

## Agenda

### Customer Advisory Panel

**When:** 2:30pm – 4:30pm, Tuesday, 27 February 2018

**Where:** Boardroom meeting room - Orion - 565 Wairakei Road

**Attendees:** **Danny Wilson**, Acting GM Retail at Meridian; **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.

*Orion:* **Rob Jamieson**, CEO; **David Freeman-Greene**, GM Commercial; **Steve Macdonald**, GM Infrastructure; **Linda McGregor**, Communications and Engagement Manager; **Andrew Mulligan**, Network Planning Engineer; **Jessalee MacLean** (*Minutes*)  
*Facilitator:* **Carrie Cooke**, pwc

**Objective:** First meeting of the new panel, for members to get to know each other, agree the role of the panel and learn more about what Orion does, and for Orion to understand the diverse perspectives of its customers, their needs, issues and service requirements.

When	What	Who	Outcome
<b>2:30pm</b> (5mins)	Arrival, informal introductions	David Freeman-Greene	Get to know one another
<b>2:35pm</b> (5mins)	Welcome and Introduction	Rob Jamieson	Establish common understanding of the groups represented, and purpose of the panel.
<b>2:40pm</b> (15mins)	Getting to know each other exercise. Each member of the panel tells the group: <ul style="list-style-type: none"> <li>• <b>two things about the people they represent</b> (eg things we won't know, things related to their energy usage.)</li> <li>• <b>the one big question/point their group wants to tell Orion</b> / what interests their group about energy.</li> </ul>	Carrie Cooke facilitates	
<b>2:55pm</b> (5mins)	What is Orion's Customer Advisory Panel?	Linda McGregor	
<b>3pm</b> (20mins)	Orion: who we are, what we do	David Freeman-Greene Linda McGregor	Establish a common understanding of Orion and its business
<b>3:20pm</b> (10mins)	Coffee break	All	Be refreshed

<b>3:30pm</b> (55mins)	“Powerful Conversations” - what we have learned already about customers’ views on <b>Reliability, Resilience, Safety, and Future Networks.</b> What do panellists think?	Carrie Cooke facilitates, with: Steve Macdonald Andrew Mulligan	Shared thinking on each of the four focus areas
<b>4:25pm</b> (5mins)	Wrap-up and close	Rob Jamieson	Establish plan for next meetings