

## Minutes

### Customer Advisory Panel

**When:** 2:00pm – 4:00pm, Tuesday 8 September 2020

**Where:** Via Zoom

**Attendees:** **Bebe Frayle**, Burwood and Coastal Community Board, **Cherie Tirikatene**, CEO SEED New Zealand; **Simon Templeton**, CEO Age Concern; **Caroline Shone**, CEO Community Energy Action; **Janetta Skiba**, Director of Nursing / Education Coordinator at Rural Canterbury; **Matthew Mark**, CEO/City Missioner at Christchurch City Mission; **Elizabeth Soal**, CEO Irrigation NZ; **Michelle Sharp**, Vodafone; **Geoff Ball**, Managing Director, Hagley Windows and Doors; **Narottam Royal**, student

**Orion:** **Rob Jamieson**, CEO; **Linda McGregor**, External Engagement Lead; **Paul Deavoll**, GM Customer and Stakeholder; **Craig Kerr**, GM Information Solutions; **Dayle McDrury**, Future Networks Strategic Lead; **Jono Brent**, Group Transformation Lead; **David Freeman-Greene**, GM Commercial; **Steve Macdonald**, GM Infrastructure

**Apologies:** **Danny Wilson**, Head of Operations & Commercial at Meridian; **Michaela Blacklock**, GM, Canterbury Employers' Chamber of Commerce; **Pat McEvedy**, Selwyn farmer

Item	Item overview										
<p>Welcome and Introduction</p>	<p>Linda McGregor welcomed everyone to the meeting and thanked them for their attendance at our first Panel meeting in 2020, a virtual meeting due to COVID-19 restrictions. She introduced two new members who shared a little about themselves: <b>Bebe Frayle</b>, Burwood and Coastal Community Board and <b>Cherie Tirikatene</b>, CEO SEED New Zealand.</p> <p>Linda thanked retiring Panel members Tim Baker and Tania Wati for their support and valuable contributions.</p>										
<p>Cover off actions from last year's meetings</p>	<p>Linda McGregor provided an overview of the Action Points from Panel meetings in 2019, and the actions Orion has undertaken in response:</p> <table border="1" data-bbox="432 1464 1426 1962"> <thead> <tr> <th data-bbox="432 1464 922 1509">You told us....</th> <th data-bbox="922 1464 1426 1509">We did....</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 1509 922 1630"> <p>Customer service: <i>"Give us more information when the power goes out."</i></p> </td> <td data-bbox="922 1509 1426 1630"> <ul style="list-style-type: none"> <li>Added functionality to our website to give regular updates on restoration progress for outages.</li> <li>We now communicate directly with customers for significant planned outages.</li> <li>Successfully trialed text alerts to customers for planned outages.</li> </ul> </td> </tr> <tr> <td data-bbox="432 1630 922 1729"> <p>Safe, reliable network: <i>"Step-up your tree trimming public education."</i></p> </td> <td data-bbox="922 1630 1426 1729"> <ul style="list-style-type: none"> <li>Re-vamped our public safety education campaigns using stronger more effective messaging, new punchy creative, and new online channels.</li> <li>Distributed flyers via CCC and Selwyn DC libraries</li> </ul> </td> </tr> <tr> <td data-bbox="432 1729 922 1827"> <p>Sustainability: <i>"Keep it simple, keep it fair and keep it together."</i></p> </td> <td data-bbox="922 1729 1426 1827"> <ul style="list-style-type: none"> <li>Adopted your recommendations for Sustainable Development Goals in our Group Strategy</li> <li>Published our first TCFD report: Climate Change Opportunities and Risks for Orion.</li> </ul> </td> </tr> <tr> <td data-bbox="432 1827 922 1962"> <p>Future network: <i>"Be ready to support our future needs."</i></p> </td> <td data-bbox="922 1827 1426 1962"> <ul style="list-style-type: none"> <li>A company transformation to meet our community's future needs is underway.</li> <li>We are collaborating with others across the industry to establish the <b>Energy Academy</b> to transform industry capability and development in New Zealand.</li> <li>Started our Low Voltage line monitoring programme.</li> </ul> </td> </tr> </tbody> </table> <p>She noted two actions continue to be a work in progress:</p> <p><b>ACTION:</b> Orion to investigate taking a more proactive role in educating people on energy efficiency in the home.</p>	You told us....	We did....	<p>Customer service: <i>"Give us more information when the power goes out."</i></p>	<ul style="list-style-type: none"> <li>Added functionality to our website to give regular updates on restoration progress for outages.</li> <li>We now communicate directly with customers for significant planned outages.</li> <li>Successfully trialed text alerts to customers for planned outages.</li> </ul>	<p>Safe, reliable network: <i>"Step-up your tree trimming public education."</i></p>	<ul style="list-style-type: none"> <li>Re-vamped our public safety education campaigns using stronger more effective messaging, new punchy creative, and new online channels.</li> <li>Distributed flyers via CCC and Selwyn DC libraries</li> </ul>	<p>Sustainability: <i>"Keep it simple, keep it fair and keep it together."</i></p>	<ul style="list-style-type: none"> <li>Adopted your recommendations for Sustainable Development Goals in our Group Strategy</li> <li>Published our first TCFD report: Climate Change Opportunities and Risks for Orion.</li> </ul>	<p>Future network: <i>"Be ready to support our future needs."</i></p>	<ul style="list-style-type: none"> <li>A company transformation to meet our community's future needs is underway.</li> <li>We are collaborating with others across the industry to establish the <b>Energy Academy</b> to transform industry capability and development in New Zealand.</li> <li>Started our Low Voltage line monitoring programme.</li> </ul>
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	<p><b>ACTION:</b> Orion to look at providing a low-cost temporary disconnection service that would encourage people to paint their bargeboards, safely.</p>
<p>What's happening at Orion?</p>	<p>Paul Deavoll provided a summary of the key issues facing Orion at present:</p> <ul style="list-style-type: none"> <li>• COVID-19 and the measures Orion is undertaking to continue to provide the community with a reliable power service, and protect its people</li> <li>• Port Hills fires court action - ongoing</li> <li>• Orion has issued its first report on <i>Climate Change opportunities and risks for Orion</i> – a first for NZ electricity distribution businesses</li> </ul>
<p>Group Strategy development – where we are heading and why</p>	<p>Rob Jamieson and Jono Brent outlined the reasons why Orion is reviewing its future strategy, and its proposed future direction to deliver on its Purpose:</p> <p><b>Powering a cleaner and brighter future</b></p>
<p>Group Strategy: are we heading in the right direction?</p>	<p>Orion leaders explained the five strategic themes we are proposing to drive Orion's future direction. For each theme, they provided 2-3 ideas of possible directions we might take, with examples. We then asked the Panel for their views on the ideas under each theme:</p> <ul style="list-style-type: none"> <li>• Which are your favourite ideas?</li> <li>• What do you think we are missing?</li> </ul> <p><b>Re-imagining the future network</b></p> <ul style="list-style-type: none"> <li>• <b>Future energy market place</b></li> <li>• <b>Smart eco system</b></li> <li>• <b>Aggregator of grid generation</b></li> </ul> <p>The Panel felt all three ideas were interdependent, and connected. <b>Smart eco system</b>, for instance, was an enabler of the other two ideas. They were particularly keen on Orion being an aggregator of off-grid generation opportunities and identified peer to peer platforms as of particular interest.</p> <p>While supporting Orion's possible focus on new technologies, the panel reminded us we new technologies such as EVs and solar panels were outside the financial reach of a large portion of our community, and we also need to focus on ways to alleviate energy poverty. They encouraged Orion to commit to undertaking community education about energy efficiency.</p> <p><b>Customer inspired</b></p> <ul style="list-style-type: none"> <li>• <b>Empowering customer choice</b></li> <li>• <b>Affordable energy future</b></li> <li>• <b>Exceptional customer experience</b></li> </ul> <p>Initiatives that contributed to creating an <b>affordable energy future</b> were by far the most supported by the Panel. The Panel also stressed their support for Orion to seize opportunities for customer education – reinforcing their views expressed in the earlier discussion on future technology ideas. They suggested these topics for education:</p> <ul style="list-style-type: none"> <li>– The need for ventilation to overcome cold, damp home conditions</li> <li>– Details about healthy homes</li> <li>– Energy efficient lighting</li> <li>– The benefits of HRV systems</li> </ul>

- Include a focus on both residential and industrial premises

### Powering the low carbon economy

- Electrify
- De-carbonise

The Panel supported Orion encouraging commercial and industrial customers to decarbonise their operations. They suggested this could be most effectively done at a national level in collaboration with other players in the energy industry. In terms of residential consumers, the Panel recognised young people as likely to be receptive, and encouraged us to also focus on the over 65s.

### Lead and grow

- Expanding the core
- Optimise performance
- Maximise regulatory framework

**Expanding our core skills** and expertise to partner with other electricity distribution businesses was encouraged by the Panel. The Panel also encouraged Orion to **lead design of future regulation** and policy: to participate in Government conversations about what we as a nation are wanting to achieve for a sustainable future. To leverage the Panel's contacts to lead a conversation about what it means to be a sustainable business.

As an aside, it was suggested Orion could establish a charity fund – for customers to chip \$ in from their power bill.

### Accelerating capability

- Energy Academy
- Energy tech innovation
- Re-defining value

There was a lot of support from the Panel for Orion taking a leadership position on workforce development and building our industry capability, through the **Energy Academy**. They also supported Orion exploring **Energy tech innovations**, and to a lesser extent, developing social impact analysis while looking at how we could **re-define value** – tying that in with their encouragement for us to explore ways to overcome energy hardship.

**OVERALL:** The panel were most supportive of Orion's future strategy taking these directions:

- Accelerating capability via the **Energy Academy**
- Incorporating initiatives to **address energy poverty** and create an **affordable energy future**
- Creating **community education** programmes
- Taking a **leadership role** in charting NZ's future sustainability
- Ensuring Orion has all the components ready for people to take advantage of **future energy options**

**ACTION:** Orion to take the Panel's views into account in development of its future strategic direction.

Heads-up on the next meeting discussion	The next meeting is to be held in November. At that meeting Orion would like to take the Panel on a tour of some of its critical infrastructure, to provide the Panel with a “behind the fence” view of the day to day operation of its business.
Wrap-up and close	Everyone was thanked for making the commitment to be at the meeting for the afternoon and contributing the views of those they represented. <b>ACTION: Orion to establish the agenda and propose the timing for the next meeting in November.</b>