Minutes

SA Power Networks' Reset Advisory Group

Meeting Details

Organiser	Alex Lewis
Date	Wednesday 26 Oct 2026
Time	12.30am to 3.30pm
Location	Keswick Auditorium

Members

Dean Lombard	Chair
David Prins	Etrog consulting
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
Kylie Lush, Stakeholder Engagement Coordinator

Guests
Bruno Coelho, Manager Regulatory Strategy
Ali Walsh, Manager Expenditure Forecast

1. **Welcome & Introductions**
   An acknowledgment of Country was provided and our recognition of the traditional owner connection to the land and the electricity network.

   The group discussed continuity and representation following Georgie's resignation from SACOSS, with follow-up needed on future SACOSS participation and representation of vulnerable customers.
   Chris highlighted the value of bringing Georgie back onto the RAG if possible, noting that without Georgie he is the only remaining CAF and RAG member from the previous Reset. The importance of ensuring the vulnerable customer perspective continues to be represented was also noted. SA Power Networks will discuss this further following meeting with SACOSS and report back to the group.

2. **Update on Co-design of our engagement plan for 2030-35 – workshop #1 insights and workshop #2**
   The four-stage co-design process comprises two internal and two external workshops. Workshops were held on 26 August (internal), 29 September (external) and 23 October (internal), with the next external workshop scheduled for 12 November.

   The November workshop will focus on mapping the engagement topics, in terms of their ability to influence and materiality in terms of expenditure or customer benefits and then discuss engagement methods and audiences.
   Members reflected that the September workshop was inclusive, productive and well facilitated. Discussions clarified expectations, ways of working, the engagement goal and regulatory narrative.

   Engagement Goal
   Members discussed how to recognise network requirements without presenting them as competing with customer needs. This revised wording will be shared with members prior to workshop two, and is still considered a draft.

   Our goal is to co-design and deliver a genuine, inclusive and accessible engagement process focused on the outcomes that matter most to the South Australian community. We will demonstrate transparently how customer and stakeholder feedback has shaped the regulatory proposal, applying fair and reasonable

judgement and accounting for the requirements of the network to balance our customers' diverse needs and preferences.

What is each consultative group's role in the regulatory process?
Draft roles for the consultative groups in the regulatory process remain under development but the roles of RAG and CAF were discussed. Further information will be provided in the outcomes report ahead of workshop #2.
Regular communication between group chairs and collaborative engagement across groups will remain.
A potential tariffs working group was discussed; no decision yet to be made.
Members requested that the governance material explicitly include AER staff alongside the AER Board and qualify references to the Consumer Challenge Panel (CCP), as its appointment and timing remain uncertain.

3. **High level comparisons of 2025-30 draft plan, proposal and revised proposal**
Richard outlined how customer engagement, internal review and regulatory assessment shaped the 2025–2030 proposal from the draft stage to the final proposal.
    - Engagement included regional and diverse community workshops, topic-specific discussions, the People's Panel and consultation on the draft proposal.
    - Expenditure forecasts were progressively refined to reflect customer preferences, service and affordability trade-offs, and demonstrated efficiency.
    - Willingness-to-pay analysis helped assess customer support for shared investment costs, including improvements for customers experiencing poorer reliability.
    - The Australian Energy Regulator (AER) accepted the proposed operating expenditure, including the revised base-year adjustment, and approximately 97% of the revised capital expenditure. Revenue changes also reflected inflation and rate-of-return updates.
    - Members noted that engagement value should be assessed through its influence on customer outcomes and proposal development, rather than solely through changes in expenditure.
    - Future engagement should clearly communicate bill impacts and explore appropriate approaches to resilience, energy equity and deliberative engagement. The previous program does not predetermine the next Reset engagement approach.
    - The importance of addressing energy inequity was noted; however, the People's Panel did not support the Vulnerable Customer initiative, considering it a government responsibility and not the role of the network.

4. **2025/26 outcomes & commentary**
Ali presented progress against the outcomes identified through the 2025–2030 Reset engagement, noting that customer and stakeholder preferences inform the Asset Management Objectives, which guide business decisions and outcomes tracking. Discussion covered performance, program delivery and reliability challenges, including insulator pollution, vegetation outside clearance zones and ageing cables.

    - Members welcomed outcomes reporting, noting that expenditure close to allowances helped demonstrate delivery capacity following concerns raised during the previous Reset engagement.
    - Members questioned whether poor reliability results could influence future ESCoSA targets and cautioned against embedding an unacceptable level of service into future standards.
    - Discussion highlighted the importance of customer input into reliability standards and renewed engagement with affected regional communities, particularly Yorke and Eyre peninsulas.
    - Members sought clarification on low-voltage cable failure causes and the risks being accepted in other investment portfolios as funding is redirected to address reliability.

5. **Consider how we enhance online opportunities for Board members to participate in future engagements**
Members revisited the previous Reset PIR recommendation for greater direct Board engagement. Directors received regular updates and attended selected engagement activities but did not meet directly with the Reset Advisory Group (RAG).

- Chris suggested periodic Board participation, potentially annually, to understand how customer preferences and RAG advice influence Board decisions.
- Members discussed online attendance or meetings aligned with directors' visits to South Australia. Clear objectives and mutual expectations would help make these interactions meaningful.
- Jess confirmed that Board interest and opportunities for involvement can be explored through the strategic direction subcommittee, but it would be good to understand what the RAG want from them and vice versa.
- Initial thoughts included the RAG understanding the board's thinking on the strategic outlook.

SA Power Networks reported approximately 25 recent data centre enquiries over the past 6 months, resulting in the establishment of an internal working group supported by an external consultant to ensure a coordinated response.

Members highlighted uncertainty around demand, network capacity, energy supply, connection costs and stranded asset risks. Flexible connections were discussed as a potential opportunity, not an agreed requirement.

Members emphasised early, genuine community engagement, noting that outage notifications alone do not address broader community impacts.

6. **Ways of working**
Dean invited feedback on ways of working. Alex noted that the valuable points raised during the first workshop would be circulated to members ahead of the second workshop.
    - Members emphasised plain language, focused pre-reading, respectful disagreement and confidence to ask questions, recognising differing levels of technical knowledge.
    - Consensus is not required on every issue. SA Power Networks should clearly explain how feedback has been considered, including reasons for not adopting suggestions.
    - Chris encouraged members to contribute agenda items and share observations from engagement activities, rather than relying solely on the Chair and SA Power Networks.
    - Members supported exploring member-only discussions before and after meetings, an email group, and flexible allocation of attendance across engagement topics.
    - Sharing other advisory groups' agendas and brief updates would support coordination. Regular CAF feedback/ updates will be included in RAG agendas.
    - A draft Culture Code and Reset-specific ways of working will be circulated for review and treated as living documents.
    - A short online meeting was proposed for the first week of December to consider the draft engagement plan and confirm meeting frequency and dates for at least the first half of the following year.

7. **Other Business**
Nil

Action table

Item	Action Item	Who	Status
1	Circulate the workshop outcomes report, draft Culture Code and Reset-specific ways of working prior to workshop 2 in November.	Kylie/Alex	
3	Seek board participation in Reset Engagement and RAG meetings. Jess to discuss with Board at next meeting.	Jess	
4	Share other advisory groups' agendas with Dean and the RAG and establish regular CAF feedback on RAG agendas.	Kylie	
5	Arrange a short online meeting to confirm future meeting arrangements and calendar dates.	Kylie	
6	Discuss SACOSS representation	Alex	
7	Future RAG meetings to potentially include 30 mins at the start and end of the meeting for RAG member only discussions	Kylie	