



AURORA ENERGY CUSTOMER CONSULTATIVE GROUP
Meeting #1 – 7th October 2005
MINUTES

Venue: SACOSS Offices, Torrens Building, Victoria Square, Adelaide

Time: 2pm – 4pm

<u>Present:</u> Mark Henley	Uniting Care Wesley
Karen Grogan	SACOSS
Lindsay Simmons	COTA
Cathie King	CPR
Ricky McCulloch	Aurora Energy
Jacqui Bloomfield	EziKey Group

WELCOME & INTRODUCTION

- JB opened the meeting and welcomed members

TERMS OF REFERENCE (TOR)

- Comments were sought on the draft Terms of Reference
- The group was asked to note that both KG and LS also sit on the Minister's Energy Advisory Group
- MH asked if TOR were to include discussion re wider regulatory environment as it relates to prepayment metering
- The group agreed that the name for this group would be the Customer Consultative Group (CCG) and not the Customer Advisory Committee (CAC) as per draft.
- Otherwise, TOR were agreed upon.

Actions:

- RMc to review comments and amend the draft Terms of Reference accordingly and to reflect change in name (CCG) and re-distribute to group members.

CUSTOMER CONTRACT (CC)

- Copies of the draft CC were distributed to the group.

- Major concerns are its user-friendliness, particularly for those with a disability or are older.
- Discussion covered prepayment being the primary, possible only offering to SA customers, as well as only residential single phase being available in the initial stages with the potential for three phase in the future.

Actions:

- CCG members to review draft CC and provide comment to RMc by Friday 14th October
- Ricky McCulloch to send CCG members pricing and scale of fees when available
- Ricky McCulloch to provide info to CCG members re is there an exit fee at the end of the 12 month contract for the removal of the meter if customer no longer wants PAYG.

AURORA PRESENTATION & PLANNING

- JB ran through product attributes from ESCOSA CAC slides from last meeting
- RMc ran through an Aurora presentation, discussing a soft launch date of October 17th however this is likely to change in line with possible meter delivery dates and ETSA negotiation

Actions:

- RMc to advise on revised launch date when possible

QUESTIONS AND ANSWERS:

- LS suggested that it would be valuable for someone (perhaps JB) to conduct a presentation at one of the next meetings of the Minister's Energy Advisory Group.
- LS suggested a 300-500 word advertorial for PAYG for the upcoming issue of the COTA newsletter.
- It was requested by CCG members that they are briefed prior to any media briefing

Actions:

- JB to follow up with LS on date for presentation
- CK to prepare draft article for COTA newsletter within coming two weeks, running draft by Aurora prior to providing to LS
- JB to work with CK re briefing of the local community groups prior to launch

NEXT MEETING

- It was agreed that the group would meet on an as-needs basis

