

Customer Consultative & Specialist Committees Terms of Reference

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Contents

1 Context....4
2 Structure of Committees, Responsibilities and Influence....4
3 Customer Consultative Committee (CCC)....6
3.1 Purpose....6
3.2 Role....6
3.3 Scope....6
3.4 Governance....6
3.5 Membership....7
3.6 Operating Model....7
4 Specialist Committees....8
4.1 Customer Communications Working Group (CCWG)....9
4.1.1 Purpose....9
4.1.2 Role....9
4.1.3 Scope....9
4.1.4 Governance....9
4.1.5 Membership....9
4.1.6 Operating Model....9
4.2 Network Innovation Advisory Committee (NIAC)....10
4.2.1 Purpose....10
4.2.2 Role....10
4.2.3 Scope....10
4.2.4 Governance....10
4.2.5 Membership....11
4.2.6 Operating Model....11
4.3 Pricing Working Group (PWG)....11
4.3.1 Purpose....11
4.3.2 Role....11
4.3.3 Scope....11
4.3.4 Governance....12
4.3.5 Membership....12
4.3.6 Operating Model....12
4.4 Climate Adaptation and Resilience Experts Panel (CARE)....12
4.4.1 Purpose....12
4.4.2 Role....12
4.4.3 Scope....12
4.4.4 Governance....13
4.4.5 Membership....13
4.4.6 Operating Model....13
4.5 Additional Specialist Committees....13
4.5.1 Hunter Central Coast Renewable Energy Zone (HCC REZ) Community Benefit Fund Local Engagement Committee....13
5 Code of Conduct....13
5.1 Confidentiality....14
6 Remuneration....15
6.1 CCC Remuneration....15
6.2 Specialist Committee Remuneration....15
6.3 Travel and Expenses....15
6.4 General Arrangements....16

1 Context

Ausgrid's vision is for our communities to have the power in a resilient, affordable and sustainable future. Customers are at the centre of Ausgrid's strategy and operations. As the largest electricity distributor on Australia's east coast, we provide safe, reliable and affordable energy to almost 2 million homes and businesses every day.

Delivering on our purpose to make electricity accessible for all requires more than the reliable operation of the network. We recognise that our success requires working closely with customers and stakeholders to deliver long-term benefits for the communities we serve. This helps us to create long-term value and continuously improve and grow as a business.

Within this context, Ausgrid's Customer Consultative Committee (CCC) and specialist committees play a key role in supporting structured, transparent and meaningful engagement with customers. They assist us in better understanding customer needs, priorities and aspirations, informing our thinking and decision-making, and how we operate and maintain the electricity network.

2 Structure of Committees, Responsibilities and Influence

The CCC is the overarching advisory committee which is supported by various specialist committees. See structure outlined in Figure 1. Specifically, they aim to provide structured forums to inform, challenge and test Ausgrid's strategies, plans and performance.

The CCC focuses on broad customer preferences and perspectives, strategic alignment and emerging issues and impacts facing all customers.

Specialist committees are designed to provide Ausgrid with technical or subject-specific advice. Key insights, risks and recommendations are shared from specialist committees with the CCC.

Each specialist committee includes at least one CCC member, who provides regular updates on key discussions and recommendations to the CCC.

The CCC and each specialist committee has a designated Ausgrid chair.

Specialist committees may be established, adapted or concluded as required to address specific priorities and evolving business and customer needs.

Ausgrid is responsible for ensuring that CCC advice is appropriately considered and that feedback is provided on how this input has informed decisions and when it has not, why not.

The CCC's effectiveness and operating model will be reviewed periodically to ensure it continues to deliver value and remains aligned with Ausgrid's evolving priorities.

Ausgrid has a Code of Conduct for staff and those working on behalf of Ausgrid. Members are also expected to comply with the Code of Conduct and Confidentiality Deed outlined in Section 5 of this document.

Members are appointed through a selection process determined by Ausgrid, having regard to the need for appropriate skills, experience and representation. Members are appointed for a term of three years, with the option for renewal to support continuity and retention of expertise. Membership is subject to periodic review to ensure the Committee remains effective and representative.

Members of the CCC and specialist committees must declare any actual or perceived conflicts of interest, which will be recorded and managed by each Chair.

Ausgrid will publish these Terms of Reference and any updates on our website – Ausgrid.com.au

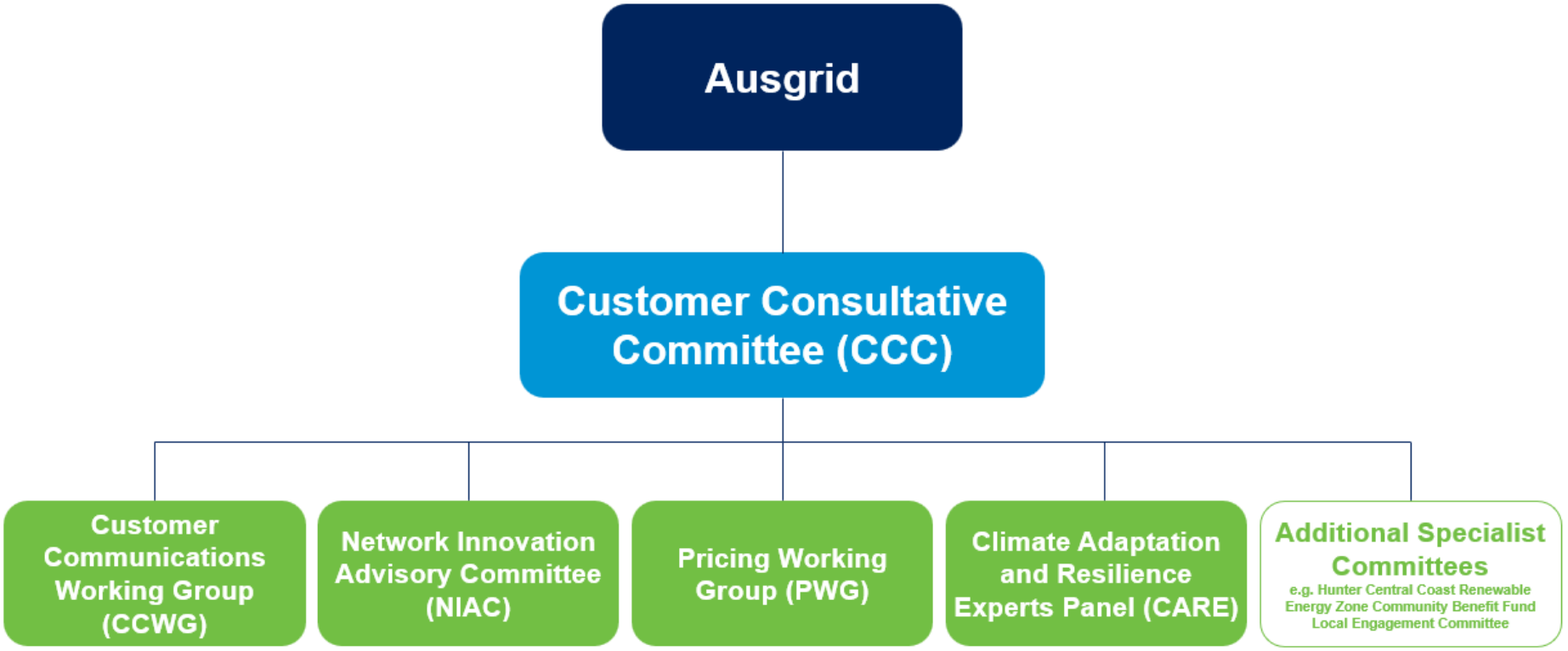

Ausgrid
Customer Consultative Committee (CCC)
Customer Communications Working Group (CCWG)
Network Innovation Advisory Committee (NIAC)
Pricing Working Group (PWG)
Climate Adaptation and Resilience Experts Panel (CARE)
Additional Specialist Committees
e.g. Hunter Central Coast Renewable Energy Zone Community Benefit Fund Local Engagement Committee

Figure 1

3 Customer Consultative Committee (CCC)

3.1 Purpose

The CCC exists to

- Support transparent, evidence-based engagement that demonstrates how customer preferences are understood and reflected in service, investment and regulatory proposals
- Connect executive leadership with customer perspectives
- Encourage and support continuous improvement
- Provide independent customer insights and informed challenge to shape Ausgrid's decisions
- Act as one of the representatives for long-term interest of current and future customers
- Act as a customer voice in complex technical and regulatory discussions
- Demonstrate to regulatory and industry stakeholders Ausgrid's customer-centred approach
- Hold Ausgrid to account for delivering against customer commitments.

3.2 Role

The CCC performs an advisory role and contributes to Ausgrid's decision-making in both business operations and regulatory activities by:

- Challenging perspectives and decisions shared by Ausgrid staff
- Identifying opportunities to improve customer outcomes
- Monitoring progress against key customer commitments and outcomes
- Reviewing whether customer engagement evidence has been appropriately interpreted
- Raising informed customer perspectives on the issues, trade-offs and decisions that shape Ausgrid's strategies, policies and initiatives
- Helping Ausgrid better understand how decisions affect diverse customer groups
- Being informed about key aspects of the regulatory proposal for 2029-34
- Considering insights and recommendations from specialist committees alongside broader strategic and customer considerations
- Providing insights from other networks when relevant to broaden Ausgrid's industry knowledge

3.3 Scope

The CCC works with Ausgrid in an ongoing capacity and specifically to support the development of Ausgrid's regulatory proposal for the 2029-34 period. This includes:

- Customer experience, service delivery, outcomes and communications
- Network planning, performance and investment priorities
- Emerging challenges and opportunities associated with electrification
- Specialist committee advice and contributions

It does not include:

- Updates to Ausgrid's policies and procedures unless there is a direct impact to customers

3.4 Governance

CCC provides independent advice. Final decisions remain with Ausgrid, with feedback documented and transparently considered.

CCC is chaired by Group Executive, External Affairs & Strategy, ensuring that committee insights inform executive decision-making and are incorporated into Ausgrid's wider leadership processes.

Group Executive, Network and Digital and Group Executive Customer also attend each meeting. Ausgrid's CEO attends meetin gs regularly to provide a business update and engages with CCC on customer impacts, opportunities, innovations and trends.

The CCC are engaged across the IAP2 spectrum: Inform, Consult, Involve, and Collaborate, with the level of engagement for discussion areas noted ahead of the meeting.

3.5 Membership

The CCC is comprised of appointed members selected to ensure an appropriate balance of customer perspectives, stakeholder representation and expertise. Members are appointed either in an independent capacity or as representatives of customer groups and stakeholder organisations.

Where a member is appointed as a representative of an organisation and is unable to continue their participation, they may nominate an alternate representative from that organisation, subject to agreement by Ausgrid. A quorum for CCC meetings is four appointed members. Observers and Ausgrid representatives do not count towards the quorum – which includes the chair

3.6 Operating Model

The CCC operates through a structured program of meetings and engagement activities designed to support informed and meaningful participation. The CCC will meet a minimum of four times per year, with at least two meetings conducted in person and the remaining meetings held virtually. Meetings are structured to enable constructive discussion and challenge, supported by clear agendas, relevant materials and participation from appropriate subject matter experts.

Key features of the operating model include:

- Agendas developed collaboratively between Ausgrid and CCC members
- Provision of relevant materials in advance to support informed participation
- Opportunities for members to contribute insights, challenge and feedback
- Engagement with subject matter experts where appropriate
- Out-of-session engagement, including review of materials and written input
- Additional meetings or sessions where required to support key priorities or regulatory timelines
- Documentation, reporting, newsletters and other communication to support transparency and continuity

The CCC is supported by Ausgrid, including the chair, secretariat functions and coordination of meetings and materials.

The CCC operates within Ausgrid's engagement governance framework, which is designed to align with the AER's Better Reset's Handbook, Ausgrid's Engagement Principles and Ausgrid's Code of Conduct.

4 Specialist Committees

A snapshot of the specialist committees can be seen below in Figure 2.

Specialist Committee	Role	Scope	Membership overview	Operating Model
Customer Communications Working Group (CCWG)	Advise on customer perspectives and experiences to enhance communications and engagement approaches	Customer communications, customer and community engagement, and customer experience	CCC members + comms / engagement specialists	As required
Network Innovation Advisory Committee (NIAC)	Technical advisory and oversight on network innovation	Innovations relating to network technology, DER, network trials, future network needs, network design and the NIP	CCC members + technical and industry experts	At least 3 per year
Pricing Working Group (PWG)	Technical input on pricing approaches	Tariffs, pricing structures, regulatory frameworks	CCC members + pricing, economics and regulatory experts	Minimum 4 per year
Climate Adaptation and Resilience Experts Panel (CARE)	Technical and regulatory input on resilience program planning	Climate risk modelling, resilience investment, economic options development and analysis and stakeholder engagement	CCC member + resilience and policy experts	Periodic, aligned to program milestones
HCC REZ Community Benefit Fund Local Engagement Committee	Develop and recommend community initiatives as part of the Community Benefit Fund.	Community Benefit Fund	CCC Member and local community representative from Hunter area	As required

Figure 2

4.1 Customer Communications Working Group (CCWG)

4.1.1 Purpose

The CCWG exists to:

- Provide feedback and customer considerations on communication materials and approaches
- Improve clarity, accessibility and effectiveness of customer-facing materials
- Support continuous improvement in customer communications, experiences and engagement practices
- Represent customer perspectives in the design and delivery of communications

4.1.2 Role

The CCWG performs an advisory role and contributes by:

- Providing input on customer communications and engagement strategies
- Testing and refining customer-facing materials
- Identifying opportunities to improve customer understanding of electrification and changes in the energy sector
- Assessing how different customer groups may interpret and respond to communications
- Escalating key insights, risks and recommendations to the CCC where they have broader customer or strategic implications

4.1.3 Scope

The CCWG works with Ausgrid on detailed customer communication and engagement matters, including:

- Customer communication materials with a focus on inclusive and accessible information
- Customer strategies and approaches to engaging diverse customer groups
- Electrification campaigns and changes in service delivery, tariffs, and new services

Does not include:

- Internal communications, policy submissions, executive or industry communications

4.1.4 Governance

The CCWG provides advisory input. Final decision-making authority remains with Ausgrid. The CCWG does not provide advice directly to decision-makers outside of the established governance framework.

The CCWG is jointly chaired by the Head of Brand & Reputation and the Head of Customer & Commercial.

IAP2 spectrum: Inform, Consult, Involve

4.1.5 Membership

The CCWG comprises a mix of CCC members and external participants with relevant expertise in customer communications, engagement practices, customer service and advocacy.

Membership terms and appointment processes align with those outlined in section 2.

4.1.6 Operating Model

The CCWG operates through targeted meetings aligned with key engagement, communications and regulatory milestones. Meetings may be conducted virtually or in a hybrid format, with no

requirement for in-person meetings. The group will meet as required in alignment with communication milestones and planning.

Updates from CCWG discussions are shared with the CCC to inform broader customer considerations.

4.2 Network Innovation Advisory Committee (NIAC)

4.2.1 Purpose

The NIAC exists to:

- Advocate customer value when considering network innovation projects and research
- Represent customer and industry perspectives in innovation planning, design and delivery
- Support innovation projects that are in the long-term interests of customers and aligned with current prioritisation principles that include:
    - Lowers costs for customers
    - Improves resilience
    - Improves fairness
    - Accelerates decarbonisation
    - Improves safety for employees and the community
- Where appropriate, provide oversight of the Network Innovation Program (NIP), including project prioritisation, delivery and outcomes, in accordance with AER expectations for the 2024–2029 Regulatory Period.

4.2.2 Role

The NIAC performs technical advisory and oversight roles and contributes by:

- Reviewing and endorsing recommendations in accordance with prioritisation principles
- Testing and challenging assumptions underlying innovation programs and initiatives
- Monitoring program outcomes and the effectiveness of innovation investments in delivering customer value
- Identifying opportunities to improve customer outcomes through innovation
- Proposing additional projects for Ausgrid and the committee's consideration.
- Collaborating with other networks where appropriate opportunities are identified.
- Reviewing and engaging on scenarios to anticipate future network requirements

4.2.3 Scope

The NIAC works with Ausgrid on the NIP, including:

- Emerging technologies and distributed energy resources (DER)
- Innovation programs, trials and pilots
- Future network design and system integration
- Customer impacts and opportunities associated with the NIP
- Industry trends and developments

Does not include:

- Innovation relating to ICT, Enterprise Artificial Intelligence,
- While the DM projects (DMIA projects, DMIS projects), and Ausgrid commercial innovation projects are not funded from the NIP, information and updates may be provided to the NIAC on these projects to ensure NIP contributes to wider business innovation goals

4.2.4 Governance

The NIAC provides advisory input and majority member endorsement for proposed projects to proceed. Final decision-making authority remains with Ausgrid.

The NIAC is chaired by the Group Executive, Network & Digital, who is responsible for coordinating the group's activities and ensuring alignment with Ausgrid's innovation priorities.

IAP2 spectrum: Inform, Consult, Involve, Collaborate

4.2.5 Membership

The NIAC comprises a mix of CCC members and external participants with relevant expertise in innovation, technology, energy systems and customer advocacy. Membership terms and appointment processes align with those outlined for the CCC in section 2.

4.2.6 Operating Model

The NIAC operates through targeted meetings aligned with key innovation initiatives, programs and milestones. Meetings may be conducted virtually or in a hybrid format, with no requirement for in-person meetings. The group will meet a minimum of 3 times per year

4.3 Pricing Working Group (PWG)

4.3.1 Purpose

The PWG exists to:

- Provide input on Ausgrid's pricing principles, tariff design and regulatory pricing frameworks
- Challenge the development of pricing approaches developed by Ausgrid to ensure fair, efficient and sustainable pricing outcomes
- Enable deeper analysis and discussion of pricing issues with industry experts and customer advocates
- Provide insights to CCC for further consideration and broader decision-making
- Support the development of Ausgrid's network tariff strategy and Tariff Structure Statement.

4.3.2 Role

The PWG performs an advisory and technical role and contributes by:

- Providing input on pricing principles, tariff structures and strategies
- Supporting development of Tariff Structure Statements
- Providing technical and economic expertise in testing and refining pricing approaches
- Assessing impacts of pricing options on different customer groups
- Synthesising insights and recommendations for consideration by the CCC

4.3.3 Scope

The PWG works with Ausgrid on pricing-related matters, including:

- Network tariffs and tariff reform, including roadmap allocation costs
- Pricing methodologies and structures
- Components of network charges including transmission costs and other schemes
- Customer impacts of pricing changes
- Pricing considerations in innovation and trial programs

Does not include:

- Non-pricing decisions that form part of the broader regulatory reset proposal and are not directly related to TSS development. These matters remain within the remit of the CCC.

4.3.4 Governance

The PWG provides advisory input. Final decision-making authority remains with Ausgrid. The PWG is chaired by the Economic Regulation Manager, who is responsible for coordinating the group's activities and ensuring alignment with Ausgrid's pricing and regulatory priorities. The PWG does not provide advice directly to decision-makers outside of the established governance framework.

IAP2 Spectrum: Inform, Consult, Involve.

4.3.5 Membership

The PWG comprises a mix of CCC members and external subject matter experts with relevant expertise in pricing, economics, regulation and customer advocacy.

Membership terms and appointment processes align with those outlined for the CCC in section 2.

4.3.6 Operating Model

The PWG operates through targeted meetings which are aligned with key pricing and regulatory milestones. Meetings may be conducted virtually or in a hybrid format, with no requirement for in-person meetings. The group will meet a minimum of 4 times per year. Outputs from PWG discussions are shared with the CCC to inform broader consideration.

4.4 Climate Adaptation and Resilience Experts Panel (CARE)

4.4.1 Purpose

The CARE Panel exists to:

- Provide expertise and customer-informed advice on the Climate Resilience Program
- Contribute to long-term resilience planning and investment decisions (both CAPEX and OPEX)
- Integrate innovative and up-to-date resilience insights and science in planning discussions to ensure they are informed by a credible knowledge and evidence base
- Guide Ausgrid's thinking and decision making on how resilience investments, programs and strategies respond to evolving risks and align with long-term customer outcomes.

4.4.2 Role

The CARE Panel performs an advisory and technical role and contributes by:

- Providing expert insights and advice on Climate Resilience Program delivery, emerging risks, opportunities and regulatory considerations
- Reviewing resilience investment prioritisation (both CAPEX and OPEX)
- Advocating for customer and community perspectives in evaluating investments
- Contributing insights to resilience strategy and future planning
- Leveraging expertise, industry insights and collaborations to identify and promote opportunities for influencing resilience policy and regulatory reform
- Reviewing and engaging on scenarios to anticipate future network requirements and approaches to managing uncertainty and associated risks

4.4.3 Scope

The CARE Panel works with Ausgrid on climate adaptation and resilience matters, providing advice. The Panel will indicatively discuss topics such as:

- Climate resilience program delivery and resilience investment processes (both CAPEX and OPEX)
- Network and community resilience to climate risks
- Scenario and economic and sensitivity analysis
- Collaborations, including data sharing initiatives with industry and other stakeholders

Does not include:

- Making decisions on Ausgrid's Climate Resilience Program
- Making submissions on behalf of the Panel to third parties, unless requested by Ausgrid

4.4.4 Governance

The CARE Panel provides advisory input. Final decision-making authority remains with Ausgrid. The CARE Panel is chaired by the Program Director, Climate Resilience, who is responsible for coordinating the group's activities and ensuring alignment with Ausgrid's resilience strategy and program delivery.

IAP2 Spectrum: Inform, Consult, Involve

4.4.5 Membership

The CARE Panel comprises a multi-disciplinary mix of members, including at least one CCC representative and external participants with relevant expertise in climate science, resilience planning, policy, infrastructure, community impacts and customer advocacy.

Membership terms and appointment processes align with those outlined for the CCC in section 2.

4.4.6 Operating Model

The CARE Panel operates through targeted meetings aligned with the delivery of the Climate Resilience Program and key future climate resilience planning milestones. Meetings may be conducted virtually or in a hybrid format. The panel will meet a minimum of three times per year.

4.5 Additional Specialist Committees

Additional Specialist Committees may be established, as required, to support the CCC and Ausgrid on matters requiring focused, technical or subject-matter expertise. The establishment, scope and duration of such committees will be determined by Ausgrid, having regard to current priorities, regulatory requirements and emerging issues. Additional specialist committees will operate within the governance framework outlined in this document, including reporting into the CCC and providing input to support broader strategic consideration. These committees may be time-limited or ongoing and may be adapted or concluded as priorities evolve.

4.5.1 Hunter Central Coast Renewable Energy Zone (HCC REZ) Community Benefit Fund Local Engagement Committee

The Local Engagement Committee is associated only with the HCC REZ project and has its own Terms of Reference. For further details please visit Hunter-Central Coast Renewable Energy Zone.

5 Code of Conduct

Ausgrid's Code of Conduct sets out expectations about how employees and any person undertaking work for our organisation conduct themselves. The below table outlines how the code applies to members and Ausgrid for CCC and specialist committee activities - aligned with Ausgrid's Customer Engagement Framework and the AER Better Resets Handbook.

Conduct Area	Member	Ausgrid
Transparency & Clarity	Members will prepare for committee meetings by reviewing materials, seeking clarification where required, and contributing to informed discussion.	Ausgrid will provide timely, accurate and relevant information, clearly outlining the purpose of engagement, the level of influence available, and supporting members to understand context, impacts and trade-offs, including where input can and cannot influence outcomes.
Respectful Engagement	Members will contribute openly, honestly and constructively, respect the perspectives and expertise of others, and support inclusive discussion.	Ausgrid will encourage diverse views and constructive challenge, respect the independence and expertise of members, and facilitate inclusive discussions.
Participation, Responsiveness & Accountability	Members will actively participate, engage in good faith, and provide informed and considered input, including contributing to the testing of options and trade-offs.	Ausgrid will engage early and throughout decision-making processes, provide sufficient time and information to support participation, and clearly demonstrate how input has been considered. This includes communicating what was heard, what changed as a result, and what did not change and why.
Integrity & Independence	Members will act with integrity, maintain independence in their views, declare conflicts of interest, avoid use of their position for personal or organisational gain and not actively use their position to gain corporate consulting contracts with Ausgrid.	Ausgrid will respect the independence of committees and ensure engagement is conducted in a manner that supports impartial, balanced and credible input. Ausgrid will also maintain a conflict of interest register.
Confidentiality & Information Use	Members will respect confidentiality requirements, not disclose sensitive information without consent, and use information obtained through participation responsibly.	Ausgrid will clearly communicate confidentiality requirements and manage information in accordance with legal, regulatory and commercial obligations.
Collaboration & Coordination	Members will work collaboratively with Ausgrid and other members, focus discussions on matters within scope, and contribute to balanced and constructive outcomes.	Ausgrid will coordinate engagement activities, facilitate effective information flow between committees, and avoid duplication where possible.
Support & Enablement	Members will engage constructively with the support provided to maximise effective participation.	Ausgrid will provide appropriate resourcing, including Chairing and Secretariat support, and facilitate access to subject matter expertise where required.

5.1 Confidentiality

As a condition of appointment, all CCC members and specialist committee members are required to execute a Confidentiality Deed and comply with its requirements.

The Confidentiality Deed supports informed participation by enabling members to access information that may be confidential, commercially sensitive, personal or otherwise non-public. It establishes obligations regarding:

- The use of information solely for the purpose of participating in CCC and specialist committee activities
- Maintaining the confidentiality and security of information provided by Ausgrid
- Compliance with privacy obligations relating to personal information
- Reporting any actual or suspected unauthorised access, use or disclosure of confidential information
- The return, destruction or deletion of confidential information where required by Ausgrid

The obligations contained in the Confidentiality Deed apply in addition to the expectations outlined in the Code of Conduct and continue in accordance with the terms of the deed.

6 Remuneration

Ausgrid recognises the time, expertise and value contributed by members of the Committees and provides remuneration in accordance with the arrangements outlined below.

Remuneration is intended to support meaningful participation and reflects the time and effort required for meeting preparation, attendance and engagement in relevant activities.

6.1 CCC Remuneration

CCC members will be remunerated for their participation as follows:

- Meeting attendance: A standard hourly rate of $265 per hour (+GST where applicable) for attendance at CCC meetings
- Meeting preparation: Up to two hours per formal CCC meeting to review materials and support informed participation
- Additional engagement activities: Time spent on agreed activities outside formal meetings (e.g. workshops, regulatory inputs or report contributions) may be remunerated at the standard hourly rate, subject to prior agreement
- Annual CPI will be applied in July of each year based on the CPI applied to Ausgrid's revenue for the corresponding financial year

6.2 Specialist Committee Remuneration

Remuneration for participation in specialist committees will be determined separately and may vary depending on the nature of the committee and the role of its members.

External participants engaged as subject matter experts may be remunerated at a pre-agreed rate in accordance with Ausgrid procurement policies. Remuneration arrangements for specialist committees will be agreed with relevant members on a case-by-case basis. CPI will also be applied from July 1 2027.

6.3 Travel and Expenses

Where Ausgrid requests in-person attendance, reasonable travel and associated costs will be supported, including:

- Reimbursement of reasonable out-of-pocket expenses (with appropriate documentation)
- Where Ausgrid requests in-person attendance, members may claim reasonable travel time of up to two hours per meeting. Travel claims are intended to compensate members travelling from outside their metropolitan area. Additional travel time will be considered on a case-by-case basis..

- Where appropriate, Ausgrid may arrange and prepay travel and accommodation

6.4 General Arrangements

- Not all members wish, or are able, to receive remuneration; participation without remuneration is supported where preferred.
- Rates will be adjusted annually in line with the Consumer Price Index (CPI).
- All remuneration arrangements are subject to Ausgrid's financial and procurement policies
- All CCC members and specialist committee members sign confidentiality agreements.
- Administrative time is to be agreed with Ausgrid's Stakeholder & Engagement Manager prior to invoicing.