Minutes

SA Power Networks' Community Advisory Forum

Meeting Details

Organiser	Alex Lewis
Date	Wed 7 May
Time	9.30am to 12.30pm
Location	The Highway

Members

Andrew Nance	Chair
Matthew Curnow	RAG rep.
Chris Marsden	RAG Rep.
Dominic O'Leary	P4B Solar
Georgie Morris	VCAG Rep
Heather Merran	TAG Rep.
Kim Syrus	VMAG Rep.
Lachlan Newman	Community Rep.
Mike Leane	RRAG Rep.
Davis Veremu	ACRAG Rep.
Troy Smith	CAG Rep.

SA Power Networks
Jessica Morris, Chief Customer & Strategy Officer
Alex Lewis, Stakeholder Engagement Manager
Megan Grey, Head of Comms & Engagement
Kylie Lush, Minute Secretary
Richard Sibly, Head of Regulation

Guests/ observers
Andrew Bills, CEO SA Power Networks
Ben Birch, SA Power Networks
Milly Hall, SA Power Networks
Sophie McRae, SA Power Networks
Zeena Nauman, SA Power Networks
Duska Vojinovic, SA Power Networks
Travis Kauschke, SA Power Networks
Cecilia Schutz, SA Power Networks

1 Recurring Ordinary Items

Welcome and Acknowledgement of Country
Andrew acknowledged the traditional owners of the land and paid respect to elders past and present.

Apologies - Nil

Previous Minutes - Minutes from the previous meeting were circulated to the members and accepted as an accurate representation of the meeting.

1.4 Safety Share

Andrew Bills expressed concern regarding the recent surge in safety incidents within the business.
Highlighted the importance of resetting and rethinking hazards in changing work environments.
- Emphasised complacency as a cultural challenge leading to avoidable injuries.
- Discussed the need for reinforcing basic safety practices and addressing unconscious overconfidence.
- Clarification was sought about whether SA Power Networks vehicles are included in the new traffic laws that require vehicles to reduce speed to 25 km/h when passing service vehicles with yellow flashing lights.

2. Executive Update

Andrew Bills provided an update and spoke of the strategic vision and values that are being embedded across the business.

Other key points discussed were:

- Culture survey participation remained steady at 82%, with engagement scores improving to 72%.
- Leadership is cascading survey results and focusing on each team identifying a few actionable items.
- The importance of fostering a workplace environment where everyone feels safe and respected was emphasised.
- Working to resolve issues with fire-retardant PPE for summer conditions.
- Acknowledged the recent appointments of Eva as Chief Digital Officer and Scott as Chief Financial Officer.
- The upcoming EA was mentioned as being a big focus in the organisation, acknowledging the more difficult environment.
- Through recent debt raising, SA Power Networks raised green bonds which were oversubscribed threefold. This demonstrates the continued investor confidence on the organisation's green product and credit rating.

Discussion – Concerns raised about knowledge gaps and succession planning due to retirements and workforce changes. The business approach to fatigue management was raised.
Conduct workshops to identify immediate and long-term knowledge retention gaps.

Andrew Nance and Mike Leane attended ELT meeting on 6 May and discussed various topics including the focus on regional and remote customers, recent outages in the Far North and Yorke Peninsula and communication strategies. They highlighted the importance of cyber security, a key area of interest for customers.

3.1 SAPN Values and alignment with CAF and Customer Outcomes

Jess reflected the year's progress in transforming feedback into actionable outcomes, discussing the updated corporate strategy, the identification of key outcomes and the alignment of the CAF and other advisory groups with these outcomes.

Ben Birch spoke of the simplified strategic framework focused on customer, network and people outcomes. He highlighted that despite just receiving the Final Determination for the Reset period 2025-30, SA Power Networks is already prioritising the alignment of the next corporate strategy with customer and regulatory considerations. This approach recognises and aims to rectify past disconnects, placing a stronger emphasis on customer outcomes as a key pillar.

Other key points discussed:

- Draft outcomes and measures include customer satisfaction and effort, timely and efficient delivery of connections, sustainability and new energy services.
- Dashboard being developed to track progress and insights.

Discussion – A comment was made that SA Power Networks needs to ensure 'new energy services' include both new and existing connections.
Ben and Travis outlined the next steps, including the commencement of the 2026 Strategic Planning Process in June that will involve continued engagement with internal and external stakeholders to refine priorities, outcomes and key result areas. They emphasised ongoing collaboration with the CAF to identify and incorporate customer and community outcomes.
There was a question about vulnerability and what is our role and what would be a good outcome.

3.2 Customer Programs Update, including customer insights and key initiatives
Sophie, Zeena, Milly and Duska presented on customer experience and program updates.
Key points discussed:

- Focus on improving customer satisfaction and reducing effort across key services.
- Initiatives include:
  - Enhanced SMS notifications with consistent branding
  - Improved contact centre responsiveness and resolution times.
  - Proactive communication for electricians and customers.
- Customer Service Incentive Scheme (CSIS) metrics being developed for the next reset period.
- Customer program includes replacing legacy systems to improve efficiency and customer experience.
- Baseline data will be captured to measure CSIS metrics over the next 18 months.

Discussion
Troy discussed the need for clear timeframes and consistent communication with stakeholders, including electricians and retailers. The challenge of understanding processes and managing expectations across the lifecycle of the connection process was acknowledged.
Davis discussed the opportunity for data-related initiatives that could enhance asset condition and risk understanding. The current challenge of insufficient data for decision-making was acknowledged.
SA Power Networks confirmed they are reaching out to other business areas to identify commonalities and leverage opportunities. Sophie's team agreed to identify at least one key data-related initiative for the calendar year to track progress and customer outcomes, with the aim of enhancing asset condition and risk understanding.

3.3 Advisory Group Briefing Papers

The chair of each of the Advisory Groups provided updates on their respective groups, providing information on emerging issues and key insights.

Andrew Nance noted he attended the open day hosted by one of the Kelvin Trimper Scholarship recipients, Alex Fry. Her project was to retrofit a rental property, showcasing practical energy efficient solutions as part of Sustainable Homes.

Kim provided an update on the Vegetation Management Advisory Group. Current focus areas include the OTR's Avenues and Stands guidelines document and non-compliant planting near powerlines, which is creating some relationship tension between SAPN and local government. The group conducted an internal review of their purpose, with each member reflecting on and sharing the unique contributions they bring to the group.

Troy provided an update on the Connections Advisory Group. Current priority areas are the REX replacement portal project and connections process improvement strategy. Troy noted the improvements being undertaken internally are heartening.

Chris provided an update for the Reset Advisory Group, with the focus on a customer led cross-jurisdictional review on consumer engagement, looking at engagement in Queensland, New South Wales and South Australia.

Georgie provided an update for Vulnerable Customer Advisory Group. Current areas of focus for this group is the growing energy divide, energy affordability and cost of living pressures. The Retailer Energy Productivity Scheme is under review and concerns with the scheme's effectiveness were raised. Additionally, the federal government's 'Better Energy Customer Experience Review' was noted as a significant opportunity to provide input on customer protections and embedded networks. The group raised the lack of a state-level solution for site remediation costs associated with the smart meter rollout, advocating for a government funding pool to support low-income households.

Davis spoke of the current focus areas for Asset Condition and Risk Advisory Group, some of which are developing a communications strategy for customers and outcomes of the AER's Final Determination, specifically around CBD reliability. Keen to have more line-of-sight with management objectives. Ben/Travis to be invited to an ACRAG meeting to discuss network and safety objectives in the Strategic Plan and how they align with asset management objectives.

Mike provided un update for the Regional and Remote Advisory Group. Discussed challenges of getting feedback from regional customers. The First Nations Clean Energy Network is facilitating a meeting in Hawker to review the impact of the outage in October 2024, look at future energy supply option and hear directly from remote communities. The group will attend some of the Field Days and Shows as part of the 2025 program to interact with regional customers. engagement around telecommunications during outages and finalising customer outcomes for the group.

Heather noted there hasn't been a recent tariff meeting for 2025, however the first meeting of the year is taking place on 6 June. The Tariff Structure Statement was approved by the AER.

Lachlan noted the next meeting for CERIAG is coming up on 21 May and an update for this group will be provided at the next CAF meeting. A quick cyber security update was provided. He noted the cyber assessment was completed and sent to ARENA. A Cyber Security Strategy has been launched and copy to be provided with minutes. There is a list of critical services and assets for cyber security.

Alex provided an update on the newly established Innovation Advisory Group, noting the first meeting for this group is scheduled for 26 May. The new committee members of this group were announced after the EOI process ended in March 2025.

3.4 Final Determination & Investment Committee
The AER published its final decision on SA Power Networks 2025-30 Distribution Determination on 30 April 2025. Richard discussed the changes from the revised proposal to the AER's final decision.

The AER's final decision accepted SA Power Networks Opex, Innovation Fund, revenue smoothing profile, tariff structure statement and export tariffs, and 97% of our revised capex proposal but made $81m cuts to capex, including Augex capacity and reliability.

4. Other Business

- **Export Tariff communication plan**
  The External Affairs team, in collaboration with Richard's Pricing team and the Tariff Advisory Group, has been working to make information on export tariffs accessible to the public. Following workshops held since mid-last year, the team has refreshed pricing and tariff information on the website, focusing on critical details relevant to customers while providing more granular information in FAQs.
  A fact sheet and animated explainer video on export tariffs are also in development.
  While the content is not being actively promoted, it will be available for public and media interest, particularly after July 1, depending on retailer adoption. The team plans to update the content over time based on feedback and is mindful of the need to clarify the relationship between export tariffs and flexible exports. Engagement with TAG will continue to ensure information remains accessible and relevant.

- **ElectraNet discussion**
  The group discussed communication challenges during the Yorke Peninsula and Far North outages, focusing on the need for clarity around responsibilities for sharing information with customers. It was noted that customers do not differentiate between SA Power Networks and ElectraNet, generally assuming SA Power Networks is accountable for the overall experience. The Chair emphasised the

importance of collaboration with ElectraNet to improve communication processes and customer outcomes. A potential joint meeting with ElectraNet was proposed, contingent on defining a clear purpose. Recent outages were identified as valuable case studies to address gaps and improve future processes. The workshop facilitated by First Nations Clean Energy Network on 15 May (mentioned under RRAG report) will likely provide an opportunity to further explore collaboration, particularly with ElectraNet and develop actionable improvements.

Andrew thanked members for attending.

Meeting closed at 12:45

Current action Items:

Item		Who	Complete
	Send Cyber Security link	Kylie	Completed
	Sophie to report to ACRAG and choose one data-related initiative per calendar year.	Sophie	In progress
	Brendon to attend and present on connections at August meeting	Kylie	Sent August invite
	Survey link to be circulated seeking CAF feedback on the customer service strategic priorities	Duska/ Kylie	Completed