

# **Appendix G: EN24 community panel process and outcomes report**

Regulatory proposal for the ACT electricity  
distribution network 2024–29



Communication Link

[Title]

# EN24 Community Panel

Process and outcomes report

Version 2.0

November 2022

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# 1. Introduction

## 1.1 Context

Evoenergy owns and operates the electricity distribution network in the ACT. Like other energy distribution utilities, the way Evoenergy operates is regulated in five-year periods.

Evoenergy's five-year plan takes the form of a regulatory proposal that is submitted to the regulator. The regulator then determines the total revenue that they can collect from users through electricity charges and how that revenue will be collected. This proposal is referred to as the 2024-29 Electricity Network Regulatory Proposal (EN24) and proposed Tariff Structure Statement (TSS) for Evoenergy.

In August 2021, Evoenergy launched an Engagement Strategy which outlined the key objectives, stakeholders, and tools to engage with and gather feedback from consumers as part of preparing the EN24 plan and proposed TSS for Evoenergy.

This program presented the next evolution in consumer engagement for Evoenergy, building on the success of previous engagement initiatives such as the Gas Network Access Arrangement 2021-2026 Review (GN21) Citizens' Jury and Evoenergy's Energy Consumer Reference Council (ECRC) which has been running continuously since 2014.

In preparation for the development and submission of the regulatory proposal and tariff structure statement, and recognising the complexity of the engagement landscape, Evoenergy established a Community Panel to enable a more flexible focus across a wider range of issues over a longer period of time.

A community panel is a method of running a 'deliberative' community engagement process. The Community Panel is considered to align with the 'involve' and 'collaborate' levels on the International Association of Public Participation (IAP2) spectrum.

Alongside the main community panel, a secondary community panel was established to deliberate on topics specifically related to the development of the TSS.

This report provides an overview of the process undertaken to deliver the Community Panels.



## 2. Establishing the Community Panel

### 2.1 Recruitment

Members of the panel were recruited via an Expression of Interest process (EOI). EOIs were invited from the public and promoted via the following channels.

- Emails to Evoenergy customers
- Social media posts
- Print media
- Digital media
- Through the networks of relevant stakeholder organisations and community organisations
- Flyers and posters in community centres and libraries

### 2.2 Qualifying criteria

To qualify to join the panel, those who registered their interest had to meet the following criteria

- Available for all dates and commitments of a panellist
- A resident of the ACT
- Not an employee of Evoenergy or another energy company or energy retailer
- Meets one or more of the panel strata criteria

### 2.3 Selection process

In total, 30 individuals were randomly selected to be panel members. The approximate dispersion per demographic group that was aimed for in this process is outlined below.

- Gender (seek an equal split of male/female with non-binary/undisclosed gender representation)
- Age (5 representatives each from these age brackets: 18-24, 25-34, 35-44, 45-54, 55-64, and 65+)
- Location (approximately 3 representatives from each of the 8 Canberra regions)
- Cultural background (diverse representation of no more than 5 individuals representing any one cultural group)
- Housing status (aiming for 70% homeowners, 30% renters mix to align with 2016 census data plus landlord representation)
- Business ownership status (business owners will be represented but equal representation is not required as this stakeholder group will be targeted through other engagement activities)
- Energy sources utilised (split across electricity, gas, solar and combined)

### 2.4 Finalising the panel

- Shortlisted applicants were sent a confirmation email to confirm their appointment to the panel and were asked to complete a confirmation survey.
- A number declined to be part of the panel at this stage noting work conflicts, family emergencies and change of mind.
- The Community Panel met seven times via Zoom between November 2021 and October 2022.
- See **Figure 1** below for the demographic make-up of the panel.



## 2.5 Community pricing panel

In March 2022 a sub-panel to the Community Panel was established to further explore and understand pricing issues and tariff structures. An EOI questionnaire was distributed to all who registered their interest in the original panel process including those who were already on the Community Panel. See **Figure 2** for the demographic make-up of the panel.

The Community Pricing Panel consisted of 30 representative ACT community members, including six participants from the Community Panel. The pricing panel met five times, online via Zoom, and the outcome of their deliberations was presented at Community Panel meeting 4. An additional meeting was held at the request of the Australian Energy Regulator to discuss proposed tariff reforms.

## 2.6 Governance Framework

The following governance framework was developed to guide the Panel activities. The same governance framework applied for both panels.

- A clear plan on the community consultation process for the panel
- A clearly defined process providing objectives for each of the panel meetings
- A panel protocol that requires all panel members to:
  - commit to the process – attend all meetings and actively participate in discussion
  - respect other panel members' views and their right to express those views
  - review and consider material provided to the panel and ask questions to ensure understanding of information
  - work collaboratively with panel members and abide by the Terms of Reference (as provided by Evoenergy).
- Provision of a photography permission form, providing panel members with the option to agree or decline their photo being included in Panel documentation.

This governance framework ensured an environment of mutual respect between members to foster frank and fearless contributions by all participants.

For both the community and Evoenergy itself, continued faith in the objectivity and fairness of the Panels' deliberations is critical to the acceptance and use of the final outcomes.



# 3. The Community Panel

Figure 1. Community Panel composition

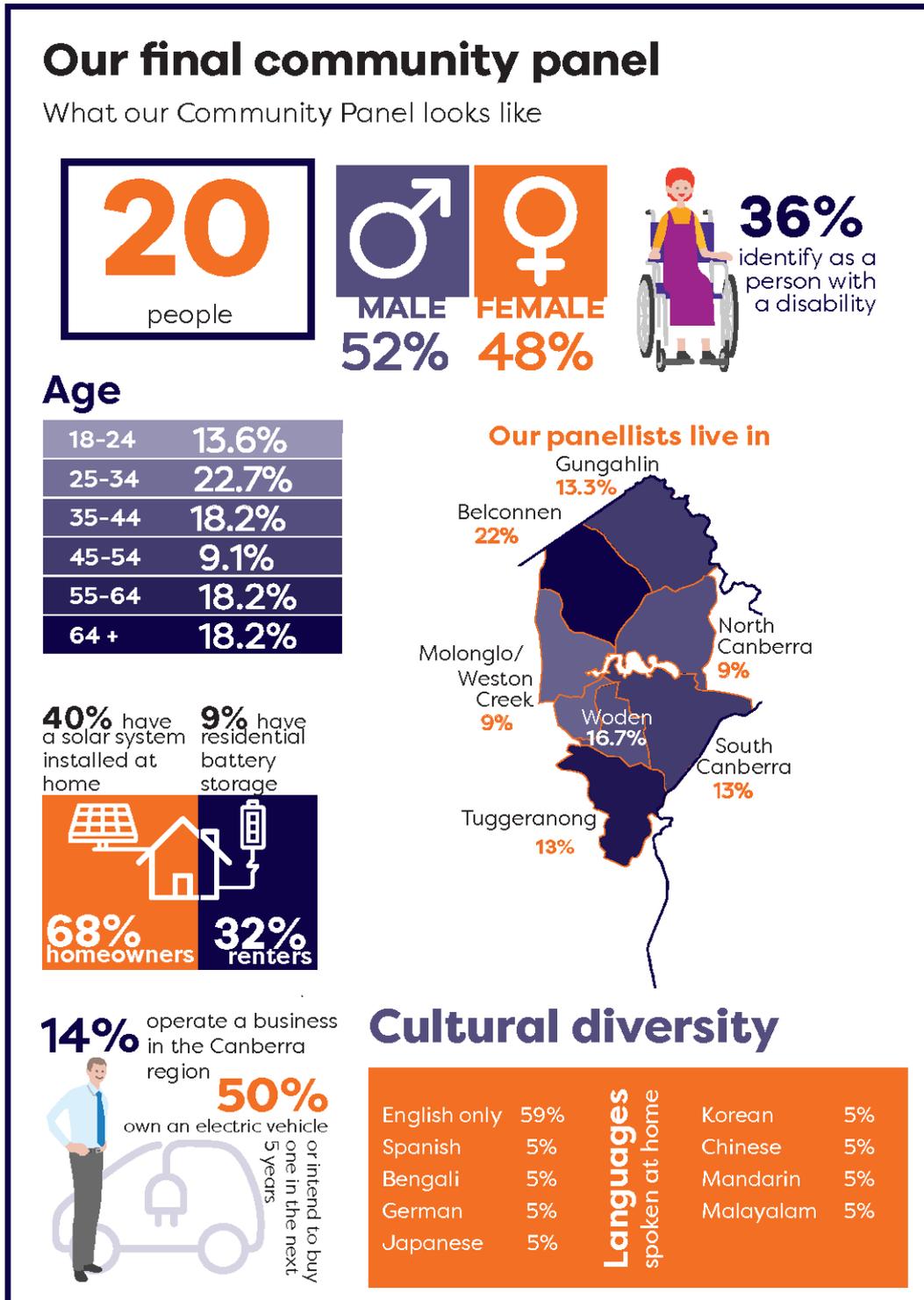
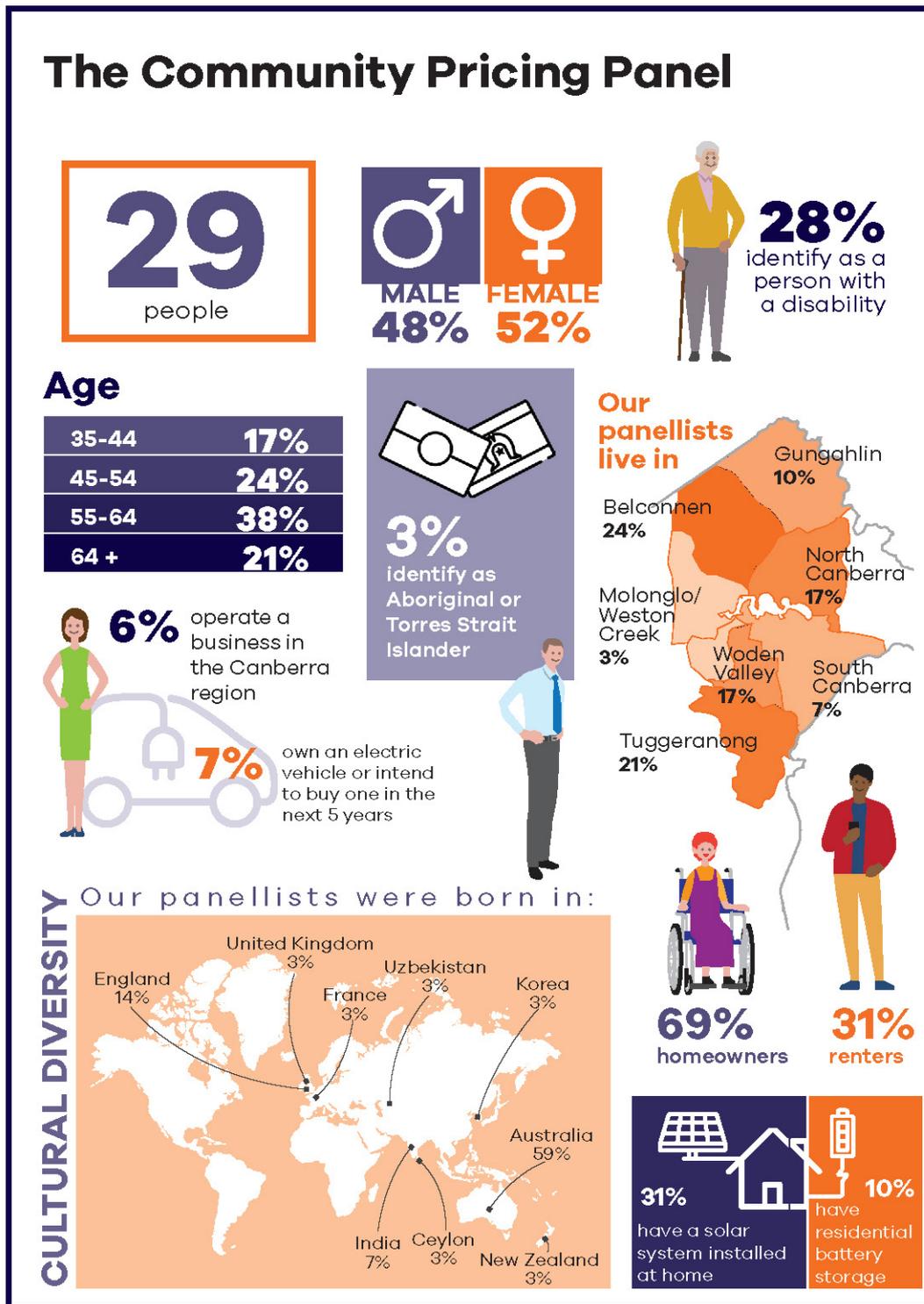


Figure 2. Community Pricing Panel composition



### CULTURAL DIVERSITY

Our panellists were born in:

England	14%
United Kingdom	3%
France	3%
Uzbekistan	3%
Korea	3%
Australia	59%
India	7%
Ceylon	3%
New Zealand	3%



# 4. The Process

## 4.1 Setting the agenda

The Process was designed to inform participants and foster debate about issues relevant to the following building blocks as referenced in the Australian Energy Regulator's Better Resets Handbook.

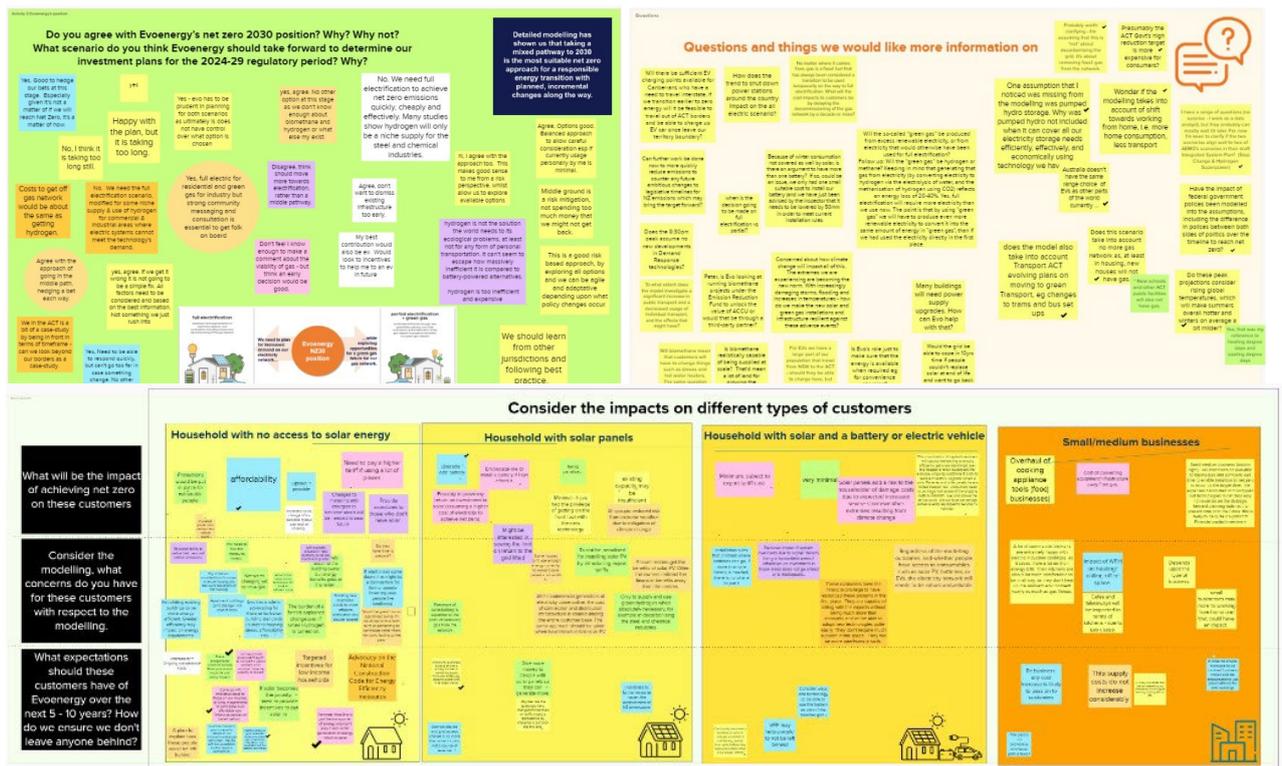
- Capital expenditure
- Operating expenditure
- Regulatory depreciation
- Tariff Structure Statement

The process was also designed to enable panel members to contribute to setting the agenda. While early meetings were focused on building the knowledge and capacity of panel members, at the end of each meeting they were asked to identify areas and topics that they wanted to hear more about. We were able to tailor the program to present on these topics in later meetings. See **Table 1** on the following page for details of the full panel program.

Key elements of the process included:

- **Presentations** from a variety of experts, executives and specialists that provided key information about the electricity network, the role of the Australian Energy Regulator in regulating the energy sector and environmental issues.
- **Discussion** among panel members facilitated by Communication Link's Helen Leayr and Ellen Samuels.
- **Deliberation** among the panel themselves over key issues. Panel members were not required to reach consensus to make recommendations. Points of difference or disagreement resulting from the deliberation were reflected as such in the resulting report.
- **Online tools** were used to facilitate discussions during the panel meetings. These tools include Mural and Slido which allowed panel members to contribute to virtual whiteboards and participate in polls and surveys.

**Figure 3.** Images from the online Mural boards completed by panel members



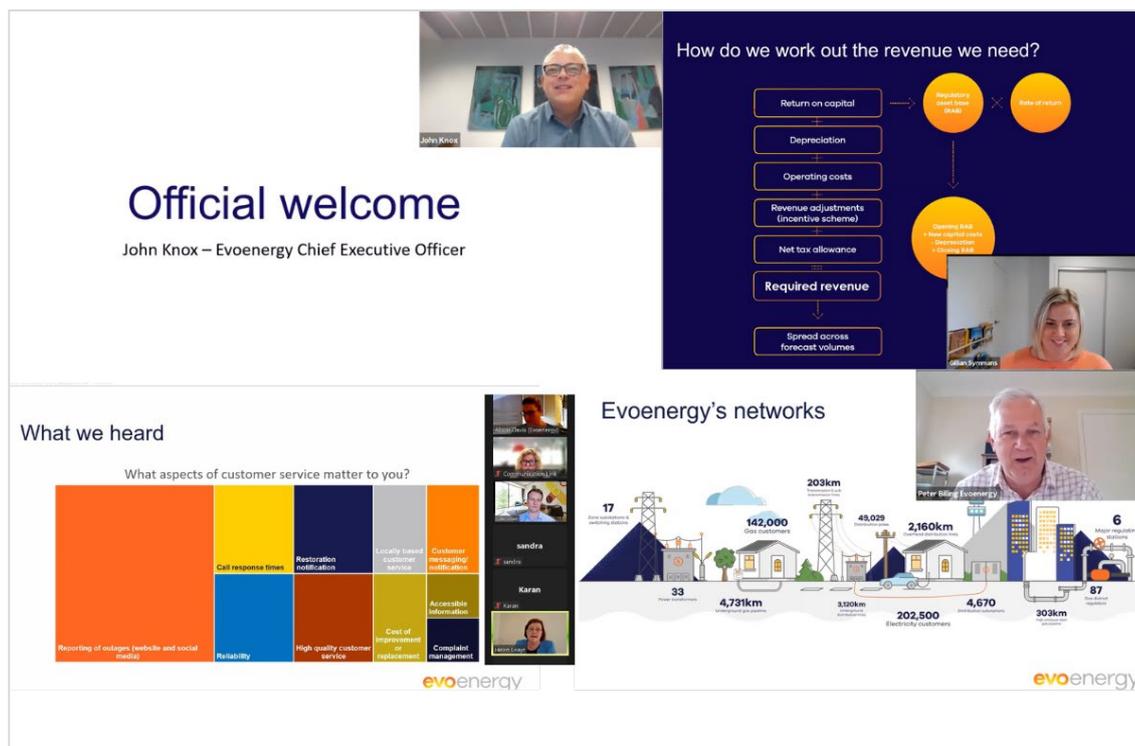
## 4.2 Community panel – Program overview

**Table 1.** Community Panel program

Meeting	Focus area	Objective
<b>Meeting 1:</b> Saturday 20 November 2021, 9am – 2pm	<ul style="list-style-type: none"> <li>• Panel orientation</li> <li>• The energy landscape</li> <li>• Regulatory processes and building blocks</li> </ul>	<ul style="list-style-type: none"> <li>• Build base knowledge and understanding of Evoenergy, engagement environment and consumer values.</li> <li>• Explore consumer views on the changing energy landscape.</li> </ul>
<b>Meeting 2:</b> Saturday 4 December 2021, 9am – 2pm	<ul style="list-style-type: none"> <li>• Introduction to Evoenergy’s electricity network tariff structure</li> <li>• Evoenergy’s proposed Customer Service Incentive Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Provide an introduction to tariffs and current state</li> <li>• Explore consumer views and priorities</li> </ul>
<b>Meeting 3:</b> Saturday 12 February 2022, 9am – 2pm	<ul style="list-style-type: none"> <li>• Consumer expectations for safety, quality, reliability and security of supply</li> <li>• Future planning for a resilient network</li> </ul>	<ul style="list-style-type: none"> <li>• Exploration of consumer values and deliberation to help to inform Customer Service Incentive Scheme</li> <li>• Explore consumer views on operational investment</li> </ul>
<b>Meeting 4:</b> Saturday 19 March 2022, 9am – 2pm	<ul style="list-style-type: none"> <li>• Introduction to Evoenergy’s modelling on net zero 2045</li> <li>• Potential customer impacts of the proposed net zero pathway</li> </ul>	<ul style="list-style-type: none"> <li>• Build knowledge of modelling and NZ45</li> <li>• Understand consumer views</li> </ul>
<b>Meeting 5:</b> Saturday 14 May 2022, 9am – 2pm	<ul style="list-style-type: none"> <li>• Consider proposed options for Opex, Capex and Customer Service Incentive Scheme (CSIS)</li> </ul>	<ul style="list-style-type: none"> <li>• Revisit previous meetings with a view to developing contents and structure for Independent consumer report</li> </ul>
<b>Meeting 6:</b> Saturday 20 August 2022, 9am – 2pm	<ul style="list-style-type: none"> <li>• Present Draft EN24 plan</li> <li>• Draft Community Panel Report</li> </ul>	<ul style="list-style-type: none"> <li>• Understand consumer views of draft proposal</li> </ul>
<b>Meeting 7:</b> Monday 31 October 2022, 5pm – 7.30pm	<ul style="list-style-type: none"> <li>• Present updated EN24 plan</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of updated proposal and consider of proposed changes</li> </ul>



**Figure 4.** Images and presentations from the online meetings



### 4.3 Community Pricing Panel – program overview

The Community Pricing Panel met for four workshops, providing feedback and input to Evoenergy on a progressive basis. Two additional workshops may be held to provide additional feedback on specific pricing matters ahead of Evoenergy’s tariff structure statement submissions to the Australian Energy Regulator.

**Table 2.** Community Pricing Panel program

Meeting	Focus area	Objective
<b>Meeting 1:</b> Tuesday 12 April 2022 5:00pm – 7:30pm	<ul style="list-style-type: none"> <li>Panel orientation and the purpose of TSS engagement;</li> <li>The existing tariff structure;</li> <li>The regulatory environment;</li> </ul>	<ul style="list-style-type: none"> <li>Build base knowledge how the electricity network operates in relation to tariffs; and why tariffs are currently structured the way they are</li> </ul>
<b>Meeting 2:</b> Tuesday 26 April 2022 5:00pm – 7:30pm	<ul style="list-style-type: none"> <li>Explore the changing electricity network including                             <ul style="list-style-type: none"> <li>– rooftop solar</li> <li>– home batteries</li> <li>– electric vehicles (EVs).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Explore the benefits and challenges associated with each one of these technologies.</li> <li>Explore consumer views</li> </ul>
<b>Meeting 3:</b> Tuesday 17 May 2022 5:00pm – 7:30pm	<ul style="list-style-type: none"> <li>Present potential tariff structure solutions</li> </ul>	<ul style="list-style-type: none"> <li>Understand whether consumers generally support the proposed tariff reforms being considered.</li> </ul>
<b>Meeting 4:</b> Tuesday 31 May 2022 5:00pm – 7:30pm	<ul style="list-style-type: none"> <li>Tariff structures discussion</li> <li>Bill impacts</li> </ul>	<ul style="list-style-type: none"> <li>Understand consumer views on potential tariff solutions</li> <li>Understand consumer views on potential bill impacts</li> </ul>



Meeting	Focus area	Objective
<b>Meeting 5:</b> Monday 21 Oct 2022 5:00pm – 6:30pm	<ul style="list-style-type: none"><li>• Present Evoenergy’s tariff reforms for the 2024-29 regulatory period</li></ul>	<ul style="list-style-type: none"><li>• Understand consumer views on updated tariff proposal</li></ul>



## 4.4 Community Panel report

During the final panel meeting on 20 August 2022, Community Panel members were asked to contribute to the development of an independent report on the panel process and outcome of their feedback on Evoenergy's Draft EN24 plan.

Panel members collaborated online via Zoom to write the Community Panel Report. This report makes the following recommendations:

- **Consumer values:** The Panel recommends that Evoenergy proactively and continuously incorporate these values when planning for the future.
- **Reliability:** Minimise consumer impacts, particularly considering the needs of vulnerable customers, when scheduling works.
- **Net Zero:** The Panel recommends that Evoenergy move quickly to reduce emissions in the network, including supporting the increase in distributed energy resources, remaining responsive to government policy, and keep customers informed during the transition.
- **Tariffs:** The Panel recommends that Evoenergy are responsive, fair and equitable in their design of tariffs to meet the current and emerging needs of customers and availability of technology.
- **Customer Service (CSIS):** The Panel recommends that Evoenergy pursue a Customer Service Incentive Scheme that prioritises notification of unplanned outages through timely notifications.
- The Panel recommends that investment be made to **support providing more flexible, accurate and timely information to customers about outages** through multiple channels, such as SMS, social media, radio and websites.
- **Capital Expenditure (CAPEX):** The Panel recommends that Evoenergy continues to prioritise investment in preparation for net zero 2045.
- **Operating Expenditure (OPEX):** The Panel recommends that Evoenergy proceed with its proposed OPEX changes and that these changes are supported by education to help consumers understand the need for this additional investment.
- **Bill impacts:** That Evoenergy work in collaboration with retailers to ensure consumers are well educated on the impact on their bill and why.

The full panel report can be found at **Appendix H**



# 5. Evaluation

Throughout the Process, panel members provided feedback through a diverse range of channels. In evaluating participant feedback, data has been gathered from the following sources:

- **Entry survey** – completed prior to Meeting 1
- **Comments, polls and surveys** – provided during the six panel meetings, including exit surveys undertaken at the end of each meeting
- **Exit survey** – completed at the end of Meeting 6.

Feedback collected from the panel members during the process related to the two key areas:

- **Panel process** – ability to participate in meeting discussion, including online tools, meeting facilitation, presentation content and the ability to provide feedback
- **Panel outcomes** – ability to contribute to discussions, confidence that the panel feedback will lead to useful recommendations and influence Evoenergy's planning.

## 5.1 Feedback on the panel process

Feedback on the panel process was overly positive. Most panel members felt they were given the right amount of information and the tools to contribute to discussions.

Early in the process, some panel members indicated concerns about technical barriers to participation. Communication Link responded to this feedback and altered the approach to ensure all were given the same level of access to contribute. These adjustments included providing a laptop to a panel member with accessibility issues, moving to Slido polls and surveys which were easier to complete in an online forum and using online breakout rooms to facilitate discussion.

In exit surveys, the majority of participants indicated that the purpose of the community panel was clear and the way the meetings were delivered equipped them with sufficient knowledge to provide informed feedback.

Specific feedback on the panel process included:

*“very positive and I welcome the opportunity to participate in future panels.”*

*“Thank you for allowing me to participate. I felt comfortable and safe enough to ask questions and make comments despite having no prior knowledge about the energy sector. I really enjoyed the process.”*

## 5.2 Feedback on panel outcomes

Feedback was sought from participants about the role of the community panel in developing the EN24 plan and their ability to influence outcomes.

Results from entry and exit surveys indicated that the majority of participants felt the Community Panel increased their level of understanding and confidence in the process and that Evoenergy was open to new ideas and that the panel would be able to influence Evoenergy's planning.

However, there were a small number of respondents who indicated in the exit survey that they lacked confidence in the impact of their feedback. These panel members indicated that they felt the process was genuine, but the regulatory environment, economic circumstances, and other constraints restricted the areas that the panel members were able to explore. This is detailed in the Community Panel Report.

In terms of data integrity, while 22 participants completed the entry survey only 15 completed the exit survey making it difficult to directly compare results in terms of changes to group perceptions.



The following comments were made about the panel outcomes:

*“A good process that I hope will be taken into account int the EN24 submission.”*

*“Yes, I feel like Evoenergy was open to ideas”*

*“I feel like Evoenergy had already made up its mind before talking to the panel”*

All questions and responses relating to the panel feedback on the process and the outcomes are **attached**.



# Attachment 1 - Community Panel Handbook and Consumer Guide



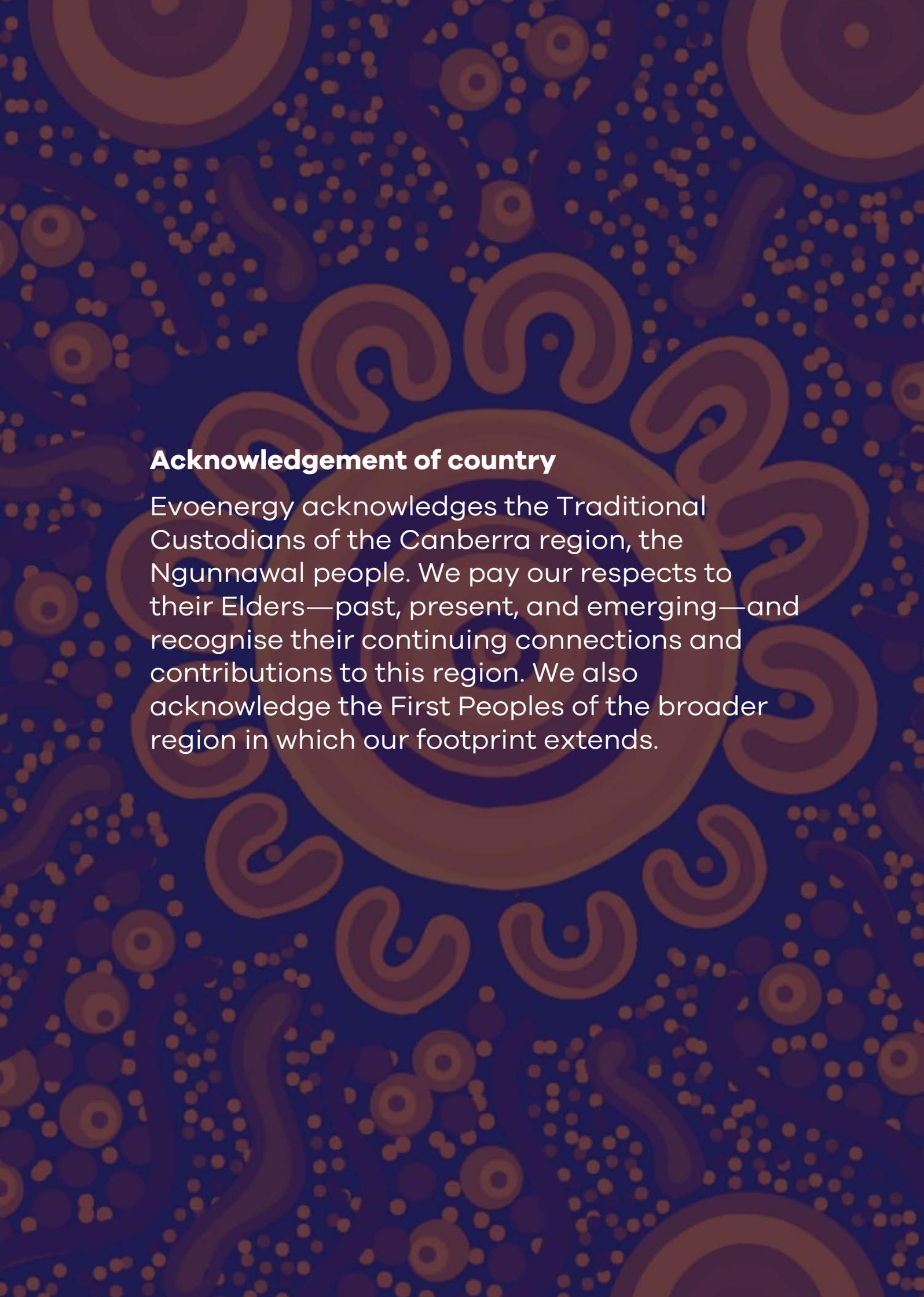


evoenergy

# Evoenergy Community Panel

Community Panellist Handbook

November 2021



## **Acknowledgement of country**

Evoenergy acknowledges the Traditional Custodians of the Canberra region, the Ngunnawal people. We pay our respects to their Elders—past, present, and emerging—and recognise their continuing connections and contributions to this region. We also acknowledge the First Peoples of the broader region in which our footprint extends.

# Welcome to the Evoenergy Community Panel

Thank you for volunteering to be part of the Evoenergy Community Panel. We look forward to your energy, enthusiasm and commitment to participating in the Community Panel process.

Our Community Panel comprises 30 people who represent the diverse nature of Canberra. On Saturday 20 November you will join 29 other panellists to come together and provide customer views and expectations about how we supply electricity in the ACT.

The Community Panel will meet across six workshops, culminating in a recommendations report that will help shape our 2024–29 electricity regulatory proposal and tariff structure statement to be submitted to the Australian Energy Regulator in January 2023.

This pack provides important information for you to consider prior to attending the first session.

- Administrative information so that you know all you need to participate.
- A list of key contacts, background information on the Community Panel, its purpose and your role.
- A program overview so you will know what to expect.
- Some technical tips to connect to the first two virtual meetings

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# Administrative information

## Key dates

The following are the meeting dates and times for the Community Panel.

You will be required to sign in to each meeting (either virtually or in-person). Please arrive or logon to each meeting at least 15 minutes before the start to enable meetings to start on time.

- **Meeting 1:**  
Saturday 20 November 2021,  
9am – 2pm, to be held online
- **Meeting 2:**  
Saturday 4 December 2021,  
9am – 2pm, to be held online
- **Meeting 3:**  
Saturday 12 February 2022, 9am – 2pm
- **Meeting 4:**  
Saturday 19 March 2022, 9am – 2pm
- **Meeting 5:**  
Saturday 14 May 2022, 9am – 2pm
- **Meeting 6:**  
Saturday 20 August 2022, 9am – 2pm

Meeting 1 and meeting 2 will be held virtually via Zoom due to current COVID-19 restrictions. The remaining meetings from February 2022 to August 2022, will be held in person in Canberra City. The location will be confirmed later, pending ACT COVID-19 restrictions.

## Venue

Meetings 3 to 6 (in line with COVID restrictions) will be held in person. Venue details will be provided prior to the 12 February 2022 meeting.

## Catering

For the in-person meetings from 12 February 2022, morning tea and lunch will be provided. Prior to these meetings we will seek any dietary requirements from each of the panellists.

## Media and photography

As part of documenting the Community Panel process and building interest among other Canberrans in the future of our energy supply, Evoenergy will take photos and video footage during meetings and deliberations. At times representatives of the media may also be invited in to record the meetings.

There is no requirement for you to be in any of the photos or videos. If you would prefer not to be photographed or videoed you can let us know by emailing [energy@communicationlink.com.au](mailto:energy@communicationlink.com.au).

## Confidentiality

As members of the Community Panel you are not required to sign any confidentiality or nondisclosure agreements. Evoenergy requests that as a member of the Community Panel you respect the privacy of your fellow panellists and the integrity of the process.

## Incentive payment

In recognition of your participation and commitment to the Community Panel process you'll receive a \$100 EFTPOS gift card for each workshop (up to a total of \$600 in gift cards). Payment will be made in the fortnight following the end of Meetings 2, 4 and 6.

# Community Panel Background

As Canberra's local energy distributor, Evoenergy is responsible for managing and operating the energy network, and one of the most important things they do is plan for how they will continue to invest, build and shape the network to ensure it meets your needs now and into the future.

Understanding the views of consumers is an essential part of this planning process. The community panel is one of a number of engagement tools and processes that Evoenergy has adopted to help shape its 2024–29 electricity regulatory proposal and tariff structure statement.

## What is the community panel?

The Community Panel is a mix of people, representing the broader Canberra community. The Community Panel participants will be offered detailed information on Evoenergy operations and the regulatory environment. The Community Panel will be able to consider feedback gathered through other engagement activities, such as the Engagement Website [www.engagewithenergy.com.au](http://www.engagewithenergy.com.au). The Community Panel will have access to data, information, and experts from outside Evoenergy to provide alternative views, validate claims and ensure transparency.

Each meeting will have a different focus area and participant knowledge will build throughout the meetings. The topics outlined in the Program overview on page 9 will act as a guide. These topics will be used as a guide and be reviewed regularly to adapt to evolving issues.

## Roles and responsibilities

To fulfil your role, as a member of the Community Panel you will:

- commit to the process – attend all meetings and actively participate in discussion
- have respect for, and patience with, the views and opinions held by other Community Panel members, subject matter experts and the Evoenergy team
- review and consider material provided to the Panel and ask questions to ensure understanding of information
- have respect for any information or material that is advised to be confidential
- have respect for the role of the facilitator in managing discussions and forum meetings
- if representing an organisation, seek to understand and represent their broader organisation's views during the work of the Community Panel.

To support the Community Panel in their role, Evoenergy undertakes to:

- deliver a high level of organisation and logistical support to the work of the Community Panel

- provide the Community Panel with appropriate, accurate and timely information
- present the Community Panel with balanced and informed subject matter experts where required
- accurately report the discussion and decisions of the Community Panel
- be available to answer questions or concerns of members of the Community Panel
- ensure that all Community Panel members are treated equally, fairly and with respect

## Keeping the community informed

To keep the community informed on the work of the Community Panel, meeting reports will be posted to the Evoenergy engagement website [www.engagewithenergy.com.au](http://www.engagewithenergy.com.au)

## Facilitation

All meetings will be facilitated by Communication Link. Throughout the delivery of the Community Panel process, Communication Link will foster open communication that encourages panel members to contribute effectively and meaningfully to discussion by providing accessible background and contextual information, and regular updates to demonstrate transparency of process. This includes:

- preparing agendas and supporting papers
- preparing meeting notes and information
- liaison with Evoenergy representatives to ensure the publication of materials from the Panel process on the Evoenergy engagement website
- distribution and website publication of meeting summary documents verified and agreed to by Panel members
- publicly available background materials reviewed to ensure they are accessible and easily understood
- accurately recorded queries and reporting them back to energy experts as questions on notice.

Meetings will be held as per the schedule provided. If required, subgroup meetings will be arranged outside of these times at a time convenient to subgroup members.

# Key contacts

## Community Panel Facilitation

Evoenergy has engaged Communication Link to facilitate the Community Panel. Communication Link is a Canberra based firm that specialises in communication and engagement projects.  
**communicationlink.com.au**

Communication Link has been working with Evoenergy for a number of years on consumer engagement and played a key role in the establishment of the ongoing Energy Consumer Reference Council. Communication link also facilitated the Evoenergy Citizen's Jury in 2019.

The following people are available to assist you from Communication Link:

- **Helen Leayr**, Managing Director – Panel facilitator
- **Ellen Samuels**, Executive Manager – Communication and Engagement – program manager and co-facilitator
- **Amelia Simson**, Senior Communication and Engagement Consultant – technical and administrative support

The team can be contacted on **02 6185 3301** or via email **energy@communicationlink.com.au**

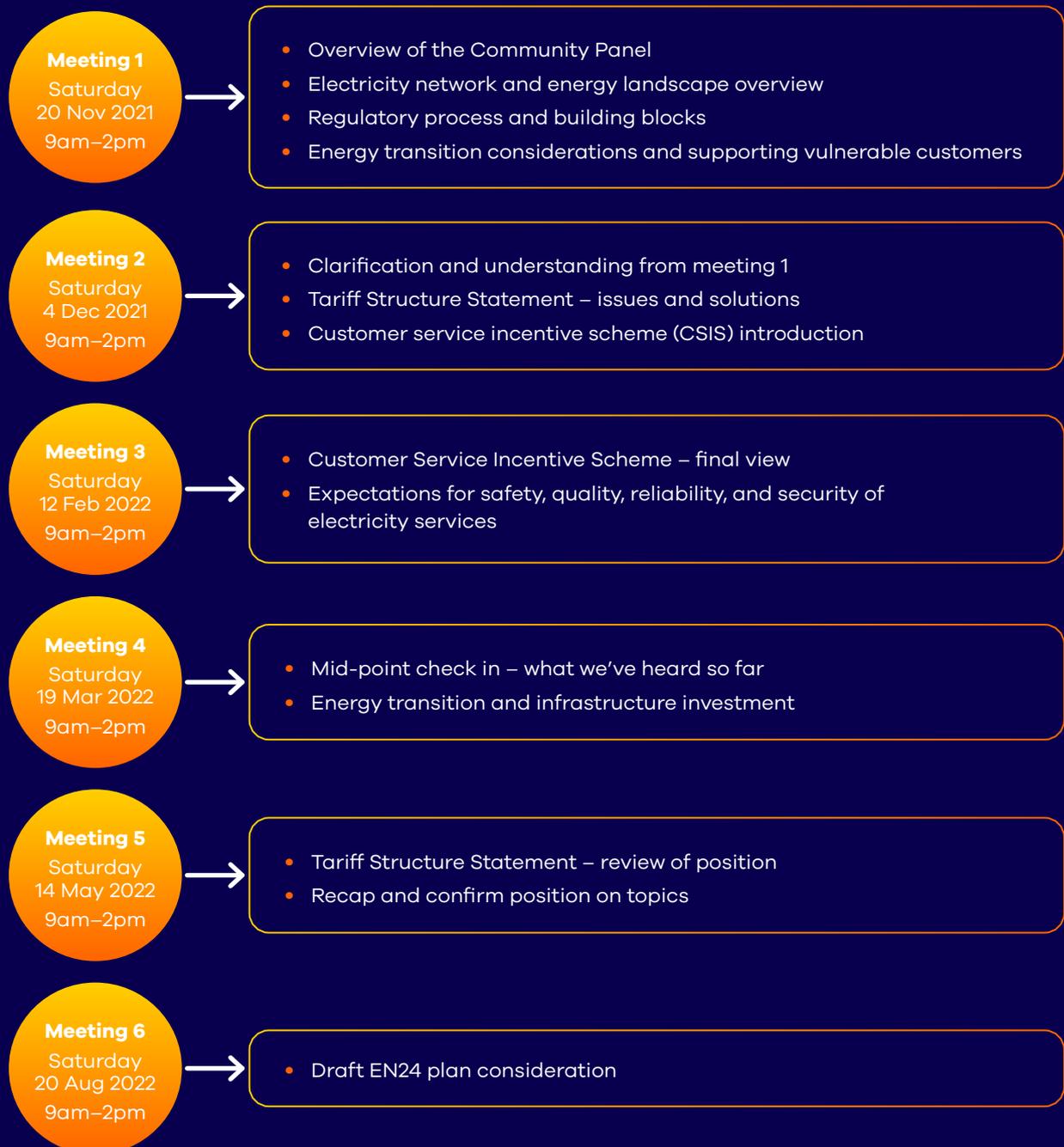
If you find that you are unable to attend a meeting, please email **energy@communicationlink.com.au** or call **0423 568 422**.

## Evoenergy consumer engagement

Gillian Symmans, Evoenergy's Group Manager Regulatory Reviews, oversees consumer engagement for this regulatory process. Gillian will be at all meetings of the Community Panel and can be contacted by email on **gillian.symmans@actewagl.com.au**

# Program overview

The Community Panel will meet across six workshops, providing feedback and input to Evoenergy on a progressive basis. This will culminate in a recommendations report that will help shape Evoenergy's 2024–29 electricity regulatory proposal and tariff structure statement to the Australian Energy Regulator in January 2023.



# Presentations and virtual tools

Throughout the Community Panel process information will be provided to panellists in the following ways:

- **Subject matter presentations** – a number of presentations, including those from Evoenergy, will provide important information about the electricity network including how it operates and is funded.
- **Supporting information** – many presentations will be supported by background documents providing further information for those members of the Community Panel who require it.

## Zoom

For the first two meetings we will connect virtually via the web-based conferencing platform Zoom. If you are new to using Zoom, we have included in your Community Panel pack is a detailed guide to getting started with Zoom. To connect via Zoom you will need a desktop computer or laptop, or a mobile device (smart phone or tablet).

Zoom weblinks will be provided to you before each meeting. Sometimes it can take a few minutes to get sorted to join an online Zoom meeting. We encourage you to allow time before the meeting starts to get access.

## Mural

We will also be using a virtual whiteboard tool called Mural during the first two online meetings. Mural is a digital workspace for visual collaboration. It is like an online whiteboard where you can leave ideas and see what other people have said – all in real-time while in a meeting. During the meeting, we will provide you with the link to our meeting Mural board. Click on the link to open the Mural board in your web browser.

## Desktop device (recommended)

We recommend you participate in the online meetings via a **computer or laptop** as these devices provide a more **user-friendly experience** and with larger screens it is easier to see what is going on.

## Smart device

Those using smart phones will have limited functionality (IOS) or view only functionality (Android). If you are only able to participate using a smartphone, download the Mural app for your **Android** or **IOS** device **before the workshop**, and develop a login via **[www.mural.com](http://www.mural.com)**.

When you have clicked the link to open the Mural board, you will be asked to login via the web browser, or via the app if you have downloaded it previously.

During the session, one of our workshop facilitators will support you to contribute your thoughts to the board.



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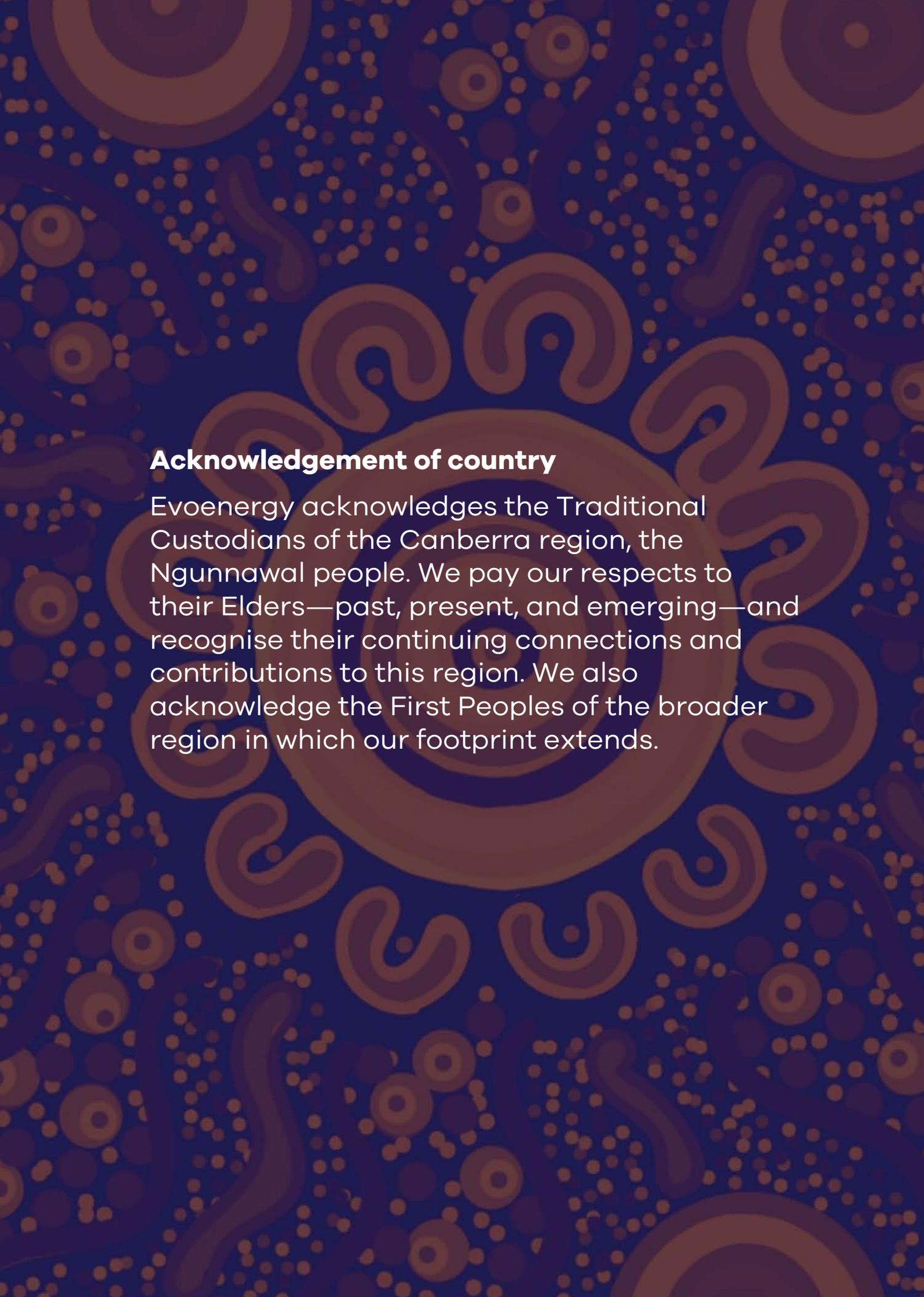
evoenergy



**Consumer guide to  
engaging on our EN24 plan**

Evoenergy's electricity network regulatory  
proposal and tariff structure statement for  
1 July 2024 to 30 June 2029

November 2021



## **Acknowledgement of country**

Evoenergy acknowledges the Traditional Custodians of the Canberra region, the Ngunnawal people. We pay our respects to their Elders—past, present, and emerging—and recognise their continuing connections and contributions to this region. We also acknowledge the First Peoples of the broader region in which our footprint extends.

# Foreword



The next ten years are going to be a critical time for our electricity network.

Like other major infrastructure transitions that have been key to modernising our lives and contributing to the reduction of greenhouse gas emissions, energy networks need to evolve and we're approaching a crucial stage in that journey.

The ACT is leading the way with a goal to achieve net zero emissions by 2045 and this means the way electricity is generated, stored, and used is changing too.

Right now, we're looking at every aspect of how we operate and maintain our energy network so we can create a plan that is going to get us to where we need to be, keeping the safety of our people and the community at the centre of everything we do.

The energy industry is entering a period of rapid change, with emerging technology and innovation in the way we generate, capture and store energy, as well as a focus on a future that's cleaner and more sustainable, with energy that's efficient, flexible, and responsive.

There are over thirty thousand solar installations in the ACT, over one thousand battery installations and the number of electric vehicles is on the rise which is phenomenal and demonstrates how forward thinking Canberran's are.

But the practical decisions we make in the short term to realise our energy vision are going to be essential to enable a smooth, affordable, and equitable transition.

As the sole provider of electricity distribution network services in the ACT, every five years we develop a plan for how we will operate and invest in the network and how the cost of doing this flows on to energy bills. We submit that plan to the Australian Energy Regulator for review. The Australian Energy Regulator will carefully consider whether our proposal is reasonable and best serves the long-term interests of energy consumers.

We are currently preparing a plan for 2024–29 and an important part of the planning process is engaging with the Canberra community to ensure that our priorities for the period reflect the needs and preferences of energy consumers. We want to make sure that the electricity network services we provide meet the needs of the community now and into the future.

This consumer guide provides background about who we are, how we are funded, and some of the opportunities and challenges we need to consider in the coming period. We're a local business here to support the local community and we're going to be working with you to get the best outcome.

Join us, get involved in shaping our energy future, and have your say.

## **Peter Billing**

General Manager Evoenergy

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# 1. Introduction

Evoenergy's role is to deliver a safe and reliable energy supply to Canberra and the surrounding region. We own and operate 2,358 square kilometres of electricity network and 4,563 kilometres of gas mains. We supply electricity to 202,500 residential and business customers across the ACT and 146,000 gas customers in the ACT and NSW.

Safety, reliability, high-quality work, cost-effectiveness, and exceptional customer service are the qualities that matter most to us, and we are committed to finding innovative energy solutions and keeping ahead of the rapidly changing energy landscape.

We want to give our consumers the energy solutions they want by being agile and driving new technology to meet the changing needs of the community.

Every five years, we prepare a detailed plan explaining how we will operate and maintain and invest in our electricity distribution network to meet the future needs of our energy consumers. This plan will set out in detail all aspects of the work we propose to do in the coming five-year period, how much it will cost, and how we will charge energy consumers. The operation of the electricity network and the investment we make is paid for by energy consumers through their electricity bill, so an important part of developing our plan is engaging with the community to understand what they want us to focus on, and how much they're willing to pay.

We are currently preparing our plan for how we will operate the electricity network during the five year period commencing 1 July 2024 (our EN24 plan) and the tariffs we charge (the tariff structure statement or TSS), which we must submit to the Australian Energy Regulator (**the regulator**) by 31 January 2023 for review and approval, confirming that it meets the National Electricity Objective of being in the long-term interests of consumers with regard to price, quality, safety, and reliability and security of supply.

This *Consumer guide to engaging on our EN24 plan* provides some background information to help stakeholders engage in the planning process so that the decisions we make on future services, costs and prices take into consideration consumer preferences.

Over the next year, the ACT community and other stakeholders will have several opportunities to learn about our plan and provide input. At the end of this guide, you'll find more information about how you can get involved and have your say about how we operate and invest in the electricity network into the future.

## 1.1 The regulatory process

Like other energy distribution utilities, the way Evoenergy operates is regulated in five-year periods.

Our five-year plan takes the form of a regulatory proposal that is submitted to the regulator. The regulator then determines the total revenue that we can collect from users through electricity charges and how that revenue will be collected.

In determining our allowable revenue, the regulator considers:

- Our operating cost forecasts – how efficiently we operate and maintain the electricity network; and the levels of service, reliability, and safety we plan to provide.
- Our capital investment plans – how we plan to build and replace the electricity network for the long term and the costs of that investment, including funding costs and depreciation.
- Tariffs and demand – what types of tariffs we provide and what we forecast as the future demand for electricity network services.

It is important that we take time to provide information to energy consumers and seek their feedback on our plans. We provide an overview of the timing and associated processes is provided in the following sections.

## 1.2 Our engagement program

In August 2021, Evoenergy launched an Engagement Strategy which outlined the key objectives, stakeholders, and tools to engage with and gather feedback from consumers as part of preparing the EN24 plan and proposed TSS for Evoenergy.

The engagement program presents the next evolution in consumer engagement for Evoenergy, building on the success of previous engagement initiatives such as the Gas Network Access Arrangement 2021–2026 Review (GN21) Citizens' Jury and Evoenergy's Energy Consumer Reference Council (ECRC) which has been running continuously since 2014.

In preparation for the development and submission of our regulatory proposal and tariff structure statement, we'll engage with the community across three stages:

- **Engagement phase 1**  
– **October 2021–July 2022**

Understanding consumer values to inform the draft plan and tariff structure statement.

- **Engagement phase 2**  
– **August 2022–December 2022**

Using the feedback provided, we will produce a draft plan and draft tariff structure statement. We will come back to the community for more feedback on this.

- **Engagement phase 3**  
– **Post-January 2023**

After submitting our regulatory proposal and Tariff structure statement, the Australian Energy Regulator will review it and we will consult further on any elements that need further understanding.

### 1.2.1 Engagement objectives

The objectives of engagement under the current program of engagement and consultation are to:

- Inform, consult, involve, and collaborate with electricity consumers, key stakeholders, and other members of the Canberra community about the future of the electricity network.
- Gather diverse consumer input to inform the development of the EN24 plan and proposed TSS.

- Further enhance consumer knowledge of Evoenergy and its business through active engagement from Evoenergy throughout the engagement program.

### 1.2.2 Engagement approach

We will engage in a range of ways on our EN24 proposal and TSS, including:

- **Energy Consumer Reference Council (ECRC) health check-up**

The ECRC is a key vehicle for seeking consumer input into EN24 and TSS as the members of the ECRC are representatives of a broad cross-section of consumers and will be provided with detailed presentations to facilitate collaboration in the development of the regulatory proposal and tariff structure statement. They will ensure we are meeting our objectives and undertake a consumer engagement health check-up throughout the engagement periods.

- **Community Panel**

Recognising the complexity of the engagement landscape, Evoenergy has established a Community Panel to enable a more flexible focus across a wider range of issues over a longer period.

The Community Panel comprises 30 participants and will meet about six times during the consultation program in both Phase 1 and Phase 2. The Community Panel participants will be offered detailed information on Evoenergy operations and the regulatory environment. They will be asked for their views on a range of subject matter to help inform the regulatory submission.

- **Engagement Website – [engagewithenergy.com.au](http://engagewithenergy.com.au)**

We have developed a new engagement website [www.engagewithenergy.com.au](http://www.engagewithenergy.com.au) where consumers can view the engagement timeline and to read background information about the regulatory process. It will also contain an interactive online experience to gather further information about consumer views. We will continue to update this website with relevant information as we progress our planning.

- **Consumer group partnerships**

Evoenergy is engaging with several organisations to ensure that the engagement

program captures perspectives from a range of ACT consumers including vulnerable customer, business customers and consumers from culturally and linguistically diverse backgrounds.

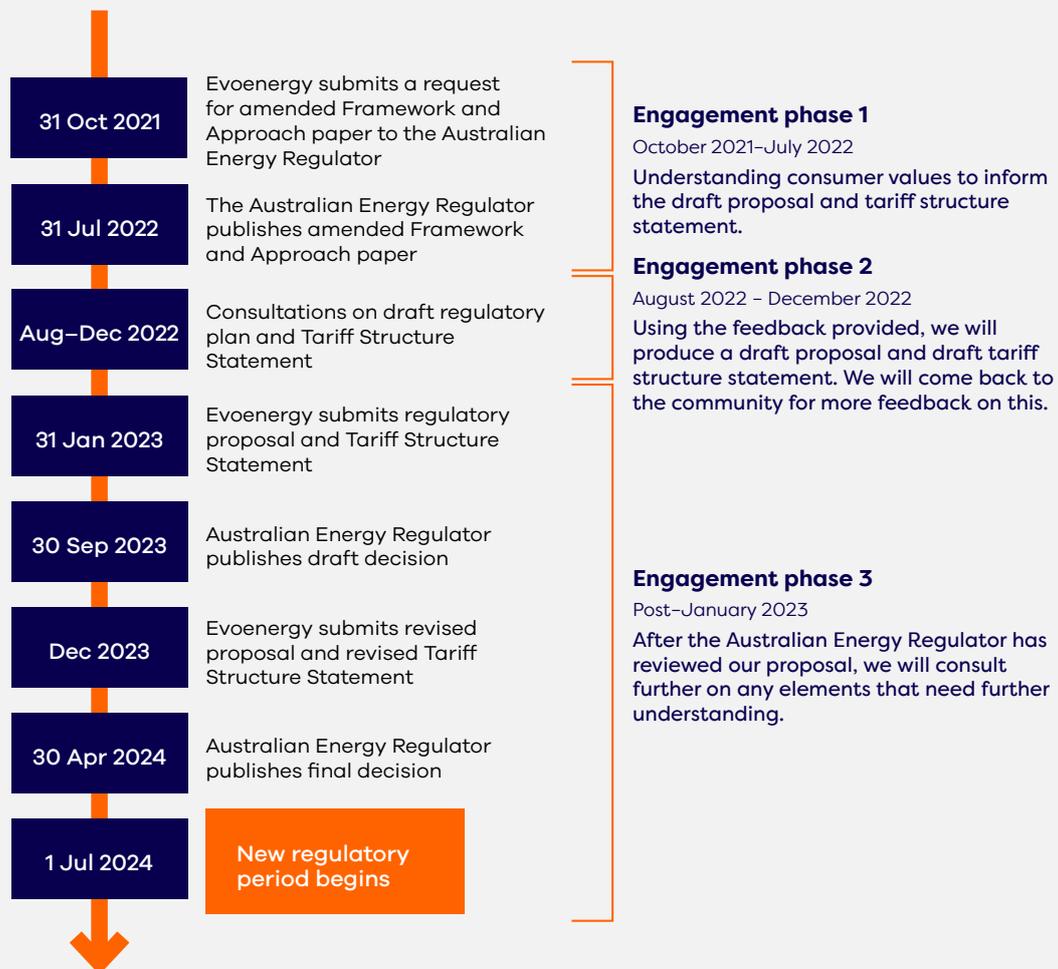
### 1.3 Regulatory and consumer engagement timeline

The formal process between Evoenergy and the regulator<sup>1</sup> hinges on submission of Evoenergy’s regulatory proposal and proposed TSS at the end of January 2023. These documents reflect the plan developed by Evoenergy in consultation with customers and other stakeholders. In September 2023, the regulator publishes its draft decision indication parts of the proposal

that need to be changed or further supported to enable to gain the regulator’s approval. Evoenergy will respond to the matters raised by the regulator in the draft decision in a revised regulatory proposal and revised tariff structure statement with weeks of the draft decision. The regulator publishes its final decision of the proposal and tariff structure statement by the end of April 2024, just before the start of the new regulatory period on 1 July 2024.

An important element to consolidate engagement with consumers and other stakeholders before the formal process of the regulator’s review of our proposals is Evoenergy’s publication of a draft EN24 plan and draft TSS in August 2022.

All the major steps in the process are set out in Figure 1.



**Figure 1** Regulatory and consumer engagement timeline for Evoenergy’s 2024-29 plan

1 This process is set out in the National Electricity Rules which have the force of law.

# 2. Our electricity network

**It is important to understand the role of Evoenergy and of our electricity network. We do not buy and sell energy: we transport electricity through our network of poles and wires, underground cables, and other infrastructure, to homes and business. We charge energy retailers to transport electricity through our network, and this cost is passed on to energy consumers through their quarterly or monthly electricity bill. The electricity supply chain is explained in section 2.2 below, and the components of electricity bills are discussed in section 2.3.**

**Where in the past all of the electricity entered the ACT on high voltage transmission lines, to be transferred to our distribution network and on to end users, much is now generated within the network either by large solar or wind generators, or by rooftop solar photovoltaic (PV) generators.**

## 2.1 Who is Evoenergy?

Evoenergy owns and operates the electricity and gas networks within the ACT. We are responsible for the power lines and other infrastructure used to distribute electricity through the network to your home or business. Evoenergy undertakes electricity network maintenance, connects new customers, plans, and constructs new infrastructure and provides emergency responses. Some facts about our electricity network are set out in Figure 2.

The cost of the services that Energy provides is passed on to our customers through retailers such as ActewAGL Retail, Energy Australia, Origin Energy, or other retailers with offers in the ACT. These retailers buy energy from generators within the national network and then sell it to you via their retail tariffs. The prices within the retail tariffs includes the cost of generating the energy, as well as the cost transporting it to you home (network costs).

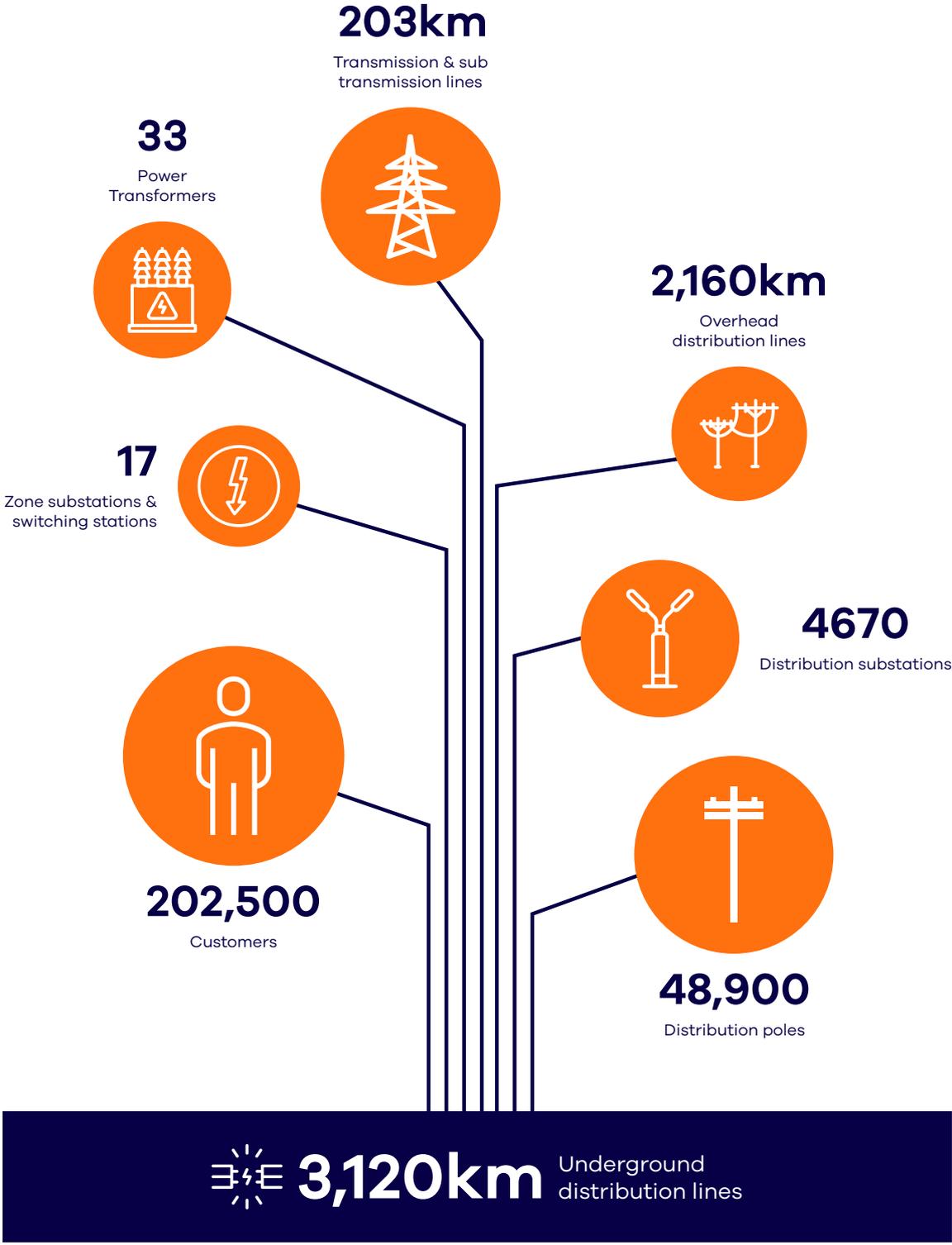
The Evoenergy network is an essential part of the process of transporting electricity from where it is generated to where it is used by our

customers, as illustrated in Figure 3 which shows the traditional supply chain for electricity.

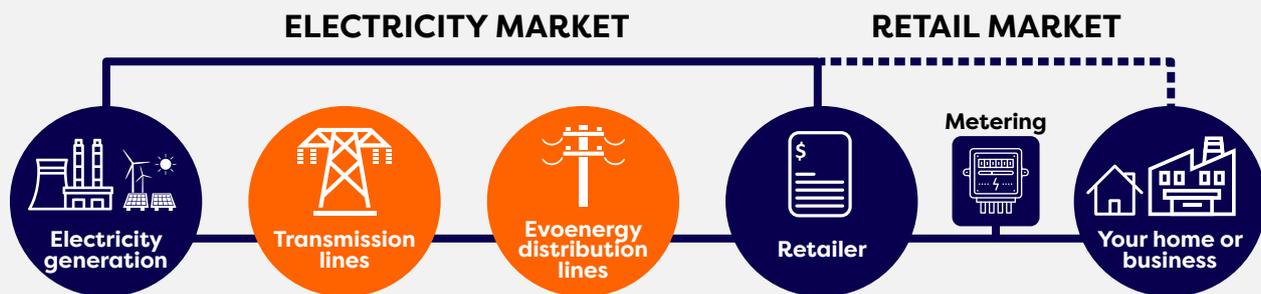
Electricity is produced at generation sites (power plants, solar farms, wind farms, etc.) then transported through transmission lines, to substations where its voltage is reduced to a suitable level to flow through distribution lines and substations to your home or business. In recent times, this simplified one-way flow view of the electricity supply chain has been superseded by increasing generation of electricity by homes and businesses within the distribution network. The ability to efficiently manage the impact of two-way flows arising from increasing behind the meter PV rooftop generation and battery storage in the distribution network is an important issue being addressed in our plan for the 2024–29 regulatory period.

Evoenergy’s distribution network connects to the full range of ACT electricity customers. As we prepare our EN24 plan, we will be actively seeking feedback from customers, retailers, and other stakeholders through a range of activities including surveys, workshops, and meetings.

# Evoenergy snapshot



**Figure 2** Some facts about Evoenergy's electricity distribution network. Note: Data correct at December 2020.



**Figure 3** The electricity supply chain. From [engagewithenergy.com.au](http://engagewithenergy.com.au)

## 2.2 What makes up an ACT electricity bill?

Electricity bills are made up of several components. The network component covers the poles and wires that are required to deliver your electricity. The retail component covers the retailer's costs, including the cost of purchasing the electricity.

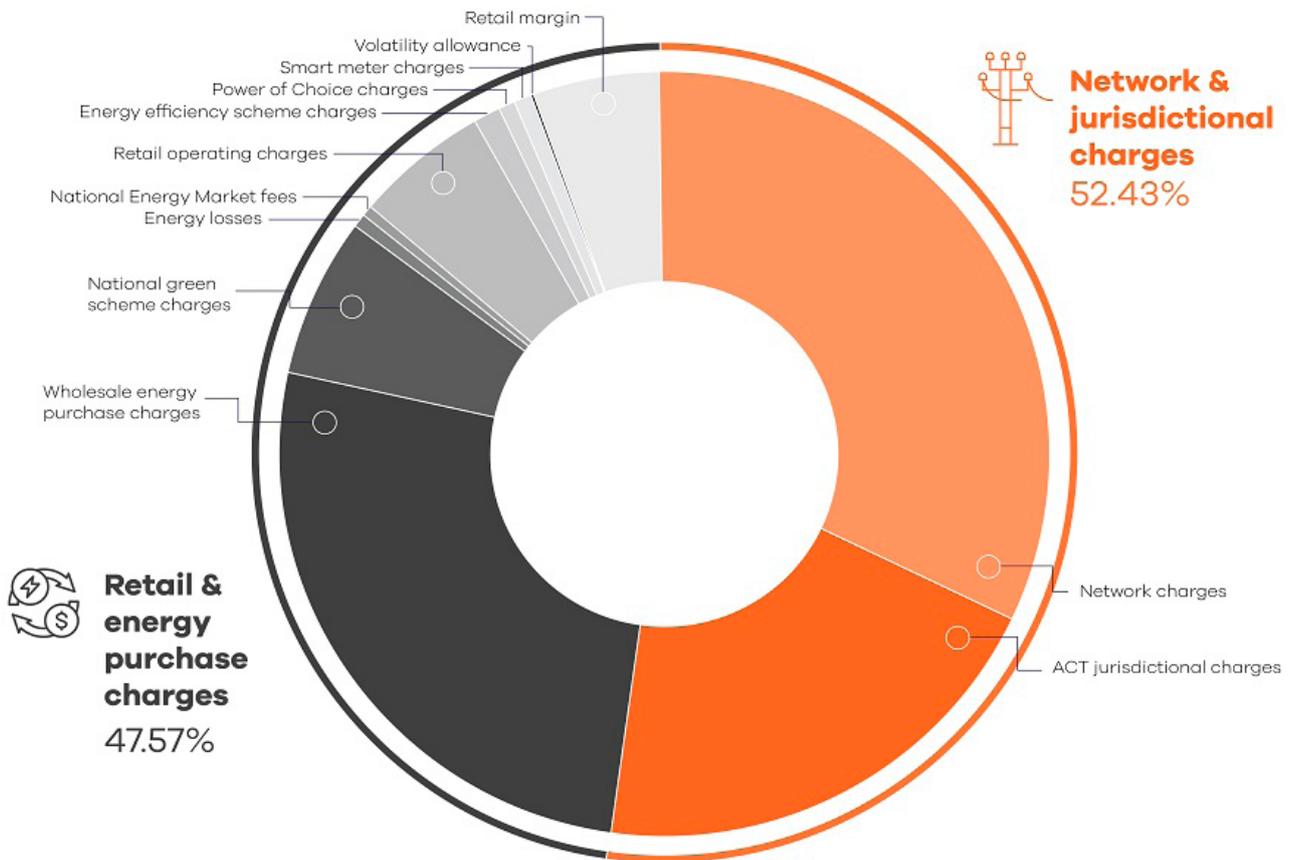
The network component of the bill includes the following components.

- **Distribution costs** – poles and wires used to deliver electricity from the electricity substations to your home or business.
- **Metering costs** – providing and operating electricity meters on premises.
- **Transmission costs** – delivering electricity from the power plants through high voltage lines to substations.<sup>2</sup>
- **ACT schemes and taxes** – the Energy Industry Levy, the Utilities Network Facilities Tax, and the cost of funding Feed in Tariff payments for small, medium, and large scale solar and wind.

Your electricity bill also includes a retail component which includes wholesale energy costs (purchasing electricity from generators), green energy charges (resulting from government energy saving programs), ACT Government's Energy Efficiency Improvement Scheme, and retail costs and margins (reflecting the retailer's operating costs).

It is important to note that it is the **network component** of your electricity bill that is determined as part of our five-year review process.

<sup>2</sup> Transmission costs include the cost of transmission assets owned by ActewAGL Distribution, and those of transmission network providers such as TransGrid.



**Figure 4** Components of average annual electricity bill (2021/22). Source: Independent Competition and Regulatory Commission, Retail electricity price recalibration 2021–22: standing offer prices for the supply of electricity to small customers, 2021.

# 3. Our energy transition

## – challenges and opportunities facing the ACT's electricity network

The energy system supporting Australia's modern economy and lifestyle is experiencing change on an unprecedented scale, and the ACT is taking a lead in this transition.

The period covered by our EN24 plan will be a critical time for our electricity network as we plan for a net zero emissions future and adapt to changes in the way consumers use energy, and how we operate to meet these changing needs. A couple of these issues are touched on below, and we will continue to consider the opportunities and challenges for the 2024–29 period as we engage with our community in the lead up to submitting our regulatory proposal.

### 3.1 Net zero emissions by 2045

Within the ACT, the government has a strong focus on addressing climate change, legislating a target of achieving net zero emissions by 2045, with several interim targets along the way.

Beyond the ACT, the federal government has now set out a technology-driven plan to deliver net zero emissions by 2050, and we are seeing the private sector accelerating strategies to achieve net zero emissions targets.

Evoenergy supports a responsible transition to achieve the ACT's net zero greenhouse gas emissions by 2045 target. We recognise uncertainty remains about the most effective and least cost pathway to get there and our challenge is to continue to provide safe, reliable, and affordable energy to customers now and in the future. As we continue to consider potential pathways, we will take into account affordability for households and businesses and support for vulnerable consumers.

### 3.2 Moving towards a decentralised, two-way energy system

In recent years, the electricity industry has been changing at an unprecedented pace with increased uptake in distributed energy resources (DER) such as small-scale solar, batteries and electric vehicles driven by improvements in affordability, advances in technology and the rise of customer desire for energy independence.

To support the uptake of these technologies and enable efficient integration of DER into the grid, earlier this year the Australian Energy Market Commission made changes to the National Electricity Rules. As we develop our EN24 plan we will consider what these changes mean for us and our customers.

The rapid uptake of DER means that Evoenergy, like other electricity distribution businesses, is transitioning away from providing services based on one-way flow of electricity, to being a distribution system operator (DSO), facilitating a two-way energy market for customers that enables efficient use of customer and network assets.

# 4. Our 2024–2029 proposal

## 4.1 How network revenue is determined – building blocks

Our plan for 2024-29 must set out our proposal for how much revenue we need to cover our forecast costs. A 'building block' approach is used to build up costs as follows:

- efficient operating and maintenance costs
- a commercial return to investors who fund the network's assets and operations
- asset depreciation costs
- forecast taxation costs
- a commercial return to investors who fund the network's assets and operations

There is also a revenue adjustment category, which captures the outcomes of incentive schemes and adjustments from the earlier period.

The building blocks are shown in Figure 5. The AER's approach spreads the cost of investment in assets over the economic life of each asset, which can be anywhere from five years to over 50 years. The amount recovered each year is called depreciation. The AER also recognises that shareholders and lenders who fund those assets must be paid a commercial return on their investment. The AER sets the rate of return (also called the weighted average cost of capital or WACC). The rate of return is multiplied by the value of the regulatory asset base (RAB) each year to determine the return on capital building block. The RAB is calculated each year by taking the

opening value of assets, adding new capital expenditure, and deducting depreciation.

Together, the building blocks determine the amount that Evoenergy needs each year to operate the gas network. The sum of the building blocks is spread across total electricity volumes to arrive at network prices (some costs are recovered from fixed charges so spread across the number of electricity customers and other costs are recovered from variable charges so spread across electricity consumption).

Within each of the areas of operating costs and capital costs, we make decisions about the best way to deliver our services and meet customer expectations. There are trade-offs to be made. Increased levels of service and investment to ensure high levels of reliability of electricity supply come at a cost that impacts directly on the price we need to charge.

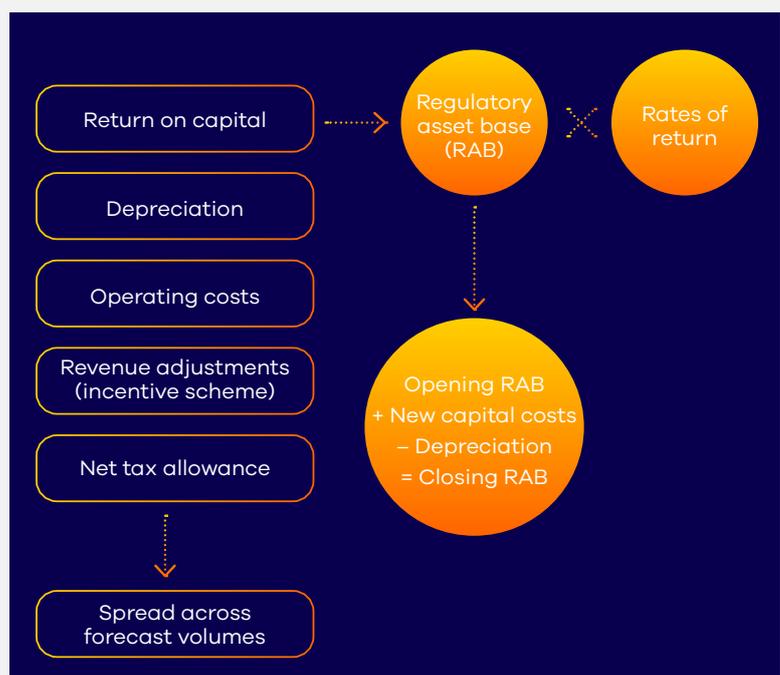


Figure 5 The revenue building blocks

## 4.2 Operating costs

Operating expenditure is used for the electricity network’s regular and ongoing maintenance and operation costs, including day-to-day expenses such as staff, equipment, and training. Our network operations include managing vegetation encroaching on our overhead electricity distribution network and maintaining a comprehensive bushfire mitigation and management program.

Operating costs are determined by the services provided and the level of quality, safety and reliability customers expect from our distribution service. Figure 6 provides a simple summary of what every \$100 of operating costs goes towards.



**Figure 6** What makes up our operating costs

Over the 2024–29 period, we will focus on the following priorities that will impact our operating costs.

- Maintaining the network involves preventative maintenance (such as testing, assessing, and servicing) and our electricity network’s corrective maintenance (repairs). Maintenance on the network ensures that our assets are kept in good working condition. Operations and maintenance ensure the safety of the public and our staff, allowing the network to continue operating reliably and maintaining the electricity supply.
- Inspecting the network allows us to uphold safety, reliability, and quality of supply.
- Progressing key strategies such as our net zero by 2045 position, distribution system operator strategy, and sustainability strategy.
- Continuing to focus on vegetation management and bushfire mitigation.
- Evoenergy continues to respond to network faults and emergencies 24/7.
- We are continuing to comply with our regulatory obligations.
- Evoenergy will continue to meet demand by responsibly facilitating the energy transition and allowing our network to manage changes in technology. We seek to be prepared for new technology opportunities, such as increased embedded generation hosting capacity, integrating third party network batteries, and electric vehicles.

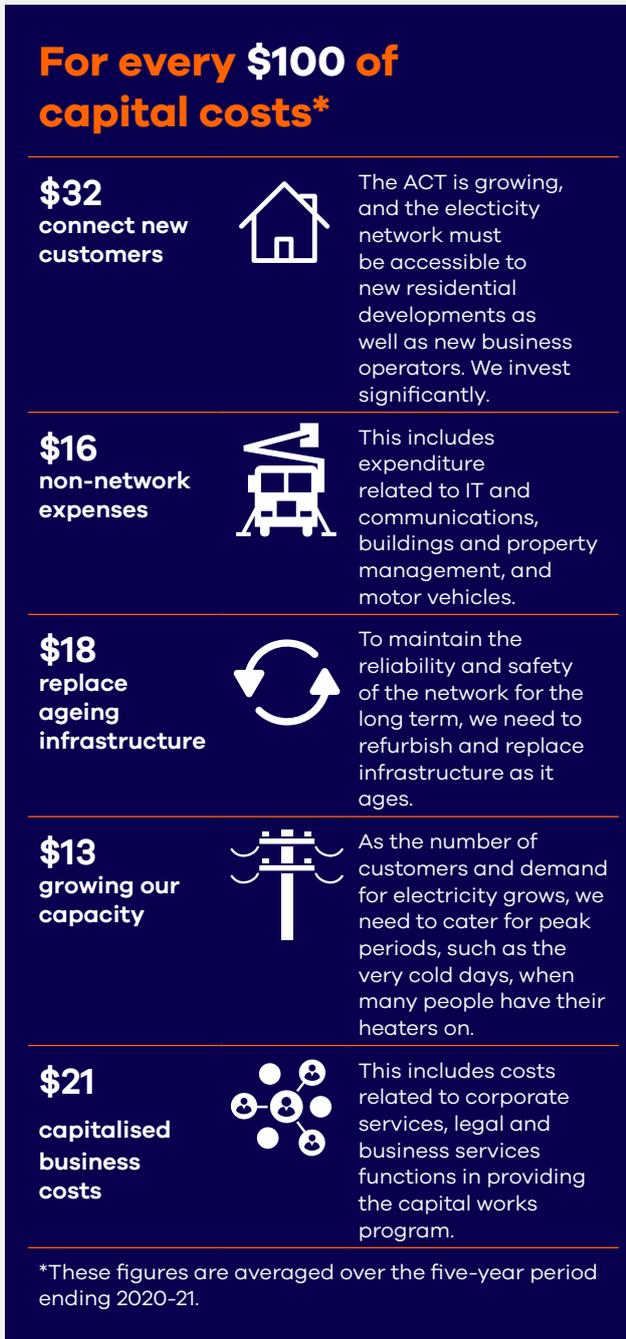
## 4.3 Capital costs

Capital costs are required to maintain and expand the distribution network to meet the changing and growing needs of our customers. The cost of borrowing funds and shareholder returns to pay for these capital investments are part of what makes up the price of electricity distribution.

Capital costs relate to how we invest in the electricity network for the long term and the costs associated with that investment. It includes replacement and renewal of ageing assets; customer-initiated works (such as reticulation of new estates and connection of new customers); and implementing information technology and business systems. Our investment in technology and systems has

been significant over recent years. Attention on capital projects often focuses on network augmentation to ensure capacity and reliability of the network are maintained.

Figure 7 summarises our capital costs over the past five years.



On top of regular drivers of capital costs, such as the need to replace ageing assets, some key factors likely to affect our capital investment requirements for the 2024–29 period:

- The continued growth of distributed energy resources (i.e., battery storage and solar generation)
- The need to maintain network security (including against sophisticated cyber risk)
- The movement towards zero emissions by 2045, including the growing uptake of electric vehicles.

**Figure 7** What makes up our capital costs

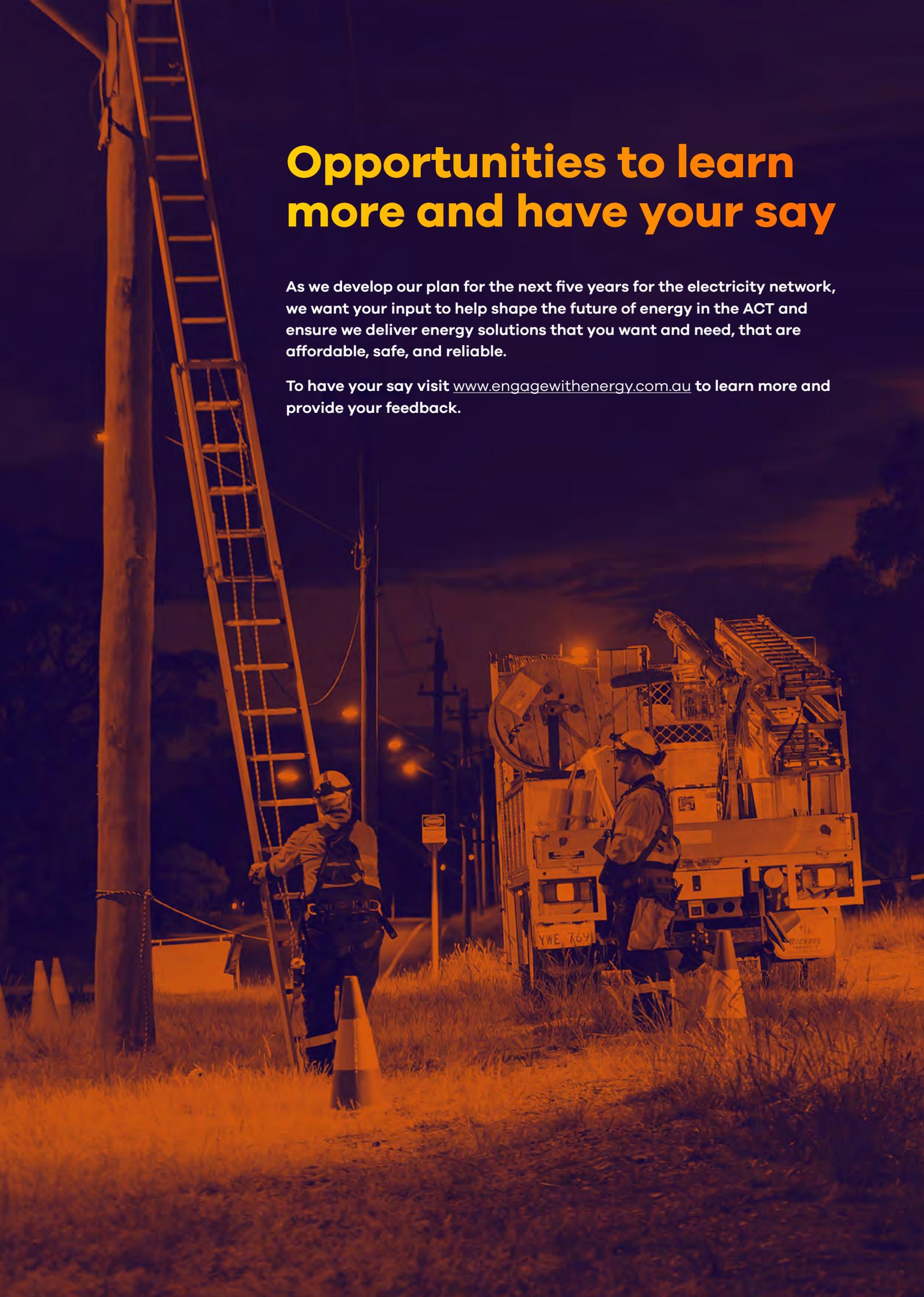
# 5. Our tariff structure

Evoenergy sets network charges (known as tariffs) to reflect the cost of providing electricity network services to all types of energy consumers. Evoenergy offers a range of tariff structures with varying charges. Tariff structures vary, with some comprising fixed daily charges and anytime consumption charges, while more cost reflective tariff structures send electricity market price signals about the times of day at which it is more and less expensive to use electricity. This empowers energy consumers with the information they need to optimise their energy usage and reduce their electricity bill.

Each regulatory period, Evoenergy submits a Tariff Structure Statement (TSS) to the regulator for approval. The TSS provides clear information to help energy consumers understand how to take advantage of Evoenergy's tariffs by managing their usage to enable consumers to reduce their energy bills. It also provides an opportunity to review the way we charge for electricity network services and how that relates to the demand customers place on the network.

The National Electricity Rules require electricity distribution businesses to ensure that the network tariffs that we offer to energy consumers (via retailers) reflect the costs of providing services to consumers. This is known as cost reflective pricing. As we prepare the 2024-29 TSS, we will work with energy consumers to continue moving towards more cost reflective network tariffs. This will enable the existing network to be used more efficiently by potentially reducing the need for new capacity.

Evoenergy's network is facing considerable changes that may have an impact on the way network tariffs are structured in the next regulatory period. These changes include the ongoing uptake of solar generation, batteries and electric vehicles, the introduction of grid-scale batteries to the network, and the ACT Government's target of net zero emissions by 2045. Evoenergy's TSS structure will be shaped by these expected network changes. As we develop the 2024-29 TSS, we're seeking feedback from energy consumers and retailers about the way to further improve the electricity market price signals we send energy consumers through network tariffs.



# Opportunities to learn more and have your say

As we develop our plan for the next five years for the electricity network, we want your input to help shape the future of energy in the ACT and ensure we deliver energy solutions that you want and need, that are affordable, safe, and reliable.

To have your say visit [www.engagewithenergy.com.au](http://www.engagewithenergy.com.au) to learn more and provide your feedback.

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# Attachment 2 - Community Panel Meeting summaries



## Details

### Attendees

- 22 Evoenergy Community Panel members
- Observers from Evoenergy's Energy Consumer Reference Council (ECRC) and the Australian Energy Regulator (AER)
- Samantha Lloyd, Strategic Communications Advisor, Evoenergy
- Luke Cowen, Regulatory Economist, Evoenergy
- Ashlyn Napier, Regulatory Economist, Evoenergy
- Leylann Hinch, Group Manager Strategy and Operations, Evoenergy
- Christopher Walker, Manager Planning and Analysis, Evoenergy
- Cameron Shields, Group Manager Regulatory Finance and Strategy, Evoenergy
- Andrew Ponsonby, Senior Economist, Evoenergy
- Glenn McIntosh, Stream Portfolio Manager, Evoenergy
- Zoe Chadwick, Group Manager Network Services, Evoenergy
- Alison Davis, Customer Delivery Group Manager, Evoenergy

### Speakers

- John Knox (Evoenergy Chief Executive Officer)
- Peter Billing (Evoenergy General Manager)
- Rosemary Sinclair AM, ECRC Chair
- Gillian Symmans - Group Manager Regulatory Reviews, Economic Regulation Team, Evoenergy
- Emily Brown - Group Manager Regulatory Pricing, Economic Regulation Team, Evoenergy

### Facilitators

- Facilitator - Helen Leayr, Communication Link
- Co-facilitator - Ellen Samuels, Communication Link

### Time/date

Saturday 20 November 2021 from 9am to 2pm.

### Meeting location

The meeting was held online via Zoom. Additional collaboration was made possible using:

- Mural - online whiteboard
- Menti - online survey/polling tool

## Key areas of discussion

The first meeting of the Evoenergy Electricity Network Regulatory Review 2024 - 2029 (EN24) Community Panel brought together a diverse group of participants to consider and provide advice to Evoenergy.

The first meeting focused on providing foundation information to inform the panel members, to provide a solid foundation for future participation.

Information topics and topics of discussion included:

- What is a Community Panel and how will it work
- Determining our values and working together
- Official Welcome – John Knox
- Unpacking the electricity network and energy landscape
- Energy Consumer Reference Council overview
- Consumer value discussion
- Introducing the regulatory environment, building blocks and processes
- Draft Reporting Framework

## Outcomes / learnings

A summary of the feedback received in this meeting is provided below:

### Working together

- In working together as a Community Panel, panel members identified the importance of listening and hearing each other, being open to differing opinions, being patient, inclusion and encouraging contributions from all members, being supported to ask tough questions, multiple methods to contribute, and being informed with enough information to contribute.

### Consumer values

- When asked to identify what was most important in relation to the operation of the electricity network, panel members identified reliability, safety, transparency in planning and pricing, affordability/cost effectiveness and sustainability as the most important aspects. Additional measures identified related to tariff structures. These areas will be explored further in Meeting 2 of the Community Panel.

## Future topics for discussion

Future topics identified for discussion by panel members covered:

- electric vehicles (including charging station distribution)
- solar system availability and price
- retrofitting apartments for new technologies
- community batteries
- in-network battery storage options
- battery disposal
- viability of hydrogen as an alternative to natural gas
- understanding tariffs and how they manage demand
- future demand projections and expectations
- future infrastructure demand
- methods to promote sustainability
- tariff design principles to encourage equity and avoid customers abandoning the grid.

### Future electricity landscape

- When asked what they thought would change or areas of concern or opportunity in the future energy landscapes, panel members consistently identified Electric Vehicles (EVs), batteries and roof-top solar as being key areas of change, impact and opportunity.
- Additional items identified included costs associated with transition (**particularly for low income households**), diversity of supply, equity of access to energy and new technologies, smart technologies and concerns about not meeting the 2045 net zero greenhouse gas emission target.

### Reflections

- Panel members reflected that it was good to receive in-depth information, enabling feedback and conversation. Some panel members noted that they enjoyed the online technologies used to gather contributions and gained new insights and knowledge on the operations and regulatory environment of Evoenergy.
- When reflecting on the most interesting thing learned from the process, Panel members highlighted they were interested to have learned about the engagement process, the electricity network, monopoly status, ownership structure, the hydrogen testing at CIT and the emissions profile in the ACT.

## Details

### Attendees

- 20 Community Panel Members, (2 apologies)
- Observers from Evoenergy's Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER) and the AER Consumer Challenge Panel
- Phillip Deamer, Group Manager Strategy and Operations, Evoenergy
- Gillian Symmans, Group Manager Regulatory Reviews, Evoenergy
- Cameron Shields, Group Manager Regulatory Finance and Strategy, Evoenergy
- Andrew Ponsonby, Senior Economist, Evoenergy
- Glenn McIntosh, Stream Portfolio Manager, Evoenergy
- Sam Sachse, Chief Financial Officer, Evoenergy
- Samantha Lloyd, Strategic Communications Advisor, Evoenergy

### Speakers

- John Knox, Chief Executive Officer - Evoenergy
- Peter Billing, General Manager - Evoenergy
- Emily Brown, Group Manager Regulatory Pricing - Evoenergy
- Luke Cowen, Economist, Regulatory Pricing - Evoenergy
- Lance Hoch Executive, Director and Chairman - Oakley Greenwood
- Alison Davis, Customer Delivery Group Manager - Evoenergy

### Time/date

- Saturday 4 December 2021, 9am to 2pm.

### Facilitator

- Helen Leayr, Facilitator - Communication Link

### Meeting location

- Held online via Zoom, with Mural and Mentimeter

## Key areas of discussion

The second meeting of the Evoenergy Electricity Network Regulatory Review 2024 - 2029 (EN24) Community Panel brought together a diverse group of participants to consider and provide feedback to Evoenergy.

The second meeting built on discussions held in meeting 1.

Key topics discussed included:

- Reviewing outcomes from meeting 1
- Evoenergy's electricity network tariff structure
- Evoenergy's proposed Customer Service Incentive Scheme

## Outcomes / learnings

Following is a summary of feedback received

### Electricity network tariffs

- Following a presentation on Evoenergy's tariffs, panelists noted demand and time of use tariffs stood out, along with more cost-effective tariffs.
- A comment was made that there were limited choices for residential customers.
- When asked what doesn't 'make sense', panelists raised questions about the different types of tariffs – block and time-of-use. There was interest in better understanding why customers were charged according to set peak/off-peak timings.
- There were mixed views on existing demand and time-of-use tariffs with some believing it makes sense and can drive changes in usage behaviour, with some feeling they were outdated with smart metering and didn't send an effective price signal.
- It was noted that we need to ensure tariff structures incentivise the behavioural and technological changes we want and need to see in the future.
- It was noted that retailer pricing creates some confusion about different distribution charges.
- There were some suggestions that pricing models should better reflect changing energy sources.
- While there was support for those with solar panels paying lower network charges, there were suggestions that landlords and government policies should provide opportunities for others to access the benefits of solar.

## Future topics for discussion

Future topics identified for discussion by panel members covered:

- Evoenergy's approach to network planning
- ideas to make energy technologies more accessible
- the relationship between Evoenergy and the gas producers
- requests for more information from the AEMC on smart solar reforms
- perspectives from the AER on the benefits/risks of solar fed into the electricity network
- cost impact on tariffs of proposed infrastructure and customer service improvements.

- There was a strong view that export tariffs could be a disincentive for people to move to renewable sources of energy, i.e rooftop solar and battery.
- In considering implications for the Tariff Structure Statement, participants felt Evoenergy recognise and support shifts to more sustainable energy use and generation.

### Customer Service Incentive Scheme

- When asked what aspects of customer service matter the most, the panel identified information on and responding to outages as a priority. Call response times and efficient and friendly customer service were also important.
- Reliability and notification of power outages were the top priorities.
- The panel prioritised notification of service outages when for suggestions to improve customer service.

### Reflections

- Panel members noted it was useful to learn more about energy tariffs and cost distribution; other consumer views (particularly on customer services); and network reliability.
- Other feedback noted people enjoyed the second meeting, in particular using Mural. People also suggested a hybrid (in-person and online) meeting.

## Details

### Attendees

- 17 Community Panel Members
- Observers from Evoenergy's Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER), and AER Consumer Challenge Panel

### Evoenergy:

- John Knox, Chief Executive Officer
- Phillip Deamer, General Manager Economic Regulation
- Gillian Symmans, Group Manager Regulatory Reviews
- Cameron Shields, Group Manager Regulatory Finance & Strategy
- Bronwen Butterfield, A/g Group Manager Network Services
- Chris Bell, Economic Regulatory Manager
- Chirag Desai, Planning & Future Networks Manager
- Andrew Ponsonby, Senior Economist
- Glenn McIntosh, Stream Portfolio Manager
- Sam Lloyd, Communications & Engagement Manager
- Luke Cowen, Economist, Regulatory Pricing
- Tom Atkins, Environmental & Technical Regulatory Compliance Manager
- Karan Sharma, Senior Economist

### Speakers

- Peter Billing, General Manager
- Leylann Hinch: Group Manager Strategy & Operations
- Alison Davis, Customer Delivery Group Manager

### Date

- Saturday 12 February 2021, 9am to 2pm.

### Facilitator

- Helen Leayr, Facilitator - Communication Link

### Meeting location

- Held online via Zoom, with Mural

## Discussion themes

The third meeting of the Evoenergy Electricity Network Regulatory Review 2024–29 (EN24) Community Panel brought together a diverse group of participants to consider and provide feedback to Evoenergy.

The second meeting built on discussions held in meeting two, and key discussion themes included:

- Review of customer service values feedback to inform the Customer Service Incentive Scheme
- Safety, quality, reliability: and security of supply
- Future planning for a resilient network

## Future discussion topics

Future topics identified for discussion by panel members covered:

- Comparative costs of different planning strategies, in particular the anticipated cost per household of network upgrades to achieve net zero emissions
- The impact of climate change on the electricity network and building resilience
- Energy sector context, particularly the role of generators and retailers vs energy distributors.

## Outcomes / learnings

### Customer Service Incentive Scheme:

- Most panel members opposed to the use of chatbots or AI, but some suggested both could be used in addition to real customer service personnel.
- Panel members suggested SMS outage notification, mobile broadcast service or other digital platforms as a priority.
- Accessibility was noted as an important consideration for customer service, including information provided in other languages and accessible technologies in emergencies.
- A range of suggestions were made to streamline the customer service process, including ways to make it clearer who to contact or to invest in digital content during outages for people who seek knowledge online first.

### Expectations for safety, quality, reliability, and security:

- Safety and reliability of electricity supply were seen as the most important aspects of the network.
- The importance of proactive network monitoring was highlighted as an important way to ensure reliability.
- Questions were also raised around cyber security.
- Extra communication could be undertaken relating to what makes a quality supply (eg. power back-flows and solar exports).
- There was detailed discussion around the relative costs of undergrounding powerlines to improve resilience.

### Responding to climate events

- Panel members were asked to consider 3 different scenarios in regard to responding to climate events:

#### Storms

- Panel members prefer a balanced approach to investing in the network to increase resilience against the cost over time (incurred by customers)
- Need to consider the combined risk of storms and prolonged heat events

#### Bushfires

- Proactive investment where things are high risk, but more reactive where the risk is lower
- Preparation of the network to avoid bushfires

#### Prolonged heat

- Panel members prefer proactive investment in new builds/ greenfield sites to manage the impact of prolonged heat
- Continue to incentivise load shedding for large users
- Implement grid hardening investments based on informed planning and climate modelling

### Reflections

- Panel members enjoyed the breakout room activities hearing other people's perspectives and the case studies
- The real-life scenario of 'customer Kate' put network maintenance challenges into perspective
- Panel members learnt how network service is prioritised
- Would be helpful to have a central portal with presentations and supporting information

## Details

### Attendees

- 18 Community Panel Members
- Observers from Evoenergy's Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER), and AER Consumer Challenge Panel

### Evoenergy:

- John Knox, Chief Executive Officer
- Phillip Deamer, General Manager Economic Regulation
- Gillian Symmans, Group Manager Regulatory Reviews
- Alison Davis, Group Manager Customer Delivery
- Cameron Shields, Group Manager Regulatory Finance & Strategy
- Glenn McIntosh, Stream Portfolio Manager
- Sam Lloyd, Communications & Engagement Manager
- Yolanda Mchao, Regulatory Project Manager
- Lauren Wachniewski, Communication Officer
- Ashlyn Napier, Regulatory Economist
- Andrew Ponsonby, Senior Economist
- Luke Cowen, Regulatory Economist

### Speakers

- Peter Billing, General Manager, Evoenergy
- Leylann Hinch: Group Manager Strategy & Operations

### Date

- Saturday 19 March 2022, 9am to 2pm.

### Facilitator

- Helen Leayr, Facilitator - Communication Link

### Meeting location

- Held online via Zoom, with Mural

## Discussion themes

The fourth meeting of the Evoenergy Electricity Network Regulatory Review 2024–29 (EN24) Community Panel built on discussions held in meeting three. Discussion included:

- Introduction to Evoenergy's modelling on net zero 2045 target and possible pathways to achieve the target
- Outline of Evoenergy's position for working towards the target for the period to 2030
- Gathering feedback from customers on:
  - > Evoenergy's net zero modelling
  - > Potential customer impacts of the proposed pathway
  - > Customer expectations as we transition to a net zero future

## Outcomes / learnings

### Impacts of achieving net zero:

Panel members noted the following impacts of transition to net zero.

- Potential for increased costs including power bills, electric vehicles, upgrading of appliances and impacts on vulnerable customers
- Some panel members suggested there would be minimal personal impact in the transition to net zero, particularly those with existing solar panels.

### Modelling feedback:

Panel members provided the following feedback on Evoenergy's modelling:

- **Green gas** –consider how viable the green gas options are, taking into consideration not only cost but also reliability and safety
- **Reliability of supply** –consider the risks of full electrification on energy supply and reliability in extreme weather events.
- **Cost impacts** - consider risk of increased supply charges or additional charges/taxes to offset reduced revenue for Evoenergy and to pay for additional infrastructure costs
- **Renters and apartment dwellers** – consider potential impacts for those with less control over ability to transition.
- **Business impacts** – costs of equipment changes
- **Impact of timing of decisions or transition** – panel members expressed concerns about the impacts of deferring the decision on a clear pathway (take action now), and the time needed for return on investment for individuals and business to transition.

## Future discussion topics

Future topics identified for discussion by panel members covered:

- Solar ownership education
- Expected price impacts on households from each of the alternative pathways.

## Reflections

- Panelists appreciated having an Evoenergy expert available to answer all questions.
- Some were surprised to hear that retail electricity prices are expected to drop in the coming years.
- Evoenergy is working hard to ensure ACT is a leader in energy alternatives.

### Evoenergy's net zero 2030 position – do you agree?

There were mixed views on Evoenergy's net zero position.

- The majority of feedback agreed with the net zero 2030 position, suggesting it was prudent planning and a balanced, risk-based approach
- Almost half of the feedback disagreed, and suggested moving directly to electrification, or were undecided or mixed in sentiment.

### Evoenergy's strategic pillars:

Panel members were generally supportive of Evoenergy's four pillars (leading engagement, increasing capital investment, green gas R&D, enabling ZEVs), reiterating many of the points reflected in other discussions around costs and timeliness of decisions.

### Expectations of Evoenergy during the transition:

Panel members identified the following expectations of Evoenergy over the next 5–10 years and 2030 and beyond:

- Evoenergy to lead the way, considering best practice and influencing other jurisdictions.
- Provide clear and transparent communication to the community about transition plans.
- Key decisions and transition to be made in a timely manner.
- Consider incentives to assist with transition, such as incentives to take up solar, particularly for low-income customers, and financial incentives to those already using solar so they can generate more electricity.
- Ensure that costs incurred by small to medium business are not prohibitive or passed on to customers.

## Details

### Meeting purpose

- Reflect on feedback gathered from meetings 1-4
- Reflect on the Community Pricing Panel meetings and other feedback on proposed tariff changes in 2024-29
- Present proposed options for
  - Opex
  - Capex
  - Customer Service Incentive Scheme (CSIS)
- Provide opportunity for panel members to provide feedback on options

### Attendees

- 14 Community Panel Members,
- 4 observers from Evoenergy’s Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER) and the AER Consumer Challenge Panel
- 8 observers from Evoenergy

### Speakers

- Peter Billing, General Manager - Evoenergy
- Gillian Symmans, Group Manager Regulatory Reviews, Evoenergy
- Emily Brown, Group Manager Regulatory Pricing - Evoenergy
- Leylann Hinch: Group Manager Strategy & Operations - Evoenergy
- Alison Davis, Strategy Lead - Evoenergy

### Time/date

- Saturday 25 June 2022, 9am to 2pm.

### Facilitator

- Helen Leayr - Communication Link

### Meeting location

- Held online via Zoom, using Slido for feedback

## Outcomes / learnings Following is a summary of feedback received.

### Operating Expenditure (opex)

Panel members were presented with proposed options in forecast opex for new significant expenditure (called step changes) specific activities. These were:

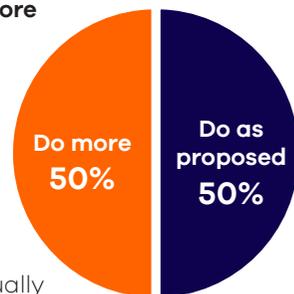
- Security of Critical Infrastructure (SOCI)
- Distributed Energy Resources (DER) Integration
- Insurance premiums

In addition to discussion and Q & A Panel members selected **do as proposed, do nothing** or **do more** for each new expenditure item.

### SOCI

**50%** suggested Evoenergy should **do more** than what was proposed in terms of managing SOCI risks.

- Those who favoured **do as proposed** suggested it was transparent and reasonable based on the relative risks.
- Those who opted for **do more** suggested Evoenergy aim for higher security, that cyber risks were continually evolving, and we needed to ensure reliability of supply for vulnerable customers.

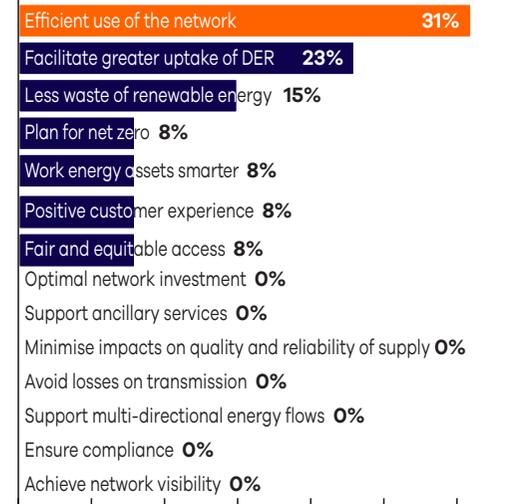


### Insurance premiums

**85%** suggested Evoenergy should **do as proposed** when renewing insurance policies.

The majority suggested that this is a risk mitigation strategy that had to be accepted given potential impacts of climate change and extreme weather events.

### DER



When asked what they saw as the greatest benefit from DER integration the highest rated response was **efficient use of the network (31%)**.



**77%** of panel members selected **do as proposed** when asked about investment in the DER strategy.

- Those who suggested **do as proposed** suggested the proposal was already progressive enough, was sufficient to meet future needs and avoided unnecessary overinvestment
- When asked how this will achieve the outcomes/benefits they expect for the future in the ACT, panel members suggested it leverages the lower cost of renewable energy, incentivises solar uptake but also supports those who don't have the option to install solar.

### Opex summary

**Panel members were asked if they thought Evoenergy’s proposed opex changes balance customer expectations regarding risk and the changing needs of the network with affordability considerations.**

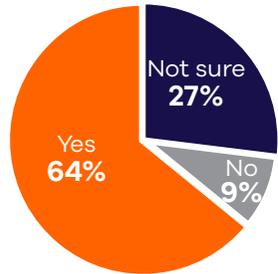
- The majority (**83%**) suggested the proposed changes were reasonable and balanced.
- It was noted that **consumer education** will be important in sharing information with customers about the proposed changes.

## Capital Expenditure (capex)

Panel members were presented with provisional draft capex and provided with example capex projects and case studies to further explain forecasts.

One of the projects relates to Evoenergy's fleet replacement.

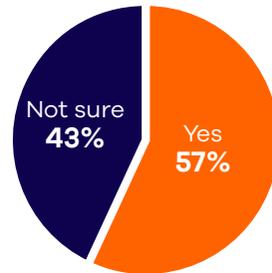
### Should Evoenergy replace fleet vehicles with EVs in 2024-29, even if they are more expensive than petrol/diesel vehicles?



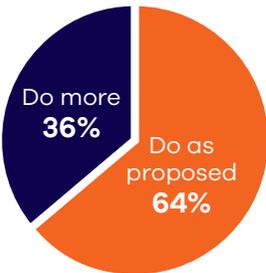
- Those who said **yes** suggested Evoenergy should be a market leader and set an example. They also noted potential lower running costs for EVs and by 2025 it would be a reasonable expectation to have an EV fleet.
- Those who were **unsure** felt they needed more information about the fleet size and other variables before they could comment.

### Panel members were asked if Evoenergy's preliminary capex program adequately meets the expectations and priorities of consumers.

- Those who voted **yes** suggested the proposed investment would provide for current and future needs regarding a move to full electrification and would meet consumer expectations.
- Those who were **unsure** felt they didn't have enough information and there were too many uncertainties including future costs.



### Panel members were asked if they thought the proposed capex program is appropriate to support net zero by 2045.

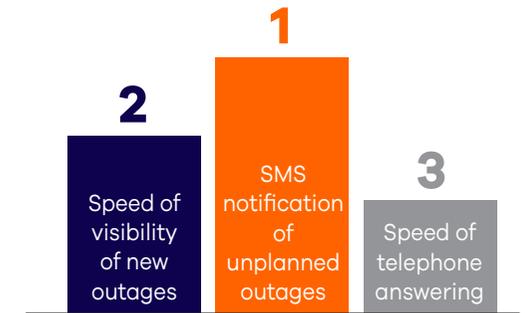
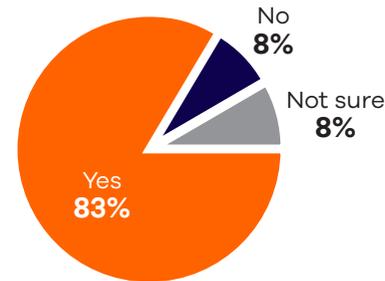


- 64% of panel members said Evoenergy should do as proposed and 36% said do more.
- Those who **agreed with the proposal** suggested it would manage risk, meet consumers expectations and was affordable.
- Those who wanted Evoenergy to **do more** wanted to see change happen sooner and had concerns about the increasing impact of climate change and the pressure to achieve net zero.

## Customer Service Incentive Scheme

Panel members were presented with measurement options for the Customer Service Incentive Scheme.

When asked to rank these options in terms of top priority, the majority of panel members ranked **SMS notification of unplanned outages** as the highest priority.



When asked if they thought that the CSIS options presented would meet customer expectations and priorities, 83% of panel members said yes.

## Draft EN24 plan indicative revenue requirement and network bill impacts

### Building on information presented to the meeting, panel members were presented with indicative bill impacts of the proposal.

When asked if they thought the indicative bill impacts reasonably balanced affordability with expectations of reliable supply, DER enablement and action towards net zero, 75% said yes.

- Panel members who said **yes** suggested the bill impacts were reasonable and seemed to balance the risks and future demands
- Panel members who were **unsure** suggested there was too much uncertainty in the future.

## What would you like to hear about in more detail?

- How volatility in the energy market in being factored in future planning
- More details on how consumer battery, whether fixed or using an EV, will be tied in.
- Feedback from the vulnerable consumer consultation on tariff structure
- Effect of very high inflationary pressure on future supply and prices

## Reflections and learnings

Panel members noted the following in their meeting feedback and reflections.

- Appreciated seeing the work of the Pricing Panel incorporated into this session
- Enjoyed learning more about the opex and capex proposals and how this session bought things all together.

- Liked hearing about Evoenergy's role in the recent energy crisis
- Pleased with the community consultation process overall, and that Evoenergy is active about shaping the future.

## Details

### Meeting purpose

- Provide additional information on outstanding areas of interest
- Present the key features of the Draft EN24 Plan
  - Highlight areas that have been impacted by input from the Community Panel
- Prepare a 'final report' from the Panel

### Attendees

- 15 Community Panel Members
- 5 observers from Evoenergy's Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER) and the AER Consumer Challenge Panel
- 8 observers from Evoenergy

### Speakers

- Peter Billing – General Manager, Evoenergy
- Gillian Symmans – Group Manager Regulatory Reviews, Evoenergy
- Emily Brown – Group Manager Regulatory Pricing, Evoenergy
- Bronwen Butterfield – Acting Group Manager Customer Delivery, Evoenergy
- Leylann Hinch – Group Manager Strategy & Operations, Evoenergy

### Time/date

- Saturday 20 August 2022, 9am to 2pm.

### Facilitator

- Helen Leayr – Communication Link

### Meeting location

- Held online via Zoom, using Slido for feedback

## Outcomes / learnings Following is a summary of information presented and the feedback received.

### Topics panel members wanted to know more about

Panel members were presented with further information on topics they had highlighted in previous meetings. The topics discussed and panel member feedback is listed below.

#### Community batteries

- It was noted that installation costs (approx. \$1mil) would be prohibitive for community organisations and would require government assistance
- Evoenergy noted that there are a range of government projects and pilot programs to establish partnerships and support community battery projects

#### Vulnerable consumers

- Panel members expressed concerns about impacts on vulnerable customers during unplanned outages.
- Panel members noted that not the focus on 'life-support' may not accommodate customers with a disability that are reliant on electricity, such as beds, fridges (for medication) and electric chairs.
- Evoenergy noted that they make best efforts to inform all members of the community of planned and unplanned outages to give them reasonable time to make alternative arrangements.

#### Managing uncertainty

- Evoenergy described the regulatory process accounts for energy and financial market volatility is factored into future planning and how Evoenergy remains flexible to changes in policy and consumer trends.
- Panel members noted the elongated timeframe of the regulatory and associated engagement process, suggesting the landscape is changing at a more rapid pace than perhaps previously.
- Panel members suggested that that the group reconvene at a later date to reflect on things that may have changed.

### Draft EN24 plan

Panel members were presented with an overview of the Draft EN24 plan including the areas that have been influenced by the Community Panel. Panel members were asked to consider the elements of the draft plan in the development of a Community Panel report.

#### Panel report

Panel members were asked to identify key messages they would like to see incorporated into a community panel report. The messages were summarised into the following key themes:

- Continuing to engage with customers
- Customer services
- Transition matters – responsiveness, speed and period of change, supporting renewals
- Tariffs
- Vulnerable customers – balancing the needs of diverse customers.
- External elements – such as political impacts.

#### Writing the Community Panel Report

Panel members collaborated online to write the Community Panel Report. This report makes the following recommendations:

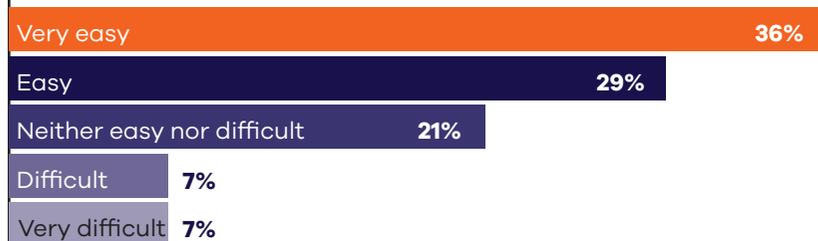
- **Consumer values:** The Panel recommends that Evoenergy proactively and continuously incorporate these values when planning for the future.
- **Reliability:** Minimise consumer impacts, particularly considering the needs of vulnerable customers, when scheduling works.

- **Net Zero:** The Panel recommends that Evoenergy move quickly to reduce emissions in the network, including supporting the increase in distributed energy resources, remaining responsive to government policy, and keep customers informed during the transition.
- **Tariffs:** The Panel recommends that Evoenergy are responsive, fair and equitable in their design of tariffs to meet the current and emerging needs of customers and availability of technology.
- **Customer Service (CSIS):** The Panel recommends that Evoenergy pursue a Customer Service Incentive Scheme that prioritises notification of unplanned outages through timely notifications.
- The Panel recommends that investment be made to **support providing more flexible, accurate and timely information to customers about outages** through multiple channels, such as SMS, social media, radio and websites.
- **Capital Expenditure (CAPEX):** The Panel recommends that Evoenergy continues to prioritise investment in preparation for net zero 2045.
- **Operating Expenditure (OPEX):** The Panel recommends that Evoenergy proceed with its proposed OPEX changes and that these changes are supported by education to help consumers understand the need for this additional investment.
- **Bill impacts:** That Evoenergy work in collaboration with retailers to ensure consumers are well educated on the impact on their bill and why.

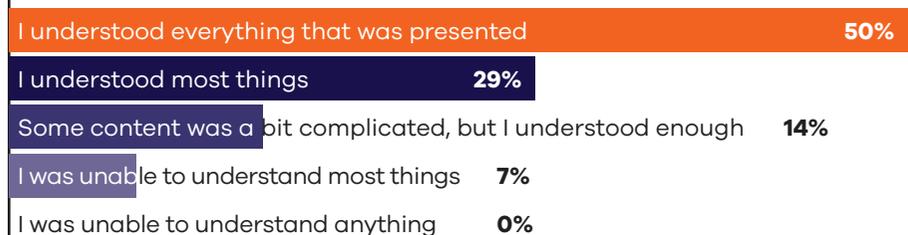
## Reflections and feedback

At the conclusion of the meeting, panel members were asked to provide feedback on the panel process. Following are some of the results from the survey questions.

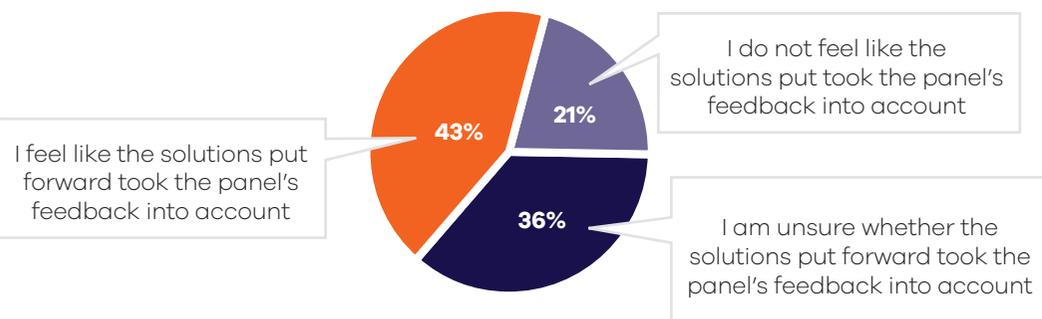
### 1. The ability to participate, contribute to discussion and provide feedback was:



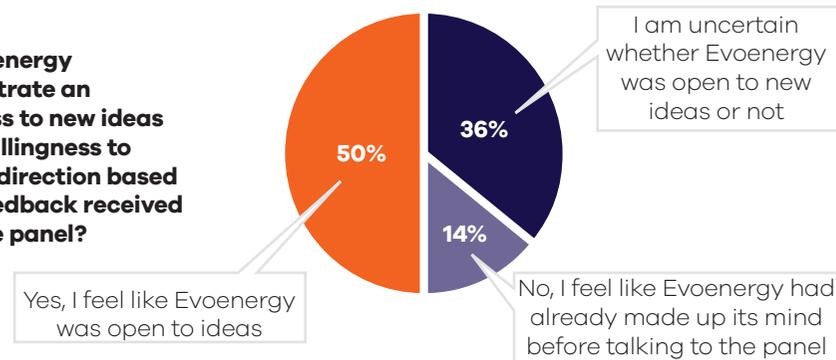
### 2. Was the content presented in a way which could be understood?



### 3. Do you feel like Evoenergy took into account feedback from the panel when putting forward solutions?



### 4. Did Evoenergy demonstrate an openness to new ideas and a willingness to change direction based upon feedback received from the panel?



### 5. How confident are you that the community panel has/will influence Evoenergy's planning?



### Panel members and observers shared the following feedback at the conclusion of the meeting

- Thanks for the opportunity to observe the Community Panel. Well done all!
- **I have felt welcomed here despite my lack of knowledge.**
- Thank you for allowing me to participate. I felt comfortable and safe enough to ask questions and make comments despite having no prior knowledge about the energy sector. I really enjoyed the process.
- **I believe Evoenergy should be more proactive on zero emissions. It should be a leader in this space, ahead of the progressive policies of the ACT Government.**
- I have better understanding on future electricity supply and effect it will have on me as well as Korean community.
- **A good process that I hope will be taken into account in the EN24 submission.**
- Very enjoyable experience good use of my time.
- **Very positive experience and I welcome the opportunity to participate in future panels.**

## Details

### Meeting purpose

To discuss matters relating to recent ACT Government announcements and the impact this may have on the regulatory submission.

### Attendees

- 9 Community Panel Members
- 4 observers from Evoenergy’s Energy Consumer Reference Council (ECRC), the Australian Energy Regulator (AER) and the AER Consumer Challenge Panel
- 10 observers from Evoenergy

### Speakers

- Peter Billing – General Manager, Evoenergy
- Leylann Hinch – Group Manager Strategy & Operations, Evoenergy

### Time/date

- Monday 31 October 2022, 5:00pm to 7:30pm

### Facilitator

- Helen Leayr – Communication Link

### Meeting location

- Held online via Zoom, using Slido for feedback

### Next steps

Evoenergy will consider feedback from the community panel in finalising the EN24 regulatory proposal and Tariff Structure Statement. We will share the final version of the proposal with the Panel in January 2023

## Outcomes / Learnings: Following is a summary of feedback received

### Network demand challenges

#### Panel members were presented with updates to forecasts of peak demand on the network

When asked about their thoughts in response to the changing EV uptake forecasts, panel members provided the following comments.

- Some agreed it was good progress but noted there was still some uncertainty in the future.
- It was suggested the projected uptake of EVs seemed low given the potential phasing out of petrol and diesel vehicles.
- Some felt the assumptions were optimistic given the high cost of EVs and current financial situation (eg climbing interest rates).
- Some suggested the uptake will also be dependent on the affordability of EVs and whether this will change with more demand forcing supply.
- Affordability and incentives will be the key factor to driving consumer change and EV take-up.

### Indicative revised capex forecast

#### Panel members were presented with details of the revised capex forecast to address the energy transition demand challenge

When asked for their thoughts the proposed changes, panel members noted the following:

- There is still so much uncertainty in the future.
- There needs to be an increase in funding in response to the demand challenges.
- Evoenergy will need to ensure there is enough contingency and flexibility in the modelling to be responsive given the fast-changing environment.
- Some concern that the potential for technological transformation remains underestimated.

When asked to identify any risks, should the forecast be different to the modelling, panel members noted the following:

- Potential for bigger or smaller gaps in the investment required and the impact on energy bills if additional funding is required.
- Insufficient action and investment in the short term could mean responding to issues in the future more expensive.
- Funding may not be allocated to the areas where it is needed.
- Significant underfunding will impact consumer confidence in changing to EVs and will lead to a slower uptake.
- The risk is dependent on what people can afford, for example EVs, or solar or installing more efficient home appliances (heating, cooling).

### Group discussion

#### Panel members engaged in a discussion on risks, impacts on the changes to customers and how Evoenergy should be managing these

Following the discussion were asked if their views on the revised proposal had changed.

- The increase expenditure on capex and bill impacts sound reasonable.
- Most indicated their views hadn’t changed significantly but still had concerns about the uncertain future and the risks of underinvestment.

#### When asked they supported the revisions to Evoenergy’s forecast capital expenditure proposal, 100% of respondents said **yes**.

Panel members also noted the following regarding the proposed changes:

- Revisions were supported because they were based on latest information available.
- The speed of transition to electrification is reliant on government policies and many consumers and parts of industry may be waiting for these government policies before they commit to major changes.
- There was general agreement with the plan, but some suggested the plan could be even more ambitious.
- Some felt the pace of transition to electrification was too slow but accepted that some of this was out of Evoenergy’s control.

### Reflection and feedback

- Most panel members agreed that the content was presented in a way that could be understood and the presenters equipped them with enough knowledge to provide feedback on the revised proposal.
- The majority felt the ability to participate, contribute to discussion and provide feedback was easy.
- Most panel members felt the level of detail provided was about right, however a small number would have like more information.

### General comments

- *Happy to have taken part to the discussion*
- *number of forecast and conclusions were not easy to understand*
- *Thank you for the opportunity to participate on this community panel*
- *Many thanks for the update and the opportunity to contribute*



## Attachment 3 - Feedback on process and outcomes data source

Date	Data Source	Comment/feedback	Consultation theme
Question: Why did you agree to participate in the community panel?			
18-Nov-21	Entry survey	The idea of participating on a community panel helping the wider community appealed to me.	Outcomes
18-Nov-21	Entry survey	I have retired from full time work since 2018. Participation in this panel - to remain "connected" in community and as we consume energy on a daily basis I want to be aware of considerations.	Outcomes
18-Nov-21	Entry survey	Interested in the topic	Outcomes
18-Nov-21	Entry survey	To learn more about our electricity network and provide community feedback to help create a better network over the next decade.	Outcomes
18-Nov-21	Entry survey	I am interested in learning about the ACT's energy plans for the future. I am a person with a disability and will be retiring in the next year or two, so I am hoping for sustainable, affordable, and reliable energy options. In my community representative work I am interest in community development and building an inclusive Canberra.	Outcomes
18-Nov-21	Entry survey	Honestly, the money.	Outcomes
18-Nov-21	Entry survey	contribute to social debate	Outcomes
18-Nov-21	Entry survey	I am interested in the state of electricity in the ACT and also clean energy. It's one of the reasons why I bought an electric vehicle.	Outcomes
18-Nov-21	Entry survey	To gain a better understanding of the electricity market and the drivers that impact costs to the consumer.	Outcomes
18-Nov-21	Entry survey	I want to contribute my views and ideas as a consumer	Outcomes
18-Nov-21	Entry survey	Interested in energy and environment	Outcomes
18-Nov-21	Entry survey	have a say	Outcomes
18-Nov-21	Entry survey	Would like to be involved in discussion on future energy direction and policy	Outcomes
18-Nov-21	Entry survey	It's not often that people are given the opportunity to give their views on things which can influence the future of their community. When they present themselves, it's wise to take them.	Outcomes
18-Nov-21	Entry survey	I am interested in what happens in the ACT in regard to electricity and other services.	Outcomes
18-Nov-21	Entry survey	As a solar panel/battery home owner I want to see better approaches to supporting customers who have these capabilities.	Outcomes
18-Nov-21	Entry survey	Type of energy provided and used in future will be very important in meeting 2050 target	Outcomes
18-Nov-21	Entry survey	My grandfather convinced me it was important to know and understand the electric system in the community. This is also useful to understand if we are going to push for a greener and more environmental energy system. This is also something I hope to be able to bring up my concerns about in the community panel.	Outcomes
18-Nov-21	Entry survey	I am interested in how the electricity networks operate	Outcomes
18-Nov-21	Entry survey	For lolz	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
<b>Question: How much do you know about community panels?</b>			
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	None at all	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A great deal	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	None at all	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	None at all	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	A moderate amount	Process
18-Nov-21	Entry survey	None at all	Process
18-Nov-21	Entry survey	A little	Process
18-Nov-21	Entry survey	A great deal	Process
<b>Question: How much do you know about the electricity network?</b>			
18-Nov-21	Entry survey	None at all	Outcomes
18-Nov-21	Entry survey	None at all	Outcomes
18-Nov-21	Entry survey	A great deal	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	None at all	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	A little	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	A little	Outcomes
18-Nov-21	Entry survey	A great deal	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	None at all	Outcomes
18-Nov-21	Entry survey	A moderate amount	Outcomes
18-Nov-21	Entry survey	A great deal	Outcomes
<b>Question: How decided are you about the future of electricity in the region?</b>			
18-Nov-21	Entry survey	I'm undecided	Outcomes
18-Nov-21	Entry survey	I'm ambivalent	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I'm undecided	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have a strong view on the issue	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I'm undecided	Outcomes
18-Nov-21	Entry survey	I'm ambivalent	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have a strong view on the issue	Outcomes
18-Nov-21	Entry survey	I'm undecided	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I have view on the issue but I'm open to change	Outcomes
18-Nov-21	Entry survey	I'm ambivalent	Outcomes
<b>Question: How confident are you that the community panel will lead to useful recommendations?</b>			
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Very confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Very confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
<b>Question: How confident are you that the community panel will influence Evoenergy's planning?</b>			
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Very confident	Outcomes

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18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Very confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Not at all confident	Outcomes
18-Nov-21	Entry survey	Very confident	Outcomes
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18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Not so confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
18-Nov-21	Entry survey	Somewhat confident	Outcomes
<b>Question: What was the most interesting thing you learnt today?</b>			
4/12/2021	Community Panel Meeting 2	The incentive system for Evoenergy as a monopoly provider.	Feedback and reflection
4/12/2021	Community Panel Meeting 2	learning about tariffs	Feedback and reflection
4/12/2021	Community Panel Meeting 2	learning about the export tariffs.	Feedback and reflection
4/12/2021	Community Panel Meeting 2	How SER evaluate the services provided by evoenergy	Feedback and reflection
4/12/2021	Community Panel Meeting 2	That there is still about 29% percent capacity on the EVO network beyond current highest recorded peak usage.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Evoenergy is actively interested in any electric shock issues and we should let them know if we get zapped when touching items at home.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Case study and break out groups.	Feedback and reflection
12-Feb	Community Panel Meeting 3	The Belconnen storm case study	Feedback and reflection
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12-Feb	Community Panel Meeting 3	That EvoEnergy is only now starting to prepare for the impacts of climate change.	Feedback and reflection
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19-Mar	Community Panel Meeting 4	What green gas is and implications of it	Feedback and reflection
19-Mar	Community Panel Meeting 4	breakout sessions helped inform me to things I had not considered	Feedback and reflection
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25-Jun	Community Panel Meeting 5	Consistency of customer satisfaction emphasis in report n attempts to liaise also with the vulnerable - would like to know the flow on engagement with the vulnerable in next meeting	Feedback and reflection
25-Jun	Community Panel Meeting 5	What happened in the energy crisis.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Evo is lacking optics on DER behaviour, making it harder to plan for and respond to the technology.	Feedback and reflection
25-Jun	Community Panel Meeting 5	The extent to which EvoEnergy has sought consumer input and taken it onboard.	Feedback and reflection
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17/5/2022	Community Pricing Panel Meeting 3	The solar sponge period, love the name too	Feedback
17/5/2022	Community Pricing Panel Meeting 3	sponge concept	Feedback
17/5/2022	Community Pricing Panel Meeting 3	if customers are not pushed on to new tariff then a large % of customers may not actively change their option and continue to stay on the old tariff, which will limit the impact of the whole process (new tariff structure).  Thus, it will be better to automatically transfer everyone to the new tariff, but also offer them the choice of old tariff structure if they wish to go back to it.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The proposed solar and battery tariffs and how they will potentially play out.	Feedback
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17/5/2022	Community Pricing Panel Meeting 3	How demand tariffs work	Feedback
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17/5/2022	Community Pricing Panel Meeting 3	Tariffs are quite complicated	Feedback
<b>Question: What key message from today would you share with a friend or family member at a BBQ?</b>			
17/5/2022	Community Pricing Panel Meeting 3	Solar sponge period idea	Feedback
17/5/2022	Community Pricing Panel Meeting 3	sponge concept and charge during peak	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Managing peak demand is key to saving on power bills.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Battery incentives should improve over time	Feedback
17/5/2022	Community Pricing Panel Meeting 3	It's worth investing in a solar battery	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Things may get confusing but will become "normal" after a while	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Importance of reviewing power consumption patterns against their energy plan. Are you getting the best bang for your buck?	Feedback
17/5/2022	Community Pricing Panel Meeting 3	learn how to understand your energy usage, there are ways to save money you may not be aware of.	Feedback
25-Jun	Community Panel Meeting 5	My opinion is not suitable for this meeting.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Energy crisi and how regulated Evoenergy is.	Feedback and reflection
25-Jun	Community Panel Meeting 5	The community consultation process overall, and that EvoEnergy is active about shaping the future.	Feedback and reflection
12-Feb	Community Panel Meeting 3		Feedback and reflection
12-Feb	Community Panel Meeting 3	Be conscious of what time of the day you are using your electricity. It makes a difference to the grid as well as your bill	Feedback and reflection
12-Feb	Community Panel Meeting 3	Evo is the only distribution network which has poles and wires running through people's backyards	Feedback and reflection
12-Feb	Community Panel Meeting 3	Educating about what information is available to make informed choices	Feedback and reflection
12-Feb	Community Panel Meeting 3	Distribution companies don't have access to smart meter data.	Feedback and reflection
19-Mar	Community Panel Meeting 4	EvoEnergy's Pathway not yet determined. Plus they aren't the decision makers of which pathway will be taken.	Feedback and reflection
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19-Mar	Community Panel Meeting 4	need to buy new appliances if we go hydrogen :)	Feedback and reflection
19-Mar	Community Panel Meeting 4	More technical information about and assumptions behind the modelling.	Feedback and reflection
19-Mar	Community Panel Meeting 4	How VPP will benefit whole communities	Feedback and reflection
<b>Question: What was your favourite or least favourite part of today?</b>			
19/11/2021	Community Panel Meeting 1	Good so far, lots of info's	feedback and reflection
19/11/2021	Community Panel Meeting 1	2045 is a long time away and not ambitious enough.	feedback and reflection
19/11/2021	Community Panel Meeting 1	The technology requirements were fine, no need to simplify.	feedback and reflection
19/11/2021	Community Panel Meeting 1	Might need a clearer way to describe where Evo stops and retail providers start.	feedback and reflection
4/12/2021	Community Panel Meeting 2	Appreciate that EVO goes above to build in customer service into its business practices	Feedback and reflection
4/12/2021	Community Panel Meeting 2	i really appreciate learning new things about how evoenergy provides electricity network.	Feedback and reflection
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12-Feb	Community Panel Meeting 3	It might be worth while refreshing peoples memory before each session about the delineation of the different layers, Retail, Poles and Wires, Generators, etc	Feedback and reflection
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25-Jun	Community Panel Meeting 5	Consistency of customer satisfaction emphasis in report n attempts to liaise also with the vulnerable - would like to know the flow on engagement with the vulnerable in next meeting	Feedback and reflection

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17/5/2022	Community Pricing Panel Meeting 3	The consideration that goes into planning tariffs	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The different types of tariffs what they mean and why they are in place	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Tariffs are quite complicated	Feedback
12-Feb	Community Panel Meeting 3	Favourite: Learnt more about the operational aspects (Leylann's presentation).	Feedback and reflection
12-Feb	Community Panel Meeting 3	Difficult to have a real opinion on preferred strategies without costing etc	Feedback and reflection
12-Feb	Community Panel Meeting 3	Favourite: Breakout groups and being able to hear others stories	Feedback and reflection
12-Feb	Community Panel Meeting 3	The real life scenario of "kate".	Feedback and reflection
12-Feb	Community Panel Meeting 3	The breakout sessions were valuable to hear people's different perspectives	Feedback and reflection
12-Feb	Community Panel Meeting 3	Group sessions	Feedback and reflection

Date	Data Source	Comment/feedback	Consultation theme
12-Feb	Community Panel Meeting 3	Favourite Part: discussion in the breakout room	Feedback and reflection
12-Feb	Community Panel Meeting 3	A good day overall, looking forward to the net zero modelling. The Jan storm is the choice for the BBQ.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Still processing	Feedback and reflection
25-Jun	Community Panel Meeting 5	Using slido instead of mural was a welcome change.	Feedback and reflection
25-Jun	Community Panel Meeting 5	I enjoyed the whole day as it brought together the Information from both panels.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Good conclusions on the customer service objectives	Feedback and reflection
25-Jun	Community Panel Meeting 5	The action plan that EvoEnergy is putting forward. My only reservation is that I feel that EvoEnergy is playing it relatively safe rather than really pushing the envelope.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Not sure	Feedback and reflection
25-Jun	Community Panel Meeting 5	How you are currently volatility in the energy market in being factored in future planning, from today's discussion it appears the current situation has not impacted much of the planning process.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Anticipation of ongoing considerations and issues with current govts commitment re future energy targets	Feedback and reflection
25-Jun	Community Panel Meeting 5	Nothing	Feedback and reflection
25-Jun	Community Panel Meeting 5	More details on how consumer battery, whether fixed or using an EV, will be tied in.	Feedback and reflection
17/5/2022	Community Pricing Panel Meeting 3	How the retailers are required by the NER to change their pricing structure to reflect the upcoming EVO changes	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Are meters actually smart enough to do everything we may want to do, and can they have a dashboard that allows the customer to see what is going on. How do customers control their exports? Why not have a seperate poles and wires charge for solar and use the money to upgrade grid to cope. Have you thought of controlling zones of ACT that have different time structures so there is not a huge spike when EV cars get fast charged at eth start off off peak? Has there been any thought to putting teh above ground powerlines underground for everybody? with increased damage from climate warming, underground wires are a lot more robust.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The economics (i.e. payback period) of going solar without battery vs solar with battery vs normal grid user (no solar or battery).	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Nothing	Feedback
17/5/2022	Community Pricing Panel Meeting 3	How do we export our battery power during peak times to help grid congestion?	Feedback
17/5/2022	Community Pricing Panel Meeting 3	How pricing would impact me (low income)	Feedback

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4/12/2021	Community Panel Meeting 2	I would like to talk about innovative ideas for making access to new technologies equitable	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Given that as a consumer my bill comes from the retailer, what are retailers asking for from EvoEnergy?	Feedback and reflection
4/12/2021	Community Panel Meeting 2	network maintenance	Feedback and reflection
4/12/2021	Community Panel Meeting 2	More information from the AEMC on smart solar reforms of the power system that would encourage Evoenergy to provide the services that solar households want and increase the uptake of rooftop solar panels.	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Perspectives from the AER on the benefits/risks of solar feed in to the electricity network as a piece of critical infrastructure	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Cost impact on tariffs of proposed infrastructure and customer service improvements	Feedback and reflection
4/12/2021	Community Panel Meeting 2	What is the likely cost impact to solar customers if an export charge is implemented?	Feedback and reflection
4/12/2021	Community Panel Meeting 2	How the ACT Evoenergy network is connected to the National Grid and Energy Market, and what upgrades in transmission need to be made to share power between other states and territories.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Comparative costs of different strategies, in particular the anticipated cost per household of changes/upgrades/net zero emission strategies	Feedback and reflection
12-Feb	Community Panel Meeting 3	The impacts of global warming and climate change on the resilience of our electricity network.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Development of resources for those with disabilities in ACT	Feedback and reflection
19-Mar	Community Panel Meeting 4	Solar ownership education	Feedback and reflection
19-Mar	Community Panel Meeting 4	Expected price impacts on households from each of the alternative pathways.	Feedback and reflection
<b>Question: What would you like to hear about in more detail?</b>			
19/11/2021	Community Panel Meeting 1	Good so far, lots of info's	feedback and reflection
19/11/2021	Community Panel Meeting 1	2045 is a long time away and not ambitious enough.	feedback and reflection
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4/12/2021	Community Panel Meeting 2	Appreciate that EVO goes above to build in customer service into its business practices	Feedback and reflection

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4/12/2021	Community Panel Meeting 2	How SER evaluate the services provided by evoenergy	Feedback and reflection
4/12/2021	Community Panel Meeting 2	That there is still about 29% percent capacity on the EVO network beyond current highest recorded peak usage.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Evoenergy is actively interested in any electric shock issues and we should let them know if we get zapped when touching items at home.	Feedback and reflection

Date	Data Source	Comment/feedback	Consultation theme
12-Feb	Community Panel Meeting 3	Case study and break out groups.	Feedback and reflection
12-Feb	Community Panel Meeting 3	The Belconnen storm case study	Feedback and reflection
12-Feb	Community Panel Meeting 3	Case studies and seeing processes involved	Feedback and reflection
12-Feb	Community Panel Meeting 3	Learnt today: how service is prioritised	Feedback and reflection
12-Feb	Community Panel Meeting 3	That EvoEnergy is only now starting to prepare for the impacts of climate change.	Feedback and reflection
19-Mar	Community Panel Meeting 4	Evo can't predict the future	Feedback and reflection
19-Mar	Community Panel Meeting 4	What green gas is and implications of it	Feedback and reflection
17/5/2022	Community Pricing Panel Meeting 3	Solar sponge period idea	Feedback
17/5/2022	Community Pricing Panel Meeting 3	sponge concept and charge during peak	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Managing peak demand is key to saving on power bills.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Battery incentives should improve over time	Feedback
17/5/2022	Community Pricing Panel Meeting 3	It's worth investing in a solar battery	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Things may get confusing but will become "normal" after a while	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Importance of reviewing power consumption patterns against their energy plan. Are you getting the best bang for your buck?	Feedback
17/5/2022	Community Pricing Panel Meeting 3	learn how to understand your energy usage, there are ways to save money you may not be aware of.	Feedback
25-Jun	Community Panel Meeting 5	My opinion is not suitable for this meeting.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Energy crisi and how regulated Evoenergy is.	Feedback and reflection
25-Jun	Community Panel Meeting 5	The community consultation process overall, and that EvoEnergy is active about shaping the future.	Feedback and reflection
12-Feb	Community Panel Meeting 3		Feedback and reflection
12-Feb	Community Panel Meeting 3	Be conscious of what time of the day you are using your electricity. It makes a difference to the grid as well as your bill	Feedback and reflection
12-Feb	Community Panel Meeting 3	Evo is the only distribution network which has poles and wires running through people's backyards	Feedback and reflection

Date	Data Source	Comment/feedback	Consultation theme
12-Feb	Community Panel Meeting 3	Educating about what information is available to make informed choices	Feedback and reflection
12-Feb	Community Panel Meeting 3	Distribution companies don't have access to smart meter data.	Feedback and reflection
19-Mar	Community Panel Meeting 4	EvoEnergy's Pathway not yet determined. Plus they aren't the decision makers of which pathway will be taken.	Feedback and reflection
19-Mar	Community Panel Meeting 4	Retail electricity prices are expected to drop in the coming years.	Feedback and reflection
19-Mar	Community Panel Meeting 4	Evo is working hard to ensure ACT is a leader in energy alternatives	Feedback and reflection
19-Mar	Community Panel Meeting 4	need to buy new appliances if we go hydrogen :)	Feedback and reflection
19-Mar	Community Panel Meeting 4	More technical information about and assumptions behind the modelling.	Feedback and reflection
19-Mar	Community Panel Meeting 4	How VPP will benefit whole communities	Feedback and reflection
19-Mar	Community Panel Meeting 4	breakout sessions helped inform me to things I had not considered	Feedback and reflection
19-Mar	Community Panel Meeting 4	Retail electricity prices are expected to drop in the coming years.	Feedback and reflection
25-Jun	Community Panel Meeting 5	The constrained network charts	Feedback and reflection
25-Jun	Community Panel Meeting 5	Consistency of customer satisfaction emphasis in report n attempts to liaise also with the vulnerable - would like to know the flow on engagement with the vulnerable in next meeting	Feedback and reflection
25-Jun	Community Panel Meeting 5	What happened in the energy crisis.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Evo is lacking optics on DER behaviour, making it harder to plan for and respond to the technology.	Feedback and reflection
25-Jun	Community Panel Meeting 5	The extent to which EvoEnergy has sought consumer input and taken it onboard.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Volume charges are about more than supply from the generator. This is not intuitive to the average person.	Feedback and reflection
17/5/2022	Community Pricing Panel Meeting 3	The solar sponge period, love the name too	Feedback
17/5/2022	Community Pricing Panel Meeting 3	sponge concept	Feedback
17/5/2022	Community Pricing Panel Meeting 3	if customers are not pushed on to new tariff then a large % of customers may not actively change their option and continue to stay on the old tariff, which will limit the impact of the whole process (new tariff structure).  Thus, it will be better to automatically transfer everyone to the new tariff, but also offer them the choice of old tariff structure if they wish to go back to it.	Feedback

Date	Data Source	Comment/feedback	Consultation theme
17/5/2022	Community Pricing Panel Meeting 3	The proposed solar and battery tariffs and how they will potentially play out.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	That you trying influence consumers	Feedback
17/5/2022	Community Pricing Panel Meeting 3	How demand tariffs work	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The consideration that goes into planning tarrifs	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The different types of tariffs what they mean and why they are in place	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Tarrifs are quite complicated	Feedback
12-Feb	Community Panel Meeting 3	Favourite: Learnt more about the operational aspects (Leylann's presentation).	Feedback and reflection
12-Feb	Community Panel Meeting 3	Difficult to have a real opinion on preferred strategies without costing etc	Feedback and reflection
12-Feb	Community Panel Meeting 3	Favourite: Breakout groups and being able to hear others stories	Feedback and reflection
12-Feb	Community Panel Meeting 3	The real life senario of "kate".	Feedback and reflection
12-Feb	Community Panel Meeting 3	The breakout sessions were valuable to hear people's different perspectives	Feedback and reflection
12-Feb	Community Panel Meeting 3	Group sessions	Feedback and reflection
12-Feb	Community Panel Meeting 3	Favourite Part: discussion in the breakout room	Feedback and reflection
12-Feb	Community Panel Meeting 3	A good day overall, looking forward to the net zero modelling. The Jan storm is the choice for the BBQ.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Still processing	Feedback and reflection
25-Jun	Community Panel Meeting 5	Using slido instead of mural was a welcome change.	Feedback and reflection
25-Jun	Community Panel Meeting 5	I enjoyed the whole day as it brought together the Information from both panels.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Good conclusions on the customer service objectives	Feedback and reflection
25-Jun	Community Panel Meeting 5	The action plan that EvoEnergy is putting forward. My only reservation is that I feel that EvoEnergy is playing it relatively safe rather than really pushing the envelope.	Feedback and reflection
25-Jun	Community Panel Meeting 5	Not sure	Feedback and reflection
25-Jun	Community Panel Meeting 5	How you are currently volatility in the energy market in being factored in future planning, from today's discussion it appears the current situation has not impacted much of the planning process.	Feedback and reflection

Date	Data Source	Comment/feedback	Consultation theme
25-Jun	Community Panel Meeting 5	Anticipation of ongoing considerations and issues with current govts commitment re future energy targets	Feedback and reflection
25-Jun	Community Panel Meeting 5	Nothing	Feedback and reflection
25-Jun	Community Panel Meeting 5	More details on how consumer battery, whether fixed or using an EV, will be tied in.	Feedback and reflection
17/5/2022	Community Pricing Panel Meeting 3	How the retailers are required by the NER to change their pricing structure to reflect the upcoming EVO changes	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Are meters actually smart enough to do everything we may want to do, and can they have a dashboard that allows the customer to see what is going on. How do customers control their exports? Why not have a seperate poles and wires charge for solar and use the money to upgrade grid to cope. Have you thought of controlling zones of ACT that have different time structures so there is not a huge spike when EV cars get fast charged at eth start off off peak? Has there been any thought to putting teh above ground powerlines underground for everybody? with increased damage from climate warming, underground wires are a lot more robust.	Feedback
17/5/2022	Community Pricing Panel Meeting 3	The economics (i.e. payback period) of going solar without battery vs solar with battery vs normal grid user (no solar or battery).	Feedback
17/5/2022	Community Pricing Panel Meeting 3	Nothing	Feedback
17/5/2022	Community Pricing Panel Meeting 3	How do we export our battery power during peak times to help grid congestion?	Feedback
17/5/2022	Community Pricing Panel Meeting 3	How pricing would impact me (low income)	Feedback
4/12/2021	Community Panel Meeting 2	I would like to talk about innovative ideas for making access to new technologies equitable	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Given that as a consumer my bill comes from the retailer, what are retailers asking for from EvoEnergy?	Feedback and reflection
4/12/2021	Community Panel Meeting 2	network maintenance	Feedback and reflection
4/12/2021	Community Panel Meeting 2	More information from the AEMC on smart solar reforms of the power system that would encourage Evoenergy to provide the services that solar households want and increase the uptake of rooftop solar panels.	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Perspectives from the AER on the benefits/risks of solar feed in to the electricity network as a piece of critical infrastructure	Feedback and reflection
4/12/2021	Community Panel Meeting 2	Cost impact on tariffs of proposed infrastructure and customer service improvements	Feedback and reflection
4/12/2021	Community Panel Meeting 2	What is the likely cost impact to solar customers if an export charge is implemented?	Feedback and reflection
4/12/2021	Community Panel Meeting 2	How the ACT Evoenergy network is connected to the National Grid and Energy Market, and what upgrades in transmission need to be made to share power between other states and territories.	Feedback and reflection

Date	Data Source	Comment/feedback	Consultation theme
12-Feb	Community Panel Meeting 3	Comparative costs of different strategies, in particular the anticipated cost per household of changes/upgrades/net zero emission strategies	Feedback and reflection
12-Feb	Community Panel Meeting 3	The impacts of global warming and climate change on the resilience of our electricity network.	Feedback and reflection
12-Feb	Community Panel Meeting 3	Development of resources for those with disabilities in ACT	Feedback and reflection
19-Mar	Community Panel Meeting 4	Solar ownership education	Feedback and reflection
19-Mar	Community Panel Meeting 4	Expected price impacts on households from each of the alternative pathways.	Feedback and reflection
<b>Question: Do you think what we have presented today will meet consumer expectations and priorities? Why?</b>			
25-Jun-22	Meeting 5	Yes	Process
25-Jun-22	Meeting 5	No	Process
25-Jun-22	Meeting 5	Not sure	Process
25-Jun-22	Meeting 5	I think people expect more now, especially after what has been happening.	Process
25-Jun-22	Meeting 5	Another confidence support for Evoenergy?!?	Process
25-Jun-22	Meeting 5	My answer is based on the fact I now know a lot more about electricity than I did before. This means that there needs to be excellent market outcomes	Process
25-Jun-22	Meeting 5	Broadly, provided there is obvious scope for rising climate ambition	Process
25-Jun-22	Meeting 5	Preparation gone into should cover most of consumer expectations	Process
25-Jun-22	Meeting 5	Aspects that are important to customers in the near future seem to be considered and addressed	Process
25-Jun-22	Meeting 5	A good balance of working towards sustainability and reliability and future proofing.	Process
25-Jun-22	Meeting 5	It is a well balanced proposal	Process
<b>Question: Do you think the indicative bill impacts reasonably balance affordability with expectations of reliable supply, DER enablement and action towards net zero? Why?</b>			
25-Jun-22	Meeting 5	Yes	Process
25-Jun-22	Meeting 5	Not sure	Process
25-Jun-22	Meeting 5	I think it's ok. But more could be done.	Process
25-Jun-22	Meeting 5	I believe so, but the future is inherently unknown so you can only plan for what you know.	Process
25-Jun-22	Meeting 5	Same as answer above	Process
25-Jun-22	Meeting 5	Bill is not very high so should be affordable	Process
25-Jun-22	Meeting 5	Difficult to answer.	Process
25-Jun-22	Meeting 5	Happy to pay to ensure system is able to cope with demands	Process
25-Jun-22	Meeting 5	It offers improvements to the current arrangements, improvements which are demanded by customers and with visible results	Process

Date	Data Source	Comment/feedback	Consultation theme
<b>Question: Why did you agree to participate in the community panel?</b>			
20-Aug-22	Exit survey	Because I wanted to contribute to the regulatory process and i was interested in finding out about how it the plan was developed	Process
20-Aug-22	Exit survey	I thought I could make a valuable contribution.	Process
20-Aug-22	Exit survey	I was concerned about rapid rise in electricity prices in recent years Interested in effect of wind and solar power on electricity supply What effect electric cars have on future electricity price	Process
20-Aug-22	Exit survey	My Grandfather recommended it to me and I thought it would be a good chance to get my environmental concerns heard	Process
20-Aug-22	Exit survey	I was keen to learn more about energy production and sustainability in the ACT, especially in light of recent weather extremes caused by climate change. I wanted to learn how I can make more energy efficient choices and socially responsible energy usage. We took advantage of the ACT government solar loan scheme in 2021 and I wanted to also maximise the solar energy benefits.	Process
20-Aug-22	Exit survey	1) i wanted something to do 2)i wanted to learn about the energy sector and how it is shaped/ relate to me 3)energy sector is going through (about to go through) immense changes, and I wanted to have a say	Process
20-Aug-22	Exit survey	For interest and to learn more about the energy sector.	Process
20-Aug-22	Exit survey	I find important to contribute to the life of our community	Process
20-Aug-22	Exit survey	I wanted to ensure that Evo was a part of our journey on climate change rather than a barrier to progress.	Process
20-Aug-22	Exit survey	Represent community views and to learn more about Evoenergy	Process
20-Aug-22	Exit survey	To learn about the electricity network and provide community feedback to ensure the network is prepared for a zero emissions future.	Process
20-Aug-22	Exit survey	Important topic	Process
20-Aug-22	Exit survey	To gain understanding of how the process is undertaken by Evoenergy	Process
20-Aug-22	Exit survey	The \$600	Process
20-Aug-22	Exit survey	121.45.197.86	Process
<b>Question: How much do you now know about community panels?</b>			
20-Aug-22	Exit survey	A moderate amount	Process
20-Aug-22	Exit survey	A moderate amount	Process
20-Aug-22	Exit survey	A moderate amount	Process
20-Aug-22	Exit survey	A little	Process
20-Aug-22	Exit survey	A little	Process
20-Aug-22	Exit survey	A little	Process
20-Aug-22	Exit survey	A little	Process
20-Aug-22	Exit survey	A moderate amount	Process

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	A little	Process
20-Aug-22	Exit survey	A great deal	Process
20-Aug-22	Exit survey	A moderate amount	Process
20-Aug-22	Exit survey	None at all	Process
20-Aug-22	Exit survey	None at all	Process
20-Aug-22	Exit survey	A moderate amount	Process
20-Aug-22	Exit survey	A moderate amount	Process
<b>Question: How much do you now know about the electricity network?</b>			
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A little	Outcomes
20-Aug-22	Exit survey	A little	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A great deal	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A moderate amount	Outcomes
20-Aug-22	Exit survey	A little	Outcomes
20-Aug-22	Exit survey	None at all	Outcomes
20-Aug-22	Exit survey	A great deal	Outcomes
20-Aug-22	Exit survey	A great deal	Outcomes
<b>Question: How decided are you about the future of electricity in the region?</b>			
20-Aug-22	Exit survey	I have a strong view on the issue	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have a strong view on the issue	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have a strong view on the issue	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I have view on the issue but I'm open to change	Outcomes
20-Aug-22	Exit survey	I'm ambivalent	Outcomes
20-Aug-22	Exit survey	I have a strong view on the issue	Outcomes
20-Aug-22	Exit survey	I have a strong view on the issue	Outcomes
20-Aug-22	Exit survey	How confident are you that the community panel led to useful recommendations?	Very confident
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Not so confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
<b>Question: How confident are you that the community panel has/will influence Evoenergy's planning?</b>			
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Very confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Somewhat confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
20-Aug-22	Exit survey	Not at all confident	Outcomes
<b>Question: The purpose of the Community Panel was clear</b>			
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
20-Aug-22	Exit survey	Somewhat unclear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Clear	Process
20-Aug-22	Exit survey	Somewhat clear	Process
<b>Question: Was the content presented in a way which could be understood?</b>			
20-Aug-22	Exit survey	I was unable to understand most things	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood most things	Process
20-Aug-22	Exit survey	Some content was a bit complicated, but I understood enough	Process
20-Aug-22	Exit survey	I understood most things	Process
20-Aug-22	Exit survey	Some content was a bit complicated, but I understood enough	Process

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood most things	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood everything that was presented	Process
20-Aug-22	Exit survey	I understood most things	Process
<b>Question: Did the presenters equip you with sufficient knowledge to provide informed feedback on the network tariff alterations?</b>			
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Neither sufficient nor insufficient	Process
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Somewhat insufficient	Process
20-Aug-22	Exit survey	Somewhat sufficient	Process
20-Aug-22	Exit survey	Neither sufficient nor insufficient	Process
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Somewhat sufficient	Process
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Somewhat sufficient	Process
20-Aug-22	Exit survey	Sufficient	Process
20-Aug-22	Exit survey	Somewhat sufficient	Process
20-Aug-22	Exit survey	Somewhat sufficient	Process
<b>Question: Would you have preferred more information on the topics presented?</b>			
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	I would have preferred much less detail	Process
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	I would have preferred a little more detail	Process
20-Aug-22	Exit survey	I would have preferred a little more detail	Process
20-Aug-22	Exit survey	I would have preferred a little more detail	Process

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	I would have preferred much more detail	Process
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	I would have preferred much more detail	Process
20-Aug-22	Exit survey	the level of detail was right	Process
20-Aug-22	Exit survey	I would have preferred a little less detail	Process
20-Aug-22	Exit survey	I would have preferred much more detail	Process
<b>Question: The ability to participate, contribute to discussion and provide feedback was:</b>			
20-Aug-22	Exit survey	Very easy	Process
20-Aug-22	Exit survey	Very difficult	Process
20-Aug-22	Exit survey	Neither easy nor difficult	Process
20-Aug-22	Exit survey	Difficult	Process
20-Aug-22	Exit survey	Easy	Process
20-Aug-22	Exit survey	Easy	Process
20-Aug-22	Exit survey	Very easy	Process
20-Aug-22	Exit survey	Very easy	Process
20-Aug-22	Exit survey	Very easy	Process
20-Aug-22	Exit survey	Very easy	Process
20-Aug-22	Exit survey	Easy	Process
20-Aug-22	Exit survey	Neither easy nor difficult	Process
20-Aug-22	Exit survey	Neither easy nor difficult	Process
20-Aug-22	Exit survey	Easy	Process
<b>Question: Did Evoenergy demonstrate an openness to new ideas and a willingness to change direction based upon feedback received from the panel?</b>			
20-Aug-22	Exit survey	I am uncertain whether Evoenergy was open to new ideas or not	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	No, I feel like Evoenergy had already made up its mind before talking to the panel	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	I am uncertain whether Evoenergy was open to new ideas or not	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes

Date	Data Source	Comment/feedback	Consultation theme
20-Aug-22	Exit survey	I am uncertain whether Evoenergy was open to new ideas or not	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	I am uncertain whether Evoenergy was open to new ideas or not	Outcomes
20-Aug-22	Exit survey	I am uncertain whether Evoenergy was open to new ideas or not	Outcomes
20-Aug-22	Exit survey	Yes, I feel like Evoenergy was open to ideas	Outcomes
20-Aug-22	Exit survey	No, I feel like Evoenergy had already made up its mind before talking to the panel	Outcomes
<b>Question: Do you have additional comments on the community panel?</b>			
20-Aug-22	Meeting 6	I have better understanding on future electricity supply and effect it will have on me as well as Korean community	Outcomes
20-Aug-22	Meeting 6	It would have been good to have one of the later sessions where retailers were invited so the panel Members could discuss those issues raised in other sessions that were energy retailer related...	Outcomes
20-Aug-22	Meeting 6	thank you for allowing me to participate. I felt comfortable and safe enough to ask questions and make comments despite having no prior knowledge about the energy sector. I really enjoyed the process.	Outcomes
20-Aug-22	Meeting 6	A good process that I hope will be taken into account int the EN24 submission.	Outcomes
20-Aug-22	Meeting 6	very enjoyable experience - good use of my time	Outcomes
20-Aug-22	Meeting 6	Very positive experience and I welcome the opportunity to participate in future panels	Outcomes
20-Aug-22	Meeting 6	I believe Evoenergy should be more proactive on zero emissions. It should be a leader in this space, ahead of the progressive policies of the ACT Government.	Outcomes
20-Aug-22	Meeting 6	Mural was difficult to use	Outcomes
20-Aug-22	Meeting 6	We're just here to rubber stamp your plan	Outcomes