

# Customer Advisory Panel Meeting Minutes

| Meeting     |                                                                                                                                                                                                                                                                                     |
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| Date        | Monday September 8th 2025                                                                                                                                                                                                                                                           |
| Time        | 9:00am -10:30am                                                                                                                                                                                                                                                                     |
| Location    | MS Teams                                                                                                                                                                                                                                                                            |
| Members     | Philip Cullum (Chair), Hilary Newstead (Deputy Chair), Helen Bartley, Gavin Dufty, Dean Lombard                                                                                                                                                                                     |
| Attendees   | CPPALUE: Renate Vogt (General Manager Regulation), Lauren Fetherston (Head of Policy & Compliance), Jeff Anderson (Head of Regulatory Strategy), Chris Gilbert (Regulatory Manager), Angelica D'Amelio (Regulatory Engagement Lead), Winona Bonne (Customer and Corporate Graduate) |
| Apologies   | Natalie Collard (member)                                                                                                                                                                                                                                                            |
| Pre-reading | 1. CAP pre-read materials – August 2025                                                                                                                                                                                                                                             |

| Item | Topic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 1    | <p>CPU's strategy team presented material change items relating to the revised regulatory reset proposal.</p> <p><b>Contingent projects</b></p> <p>CPU presented slides on contingent programs and consideration was raised relating to:</p> <ul style="list-style-type: none"> <li>changes in forecast adjustments for contingent programs and highlighting the impact the final decision has on the value in which customers receive, including their bill impact</li> <li>identifying what the triggers are for contingent projects and presenting this detail to the AER</li> <li>availability of resources in the market to build the contingent programs that are being proposed.</li> </ul> <p>Noting that CPU has an internal workforce where the organisation would not have this challenge compared to other networks.</p> <p><b>Undervoltage programs</b></p> <p>CPU presented the impact it sees undervoltage have on the network and initial thinking on the revised proposal. The CAP sought clarification on:</p> <ul style="list-style-type: none"> <li>what the solution is for undervoltage during peak demand periods. Questions were asked whether it is dynamic voltage management at the substation level</li> <li>whether CPU are the first networks to raise this challenge due to the level of visibility the networks have. This was confirmed.</li> </ul> <p>Feedback was also given to consider network tariff reform in alignment with the wholesale market, prices and how these fall into the Nelson review. CAP members noted that that a failure to address this may have significant implications for customers.</p> <p><b>Data centres</b></p> <ul style="list-style-type: none"> <li>Data centres were another area presented to the CAP on the business thinking relating to the revised proposal</li> <li>It was noted that multiple potential data centre operators are making the connection requests for the same sites, which is overinflating the forecast of data centre connections.</li> </ul> |