

Electricity Distribution Code customer service standards key feedback

Draft decision stakeholder
consultation – webinar

25 June 2020



Welcome and housekeeping

Acknowledgement of country

Housekeeping:

- Please keep microphones muted when not speaking.
- Feel free to turn your video on.
- We are recording the webinar today so any commentary, chat and video will be recorded and published to our website.
- Please ask questions as they arise by raising your hand. There will also be opportunities for questions as we work through stakeholders' feedback. You can also ask a question through the chat function.

Agenda

Time	Item
11:00 am	Welcome and introductions
	Project timeline – key milestones
	Key feedback – retailer obligations
	Key feedback – distributor obligations
	Q&A
	Next steps
12:00 pm	Close

Project timeline – key milestones



Key feedback – retailer obligations

In summary, the main feedback we heard was:

- retailers can share customer details through established systems and procedures
- safeguards may be needed for customer details
- code drafting should be aligned with the existing AEMO procedure rather than use of system agreement wording
- more time may be needed to apply guaranteed service level payments due to manual processes and resources required.

Key feedback – distributor obligations

In summary, we heard the following key feedback:

Planned outage communications

- Broad support to modernise communication methods.
- Explicit informed consent may be too onerous and will limit customer uptake.
- Retailers may be better placed to obtain explicit informed consent.
- More emphasis could be placed on customer communication preferences.
- Requirement to send electronic notification when a customer has not provided consent may cause confusion and may make the cancellation notification complex.

Guaranteed service level payments

- More time needed to process some payments.
- Distributors have said they think there may be more payments based on historical data and network performance.

Key feedback – distributor obligations (cont.)

Bushfire safety technology testing notification

- Distributors have said they are not supportive of community notices for annually required testing of bushfire safety equipment.

Reporting

- Potential benefits to expand scope of new reporting requirements (e.g. time taken to complete electric vehicle connections/upgrades).

Commencement of new rules

- Align with the proposed change of financial year to start from 1 July 2021.

Questions?



Next steps

- We will publish a summary of the key feedback and a video recording of this webinar to our website soon.
- 2 July 2020 – submissions through Engage Victoria close. We encourage stakeholders to make public submissions.
- July/August 2020 – any follow up meetings with stakeholders to discuss submissions.
- Second half of 2020 – final decision released.