

Agenda

Customer Advisory Panel

When: 2:30pm – 4:30pm, Thursday, 7 June 2018

Where: Boardroom meeting room - Orion - 565 Wairakei Road

Attendees: **Leeann Watson**, CEO, Canterbury Employers' Chamber of Commerce; **Caroline Shone**, CEO Community Energy Action; **Simon Templeton**, CEO Age Concern, **Tania Wati**, CEO of Mahaanui Kurataiao, **Tim Baker**, Burwood and Coastal Community Board; **Pat McEvedy**, Selwyn District Councillor and farmer; **Harry Gates**, Orion Master's Energy Scholarship recipient

Orion: **Rob Jamieson**, CEO; **David Freeman-Greene**, GM Commercial; **Steve Macdonald**, GM Infrastructure; **Linda McGregor**, Communications and Engagement Manager; **Dave Brannigan**, Infrastructure Lifestyle Manager; **Jennifer Dale**, Lifecycle Engineer; **Dayle Paris**, Regulatory Manager; **Jessalee MacLean** (*Minutes*)

Apologies: **Danny Wilson**, Acting GM Retail at Meridian

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
2:30pm (5mins)	Arrival	
2:35pm (5mins)	Welcome and Introduction	Rob Jamieson
2:40pm (15mins)	Recap on last meeting and cover off Actions	David Freeman-Greene
2:55pm (25mins)	Reliability: Are Orion network investment decisions meeting customer expectations? <ul style="list-style-type: none"> • What customers say • Residents on reliability • Businesses on reliability • Commerce Commission on reliability 	David Freeman-Greene
3:20pm (10mins)	Coffee break	All
3:40pm (30mins)	Reliability continued: <ul style="list-style-type: none"> • Where would panel members like Orion to sit on reliability? 	Jen Dale
4:10pm (15mins)	Temporary disconnections: <ul style="list-style-type: none"> • Should Orion look at changing its approach? 	Linda McGregor
4:25pm (5mins)	Wrap-up and close	Rob Jamieson