

## Customer Advisory Panel Meeting Minutes

| Meeting                  |                                                                                                                                                                                                                                                 |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date                     | Thursday 27 November                                                                                                                                                                                                                            |
| Time                     | 9:00am -10:00am                                                                                                                                                                                                                                 |
| Location                 | MS Teams                                                                                                                                                                                                                                        |
| Members                  | Philip Cullum (Chair), Helen Bartley, Gavin Dufty, Dean Lombard                                                                                                                                                                                 |
| Consumer Challenge Panel | Robyn Robinson (CCP member), Mark Henley (CCP member)                                                                                                                                                                                           |
| Attendees                | CPPALUE: Renate Vogt (General Manager Regulation), Lauren Fetherston (Head of Compliance and Policy), Bea Cleeve (Regulatory Policy Principal), Angelica D'Amelio (Regulatory Engagement Lead), Winona Bonne (Customer and Corporate Graduate), |
| Apologies                | Hilary Newstead (Deputy Chair), Natalie Collard                                                                                                                                                                                                 |
| Pre-reading              | N/A                                                                                                                                                                                                                                             |

| Item | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 1    | <p><b>CSIS decision in the revised proposal</b></p> <p>The networks presented its decision not to challenge the AER's rejection of the proposed CSIS, and therefore not to undertake any further engagement with customers on this. The business explained its reasons:</p> <ul style="list-style-type: none"> <li>the limited time remaining for SMEs to design and test a meaningful scheme that would provide clear customer value</li> <li>confirmation that other avenues exist to address customer service outcomes including: <ul style="list-style-type: none"> <li>Customer Commitments</li> <li>quarterly customer experience reporting</li> <li>customer service measures already reported through Regulatory Information Notices (RINs).</li> </ul> </li> <li>earlier and more in-depth engagement would have been required given the level of internal coordination needed</li> </ul> <p>The business noted its desire to continue working with the CAP on service improvements and learnings. It has started a process of measuring baselines where current limitations exist and plans to do a full review across customer service areas. The ambition is to support the creation of better customer service measures, tightly aligned with customer preferences, in future reset periods.</p> <p><b>CAP feedback and discussion</b></p> <p>Panel members provided the following reflections and insights:</p> <ul style="list-style-type: none"> <li>there was general acceptance of the decision not to challenge the AER's stance, noting that while a CSIS would be desirable, it was not viewed as the highest priority</li> <li>there was concern about the basis for the AER's rejection of the CSIS for all five networks, which was not supported by any customer engagement or research, and its reliance on legacy measures as an alternative</li> </ul> |

- the CAP agreed, however, with the AER's view on the value of splitting the call centre metrics, rather than the proposed merging of them noted in the networks' regulatory proposal
- members emphasised the importance of establishing clear baselines for aspects of services that matter most to customers and agreed with CPPALUE's plans and existing work to capture these baseline measures for a future CSIS
- an idea was shared to consider more sophisticated mean reporting i.e. presenting and measuring the variability around the mean score
- a future CSIS was viewed as more effective if developed collaboratively, with early involvement of customers, consumer groups and the regulator
  - noting that the CSIS was at an inflection point and needs to address services above what was considered 'innovative' 10-15 years ago
  - the AER should do more in terms of framing and expectation setting on the CSIS from the start
- members highlighted the value of consistent and transparent reporting on customer commitments and service performance
- an overarching comment (not just about CSIS development) was shared about the importance of closing the loop with customers, including clearly communicating what the business is hearing, what actions are underway, and why certain issues may take time to resolve
- members suggested that if customer value is central to regulatory decisions, regulators should directly engage with customers too
- it was noted that similar challenges are being experienced across the sector, with businesses at comparable stages in navigating CSIS design and customer communication
- it was agreed to include the CSIS as a CAP workplan item next year to input to the development of new benchmarks, support the design of future customer engagement and monitor internal progress.