



**MEDIA RELEASE**

16 May 2014

**CITIPOWER AND POWERCOR INVITES STAKEHOLDERS TO  
'HAVE YOUR SAY' AT ELECTRICITY FORUMS ACROSS VICTORIA**

Victorian stakeholders and customers of local electricity distributors CitiPower and Powercor will be able to discuss their future electricity needs at six Stakeholder Engagement Forums to be held across Melbourne and western and central Victoria throughout May and June.

These forums will enable CitiPower and Powercor's customers to have their say on electricity supply reliability, services and investment priorities, now and into the future. The forums will be held in Caroline Springs, Melbourne, Geelong, Mildura, Warrnambool, and Bendigo (details on p. 2).

The forums are the next stage of CitiPower and Powercor's stakeholder engagement program, which has included residential customer focus groups, in-depth interviews with business customers and the 'Have Your Say' online survey at the Talking Electricity website.

CitiPower and Powercor Australia CEO Tim Rourke said feedback from all stakeholders – including households, businesses, government, industry and consumer advocates – will give the company a better insight into what customers value and how to meet their expectations.

"Electricity is an essential part of everyday life. We take very seriously our responsibility to deliver a safe, reliable and cost efficient electricity supply to all customers.

"As Victoria's largest electricity distributor, we are also committed to working with our stakeholders to shape the electricity world of tomorrow by building a network that meets the future needs of a diverse and growing population," said Mr Rourke.

"We want to listen to stakeholders' views, understand their expectations, learn how the changes in the energy sector will impact them and hear what they want from us. This will help us to provide future services and outcomes that meet their needs."

Mr Rourke will provide an opening welcome at the forums and be available for informal questions and discussion. CitiPower and Powercor specialists will also be on hand to offer information on key topics including supply reliability, network upgrades, safety and bushfire mitigation initiatives, solar energy connections, customer service power outage notifications and network pricing.

"We have a strong track record of engaging with customers. Our 2016-2020 regulatory proposal development process will see us strengthen our consultation activities further by creating more ways for customers to engage and share their views with us," Mr Rourke said.

"Over the next six months, we will invite our stakeholders to participate in additional activities, including these Regional Engagement Forums and to provide feedback on our Directions and Priorities report, to be released in September, which outlines our future investment approach. This input will help inform our 2016-2020 planning decisions and spending priorities to be submitted to the Australian Energy Regulator for approval."

Stakeholders are also encouraged to visit [www.talkingelectricity.com.au](http://www.talkingelectricity.com.au) to pre-register their attendance, complete the 'Have Your Say' online survey, and to find out more about what we do, who we are, and the stakeholder engagement process.

**CitiPower and Powercor media enquiries: (03) 9683 4342**



Details regarding the CitiPower and Powercor Stakeholder Engagement Forums include:

Caroline Springs Wednesday 21 May – 5:30-7:30pm Quest Caroline Springs 234 Caroline Springs Boulevard	Mildura Wednesday 4 June – 5:30-7:30pm Quest Mildura 115-119 Madden Avenue MILDURA
Melbourne CBD Tuesday 27 May – 5:30-7:30pm MCEC – Convention and Exhibition Centre Level 2 (via staircase 2), Meeting Room 210 1 Convention Centre Place South Wharf MELBOURNE	Warrnambool Thursday 19 June – 4:30-6:30pm Warrnambool Bowls Club 75 Timor Street WARRNAMBOOL
Geelong Wednesday 28 May – 5:30-7:30pm Four Points by Sheraton 10-14 Eastern Beach Road GEELONG	Bendigo Wednesday 25 June – 5:30-7:30pm All Seasons Resort 171-183 Mclvor Road Strathdale BENDIGO