

Customer Panel Meeting Summary

Meeting date: Thursday, 18 September 2025, 12PM – 4PM AEST

Attendees	Names and titles
Panel Members	<p>Catherine Cussen, Executive Director – Energy, Queensland Treasury Chris Gillitt, Farm Business Resilience Project Manager, Canegrowers Chris Hazzard, Social Justice Committee Member, St Vincent de Paul Society Christy Englezakis, Development State Leader – Queensland, Neoen Don Woodrow, Market Policy Manager, CS Energy Evashnee Chetty, Commercial Operations Advisor, Shell Gavin Dufty, National Director Energy - Policy and Research, St Vincent de Paul Society Glenn Springall, GM Renewables & Distributed Energy, Energy Queensland Katie-Anne Mulder, CEO, Queensland Renewable Energy Council Nardia Yeates, Commercial Infrastructure and Energy Leader, Aurizon Robyn Robinson, Director, Council on the Ageing Stephanie McKechnie (proxy), Energy Engagement and Education Advisor, QFF Stephen Snow, Research Scientist, CSIRO</p>
Powerlink Members	<p>Daniel Andersen, General Manager Energy Markets - Energy Futures Eleonore Bridier, Customer Engagement Specialist (Convenor) Gerard Reilly, GM Communications, Customer & Engagement (Chair) Jenny Harris, General Manager Network Regulation - Energy Futures Natasha Browne, General Manager Business Development Roger Smith, Director Revenue Reset Wendy Miller, Customer Engagement Strategist</p>
Guests	<p>Darryl Rowell, Chief Financial Officer, Powerlink Paul Simshauser, Chief Executive, Powerlink Wayne Collins, Board Director, Powerlink</p>
Guest presenters	<p>Jacqui Bridge, EGM Network Investment, Powerlink Jane Goncalves, Team Leader – Energy and Financial Literacy, Uniting Care Matt Cairns, Program Manager, Uniting Care</p>
Powerlink Observers	<p>Alaina Megson, Senior Government Relations Advisor, Powerlink Annie Beckett, Resilience Advisor, Powerlink Brooke Saunders, GM Governance, Powerlink Caitlin Monti, Regional Environment Lead (North), Powerlink Jessica Purdy, Customer Engagement Specialist (Reset), Powerlink Nik Mungilwar, Senior Sustainability Advisor, Powerlink</p>
Apologies	<p>Albert Tong, AER Observer Alicia Kennedy, General Manager, Water and Energy, Queensland Farmers' Federation Ben Fu, AER Observer Claudia Brumme-Smith, Chief Executive Officer, Townsville Enterprise Limited Ian Christmas, Engineering Lead, Grid Connection and Technical, Edify Energy Ian Lowry, Executive GM Major Projects Mark Grenning, Director Policy and Regulation, EUAA Michael Brothers, AER Observer</p>

AGENDA

TIME	MINS	ITEM	PAPERS	PRESENTER/S
12:00PM	5	Introductions	Nil	Gerard Reilly
12:05PM	55	Accountability lunch: fireside chat with Powerlink CE, Paul Simshauser	Draft Disclosure Statement	Gerard Reilly
1:00PM	5	Comfort break		
1:05PM	5	Welcome and overview	Nil	Gerard Reilly
1:10PM	15	Uniting Energy Support Program update	Nil	Matt Cairns and Jane Goncalves, Uniting Care
1:25PM	35	Draft Revenue Proposal presentation, including Annual Capex and Opex allowance update	Draft Revenue Proposal	Jacqui Bridge and Darryl Rowell
2:00PM	30	Afternoon tea break		
2:30PM	70	Draft Revenue Proposal presentation: continued	Draft Revenue Proposal	Roger Smith
3:40PM	20	Customer engagement and next steps		Robyn Robinson
4:00PM		CLOSE		

Papers supplied for feedback (on 3 September 2025):*Draft 2024-2025 Energy Charter Disclosure Statement****Papers supplied for pre-reading (on 12 September 2025):***RR27-32 [draft Revenue Proposal](#) and [Overview](#)***Papers supplied for noting:***

- RIT-T Report

MEETING SUMMARY

Annual Accountability Lunch: Fireside Chat with Powerlink CE, Paul Simshauser

Key topics of discussion will be included in the Annual Feedback Summary produced and circulated in November each year.

Annual Uniting Energy Support Program Update

An update on Powerlink's support of Uniting Care's Energy Support Program was provided by guest presenter Jane Goncalves, sharing outcomes and a case study that demonstrate the program's positive impact and important role in providing support to vulnerable households in Queensland. The update meets a commitment within our customer accountability scorecard to report on the impact of the program annually. Since support commenced 1 Jan 2022, to 12 Sept 2025, \$147,393 in quantified savings to households has been delivered through this partnership.

Performance against AER regulatory allowance, current regulatory period, FY25

This update meets an annual reporting commitment within our customer accountability scorecard. Powerlink provided information on how the business has performed against the AER allowance for capital and operating expenditure for the first three years of the regulatory period. The presentation also outlined an adjustment to the capital expenditure amount, to be applied to the FY25 amount.

Draft 2027-2032 Revenue Proposal Presentation

The operating environment for Powerlink has dramatically changed over the past years, and the nature of the key changes were discussed. The main investment and cost drivers behind the draft Revenue Proposal were presented, including higher input prices, increased network complexity, new regulatory obligations, and the need for ongoing asset reinvestment.

A breakdown of forecast capital and operating expenditure for the upcoming regulatory period was provided, including an explanation of the major projects and activities and drivers for increases from the current period. Information was also provided on the Regulated Asset Base, Maximum Allowed Revenue and price impacts for customers.

2027-2032 Revenue Reset Customer Engagement to-date and Next Steps

A summary of customer engagement conducted to date was presented, along with initial feedback from the Revenue Proposal Reference Group (RPRG) regarding key issues. Additionally, the process for submitting feedback on the draft proposal, contributing to the RPRG's draft submission, and outlining the next steps for finalising the RPRG's response was discussed.

Members were invited to reflect on the engagement process. Main points raised:

- Integrating and aligning Customer Panel and reset engagement activities rather than having the reset as an islanded engagement structure, was thought to help strengthen the engagement, maintain continuity and develop skills.
- Clear materials, visual aids, and plain language have enabled understanding.
- Powerlink has been welcoming of feedback and has encouraged input.
- Topics ranged widely, providing insight into Powerlink's operations.
- Sessions have been intensive, but they build technical and strategic knowledge.
- The process overall has enhanced expertise and is anticipated to support engagement into the future.
- Having some RPRG members with high levels of experience has been invaluable to enable knowledge share and increased capacity of those members newer to the process.

OPEN ACTIONS

ACTION	STATUS
Submit any feedback or issues on the draft Proposal to RPRG members	26 SEPTEMBER
Submit Powerlink's 2025 Energy Charter Disclosure Statement to the Energy Charter	30 SEPTEMBER
Draft Submission circulated with wider panel	3 OCTOBER
Individual submissions on the draft Proposal	10 OCTOBER
Draft Submission submitted to Powerlink	14 OCTOBER
Close the loop on feedback provided by Customer Panel members on the Disclosure Statement through Annual Feedback Summary	NOVEMBER
Dedicated session on Climate Resilience, Adaptation and Response topic of interest identified at November 2024 Revenue Determination Engagement Scoping session	SCHEDULED
Report back on the Community Benefits Framework interactive session held at April 2025 meeting	SCHEDULED
Individual discussions about accountability review (optional)	OPEN

CLOSED ACTIONS

ACTION	STATUS
Provide feedback on the <i>draft 2024-2025 Energy Charter Disclosure Statement</i> (out of session request sent via email 12/09/2025)	CLOSED
Provide feedback on the <i>fy2025 Powerlink Disclosure Statement Outline</i>	CLOSED
Provide views on the <i>fy2025 Maturity Self-Assessment</i> (out of session request sent via email 29/05/2025)	CLOSED
Provide views on the RR27-32 Revenue Proposal 'Capable of Acceptance' criteria	CLOSED