

AGN Retailer Reference Group – Meeting 2 Minutes

1.1 Details

Date:	Tuesday, 17 November 2015
Time:	1:30 – 3:00 ACDT
Resources:	Draft Retailer Reference Group Charter (circulated with Agenda) Draft Victorian Stakeholder Engagement Scoping Paper (circulated with Agenda) AGN Presentation (circulated prior to the meeting)

1.2 Attendees and Apologies

1.2.1 Attendees

Retailer Reference Group	AGN
Patrick Whish-Wilson (AGL)	Craig de Laine (Chair)
Elizabeth Molyneux (AGL)	Kristin Raman
Paul Mullan (Alinta Energy)	Ashley Muldrew
Geoff Hargreaves (Energy Australia)	Anna Mitchell
Sallie-Ann Proctor (Lumo Energy)	
Sean Greenup (Origin Energy)	

1.2.2 Apologies

Retailer Reference Group	AGN
David Curtain (Simply Energy)	None
Stefanie Macri (Lumo Energy)	
Lillian Patterson (Origin Energy)	
Lauren Zambotti – observer (ERAA)	

1.3 Minutes

- The teleconference commenced at approximately 1:30pm ACDT.
- Agenda item 1: AGN (Craig de Laine) welcomed the group and thanked them for their attendance. It was noted that this is a continuation (and improvement) of the program implemented in South Australia and that it was a key part of our engagement activities. EnergyAustralia – who participated in the South Australian program – agreed and welcomed the process.

AGN (Craig de Laine) introduced the AGN team, noting that Kristin Raman was the key point of the contact for the Group until she goes on maternity leave (end-January 2016) at which point Anna Mitchell will be the primary point of contact. It was however noted that members of the Group should feel free to contact any member of the AGN team as required.

- Agenda items 2 and 3: AGN (Craig de Laine) spoke to the presentation circulated prior to the meeting, stopping throughout for comment and questions.
 - On slide 7, AGL asked if AGN intended to monitor and track service performance with respect to service to retailers.
 - AGN (Kristin Raman and Craig de Laine) noted that at this stage, AGN's key performance indicators did not reference our service to retailers, but that it was something we certainly should consider.

Furthermore, AGN's service to retailers is included as a topic for engagement as part of this engagement program.

It was highlighted that we engaged with the South Australian Retailer Reference Group with respect to AGN's service to retailers and no key actions were raised at that point in time.

- *Action item: AGN to discuss our service to retailers and its relationship to the AGN vision and performance with internal management.*
- Agenda item 4: AGN (Kristin Raman) stepped through the Draft Retailer Reference Group Charter (circulated prior to the meeting), periodically stopping for feedback and comment. AGN noted that this Charter was an important administrative document, building on learnings from previous processes, with a view to ensuring engagement is targeted, efficient and planned.
 - There was little feedback provided during the teleconference, with AGN noting that retailers could provide comment via phone or email up to mid-December, at which point the Charter would be finalised. It was also noted that the Charter would be revisited on an annual basis.
- Agenda item 5: AGN (Kristin Raman) stepped through the Draft Scoping Paper (circulated prior to the meeting), periodically stopping for feedback and comment. AGN noted that the Scoping Paper was a key part of the engagement program and would be used to inform the engagement strategy.
 - There was little feedback provided during the teleconference, with AGN noting that retailers could provide comment via phone or email up to mid-December.
- Agenda item 6: AGN (Craig de Laine) provided a verbal update as to the status of the AGN Access Arrangement proposal for South Australia. Key points noted by Craig included:
 - The AER's Draft Decision is expected on 26 November, with AGN required to submit our revised proposal on 6 January 2016 and public submissions due on 4 February 2016.
 - AGN has limited visibility of the AER's position, however we expect to receive: a rate of return consistent with the AER's Guidelines and recent decisions (circa 6%) and cuts to our capital expenditure (in particular mains replacement).
- The teleconference concluded at approximately 3:00pm ACDT.

1.4 Action Items

- Retailer Reference Group:
 - *19 November 2015:* Provide feedback on minutes from Meeting 1 [complete].
 - *By 16 December 2015:* Provide feedback on Charter and Scoping Paper, with a specific focus on what matters the Retailer Reference Group would like AGN to consult with them on and what matters the Group think we should be consulting with others (such as consumers) on.
 - *One week after circulation:* Provide feedback on meeting minutes [complete].
 - *Ongoing:* Advise potential agenda items (at least 3 weeks prior to meeting).
- AGN:
 - *Circa 23 November 2015:* Circulate final meeting minutes pertaining to Meeting 1 [complete].
 - *Circa 23 November 2015:* Circulate draft meeting minutes (final minutes to be circulated post feedback from the Retailer Reference Group) [complete].
 - *By 2 February 2016:* Incorporate feedback on Charter with a view to finalisation prior to next meeting

- *By 2 February 2016:* Incorporate feedback on Scoping Paper to develop Victorian/Albury Stakeholder Engagement Strategy
- *Tentatively, 26 January 2016:* Circulate next meeting request and meeting materials as soon as possible (tentatively next meeting is scheduled for 2 February 2016).