

## Minutes

### Customer Advisory Panel

**When:** 2:00pm – 4:00pm, Tuesday, 16 April 2019

**Where:** Styx and Halswell meeting room - Orion - 565 Wairakei Road

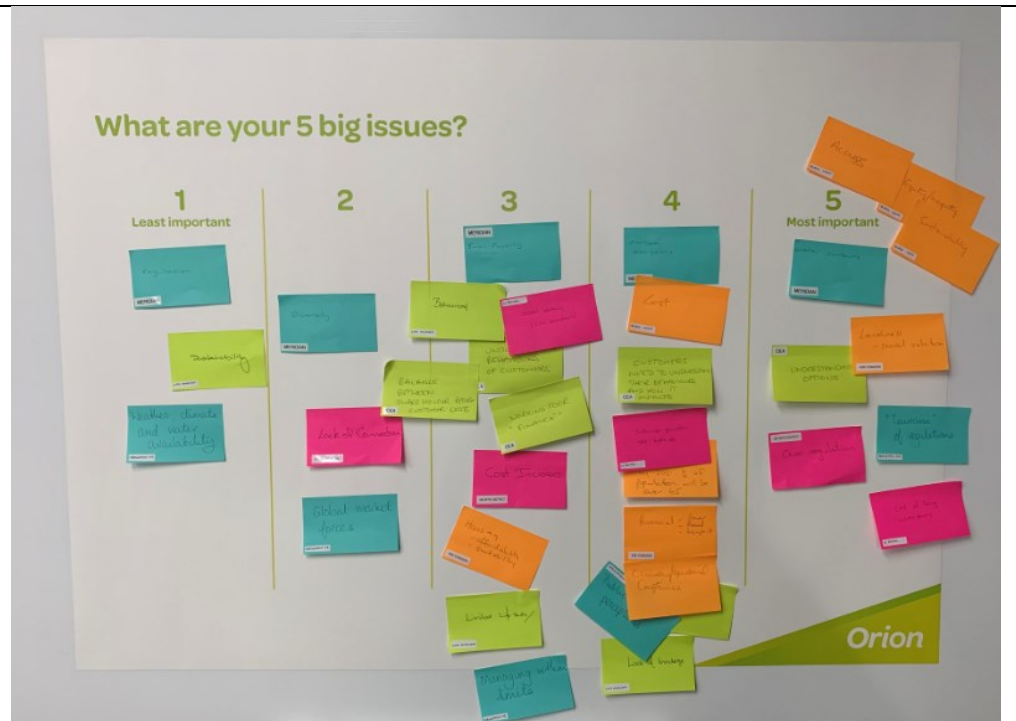
**Attendees:** **Caroline Shone**, CEO Community Energy Action; **Simon Templeton**, CEO Age Concern; **Pat McEvedy**, Selwyn District Councillor and farmer; **Narottam Royal**, UC Student; **Danny Wilson**, Head of Operations & Commercial at Meridian; **Janetta Skiba**, Director of Nursing / Education Coordinator at Rural Canterbury; **Matthew Mark**, CEO/City Missioner at Christchurch City Mission; **Elizabeth Soal**, CEO Irrigation NZ

*Orion:* **Rob Jamieson**, CEO; **Steve Macdonald**, GM Infrastructure; **Linda McGregor**, External Engagement Lead; **Pip Newland**, Sustainability Lead; **Dayle Parris**, Regulatory Manager; **Paul Deavoll**, GM Customer and Stakeholder; **Jessalee MacLean** (*Minutes*)

**Apologies:** **Tim Baker**, Burwood and Coastal Community Board; **Michelle Sharp**, CEO Kilmarnock; **Leeann Watson**, CEO, Canterbury Employers' Chamber of Commerce; **Michaela Blacklock**, GM, Canterbury Employers' Chamber of Commerce; **Tania Wati**, CEO of Mahaanui Kurataiao

| Item  | Item overview  |
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| Welcome and Introduction                          | <p>Linda McGregor welcomed everyone to the meeting including the new members, Narottam Royal, UC Electrical Engineering Student; Janetta Skiba, Director of Nursing / Education Coordinator at Rural Canterbury PHO; Matthew Mark, CEO/City Missioner at Christchurch City Mission and Elizabeth Soal, CEO Irrigation NZ.</p> <p>Everyone was thanked for their attendance.</p>  |
| Cover off actions, who we are and why we are here | <p>Linda covered off who Orion is and what they do. Orion has more than 202,000 customers and is community owned. Currently 26% of a customer's monthly power bill goes to Orion to cover costs for distribution.</p> <p>The Panel was updated by Rob on what is involved in the Government's Electricity Pricing Review.</p> <p>Questions that were asked at the last Customer Advisory Panel in September, were covered off in the meeting and the responses will be published on Orion's website.</p>   |
| Listening to you: Asset Management Plan           | <p>Steve Macdonald introduced Orion's 2019 Asset Management Plan (AMP). The plan is updated yearly and provides a 10 year maintenance, upgrade and growth programme for Orion's network.</p> <p>The most recent AMP was released in April 2019. In this edition of the AMP, Orion included references to decisions that took account of feedback from Orion's Customer Advisory Panel and other customer engagement activities in 2018.</p> <p>Some of Orion's big projects for the year include:</p> <ul style="list-style-type: none"> <li>• A new Grid Exit Point in Norwood, one of Orion's large rural projects. This is to support the growth of the local towns and businesses.</li> <li>• A new substation in Belfast, one of Orion's large urban projects. This is to support residential and business growth in the area.</li> </ul> |

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|                                 | <ul style="list-style-type: none"> <li>• Replacing the oil-filled cables that are a resilience risk for us. They have become old technology and may not perform well and our ability to respond may be longer in a significant natural event such as an earthquake.</li> <li>• Introducing low voltage monitoring. Traditionally Orion only monitored our high voltage network. Low voltage monitoring will enable Orion to understand the impact of local generation, street lighting, EV charging and peer to peer trading usage and make informed, prudent investment decisions.</li> </ul> <p>When Orion upgrades its network, where possible, links are made within the existing network to be able to re-route power in the event of planned works or a power outage.</p> <p><b>Questions the Panel asked:</b><br/> <i>Is Orion looking at what's happening in parts of China where vehicle fleets have all been upgraded to electric?</i></p> <p>Orion said there are some lessons learned from China and it will look to see what would be useful in the local situation. Orion has people in the business who are actively looking into what other countries are doing in this space and how it could be applied in Orion and New Zealand.</p>   |
| Our Powerful Future             | <p>Rob Jamieson introduced Orion's Powerful Future programme and why Orion is going on this new journey. Orion's purpose is to connect and empower its community. Orion sees a big part of its role going forward around how it can provide good advice to create good outcomes for the community.</p> <p>Rob talked about the four Areas of Fundamental Importance (AFI) and Conditions of Satisfaction (COS) for Orion. The four AFI are, trusted in our region, driver of sustainability, leading platform operator and transforming industry and capability development in NZ. Both the AFI and COS are just as important as each other to enable Orion to go on this Powerful Future journey.</p> <p>The Panel supported Orion's Powerful Future and provided some feedback as follows:</p> <ul style="list-style-type: none"> <li>• Orion supplies a service to very different groups of people. Some people can't afford to pay their power bill and some people are looking at upgrading their vehicle. It's important for Orion to still continue to be inclusive.</li> <li>• Education on energy efficiency is important for people whose only priority is to put food on the table, using power is seen as a luxury. How can Orion influence and educate.</li> <li>• Resilience of the network is important for irrigation companies.</li> </ul> |
| Focus on Orion's sustainability | <p>Pip Newland shared Orion's new Sustainability Framework. Orion has three pillars of sustainability and it needs to balance all areas of importance in order to be sustainable. If Orion acts now it will have more of an opportunity to have a more sustainable business. Orion is considering how it contributes to waste, carbon emissions, and improving access to energy.</p> <p><b>Sticky notes on the board exercise</b></p> <p>Each member of the Panel was given sticky notes to place on a board on behalf of the groups they represent. The focus of the question at this meeting was on what are your five big issues at the moment.</p> <p><b>Question:</b> What are your 5 big issues?</p>  |



The results will help Orion think about what it should be talking about with customers. If it's not something that Orion can impact then it could consider how it can link in with another organisation to work through these issues. The Panel also asked Orion to consider how it can communicate more clearly about things that it can influence.

Pip will take the results and sense check it against Orion's current framework and look at what it can weave into its Sustainability Framework going forward.

The Panel noted that some people have trouble understanding the world now because things are regulated too much and the complexity makes it hard to understand. One thing it comes down to is trust. It asked how can Orion help customers navigate through services more easily? What are these issues and how can Orion contribute to them?

Mobile app – what's useful?

Paul Deavoll talked to the Panel about mobile apps and how Orion could use apps as communication during planned and unplanned outages. Feedback from the panel and other customer engagement tells Orion that people want better communication during power outages and clearer advice about when the power is going back on.

Orion is the company that manages planned and unplanned power outages, not the retailer, although it is the retailer that currently has responsibility for communications to customers on planned outages, and is a significant point of contact for customers during unplanned outages. Orion noted that planned power outages do not always go as planned and so Orion would like to be able to communicate this with the affected customers.

The Panel was keen for Orion to let people proactively know about planned and unplanned outages and provided other feedback as follows:

- Orion has a challenge with retailers as the 25+ retailers in NZ all have different lines companies doing communication differently.
- Keep the timing broad, it's better if the power comes back on sooner than predicted, rather than later.

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|                   | <ul style="list-style-type: none"> <li>• The Orion website is a good option for a good portion of the community but it's not suitable for the elderly or people without laptops, iPads or cell phones.</li> <li>• Orion could pre-warn people about how to find out information during a power outage, through proactive advertising.</li> <li>• Selwyn gets ready app – huge uptake in Selwyn.</li> <li>• Text notification would work for some.</li> <li>• Place a message on the Orion phone so people are notified as soon as they call, meaning they will be immediately satisfied with they have the information they need.</li> <li>• Social media is a good option for some of Orion's customers.</li> <li>• Businesses – rural customers who have multiple connections, Orion could look at them registering their interest in receiving direct communications around planned power outages. The Panel agreed that business customers would like that as an option.</li> <li>• Registration for Orion communications could work well for residential too but there are issues around if 'Jo Smith' was to move suburbs or towns and still receives outage communication for their old address.</li> </ul> |
| Wrap-up and close | <p>Orion and the Panel agreed to have at least three meetings per year, the next meeting is to be held in July.</p> <p>Everyone was thanked for making the commitment to be at the meeting for the afternoon and contributing the views of those they represented.</p> <p><b>ACTION:</b> Orion to establish the agenda and timing for the next meeting.</p> <p><b>ACTION:</b> Orion to invite the Panel members to the Inspire Canterbury event in May, sponsored by Orion.</p>  |