



## Customer Panel Meeting Minutes

<b>Date:</b> Thursday, 15 September 2022	<b>Start time:</b> 1.00pm	<b>Finish time:</b> 4:00pm	<b>Venue:</b> Powerlink's Virginia office and Microsoft Teams online	<b>Meeting no:</b> 13
<b>Facilitator:</b> Gerard Reilly (Powerlink)		<b>Minutes:</b> Wendy Miller (Powerlink)		
<b>Attendees:</b> Andrew Barger Chris Hazzard Mark Grenning John Gardner (online) Robyn Robinson Ian Christmas Kathryn Hogan Andrew Broadbent Warren Males David Wright proxy for Leanne Caelers Sharon McIntosh proxy for Jo Sheppard Kenny Mizzi (online) proxy for Nicola Roscoe  <b>Powerlink panel members:</b> Jenny Harris Gerard Reilly Daniel Andersen Brett Mann Jules Taylor Wendy Miller (Observer: Jacqui Bridge, EGM – Energy Futures)  <b>Observers:</b> Lynda Crawford, CS Energy	<b>Apologies:</b> Cherie Josephson Claire Hamilton David Hiette John Sadler Claudia Brumme-Smith	<b>Powerlink presenters:</b> Gerard Reilly Roger Smith Daniel Andersen Matthew Myers		

### 1. Welcome and introductions

Gerard Reilly, General Manager Communications, Customer and Engagement

- Leon Appo Acknowledgement of Country
- Welcome to online panel members
- Run through agenda
- Thanks to Jules Taylor as Customer Strategist
- Introduction of new Customer Strategist, Wendy Miller

### 2. Asset Reinvestment Review Working Group Update

Roger Smith, Manager Network and Alternate Solutions

- A commitment we made as part of our 2023-27 revenue determination process.
- A scope for the review has been agreed and endorsed by the group.
- Proceed with a deeper review of a specific built section definition. Update on analysis to be provided to the working group in forthcoming meeting (October 2022).
- A recent site visit to Powerlink's training facility was organised to view different tower configurations and climbing systems. The group also visited Goodna region to gain insight into access challenges.
- The purpose of the visits was to provide further understanding of onsite decision-making and options - and the practicality of undertaking the work.

### 3. RIT-T Forecast and Material Change in Circumstances (MCC) rule change

Roger Smith, Manager Network and Alternate Solutions

- Overview of works Powerlink has going through the RIT-T process.<sup>1</sup> Noted Powerlink's RIT-T engagement matrix which supports RIT-T process.
- Brief commentary provided on the Tarong and Chinchilla area development and South East Queensland reactors.
- MCC rule change, Powerlink broadly supportive of recently published Draft Determination by AEMC.
- Need for cost estimate approaches that match levels of certainty /uncertainty at different stages.
- Emphasis on role of Customer Panel and close engagement between panel members, other customers/stakeholders and Powerlink for success.
- Discussion on merits of increased cost estimate accuracy and implication on speed of RIT-T project progress.
- Panel member raised biodiversity and social licence costs and what is the fair allocation of these costs between the Regulatory Asset Base (RAB) and, for example, the government. A number of cost considerations raised such as increase in cost of materials, plant and equipment and scarcity of supply.
- Proposed independent research project on underground and overhead transmission lines, Panel will be invited to join working group.

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<sup>1</sup> Overview of RIT-T consultation process <https://www.powerlink.com.au/rit-t-consultation-process>

#### 4. Context for release of the Queensland Energy and Jobs Plan (QEJP)

First speaker: Guest presentation, David Wright Department of Energy and Public Works

- Plan context provided, the thinking that has informed the plan, noting plan not published<sup>2</sup>. Core focus remains unchanged i.e. delivering affordable, clean, reliable electricity. Meeting renewable energy target, 50 per cent by 2030, Queensland government's 30 per cent economy-wide emissions reduction target by 2030, net zero emissions by 2050, climate positive Olympic and Paralympic Games in 2032.

Second speaker: Dan Andersen

- Powerlink intends to develop a response document once the QEJP has been released. Focus on working with government to undertake development in a cost-effective way to keep prices down for customers, for example, in REZ developments - identifying where there are high-quality resources, limited network constraints, really good system characteristics that support proponents' speed to market.
- Discussion on Powerlink's role going forward and in development of the QEJP. Panel members raised the importance of transparency and education, including early engagement and discussion and communication that is accessible and highly credible. Discussion on affordability, equity and access, costs and who pays and when, and the role of both system approaches and additional support for those customers experiencing circumstances of vulnerability.

#### 5. Powerlink review of its Network Development Process (NDP) and Compensation Framework

Matt Myers, Acting GM Community and Delivery Services

- With an increase in greenfield capital works projects, both non-regulated and regulated, Powerlink intends to review its NDP and Compensation Framework.
- Within this review we will seek perspectives from stakeholders including customers and landholders on the current process and opportunities for improvement. Looking to ensure Powerlink's approach is contemporary, socially acceptable and world class.
- NDP is predominantly a legislation and regulation driven process, with scope in aspects of application.
- The Powerlink board owns the network development process – which looks at the social, economic and the environmental aspects.
- Recognition of increases in community stakeholder expectations of engagement. Importance of taking a local approach to understanding community needs; different communities have different needs, interests and considerations.
- On compensation, reviewing and consideration of equitable processes to go through and options.
- Panel discussion on matters including how and when in the process land corridors and routes are identified, compensation aspects, jurisdictional consistency, social acceptance and social licence. Emphasis on proliferation in work on social licence.

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<sup>2</sup> The Queensland Energy and Jobs Plan has now been published details here: <https://www.epw.qld.gov.au/energyandjobsplan>

**6. Joint Accountability Session for Energy Charter Disclosure update 2022 review of Customer Panel – feedback, identify improvements for 2023**

Gerard Reilly, General Manager Communications, Customer and Engagement

- Invitation for comment on the Customer Panel scorecard, designed to enable the Customer Panel to hold Powerlink to account on the Energy Charter Principles in the new decentralised Energy Charter accountability process.
- Panel discussion and feedback on metrics that are within and outside of Powerlink’s control, and reasonableness of metrics for Powerlink to achieve. Consideration of isolation of metrics that are directly in Powerlink’s control or distinct commentary on metrics outside of Powerlink’s full control but still of overall significance to customers. Suggestion to strengthen commentary and time-horizons as context to support system-level metrics. Discussion on social licence and complaints metric and outlook into the future, what to expect. Powerlink noted expectation in increased maturity in complaints reporting and measurement in the future.

**Actions:**

- Powerlink circulate draft Asset Reinvestment Review documentation to Customer Panel out of session for wider commentary.
- Powerlink outreach to QFF to learn more about toolkit under development to support farmers
- Powerlink to send Expression of Interest to Customer Panel to join a working group for proposed research project - Overhead line and underground cable transmission infrastructure
- Powerlink to send Expression of Interest to Customer Panel to join a working group for review of Powerlink’s Network Development Process
- Customer panel to provide any feedback on Metrics Review for Energy Charter Scorecard

**Meeting concludes.**

**Questions and comments to [wendy.miller@powerlink.com.au](mailto:wendy.miller@powerlink.com.au)**