



# Customer Panel Meeting Meeting Record

1-4pm, 30 May 2024

**Meeting format:** in-person & online

**Summary:** The Customer Panel meeting on 30 May 2024 included discussion on aspects of the energy transition, including some prevalent challenges such as hyperinflation and supply chain lead times. The meeting also covered several key initiatives, including the Queensland Renewable Energy Zones (REZ) framework, the 2028-32 revenue determination process, and Powerlink's commitments under the Energy Charter. An update on the annual 2024/25 transmission pricing was provided. There was also an announcement that the QFF Energy Engagement and Education Advisor has been recruited starting 1 July.

**Meeting notes:**

## 1:00 pm - Welcome (Gerard Reilly)

- Opened the meeting by welcoming attendees and introducing Amanda Yates, a Powerlink Board Member, and other executives who joined the meeting in person and online.

## 1:05 pm - Outlook (Paul Simshauser)

- Discussed the operating environment, emphasizing the complexity and significant challenges Powerlink faces. He highlighted rising costs, supply chain issues, inflation, and increased competition for resources as key challenges. Paul stressed the need to make strategic decisions to ensure affordability for Queenslanders, despite these challenges.

## 1:30 pm - Renewable Energy Zones: Process & Engagement Update for Callide REZ (Daniel Andersen and Rebecca Powlett)

- Provided an update on the progress of Renewable Energy Zones (REZ), specifically focusing on the Callide REZ. Discussed recent legislative changes that have accelerated the REZ development process.
- Outlined Powerlink's engagement strategy for the REZ, emphasising transparency and collaboration with communities and stakeholders to ensure effective engagement throughout the development.

## 1:50 pm - Powerlink Pricing Update (Sally Taylor)

- Presented an update on transmission pricing, discussed recent adjustments and the impact of Intra-Regional Settlement Residues (IRSR), which led to revenue changes and required adjustments.
- Reiterated Powerlink's ongoing monitoring efforts to manage settlement impacts and confirmed transparency with customers about these changes in context of regulatory requirements.

## 2:05 pm - Revenue Determination Approach Update (Jenny Harris)

- Provided an overview of Powerlink's upcoming revenue determination process, which sets the revenue Powerlink can recover from customers. The need to balance affordability and reliability was emphasised, as was the importance of stakeholder engagement.
- Outlined the timeline, next steps, and encouraged panel members to participate in consultations to ensure the proposal aligns with customer needs and regulatory requirements.

**2:35 pm - Break (15 mins)**

**2:50 pm - Energy Charter Accountability & Disclosure – (Wendy Miller)**

- Provided a brief update on Powerlink's current position in the accountability cycle for the Energy Charter, mentioned that the process this year would follow a similar path to last year's, with a disclosure statement expected to be published in September and a joint accountability session planned for November. Members would receive the draft disclosure statement and the maturity self-assessment via email, inviting them to review and provide feedback.
- Acknowledged the challenge of fitting these discussions, offering one-on-one calls to explain the accountability process and the role of the panel particularly for new starters, and referenced a guide provided pre-reading pack that outlines the Energy Charter, its significance, and the panel's role.

**3:00 pm - Transmission Investments Update: Priority Transmission Investment (PTI) Engagement Approach and RIT-T Update & Questions (Roger Smith)**

- Presented an update on the Queensland government's Priority Transmission Investment (PTI) framework and the engagement approach for these projects.
- Outlined the feedback received from the PTI Expert panel and the outcomes that have been achieved so far
- Addressed questions from the panel regarding specific transmission projects, timelines, and cost management strategies.
- Discussed the Regulatory Investment Test for Transmission (RIT-T) update.

**3:50 pm - Wrap-up and Close (Gerard Reilly)**

**Feedback and Review:**

- Panel members will receive the draft Energy Charter disclosure statement via email for review and feedback. Opportunities for one-on-one discussions will be available for those seeking further clarification on the accountability process.

**Upcoming Working Groups and Sessions:**

- The Priority Transmission Investment (PTI) Expert Panel will continue to be convened.
- "Revenue Determination 101" sessions will be scheduled to provide foundational knowledge to members about the upcoming revenue determination process, including deeper dives into specific topics of interest.

**Next Meeting Dates:**

- The next Customer Panel meeting is confirmed for 12 September 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.

**Panel member attendees:**

Robyn Robinson, Council on the Ageing  
Glenn Springall, Energy Queensland  
Andrew Broadbent, CS Energy  
Gavin Dufty, St Vincent de Paul Society  
Ian Christmas, Edify Energy  
Claire Hamilton, Shell  
Mark Grenning, EUAA  
Monica Rackley, Aurizon  
Chris Hazzard, St Vincent de Paul Society  
Alicia Kennedy, Queensland Farmer's Federation  
Warren Males, Canegrowers Australia

**Attending Powerlink panel members:**

Paul Simshauser  
Sally Taylor  
Daniel Andersen  
Gerard Reilly  
Jenny Harris  
Wendy Miller  
Roger Smith  
Rebecca Powlett  
Jacqui Bridge

**Observers and guests:**

Amanda Yates, Board Member at Powerlink  
Kaitlyn Stutz, Department of Energy and Public Works  
Andrew Barger, Australian Energy Producers

**Panel member apologies:**

Katie-Anne Mulder, Queensland Renewable Energy Council  
Robert Beattie, Squadron Energy  
Claudia Brumme-Smith, Townsville Enterprise Limited  
John Gardner, CSIRO  
Leanne Caelers, Department of Energy and Climate

**Agenda and information:**

- Agenda attached
- Presentation material attached / published on website

**Variations to agenda:** nil

**Next meeting:** 12 September 2024.



## Customer Panel Meeting Thursday 30 May 2024 Meeting Agenda

Time	Topic	Presenter	Duration
1:00pm	Welcome	Gerard Reilly	10 mins
1:05pm	Outlook	Paul Simshauser	20 mins
1:30pm	Renewable Energy Zones – Process & engagement update for Callide REZ	Daniel Andersen Rebecca Powlett	20 mins
1:50pm	Powerlink pricing update	Sally Taylor	15 mins
2:05pm	Revenue determination approach update	Jenny Harris	30 mins
2:35pm	Break		15 mins
2:50pm	Energy Charter Accountability & Disclosure – invitation to engage	Wendy Miller Gerard Reilly	15 mins
3:00pm	Transmission Investments update: <ul style="list-style-type: none"><li>• Priority Transmission Investment (PTI) engagement approach</li><li>• RIT-T update &amp; questions</li></ul>	Roger Smith	50 mins
3:50pm	Wrap-up and close	Gerard Reilly	10 mins

*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.<sup>1</sup>*

*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.*

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<sup>1</sup> [Powerlink Customer Panel | Powerlink](#)