



Customer Panel Meeting Meeting Record

1-4pm, 12 September 2024

Meeting format: in-person & online

Summary:

The meeting covered various topics, including:

- a report back on the Uniting Energy Support Program Powerlink supports and the impact it has made
- challenges of operating the current and future transmission network
- annual CAPEX and OPEX update including recent innovations in supply chain management
- 12-month report back on implementation of Asset Reinvestment Review findings
- update on the Gladstone Priority Transmission Investment project
- request for feedback on the Energy Charter disclosure statement for the 23/24 year.

Presentation summaries:

Annual Energy Charter report back - Uniting Energy Support Program

- Matt Cairns from Uniting shared insights on the Energy Support program, emphasising energy efficiency savings and debt relief for households.
- Program to date has delivered \$85,980 in quantified benefits to households.
- Robyn spoke to the new [COTA Energy4Seniors program](#) and the referral pathway commencing with Uniting to support.
- Call out to panel members to assist in boosting referral network for the program.

Network Operating Environment

- Emma Rogers discussed the operational challenges of the transmission network, including:
 - Increasing operating envelope due to growing gap between minimum and maximum demand levels
 - Battery patterns during times of high demand
 - Innovative ways Powerlink is keeping the network stable.

Annual Energy Charter report back - Capex and Opex allowance update

- Darryl Rowell presented on challenging conditions facing Powerlink to meet its OPEX and CAPEX allowances as set by the AER
- Cost pressures due to high demand for materials and labour
- Reinforced the importance of cost allocation between regulated and non-regulated business streams
- Outlined innovation in areas such as drone stringing, financing and cyber that Powerlink is pursuing to drive down costs.

Supply Chain management update

- Rakesh Solanki discussed the challenges in supply chain management and efforts to source high voltage equipment including transformers and circuit breakers.
- Highlighted a recent example of how strong relationships with a supplier has seen production knowledge transfer from a US-based supplier to a China-based supplier – driving down cost and made time savings.

Asset Reinvestment Review update

- Paul Ascione and Roger Smith provided an update on the Asset Reinvestment Review, highlighting the implementation of findings to improve efficiency and reduce costs.

SuperGrid and Gladstone Project PTI Update

- Mark Grenning shared insights from the PTI expert panel on the Gladstone Project, focusing on the importance of cost estimate accuracy and transparency in the assessment to allow customers to clearly see energy system benefits and costs.
- Roger Smith outlined next steps and engagement opportunities in the process.

Disclosure statement and wrap up

- The Energy Charter disclosure statement for the 23/24 year was noted as now being open for comment (circulated prior via email to panel members), the scope of feedback being requested was clarified.
- The upcoming Joint Accountability Forum was highlighted as an opportunity to ask questions of CEOs from Powerlink, Energy Queensland and CS Energy.

Actions:

- Provide comment on the Disclosure Statement **before** September 25th.
- Submit your interest in joining the PTI Expert Panel and/or Revenue Proposal Reference Group.
- RSVP to Joint Accountability Forum and/or Transmission Network Forum if you have not done so already.

Panel member attendees:

Alicia Kennedy, Queensland Farmer's Federation
Andrew Broadbent, CS Energy
Chris Hazzard, St Vincent de Paul Society
Claire Hamilton, Shell
Claudia Brumme-Smith, Townsville Enterprise Limited
Don Woodrow, CS Energy
Gavin Dufty, St Vincent de Paul Society
Glenn Springall, Energy Queensland
Heather Stewart, Department of Energy and Climate (proxy)
Ian Christmas, Edify Energy
John Gardner, CSIRO
Katie-Anne Mulder, Queensland Renewable Energy Council
Mark Grenning, EUAA
Monica Rackley, Aurizon
Robyn Robinson, Council on the Ageing
Warren Males, Canegrowers Australia

Guest member attendees:

Stephanie McKechnie, Queensland Farmer's Federation
Stephen Snow, CSIRO

Panel member apologies:

Leanne Caelers, Department of Energy and Climate
Robert Beattie, Squadron Energy

Attending Powerlink panel members:

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, General Manager Network Portfolio
Wendy Miller, Customer Strategist

Attending Powerlink presenters:

Darryl Rowell, CFO
Ed Sellwood, GM Real Time Network Operations
Emma Rogers, GM Strategic Network Operations
Paul Ascione, GM Asset Strategies and Planning
Paul Sonogo, GM Finance
Rakesh Solanki, GM Supply Chain Services

Observers and special guests:

Alan Millis, Powerlink Board Director
Jane Goncalves, Uniting
Jessica Purdy, Powerlink Business Strategist
Matt Cairns, Uniting
Steve Spencer, AER observer
Wayne Collins, Powerlink Board Director
Zig Abolitis, Uniting

Agenda and information:

- Agenda attached
- Presentation material attached / published on website

Variations to agenda: none

Upcoming meetings and events:

- 2025 Customer Panel Meeting dates will be sent early October 2024.
- Joint Accountability Forum will be held at Powerlink, Virginia, 11 November 2024.
- The Powerlink Transmission Network Forum will be held on 15 November 2024 (new date) at the Royal International Convention Centre.



Meeting Agenda

Time	Topic	Presenter	Duration (mins)
1:00pm	Welcome	Gerard Reilly	10
1:10pm	Annual Energy Charter report back- Uniting Energy Support Program	Wendy Miller, Matt Cairns and Jane Goncalves – Uniting guest speakers	20
1:30pm	Network Operating Environment	Emma Rogers	30
2:00pm	Annual Energy Charter report back- Capex and Opex allowance update	Darryl Rowell & Roger Smith	30
2:30pm	Supply Chain management update	Rakesh Solanki	20
2:50pm	Afternoon tea		15
3:05pm	Asset Reinvestment Review update	Paul Ascione	20
3:25pm	SuperGrid and Gladstone Project PTI Update	Roger Smith & Mark Grenning – Panel member	20
3:45pm	Disclosure statement and wrap up	Gerard Reilly & Wendy Miller	15
4:00pm	Close		

Purpose of the Customer Panel: To engage with Powerlink customers on key areas of strategy and operations that are of importance to them and generate input to drive improved business decision-making. Customer Panel terms of reference available on our website.¹

All panel members are expected to disclose any actual, potential or perceived conflicts of interest that may arise during their tenure. Conflicts of interest will be recorded in the minutes of meetings and the appropriate remediation for any conflicts will be determined by the Customer Panel on a case-by-case basis.

¹ [Powerlink Customer Panel | Powerlink](#)