Minutes

Community Advisory Group

Meeting 1

Meeting Details

Organiser	Alex Lewis
Date	19 August 2026
Time	9.30am to 12.30pm
Location	West Adelaide Football Club

Attendance

Attendees	Sandy Verschoor, Chair Will Glazbrook, Regional Customer Alex Fry, Home Energy Assessors Cathi Buttfield, SA Business Chamber Helena Kyriazopoulos, Multicultural Communities Council of SA (MCCSA) Jake Bugden, Network Performance Advisory Group Chair (NPAG) Ed Chan, Innovation Advisory Group Chair (IAG) Andrew Bills, CEO Richard Sibly, Head of Regulation Megan Grey, Head of Comms & Engagement Alex Lewis, Stakeholder Engagement Manager Patrice Pearson, Stakeholder Engagement
Apologies	Jess Morris, Chief Customer and Strategy Bryn Williams, Future Energy Advisory Group Chair (FEAG) Dean Lombard, Reset Advisory Group Chair (RAG) Jo De Silva, Australian Energy Council (AEC)

Welcome

- Sandy opened the meeting and provided an acknowledgement of Kaurna country in traditional language
- Andrew provided a personal safety share regarding skin safety for our people and the importance of skin checks.
- Andrew also provided a safety share related to the recent CBD outage and the way our people performed, with no safety issues experienced under difficult conditions.

1. Member introductions

- Alex Fry noted her particular interest in financial vulnerability and the energy assessments conducted by her business to support the customer voice in decision making.
- Will shared his interest as a regional customer and business owners and hopes to provide insights of regional reliability.
- Cathi will bring business insights and social needs in relation to the cost of doing business.
- Ed Chan provides advisory services on energy policy and regulation and represents the IAG.
- Jake is an energy consultant, works with first nations communities and represents the NPAG.

- Andrew provided his insights into perspectives on a range of different sectors across energy supply and working nationally prior to moving to South Australia.
- Helena represents the peak body for multicultural communities and will ensure information is provided to those she represents.
- Richard explained his role in the regulatory environment, with over 40 years' experience in the energy sector.
- Megan outlined her role in engagement and both internal and externals communications for the business.
- Sandy outlined her experience in transition to net zero as a member of the Premier's Climate Change Council, and her understanding of regional reliability in her role Chairing the Yorke/ Northern regional tourism board and is looking forward to her new role as the CAF chair and learning more about the energy sector.
- Alex provided an update on her role on overseeing all the consultative groups and the stakeholder engagement focus for our regulatory engagement.
- Patrice looks after the Vegetation Management Working Group and will support the NPAG with insights from this group.

2. Executive Update

- Andrew provided an update on the recent CBD substation outage and the major works now needed to be completed over the next 9 to 12 months, as well as the preparations ahead of summer to meet demand.
- In response to a question on bushfire risk, Andrew noted that SA Power Networks have the ability to disconnect which may be required more to manage risk.
- Vegetation management is a key operational focus due to rain and growth.
- Andrew provided an update on insulator pollution and the negative performance incurred from these outages particularly on the Eyre and Yorke Peninsula due to dry summer conditions and the polymer insulations that attract dust.
- Andrew provided an update on the remediation program underway to address this issue and the penalties incurred from the outages.
- Will asked about planned outages in regional areas and the need for improved communication regarding the estimated restoration time (ERT) as this impacts how you operate households and businesses.
- Alex asked about CBD cooling and air conditioning solutions and if we have looked into efficiency solutions on how people are using their energy.
- Andrew summarised that reliability is our focus and the scenario modelling that we are exploring prepares us to continue to deliver services our customers expect.
- EA negotiations and an update on how we respond to industrial issues was provided. to the disconnect between CPI and wages growth was noted.
- The Employee Foundation was established 20 years ago and its contribution to supporting charities and social causes was highlighted.

Helena noted that a volunteer training program was supported by the foundation and how well utilised the funds were.

3. CAF Structure and Role

- Sandy introduced the agenda item for CAF role and structure.
- Alex took the group through the role of CAF and the ability for the group to ensure accountability and transparency for participation in meaningful engagement opportunities.
- Cathi provided feedback on the value of collaborating with purpose.
- Jake asked us to be clear about what we are asking from CAF members and the remit and influence of the group.
- Alex asked for KPIs as a discussion item for the group to engage on.

- Sandy suggested a 6-month review to understand how we are contributing and how the consultation effort is progressing
- It was noted that for every group we seek input into agenda design for each meeting.
- The Terms of Reference were endorsed by the group.

4. Reset proposal and engagement

- Richard provided an overview of SA Power Networks role as a distribution networks service provided (DNSP), the role of the regulator and the service standards and safety obligations we are required to comply with.
- Richard explained the importance of customer support in any business case development for the regulator who determine expenditure under the prudent and efficient remit.
- Alex provided an overview of how we propose to design the engagement program over the next 4 months for the 2030-35 period and key upcoming dates available for CAF to participate in:
    - 26 August – Internal design workshop
    - 29 September – RAG/CAF design workshop # 1
    - 23 October – Internal check in session
    - 12 November - RAG/CAF design workshop # 2
- An engagement plan for 2027 will be the outcome of these sessions.
- CAF participation in the process is optional but encourages and the role of the CAF/ RAG will be explored at these sessions.
- Cathi asked about what we learnt as part of the evaluation from previous reset.
- Helena asked about how we reach all voices of customer and representative groups.
- Alex explained the broad and diverse, targeted workshops and deliberative Peoples' Panel in the previous reset.
- Alex to share the AER's Better Reset Handbook and a summary of the Post Implementation Review from the 2025-30 engagement program.

5. Strategic Plan

- Travis explained the strategic plan and the new objectives and key result areas being considered as baseline information.
- Cathi asked about how we plan for the rate of change in an uncertain future, including external factors such as workforce development and facilitating the delivery of major initiatives across the state.
- Travis explained the scenario modelling process and how we project future needs and triggers of change to develop our internal and external strategy and direction.
- The Strategic Direction for 2040 will be discussed with CAF at the November meeting for input.

6. Customer Satisfaction and Insights

- Milly outlined the performance measures and how we monitor, track and report on our customer performance to measure customer service standards.
- Milly noted our desire through a revised digital program to obtain more actionable and timely feedback to drive improvements.
- The proposed change from a Service Target Performance Improvement Scheme (STPIS) to Customer Service Incentive Scheme (CSIS) was discussed and how any change would be based on feedback from customer research,
- Jake spoke about network performance data for regional and remote areas and how these insights could be provided to the group.
- Cathi asked about how feedback on outages that only impact the transmission lines can be filtered and how report. The Yorke Peninsula outage in Feb 2025 for example, left 30,000 customers without power.

- Andrew provided some insights into the positive relationship with ElectraNet and the differences of the focus between a transmission and distribution context of the customer interface.
- Milly to send a survey to CAF measures on potential measures and discuss possible CSIS measures further at the November meeting.

8. Other Business

- Jake provided an update on the Network Performance Advisory Group and the focus on our worst served customers, innovation and reporting and tracking expenditure on reliability.
- The ESCoSA review was discussed, as well as ageing assets and changing climate.
- Sandy noted that at future meetings we will hear from each of the groups' Chairs on updates from their group.

Action Table			
Item	**Action**	**Who**	**Status**
1.	Drop-in sessions to be forwarded to CAF members for those who cannot attend	Alex	
2.	Project NeCXt to be provided as an update to CAF at a future meeting, including how the meter data portal will be considered as part of the project	Ali Kelly/Alex Lewis	
3.	Agenda item on regional network performance and how this impacts customer satisfaction at next NPAG meeting	Alex/Milly	
4.	Previous Reset Engagement post implementation review and AERs Better Resets Handbook to be distributed with minutes	Stakeholder Engagement	Complete
5.	Sandy suggested a 6-month review to understand how we are contributing and how the consultation effort is progressing	Alex	
6.	CX Insights team will provide a survey for members to provide feedback on potential CSIS measures for discussion at the November meeting.	Milly/Michelle	TBA