Minutes

SA Power Networks' Reset Advisory Group

Meeting Details

Organiser	Alex Lewis
Date	Thursday 20 August 2026
Time	9.30am to 12.30pm
Location	Rex Hotel

Members

Dean Lombard	Chair
David Prins	Etrog consulting
Georgina Morris	SACOSS
Chris Marsden	Regional Customer
Antony Clarke	EWOSA
Dianne Lomas	Small Business Commission
Jen Harris	National Council of Women

SA Power Networks
Jess Morris, Chief Customer and Strategy Officer
Megan Grey, Head of Comms & Engagement
Richard Sibly, Head of Regulation
Alex Lewis, Stakeholder Engagement Manager

Guests
Patrice Pearson, Stakeholder Engagement Business Partner

1. **Welcome & Introductions**

- An acknowledgment of Country was provided and our recognition of the traditional owner connection to the land and the electricity network.
- Apologies from Jess Morris, Dean Lombard and Georgina Morris were noted.
- The RAG sends their condolences to Dean for his recent loss.
- Alex suggested the appointment of a Deputy Chair for this group – to be discussed.
- Chris Marsden outlined his experience in the public service, the informed consumer perspective he brings to the group and the importance of respectful challenge in these forums.
- Di provided her insights in her role in the Office of the Small Business Commissioner and the advocacy role they play for small business.
- Jen noted her National Council for Women role, was a previous VCAG and People' Panel member and highlighted the importance of vulnerable customers insights based on lived experience.
- Richard outlined his role in managing the regulatory process and the importance of stakeholder and customer views in our proposal development.
- David's role focusses on customer insights as a consultant and small business expertise, as well as extensive consumer challenge panel (CCP) experience with the AER.
- Megan provided information on her role managing stakeholder and communications for the business.
- Antony represents EWOSA who focus on customer complaints, was a member of the TAG and VCAG and can bring trends and the customer voice to the reset engagement and tariff structure discussions.
- Patrice expressed gratitude for meeting all the representatives in the room and for SA Power Networks authentic effort in meaningful engagement.
- Alex provided update on her role as managing the consultative groups and the great interest we received for the members in the recruitment process.

2. **Regulatory Proposal 2030-35 – overview of reset process**

- Richard provided an overview of the regulatory framework and the role of the AER.
- Our revenue is fixed for 5-year period for meeting agreed levels of service. Chris asked about how the 'fixed' revenue is in terms of incentives schemes and service levels.

- Richard explained how the revenue allowances are recovered and adjusted annually by the AER based on controls such as:
    - Prior year revenue over / under recovery
    - Incentive scheme outcomes
    - Actual CPI
    - Annual cost of debt update.
- David asked about the level of consumer input into and awareness of contingency events and cost pass through events.
    - Richard explained under the rules, contingent projects can be approved by the AER if a 'trigger event' occurs during the upcoming regulatory period, and the proposed capital expenditure is the higher of $30m or 5% of annual revenue requirement which for us now is around $50m. These are more common for transmission businesses than distribution businesses. There were none proposed in this period, however if one is proposed mid period, the regulator will adjust its approved capital allowance as part of the reset process.
    - Chris asked about how we might highlight 'potential' cost pass throughs in the proposal. Richard advised how the regulator considers these applications where additional funds are required. Cost pass throughs tend to occur when something significant happens (eg. natural disaster) and we incur unforeseen costs as a result. These events are subject to a 1% of revenue materiality threshold which for us is about $10m now.
    - A cost pass through was sought in 2022 or 2023 for the River Murray floods.
- Richard noted that a network regulation review is underway and that the framework is being looked at in terms of risk and liability.
- ESCOSA's customer service and reliability standards (Service Standards Framework) will be reviewed in 2027, and this group will have an input into that process.
- The AERs role in previous forums was discussed as a valuable input, coupled with the challenge of the clarity of roles they hold in these sessions.
- Jenny shared her experience with the AER as observers in the People's Panel process.
- Export tariffs and how we cover develop the Tariff Structure Statement outlining how we will recover allowed revenue from different consumer and retailer cohorts.
- The engagement on tariffs will be a focus as part of our reset engagement program and the lessons learnt on the recent draft proposal from interstate will be considered in our engagement development.
- Equity was discussed when considering small businesses and vulnerable customer choices around energy efficiency, batteries and solar opportunities.
- Energy Literacy training was discussed as part of the effort SA Power Networks is contributing to this - Link provided here for more information on this initiative.
- David discussed the need for a greater understanding of the opex and capex forecasts and outcomes that the network are planning for to ensure they are well understood by customers.
- The importance of feedback on the draft proposal and the challenges we face in balancing time and engagement opportunities, with the updates, adjustments of figures and detail that occur during the proposal process.
- The Better Resets handbook is a valuable resource on how consumers should engage - Link is provided here.

3. Ways of Working – deferred to next meeting.

4. Learning/insights from other jurisdictions – David Prins

- David Prins shared insights from his recent experiences in Victoria, including the importance of having senior leadership involvement and the opportunity for Board members to be included.
- The previous RAGs desire for the AER to review their Better Resets Handbook. The handbook assists customers to understand their role in engagement.
- The value of customer research was discussed as important to accompany customer input and feedback.

- Engagement techniques in relation to how we engage regional customers and First Nations communities and 'going to where they are' is important. In addition, how do we minimise engagement fatigue with some groups, including the use of digital platforms.
- The early signal pathway is intended to enable the network to demonstrate strong engagement outcomes and test the process early on. This allows scrutiny of the engagement outcomes at the draft proposal phase.
- A more structured engagement pathway is offered for those that do not qualify for the early signal pathway.
- The feedback from the previous RAG was that there were not the skills nor was it the role of members to scrutinise the expenditure proposed in the proposal.
- Georgina Morris was mentioned as a valuable member given her energy and water roles at SACOSS.
- Di provided the opportunity for small business week engagement activities that we could leverage to reach this cohort. The Small Business week is as an annual opportunity to promote opportunities through.

5. Design of our engagement plan for 2030-35

- Alex discussed the post implementation review outcomes from last regulatory period (2025-30) and emerging issues and trends.
- Discussion about the role of individual customers when determining vulnerability and equity.
- Customer outcomes should be a focus to ensure engagement focusses on what matters most to customers and where they have an ability to influence.
- The three scenarios provided in the last reset were not necessarily viable so improving the options that we seek feedback on as part of the 2030-35 process.
- The opportunity for Board members to attend engagement activities online to increase their participation.
- The 4-stage process for the design of our engagement program for 2030-35 was outlined, including the two external workshops and outputs. Invites to be forwarded to all RAG members.
- IAP2 Spectrum review is occurring which considers how the spectrum is applied as part of the engagement program.

6. Other business

- Chris shared insights on his previous experience in the regulatory engagement, in particular the focussed conversations and their role as observers rather than participants. Role clarity and facilitating discussions is important for members.
- Discussed the importance of the objective role RAG members can play by asking questions and inviting stakeholders to consider broader perspectives.
- Support from SA Power Networks staff to facilitate the engagement activities was noted as valued.

7. Next meeting 15 October 2026 (location tbc)

Action table

Item	Action Item	Who	Status
1	Ways of working to be rescheduled to the next meeting to ensure Dean can contribute to the discussion of this agenda item	Alex	
2	Better Resets Handbook to be distributed to members – link included in minutes	Alex	Completed
3	Consider how we enhance online opportunities for Board members to participate in future engagements	Stakeholder Engagement	
4	Dates to be sent to upcoming design of engagement program workshops	Alex	
5	SAPN to provide high level comparisons of the 2025-30 Draft Plan, Proposal and Revised Proposal	Richard	