

# Customer Advisory Council

## Topic: Customer Engagement for AER 2429 Revenue Proposal

Objective	Method of engagement	Key Outcome of engagement
<ul style="list-style-type: none"><li>To engage with CAC to introduce them to the requirements of the AER, what we know now and how they will contribute in future</li></ul>	<ul style="list-style-type: none"><li>Consult through discussion and presentations to understand CAC's views on process, suggestions and their future role</li></ul>	<ul style="list-style-type: none"><li>CAC understands AER engagement</li><li>Present on process and outcomes to date.</li><li>CAC identifies ideas, suggestions and feedback for incorporation into our planning of future engagement and how we will engage with the CAC</li><li>CAC endorses the process (including their amendments and suggestions, if any).</li></ul>

### Brief Background

Power and Water is responsible for planning, building and maintaining reliable electricity networks to transport electricity between electricity generators and electricity customers in the Northern Territory.

Three regulated networks operate under the Australia Energy Regulator (AER): Darwin/ Katherine, Tenant Creek and Alice Springs. PWC submit plans every 5 years for how we will operate these networks, upgrade or replace infrastructure. These Revenue Proposals identify costs associated with running the business and based on this the AER will determine what we can do and importantly, what we can charge. Key to their consideration is that customers have not only been taken into account – for all future plans to benefit customers – but they want to see that the customer voice has shaped and influenced our proposal from the beginning.

We are currently engaging with customers, communities and stakeholders about their future energy needs. It is their ideas and requirements that will be used to help inform the development of the plan to the AER

### What do we want to know

As representatives of all customers of electricity in the Northern Territory we would like to know:

- Whether our engagement process is robust and practical
- Any suggestions, ideas or feedback you have for us to improve it
- If you accept the role as 'final customer arbiter' in the process, reviewing all engagement outcomes and the draft Proposal to ensure those voices have been accurately reflected within it.

### Outcomes

- Representatives are informed about how energy is regulated and our proposed approach to capturing and reflecting all customers voices in the shaping of the Revenue Proposal
- The CAC accepts and embraces the role of overseeing all engagement activities and providing advice on process, reviewing outcomes and ensuring our Draft and Final 2429 Revenue Proposal reflects these accurately.
- CAC endorses their role in the preparation of the Proposal in representing all customers as appropriate, effective and meaningful

### Supporting information links

- <https://www.powerwater.com.au/about/regulation/the-future-of-electricity>
- <https://arena.gov.au/what-is-renewable-energy/>