Minutes

SA Power Networks' Vulnerable Customer Advisory Group

Meeting Details

Organiser	Alex Lewis
Date	Wednesday 12 November, 2025
Time	9.30-12.00pm
Location	Keswick, 1 Anzac Highway

Members

Georgina Morris	Chair
Kate Fox	SAFCA
Andrew Stock	Community representative
Jen Harris	National Council for Women
Silvio Iadarola	Multicultural SA
Jen Bradley	Community representative
Kym Mercer	Community representative
Amber Brock-Fabel	Youth representative
Dan Hockin	DEM
Antony Clarke	EWOSA
Kaelia Cockington	Uniting SA

SA Power Networks
Alex Lewis, Stakeholder Engagement Manager
Rebecca Carter, Energy Charter Program Manager
Sophie McRae, Head of Customer Experience
Megan Grey, Head of Comms & Engagement

Guests/ Presenters
Sarah Mammone, Customer Services
Sam Craft, Customer Innovation Manager
Dan Hockin (Lynette's proxy), DEM

1. Welcome and Introductions

Welcome and Acknowledgement of Country
Georgie welcomed all members to the meeting and acknowledged the traditional owners.

Apologies from Lynette Day, Rebecca Carter and Kate Fox were noted.

CAF update
Georgie provided an overview of the key agenda items and discussion points from the November CAF meeting:

- Overview of Digital and Technology
- Strategic Plan update
- SAPN moving to DSO role and what that means
- SAPN CAF/ Electranet CAP meeting 15/10/25 – Planning and Demand Forecasting and Davenport - Leigh Creek line replacement
- Advisory Group reflections on 2025.

The FERM was raised and the issue of process vs costs. SAPN has encouraged DEM to run an engagement session with stakeholders.

2. Energy Charter and Better Together Initiative Updates

Energy literacy and training modules
Alex provided an update with the current focus being the development of training modules

1. Introduction to Energy and Your Energy Bill
2. Saving Energy and Money

The F2F pilot program is scheduled for Mon 24 November**.** Following an EOI process we have 9 participants attending the session. Kylie is working with Alex Fry to schedule training dates for 2026.

Amber asked if there would be an opportunity to run a training session for Youth to improve their energy literacy.

Life Support Customers
SAPN ran a social media campaign from Sep/Oct to align with our Summer Preparation messaging.
The campaign was successful, with strong regional reach and engagement, including council and community sharing the campaign. A dedicated *Don't Wait for Summer website* page guides customers to create a Power Outage Plan and access resources.

The AEMC have extended its timelines to review all submissions, with a draft determination due in February 2026. The AEMC is focussing on a register which would be the retailers responsibility.

Discussion
- Retailer/ DNSP churn simpler.
- Differing views in relation to DNSPs and outages and their notifications with customers.
- Deregistration process still a concern.
- Resilience now embedded in the National Electricity Rules.

Energy Charter CEO Council Forum
The CEO Forum will be held on Mon 8 Dec, 10:30-11:30am AEDT to provide Reflection on 2025 achievements including #BetterTogether updates. Andrew Bills, SAPN CEO will be on the panel.

If interested, register online Energy Charter CEO Forum as the forum is open to all community members.

Energy Charter Feedback Summary Report
The report will provide a summary of feedback and questions from CAF session, which will be shared with VCAG members.

3. Advocacy / Policy Update

Cecilia provided an overview of key advocacy initiatives, including:
- Jess Morris's regular DEM Briefing – again highlighted the smart meter rollout and remediation costs for vulnerable customers.
- Residential Tenancies (Minimum Standards) Amendment Bill 2024.
- Upcoming Consultations – DCCEEW Solar Sharer Offer, due 21 Nov 25.

Discussion
- The DEM meeting highlighted the need for data collection. EWOSA is adjusting its systems and estimated costs. NSW has developed a schedule of costs.
- Did Victoria establish a schedule of rates as part of its gas abolishment?
- SAPN will be notified of defective sites in its MSATS data.
- The OTR has a campaign around seeking three quotes.
  Beware rogue tradespeople | Consumer and Business Services
- SACOSS/ EWOSA keen for their submission on the Solar Sharer Offer to align with the smart meter rollout and highlight the importance of equity.
- REPS – there are a few rumours re what the new scheme might include eg. community batteries.

4. Knock 2 Stay Connected Program

Andrew Marker and Angela Ryan provided an overview of the program and background. SA Power Networks have been responsible for performing Retailer Requested disconnections for non-payment (DNP) since 2004. On average, only 40% of disconnections completed successfully. A pre visit service in various forms has been a part of our process since 2011. Developed Code as part of Energy Charter initiative which was launched in 2023.

Number of challenges associated with BAU implementation of Code, including:

- Cost and vulnerable customers paying.
- Process and cost of upgrading B2B systems.
- Remote disconnection which takes SAPN out of the process.

Recent trial - Connecting Before We Disconnect, an SMS Trial where an SMS is sent to customers when a DNP order is received from their retailer. The trial is showing good outcomes, with a cancellation rate of 32%, as well as positive feedback from internal teams and field crews.

Discussion:

- How manage people with cognitive/ mental health issues – does SAPN have a duty of care ot contact the police to undertake a welfare check? Issues with privacy.
- SAPN seen as a trusted source.
- An app for language/ accessibility for disconnections.

5. Submissions and SACOSS update

Georgie provided an update on the Default Market Offer (DMO) 2026-27 which is currently out for consultation, closing on 26 November 2025.

6. Innovation Framework and Innovation Advisory Group

Sam provided a recap of the Innovation Framework and the role of the Innovation Advisory Group.

A number of problems facing vulnerable customers in energy were identified by VCAG members. These were explored in detail, looking at what's currently being done in each area and what's planned for the future.

The stigma of 'hardship' and how promote and ensure people get the right assistance. Pre-payment, while important, is not a SAPN issue but a DEM issue. The need for triggers for large consumption. The important role advocacy plays in the vulnerable customer space.

The group voted in terms of their priorities to progress with IAG for the 6 problem statements.

No.	Problem
1	Getting assistance from retailer when in hardship.
2	Reliable energy supply for outback and regional SA
3	Removal of vulnerable remote indigenous communities of pre-pay power systems.
4	Retailer disconnections without communication Services are not being designed to encompass all customers, which increases the risk of power being disconnected without communication.
5	People are struggling to afford their energy bills.
6	There is currently no single, reliable source of truth for household energy consumption data in South Australia. This gap makes it difficult to accurately assess the real impacts of the energy transition on customers and limits SAPN's and policymakers' ability to target innovation, investment, and support where it is most needed.

Alex to add summary of voting outcome

7. Other Business / Roundtable Discussion

7.1 Kelvin Trimper scholarship 2026

The Kelvin Trimper Scholarship for 2026 is open, offering funding of up to $10,000 for consumer advocates. Applications close 30 November and the winner will be announced at ECA's Foresighting Forum 4-6 March 2026.

7.2 Electrical support for vulnerable customers

Jay raised the issue following feedback from field staff where there have been instances where an elderly or vulnerable customer has required an electrician eg. damaged consumer mains. The customer can often be upset, not have much money and don't know any electricians and want to be at least recommended one. The idea of having a list of contractors that could be recommended to customers was suggested.

The OTR has been running a Beware of Rogue Traders campaign - Beware rogue tradespeople | Consumer and Business Services – and NECA has a Find an Electrician page https://necasa.asn.au/find-neca-electrician/.

7.3 Advisory Group survey and consultative group review

The consultative group structure will be reviewed in early 2026, ahead of terms ending in April. A survey has been sent to all Advisory Group members, seeking feedback which will be a valuable input into the review.

7.4 Around the Table

- EWOSA – electricity complaints down 10% and SAPN complaints down 17%.
- DEM – Community Solar banks.

Next meeting

- Q1 2026 (date TBC).

Current action Items:

Meeting	Action	Who	Due Date
Sept '25	Energy literacy draft modules to be added to agenda for next meeting	Alex	Q1 2026
Sept '25	Small claims scheme presentation added as agenda item for Q1 2026 following 12 months of scheme	Sarah	Q1 2026
Sept '25	Pratib to present key findings from customer led tariff to meeting.	Alex	Q1 2026

Ongoing and procedural action items:

Meeting	Action	Who	Due Date
Nov '23	Life Support Customers review	Bec C	Ongoing