





Customer Panel Meeting Summary

Meeting date: Wednesday, 2 July 2025, 10am – 1pm AEST

Attendees	Names and titles
Panel Members	<p>Alicia Kennedy, General Manager, Water and Energy, Queensland Farmers' Federation Chris Hazzard, Social Justice Committee Member, St Vincent de Paul Society Don Woodrow, Market Policy Manager, CS Energy Evashnee Chetty, Commercial Operations Advisor, Shell Ian Christmas, Engineering Lead, Grid Connection and Technical, Edify Energy Nardia Yeates, Commercial Infrastructure and Energy Leader, Aurizon Robyn Robinson, Director, Council on the Ageing Scott Partlin, Head of Grid Connections, Neoen Stephen Snow, Research Scientist, CSIRO</p>
PQ Members	<p>Gerard Reilly, GM Communications, Customer & Engagement (Chair) Eleonore Bridier, Customer Engagement Specialist (Convenor)</p> <p>Brenton Wendt, Manager Project Development (Central), Proxy for Natasha Browne Ian Lowry, Executive GM Major Projects Mahesh Narotam, Project Director Energy Markets, Proxy for Daniel Andersen Paul Sonogo, GM Finance, Proxy for Jenny Harris Roger Smith, Director Revenue Reset Wendy Miller, Customer Engagement Strategist</p>
Observers	<p>Kathy Hirschfeld, Board Chair, Powerlink Prins Ralston, Board Member, Powerlink Ben Fu, AER Observer Dana Boxall, General Manager Community and Delivery Services, Major Projects Jessica Purdy, Customer Engagement Specialist (Reset), Powerlink Kelly Bassett, Instructional Designer, Powerlink Kylie Schostakowski, Innovation Delivery Lead, Powerlink Sharna Luscombe, Team Leader Project Engagement CQ, Powerlink</p>
Guest presenters	Nil
Apologies	<p>Claudia Brumme-Smith, Chief Executive Officer, Townsville Enterprise Limited Daniel Andersen, General Manager Energy Markets, Powerlink Gavin Dufty, National Director Energy - Policy and Research, St Vincent de Paul Society Glenn Springall, GM Renewables & Distributed Energy, Energy Queensland Jenny Harris, General Manager Network Regulation John Gardner, Research Scientist, CSIRO Josie Maule, A/ Executive Director – Energy, Queensland Treasury Katie-Anne Mulder, CEO, Queensland Renewable Energy Council Mark Grenning, Director Policy and Regulation, EUAA Michael Brothers, AER Observer Natasha Browne, General Manager Business Development, Powerlink Warren Males, Consultant, Queensland Cane Growers Organisation Ltd</p>

AGENDA

TIME	MINS	ITEM	PAPERS	IAP2 LEVEL	PRESENTER/S
10:00AM	10	Welcome	Nil		Gerard Reilly
10:10AM	40	RPRG Report Back	Revenue Determination - An Overview		Chris Hazzard and Roger Smith
10:50AM	40	Gladstone Project: Deliverability in Focus	Nil		Ian Lowry
11:30AM	30	Lunch			
12:00PM	15	Constructive Influence: The Panel's Role in Driving Accountability Through The Energy Charter	Nil		Robyn Robinson
12:15PM	30	Next Chapter in Customer and Community Accountability	fy2025 Powerlink Disclosure Statement Outline		Wendy Miller and Eleonore Bridier
12:45PM		CLOSE			

**Inform****Consult****Involve****Collaborate****Share and learn**

Papers supplied as pre-reading:

- Re-issued: [Revenue Determination - An Overview](#)
- [fy2025 Powerlink Disclosure Statement Outline](#)

Papers supplied for noting:

- 250702 - Customer Panel RIT-T Update
- [Gladstone Project PTI Final Assessment Report](#)
- [Gladstone Project PTI Draft Assessment Report](#)
- [Gladstone Project PTI Draft Assessment Report - Submission from the Powerlink PTI Expert Panel](#)

MEETING SUMMARY

RPRG Report Back (10:10–10:50 AM)

Presenters: Chris Hazzard (Customer Panel & Revenue Proposal Reference Group (RPRG) member) and Roger Smith (Director, Revenue Reset).

Chris Hazzard summarised recent activity:

- Six meetings held since April, covering expenditure forecasts, cyber security, and business IT capital expenditure.
- Strong engagement from members, including regular independent meetings to build capability.
- Noted that engagement with the RPRG has been open and constructive, with new members gaining confidence and the group effectively working through complex issues collaboratively.

Gerard Reilly provided an update on broader customer engagement activities being pursued to inform the development of the draft revenue proposal, noting:

- Two new questions were added to the Queensland Household Energy Survey (QHES) to broaden end-user insights. Survey reaches ~4000+ respondents.
- Targeted outreach via Energy Queensland and EUAA, and LinkedIn supported promotion of a survey of directly connected customers and large C&I loads, yielding nine detailed responses. Early insights point to decarbonisation and electrification as key priorities.
- Survey promotion is ongoing, with the closing date extended to maximise participation.

Roger Smith provided an update on the revenue proposal process and current forecasts:

- Powerlink submitted its Expenditure Forecasting Methodology to the AER in late June, accompanied by customer-friendly summaries to support accessibility of information.
- A draft Revenue Proposal is scheduled for release in September 2025, ahead of formal lodgement in January 2026.
- The current opex and capex forecasts reflect a high-cost environment, influenced by inflation, policy shifts, supply chain pressures, and increased operational complexity.
- System strength services are a major new cost from the end of this period and into the next.
- Several step changes are under assessment, including cyber security and network complexity. Powerlink is also working through forecasts of smaller building block components such as insurance, AEMO participant fees, and debt raising costs.
- The capital forecast is dominated by replacement investment. Contingent projects and Priority Transmission Investments, including the Gladstone Project, are excluded from the regulated capital expenditure forecast as they are progressed through their appropriate investment assessment processes outside of the Revenue Proposal.
- All forecasts are being reviewed through a deliverability lens, to ensure the proposed program is realistic, efficient, and achievable.

Questions asked and responded

What are the implications of the estimated overspend in 2022–27?

The overspend in the current regulatory period will result in a forecast penalty applied through the Efficiency Benefit Sharing Scheme (EBSS) and Capital Expenditure Sharing Scheme (CESS). These negative revenue adjustments are built into the forecast maximum allowed revenue. Discussions with the AER are ongoing, particularly where overspends may have been driven by factors beyond Powerlink's control.

Has Powerlink forecast price impacts for large customers as part of the 2027-32 Revenue Proposal?

While the impact on large customers is difficult to quantify generically, tailored forecasts can be provided through our pricing and business development teams.

Why are system strength costs in the forecast?

Powerlink, as the System Strength Service Provider (SSSP) for Queensland, must deliver: (1) the minimum requirement to keep the system stable – this is a regulated responsibility and is therefore paid for by regulated customers, and (2) the efficient level for new connections – those costs are recovered from generators (who either pay a charge or self-remediate by installing their own equipment).

Is the increasing complexity of network operations, especially the widening load gap from consumer energy resources, leading to higher operating and capital costs?

Yes, it's having an impact on both opex and capex. The increased variability in load makes it more difficult to schedule outages, which are necessary for both maintenance and new connections. This results in projects needing to be broken into more stages, with shorter, more frequent outages—adding to time and cost. It also affects day-to-day maintenance access. While it's difficult to isolate and quantify this factor precisely, it's clearly one of several contributing pressures driving up expenditure alongside inflation, weather events, and supply chain constraints.

Gladstone Project: Deliverability in Focus (10:50am)

Presenter: Ian Lowry

Ian Lowry provided a comprehensive overview of how Powerlink is managing delivery risk on major projects, using the Gladstone PTI as a case study.

- The Major Projects division was established to build capacity for large-scale, long-duration programs.
- Delivery risks span planning approvals, supply chain, workforce capability, and social licence were discussed.
- Examples of risk mitigation activities provided:
 - An MoU with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) to support information sharing and efficiencies with EPBC Act approvals.
 - Establishing regional workforce capability in Gladstone and Townsville.
 - Portfolio-level resource planning and revised commercial frameworks to support scalable, staged project delivery.
 - Breaking work into packages to enable greater participation by local contractors and support capability development.
 - Early procurement of long-lead equipment and increased warehousing capacity to address supply chain risks.
 - Social performance elements including agreements with key stakeholder groups.
- Delivery is an active risk management challenge requiring continuous adaptation.

Lunch (11:30 AM – 12:00 PM)

Constructive Influence: The Panel's Role in Driving Accountability (12:00 PM)

Presenter: Robyn Robinson

Robyn Robinson reflected on the role of the Customer Panel in the Energy Charter accountability process.

- Highlighted that accountability is a shared responsibility with the panel — described as “devolved accountability.”
- Introduced the concept of constructive influence, encouraging curiosity, thoughtful questions, and meaningful engagement in the accountability process.
- Encouraged panel members to consider the variety of ways to be involved, including informal opportunities provided by the accountability process, and reinforced the value of the panel's role.

Next Chapter in Customer and Community Accountability (12:15pm)

Presenters: Wendy Miller and Eleonore Bridier

Related paper provided: FY2025 Powerlink Disclosure Statement Outline

Wendy and Eleonore led a discussion on the evolution of Powerlink's accountability process, noting that the current approach is under review to align with the Energy Charter's shift to the Impact Framework.

Key points from this early engagement with panel members on how to enhance trust and demonstrate the authenticity of Powerlink's customer focus identified the following:

Customer priorities – Different customer groups may have distinct interests and priorities, explore ways to make the relevant accountability information available to the relevant customer and community group.

Complete line of sight– Important to report on what's working, what's not, planned actions and actions taken. This may help provide greater clarity on performance.

Context matters – Consider how to contextualise performance by outlining external factors affecting outcomes and clearly distinguishing between common and specific causes of variance.

Useful and timely – Consider options for timely, easy-to-repurpose formats tailored to different customer needs (i.e. representatives are a bridge to their members), including audience-specific content and possibly digital tools to improve accessibility and relevance (i.e. a dashboard or similar tool could support more frequent updates).

Data-informed content designed for the needs of the customer – Focus effort where it matters by using data to guide content choices and tailor reporting to audience preferences, to ensure relevance and usefulness.

Leadership connection – Leadership connection is most useful and genuine when there is space for conversation and open dialogue with Chief Executives. Smaller, Powerlink-focused forums may provide a more effective way to engage panel members in direct, meaningful dialogue with senior executives, including the CEO.

Point in time report may not be the best option – Recognition that the report can take substantial internal resourcing and cost to produce, where other approaches could be more fit-for-purpose.

- Meeting closed -

OPEN ACTIONS

ACTION	RESPONSIBLE	TIMING
Closing the loop: Report back on the Community Benefits Framework interactive session held at April 2025 meeting	Eleonore Bridier and Anthea Craig	TBC – Q1 2026
Provide feedback on the <i>fy2025 Powerlink Disclosure Statement Outline</i>	All members	16 July 2025
Individual discussion about accountability review	Eleonore	Ongoing

CLOSED ACTIONS

ACTION	RESPONSIBLE	TIMING
Provide views on the fy2025 Maturity Self-Assessment (out of session request sent via email 29/05/2025)	All members	13 June 2025 - CLOSED
Provide your views on the 'Capable of Acceptance' related questions provided in the meeting notes above	All members	29 April 2025 - CLOSED