identified gaps. While these elements will be further developed in the formal engagement plan, the following themes have been identified for consideration.

Principles of RRRG (foundational for this group)

- Purposeful and strategic engagement – clear purpose & mandate, information shared early and in a way that invites strategic, constructive feedback.
- Informed Participation – access to the right people and/or resources, high level of being informed, acknowledge informational asymmetry.
- Consumer-centric values – reflects community needs.
- Transparency and accountability – use plain language, pass the “pub test”.
- Outcome focused approach – while the goal is a Revenue Proposal that is capable of acceptance, success is measured by the integrity of the process and the extent to which consumer perspectives are heard and respected.

What issues would you like to discuss in future meetings?

- Initial meeting with CCP representative to understand the operating environment.
- Deep dive on the sphere of influence (bubble diagram).
- Link the bubble diagram to the engagement plan and revenue proposal elements.
- Have subject matter experts present on priority bubbles.
- SA-Specific context – impact of NTX on total capex and consumers.
- Broader electricity landscape and how the ElectraNet proposal fits & the cumulative impact on consumers.
- Discussion on demand forecast and the rate of disruption.
- Discussion on risk.

What are your expectations of ElectraNet?

- Transparent process with early sharing of drafts
- Clear flowchart of engagement process.
- Access to personnel, resources and subject matter experts.
- Help with messaging to consumer groups (notes state assistance with messaging to our consumer groups?)

What does good look like?

- Consumer fingerprints evident in the final proposal.
- Where disagreement exists, ensure reasoning is clear.
- Emphasis on transparency, responsiveness and evidence of decision making.

Gaps – What have we missed? Any concerns?

- Mechanism for communication back to the CAP.
- Need to clarify who else ElectraNet is consulting, especially regarding SA government input.
- Explore engagement options with directly connected customers.

Action: Source document for the bubble diagram and circulate it to the RRRG.

Action: Schedule deep dive session on the bubble diagram for a future session.

Interface with other RG, CAP and Executive

- Meeting notes to be shared across all reference groups.
- RRRG to become a standing item in CAP meetings.
- Georgie to report to CAP on 15 May

Meeting close