

Attendees	Names and titles
Panel Members	<p>Alicia Kennedy, General Manager, Water and Energy, Queensland Farmers' Federation</p> <p>Chris Hazzard, Social Justice Committee Member, St Vincent de Paul Society</p> <p>Claire Hamilton, Senior East Supply Advisor, Shell</p> <p>Claudia Brumme-Smith, Chief Executive Officer, Townsville Enterprise Limited</p> <p>Don Woodrow, Market Policy Manager, CS Energy</p> <p>Gavin Dufty, National Director Energy - Policy and Research, St Vincent de Paul Society</p> <p>Glenn Springall, GM Renewables & Distributed Energy, Energy Queensland</p> <p>Ian Christmas, Engineering Lead, Grid Connection and Technical, Edify Energy</p> <p>Josie Maule, A/ Executive Director – Energy, Queensland Treasury</p> <p>Mark Grenning, Director Policy and Regulation, EUAA</p> <p>Robyn Robinson, Director, Council on the Ageing</p> <p>Scott Partlin, Head of Grid Connections, Neoen</p> <p>Stephen Snow, Research Scientist, CSIRO</p> <p>Warren Males, Consultant, Queensland Cane Growers Organisation Ltd</p>
PQ Members	<p>Daniel Andersen, General Manager Energy Markets - Energy Futures</p> <p>Gerard Reilly, GM Communications, Customer & Engagement (Chair)</p> <p>Jenny Harris, General Manager Network Regulation - Energy Futures</p> <p>Natasha Browne, General Manager Business Development</p> <p>Roger Smith, Director Revenue Reset</p> <p>Wendy Miller, Customer Engagement Strategist</p> <p>Eleonore Bridier, Customer Engagement Specialist (Convenor)</p>
Observers	<p>Alan Millis, Powerlink Board Director</p> <p>Anthea Craig, Community and Social Performance Team Leader, Powerlink</p> <p>Ben Fu, AER Observer</p> <p>Jacqui Bridge, Executive GM Energy Futures, Powerlink</p> <p>Jackie Flaherty, OSD External Contractor</p> <p>Jessica Purdy, Customer Engagement Specialist (Reset), Powerlink</p> <p>Kate Drews, Powerlink Board Director</p>
Guest presenters	<p>Dana Boxall, GM Community & Delivery Services, Powerlink</p> <p>Emma Rogers, GM Strategic Network Operations, Powerlink</p> <p>Mick Jones, Program Director Next Generation Network Operations, Powerlink</p> <p>Stephanie McKechnie, Energy Engagement and Education Advisor, QFF</p>
Apologies	<p>Evashnee Chetty, Commercial Operations Advisor, Shell</p> <p>Ian Lowry, Executive GM Major Projects</p> <p>John Gardner, Research Scientist, CSIRO</p> <p>Katie-Anne Mulder, CEO, Queensland Renewable Energy Council</p> <p>Michael Bray, Undertaking Development Lead, Aurizon</p>

AGENDA

TIME	MINS	ITEM	PAPERS	PRESENTER/S
1:00pm	10	Welcome, new members, responsibilities refresher	Nil	Gerard Reilly
1:10pm	40	Operations and investments update	Network Operations Presentation Slides (Sept 2024 session)	Emma Rogers and Mick Jones
1:50pm	10	QFF: What matters to members info session	Nil	Stephanie McKechnie
2:00pm	50	Community benefits framework: interactive session	Transmission Easement Engagement Process	Dana Boxall
2:50pm	20	Break and refreshments		
3:10pm	10	Energy Charter accountability cycle refresher and review	Accountability Guide fy25 and Energy Charter Disclosure Guidance 2025	Eleonore Bridier
3:20pm	40	Revenue Proposal Reference Group: report back and interactive session	RR27-32 - Customer Panel Pre-Reading - Capability of Acceptance Criteria - February 2025	Roger Smith
4:00PM		CLOSE		

Papers supplied as pre-reading:

- *Network Operations Presentation Slides (Sept 2024 session)*
- *Transmission Easement Engagement Process*
- *Draft Accountability Guide fy25*
- *Energy Charter Disclosure Guidance 2025*
- *RR27-32 - Customer Panel Pre-Reading - Capability of Acceptance Criteria - February 2025*

Other reading: 250411 Customer Panel RIT-T Update

MEETING SUMMARY

Operations and investments update

Current State and Challenges of Network Management

The current challenges in managing the electricity network were outlined, underscoring the need to upgrade the Energy Management System (EMS) to meet increasing complexity and unlock future capabilities. Key discussion points included:

- Lessons from the most recent new record peak demand day (Jan 22).
- Insights from recent wind droughts in Victoria and South Australia, and their relevance to Queensland's resilience planning.
- Reliance on available generation to ensure system stability under critical conditions.
- The growing challenge of forecasting and coordinating maintenance and upgrades amidst rising demand and outage risks.
- Disaster preparedness and recovery strategies, particularly for extended network outages.
- Difficulties in predicting constrained corridors and the role of the Market Impact Component (MIC) in measuring outage impacts.
- The influence of battery deployment on network operations, including associated benefits and challenges.
- Potential operational improvements through enhanced data and capabilities provided by the advanced EMS.

Timelines, costs, and key risks associated with the delivery of the Advanced Energy Management System (AEMS) - and supporting systems - were presented and discussed. Key points included:

- Managing transition risks, including maintaining operational continuity, reallocating internal resources, and executing the system changeover without disruption.
- Inclusion of a contingency allowance to cover labour costs and identified risk areas to mitigate potential cost overruns.
- The importance of ensuring interoperability with systems used by other government-owned entities.
- The need for clear project scoping and streamlined decision-making processes to prevent delays.

QFF: What matters to members info session

Current Member Priorities

- **Rising Input Costs:** Farmers are facing increasing costs for power, water, and fertilizers, putting pressure on profitability.
- **Skill Shortages:** Agriculture is competing with mining and manufacturing for skilled labour.
- **Biosecurity:** Growing concerns due to increased movement and biosecurity threats.
- **Climate Change:** Focus on adaptation to changing conditions and more frequent natural disasters.
- **Global Trade Uncertainty:** Ongoing impacts from shifting tariffs and market access.

Energy Transition Considerations

- **Reliability and Affordability:** Farmers remain technology-agnostic but strongly value reliable and cost-effective energy.
- **Opportunities and Risks:** Interest in renewable energy projects amid current policy uncertainty.

QFF Energy Initiatives

- **Energy Audits:** Supporting farmers to better understand and manage energy use.
- **Energy Independence:** Encouraging uptake of solutions that work for them, technology agnostic advice.
- **Renewable Energy Toolkit:** Providing practical guidance to support informed decisions on renewables.

Member Feedback

- Strong emphasis on fair compensation for land use, biosecurity protections, and meaningful negotiation on infrastructure placement.
- Positive feedback on Powerlink's engagement and responsiveness to date.

Community benefits framework: interactive session

The session highlighted the growing importance of social performance and community benefit sharing in the context of Powerlink's community and stakeholder expectations. Discussion focused on designing a framework that delivers sustainable, equitable, and locally relevant benefits for communities impacted by infrastructure development.

Key Principles – Activity Feedback Summary

Customer Panel members were asked to provide feedback on Powerlink's proposed community benefits framework principles by responding to targeted questions in small groups. A summary of member feedback is outlined below.

Collaborative and Inclusive

- Recognised the unique character of each community and the importance of tailoring engagement and investment approaches.
- Suggested an approach that may involve establishing local committees to inform benefit criteria and empower decision-making, but noted this needs to be guided by local context.
- Emphasised the need for clear, transparent processes supported by strong governance.
- Stressed the importance of meeting communities where they are, leveraging trusted local services and channels.

Fair and Equitable

- Advocated for consistent, transparent processes to build trust and legitimacy.
- Suggested the need for clear criteria which considers intergenerational and economically meaningful benefits that are shared fairly.
- Highlighted the value of coordinating with other industries and stakeholders to maximise outcomes.
- Suggested that the timing of benefit delivery should align with project impacts.

Outcomes-Focused

- Suggested that outcomes should be framed as the result of fair and thoughtful processes that focuses on community needs.
- Highlighted the need for adaptability, ongoing engagement, and transparency to balance differing priorities.
- Called for both tangible (jobs, investment) and intangible (social capital, pride) measures of success.
- Recognised the importance of staff morale, safety and connection to the communities they serve.

Accountable and Transparent

- Acknowledged the challenge of meeting all expectations
- Participants raised concerns that administering community benefit funds through Powerlink could increase energy bills.
- Discussion also explored using a counterfactual approach—comparing cost savings from the chosen project route versus alternatives – in determining appropriate funding levels and how social licence costs need to be considered in project delivery.
- Neoen shared an experience-based model—a community-elected board (with one Neoen representative) responsible for tendering the allocation of community benefit funds. This approach was viewed as promoting community ownership and accountability.

Next steps: Powerlink is considering this feedback as part of the ongoing development of the Community Benefits Framework.

Energy Charter accountability cycle refresher and review

- The accountability cycle involves multiple milestones, with the customer panel expected to review and provide feedback on various sections of the annual Energy Charter Disclosure Statement.
- New members were encouraged to reach out for one-on-one sessions if they had questions or needed further clarification on this process.
- For noting: Powerlink has become more active in several Better Together initiatives with the Energy Charter, with identified champions participating in these initiatives.
- **Next Steps:** The customer panel will receive opportunities to review different parts of the report, and more information on the Better Together initiatives will be provided as they progress.

Revenue Proposal Reference Group: report back and interactive session

Revenue Proposal Reference Group (RPRG) Reflection

Presenter: Alicia Kennedy (Queensland Farmers' Federation), 11 April 2024

- **Meetings Held:** 12 February and 19 March 2024
- **Key Topics Discussed:**
 - Operating environment challenges, demand growth, renewables integration, and rising costs (Jacqui Bridge presentation).
 - Engagement Reach approach and input into Queensland Household Energy Survey.
 - Discussion of consumer risk appetite in pricing structures.
 - Powerlink's hybrid capex forecasting methodology (top-down and bottom-up), further explored in Meeting 2.

- CFO joined Meeting 2; discussions included cost confidence, investment synergies, and cost escalation control.
- Focus on *Capable of Acceptance Criteria*, including engagement evidence and interpretation of terms like “reasonable” versus “prudent and efficient”.
- Initial OPEX and CAPEX forecasts shared, noting challenges in forecasting outer years.
- Social performance considerations presented, including landholder engagement and success indicators.
- **Feedback from QFF Water and Energy Policy Committee** on project success:
 - Clear, reasonable compensation with valuation plus premium.
 - Strong engagement resourcing, biosecurity protocols, and infrastructure placement negotiation.
- **Reflections:**
 - Acknowledged the evolving operating environment and need for public understanding.
 - Noted alignment across stakeholders on the need for innovation in transmission projects.
 - Recognised Powerlink’s efforts to integrate innovation, affordability, and acceptance criteria into its proposal.
- **Governance Update:** Mark Grenning (EUAA) nominated and confirmed as independent Chair of RPRG to coordinate final report inputs.
- **Thanks extended** to Powerlink and participating members for their contributions and commitment to a meaningful process.

Feedback requested on the Capable of Acceptance Criteria:

Due to time constraints, the panel was asked to provide their views via email on the following questions:

1. *Does the Customer Panel support the retention of the three engagement criteria?*
2. *Does the proposed ‘proof point’ statement provide scope for consideration of the impact of the operating environment while retaining adequate focus on the impacts of costs on customers?*
3. *Is the proposed application framework helpful to the Customer Panel in identifying the expectations with respect to their assessment of capable of acceptance for Powerlink’s 2027-32 Revenue Proposal? Does the Customer Panel support the adoption of the application framework?*

- Meeting closed -

ACTIONS FROM MEETING

ACTION	RESPONSIBLE	TIMING
Send any questions you have about the accountability process or reach out for 1:1 session	All members	Before Tuesday 30 September
Provide your views on the ‘Capable of Acceptance’ related questions provided in the meeting notes above	All members	Tuesday 29 April