

Agenda

Customer Advisory Panel

When: 2:00pm – 4:00pm, Thursday, 20 September 2018

Where: Boardroom meeting room - Orion - 565 Wairakei Road

Attendees: **Caroline Shone**, CEO Community Energy Action; **Simon Templeton**, CEO Age Concern; **Tim Baker**, Burwood and Coastal Community Board; **Leeann Watson**, CEO, Canterbury Employers' Chamber of Commerce; **Pat McEvedy**, Selwyn District Councillor and farmer; **Harry Gates**, Orion Master's Energy Scholarship recipient; **Danny Wilson**, Acting GM Retail at Meridian; **Michelle Sharp**, CEO Kilmarnock

Orion: **Rob Jamieson**, CEO; **David Freeman-Greene**, GM Commercial; **Steve Macdonald**, GM Infrastructure; **Linda McGregor**, Communications and Engagement Manager; **Stephen Godfrey**, Energy Projects Manager; **Dayle Paris**, Regulatory Manager; **Jessalee MacLean** (*Minutes*)

Apologies: **Tania Wati**, CEO of Mahaanui Kurataiao,

Objective: To assist Orion to understand the diverse perspectives of its customers, their needs, issues and service requirements. This meeting the focus is on expectations of reliability.

| When | What | Who |
|---------------------------|---|----------------------|
| 2:00pm (5mins) | Arrival | |
| 2:05pm (5mins) | Welcome and Introduction | Rob Jamieson |
| 2:10pm (15mins) | Recap on last meeting and cover off Actions | David Freeman-Greene |
| 2.25pm (20mins) | We listened and we're taking action <ul style="list-style-type: none"> • Temporary disconnections • Planned outages | Linda McGregor |
| 2:45pm (25mins) | Preparing for the future, our thinking | Stephen Godfrey |
| 3:10pm (10mins) | Coffee break | All |
| 3:20pm (30mins) | Preparing for the future, your thoughts | Stephen Godfrey |
| 3:50pm (5mins) | Wrap-up and close | Rob Jamieson |

